



**Customer
Release
Note**



OMEGA / MEDIAN / DELTA / E-PiCo

RELEASE NOTE

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1 Introduction

1.1 Scope

This document describes the changes to Eclipse HX in v11.0.0 Rev A since v10.0.0 Rev D.

1.2 New and Improved Features

The following system features were added to the Eclipse HX system in the 11.0.0 release.

1.2.1 V-Series Iris Panel Range Support

Support for the V-Series Iris panel range. This panel range includes;

- 24 key 2U Push
- 32 key 2U Lever
- 24 key 2U Rotary
- 12 key 1U Push
- 12 key 1U Lever
- 12 key 1U Rotary
- 12 key 1U Push Expansion
- 12 key 1U Rotary Expansion
- 16 key 1U Lever Expansion

NOTE - It does not include a desktop panel variant.

V-Series Iris panels support the following features (in addition to the existing V-Series features)

- Panel Display Colour Configuration
- AES67 Connection to E-IPA card

1.2.2 EHX Supervisor Mode

Use of the panel programming screen to monitor and control the current panel or beltpack.

The following intercom clients are supported;

- V-Series Iris Panel Range
- V-Series Panel Range
- FS II Beltpacks (1.9 and 2.4 GHz)

1.2.3 EHX IP Devices Screen Additions/Improvements

- Addition of AoIP panel discovery
- Updated UI layout in line with IPT discovery screen
- Support for remotely connected VoIP panel in IP device screen
 - Remote panels were previously missing from the IP Devices screen on screen refresh.

1.2.4 FS II 1.9GHz Audio RF Filter

The mode of operation to compensate for poor RF environments for the E1 based 1.9GHz wireless connection has been added in this release. This feature can improve the reliability of the wireless connection in certain operating environments at the expense of 5ms of audio latency in each direction.

This feature is only supported on 1.9 GHz E1 connection transceiver systems as the 2.4 GHz E1 and 1.9 GHz IPT based transceiver systems already include an equivalent mechanism.

1.2.5 Software Licensing Agreement

The Clear-Com software licensing agreement is now displayed (and acceptance required) after install in EHX and Dynam-EC.

The display of this agreement on EHX start up can be disabled once the software is installed.

1.3 Other Changes

Below is a list of miscellaneous system software changes. If the item reads as a feature defect, then the entry refers to the fix applied to correct this issue.

1.3.1.1 Matrix Changes

47913 - Improved length checks now made on incoming HCI messages. VSM gadget server switchover could cause Matrix reset.

40552 – Fix: TEL / SIP release for remote IFB

49200 – Fix: FSI and FSII reliability issues corrected (Lost audio - Introduced as v10)

49219 – Fix: LQ, IP directs and trunks not connecting to E-IPA.

45050 – N + 1 redundancy now supported for 6 IVC32 cards.

43933 – Introduce Remote PL turnaround support

49025 – Fix: In Live mode, the labels are placed in wrong places on V16 expansion

59909 – Fix: EHX Exception when save file path exceeds 256 characters

48993 – Fix: Leading spaced in config name, download map to the system not possible

49662 – Fix: Unable to remove just Keygroup if Sort group assigned over keygroup

49881 – IPA card license mismatch now displayed in the event log.

50371 – Fix: E1 RFP connected to Eque card not shown in the wireless status display (EHX)

50352 – Fix: Issue causing one-way audio between IPT connected beltpacks and matrix.

1.3.1.2 DYNAM-EC Changes:

Updated to use new v11 map format.

1.3.2 V-Series Iris panel: note on features not supported

The following functionality is not supported on the V-Series Iris panels

- Listen Again
- Message Record and Playback
- Aux Port signaling (for Partyline and FOR-22 signaling on hosted directs)
- Identify Me is not supported in AoIP panel discovery
- Audio Signal Process in the panel Audio Mixer

Note – Central firmware upgrade of the V-Series Iris panel is only supported for AES67 connected panels. Panels utilizing other matrix connection types will be upgraded via USB stick (front or rear facing ports). now Issues

2 Software & Driver Components

For EHX.11.0.0 Rev A Software, Firmware and Documentation details please refer to the following file on the EHX.11.0.0 Rev A Software or Documentation USB or DVD

Documents\Upgrade Manuals\Eclipse_HX_System-Upgrade-Guide-Supplement-399G284A.pdf

EHX.11.0.0 Rev A USB

SOFTWARE USB	T12632-1G1	Rev A
FIRMWARE USB	T12632-1A1	Rev M
DOCUMENTATION USB	T12632-1G2	Rev A

EHX.11.0.0 Rev A DVD

SOFTWARE DVD	T12889-1G1	Rev A
FIRMWARE DVD	T12889-1A1	Rev H
DOCUMENTATION DVD	T12889-1G2	Rev A

3 Known Issues

The following section details those issues that contradict the relevant manuals included in this release. These issues have not been resolved in v11.0.0 and are listed here to help you use the system more effectively.

3.1 I-Station Panel Upgrades

Central upgrade from EHX is not supported on all I-Stations, when upgrading I-Stations with the serial number 45PC0001 or above you must contact your Clear-Com sales representative first.

3.2 V-Series panels upgrade issues

The V-Series panels firmware is much larger than other panels' firmware and as such cannot be stored in flash memory in the rack, as other panels firmware can be; it has to be retained in the buffer used to store firmware which is in the process of being downloaded to panels.

The result is that if a V-Series panel upgrade is occurring and another panel type upgrade is begun, that new upgrade will over-write the V-Series panels firmware - in the middle of the V-Series panels upgrade. This breaks the upgrade. The recommended solution is to upgrade V-Series panels last.

3.3 i-Station Expansion panel upgrade issues

It is recommended that if you are upgrading an i-Station expansion panel (e-1410E) then do so before upgrading its host i-Station panel. Upgrading the i-Station panel first can result in the e-1410E being unusable after upgrade – if this is the case then please contact your supplier.

Please note that the e-1410E upgrade is only required if it is prone to multiple key presses at the same time as there is a problem with the previous version 010112 when multiple keys (3 or more) are pressed simultaneously then the panel can reset.

3.4 EHX Display Settings Restoration

There is a known issue that if EHX display settings (e.g. window size) are incorrect they may be restored to factory default by deleting the settings file which may be found in

C:\Documents and Settings\

Or

C:\Users\

- For Windows 7

3.5 Duplicate items in assignment mode of i-Station panel

There is a known issue with the display of duplicate items (or triple items on controls) are listed in the assignment mode of the i-Station panel

When the port is a Global IFB then EHX has to send a port and IFB entity to the rack and both get shown.

EHX must send 3 controls for each control to simulate talk/listen activation on attachments.

Therefore they appear in duplicate/triplicate.

3.6 TEL-14 is unable to send multiple call signals to a panel.

There is a known issue when you configure a panel to enable call signal alerts. If you configure a TEL-14 interface to have a DTMF access code to the panel and enter the code to generate a call signal tone (91), the call signal tone is heard but if the audio route is removed by use of the 00 code then re-established by entering 91 again then the call signal is not generated at the panel.

3.7 EHX Map Build Fails with Control Macros

There is a known issue where an EHX map with the older scripted Control Macros, (not Logic Maestro), that were previously working, stops building when attempting to download. To fix this for the current session restart the PC.

3.8 Aux Mic level cannot be set on i-Station panel

There is a known issue that the i-Station panel Aux Mic level cannot be set by EHX

3.9 Disabled Sort Groups re-appear.

There is a known issue that if the user disables some sort groups in matrix hardware and then download to the frame, the sort groups appear correct on the panel.

However, if the config is then saved and reloaded all the disabled sort groups for the panel are re-enabled.

3.10 Fibre cards reporting TRANSCEIVER UP/DOWN

If one of the nodes in a multiple fibred system is faulty you may receive in the EHX logs multiple messages of the following format

FIBRECARD slot xx transceiver A UP
Or
FIBRECARD slot xx transceiver A DOWN

3.11 IVC-32 can disconnect and reconnect on Apply Change

The user should be aware that any IP panel connected to an IVC-32 which has had its connection type set in the panel menus to something other than DEFAULT, and whose value does not match the connection type configured in EHX, will briefly drop offline after a non-intrusive download.

To avoid this happening, the required connection type should be set for the panel in EHX, and the connection type configured in the panel menus should be left at DEFAULT.

3.12 IP Panel will not automatically log in after TFTP upgrade

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An IP Panel will not automatically log in after being upgraded via TFTP. The panel needs to be restarted after the upgrade. The IP Settings should then be re-entered from the IP SETUP menu before the panel will be able to login.

3.13 Assigning remote groups via online mode fails

In a multi-system set-up, assigning a group from a remote system to a panel results in one of the local system groups showing up on the panel instead.

Making same assignment offline and downloading it to the system gives the correct result. Any subsequent online mode assignments of the same group will work, but assigning any other remote group in online mode fails again in the same way as described above

3.14 Fibre sometimes fails to recover from loopback mode

Sometimes when after the primary and secondary fibre connections fail, the system may not recover from loopback mode if the secondary connection only comes up. The system will recover correctly when the primary connection is restored.

3.15 IP Address Clash

Please ensure that there are no IP address clashes on the network.

If there is an IP address clash between an IVC-32 and another component on the network then this may cause the IVC-32 to reset.

If there is an IP address clash between an IP panel and another component on the network then this may cause the IP Panel to reset.

It is recommended that to reduce the possibility of an IP address clash that the panels are configured for DHCP mode (default mode).

3.16 EHX / E-IPA-HX upgrade Issue

EHX stops(blocks) the application of a NID whilst the E-IPA-HX upgrade is progressing.

It lifts this block when the upgrade is complete.

If EHX misses the complete message, then it will never lift the block until EHX Application is restarted

3.17 E-IPA-64-HX Card 64th Port Issue

If there is a talk/listen from the 64th port of an E-IPA-HX card to another port on the same E-IPA-HX card there is distortion in one direction.

4 Configuration Issues

4.1 GPI-6 and RLY-6 Installation

During the configuration of GPI-6 modules and RLY-6 modules, the Eclipse HX Omega\Median Systems requires the GPI-6 modules to be connected to the Eclipse HX Frame first, and then each GPI-6 module is daisy chained. If RLY-6 modules are also to be connected, they are required to be connected after the GPI-6 modules. If no GPI-6 modules are used then the RLY-6 module is connected to the Frame connector.

5 Support

5.1 DIG-2 and T-Adaptor Support

From Eclipse version HX 7.6 and above, the DIG-2 and T-adaptor modules will not be supported & will no longer operate.

6 Future Support notification

6.1 FreeSpeak 1 and Cellcom

FreeSpeak 1 and Cellcom beltpacks will remain supported in all EHX 11.x variants. However, from EHX 12.x it is expected that these units may no longer be supported to allow further planned developments of the system.