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Introduction

Listen is dedicated on communicating the status of our ListenPoint product to our customers, and to do so we've created this document to cover known issues that have been found on the latest ListenPoint release of Hardware, Firmware and Software. This list of known issues has been compiled by in-house testing and field reports and not be severe enough to reject the Hardware, Firmware or Software version.

Current Release Versions:

Hardware

- Control Unit:
 - Build F11C149xxxx
- Room Module:
 - Build F11C151xxxx
- Microphone/Media Interface:
 - Build F11C147xxxx
- Expansion Sensor:
 - Build F11C153xxxx

Firmware

- Control Unit:
 - Version A1.63 – Serial #'s K10C149xxxx – L10C149xxxx
 - Version A1.86 – Serial #'s B11D149xxxx – F11D149xxxx
- Room Module:
 - Version A1.63 – Serial #'s K10C151xxxx – L10C151xxxx
 - Version A1.86 – Serial #'s B11D151xxxx – F11D151xxxx
- Microphone/Media Interface
 - Version 3.49

Software

- ListenPoint Software:
 - Version 1.1.156

New Additions:

- ListenPoint Configuration Software
 - Introduction Screen – An introduction screen has been added to provide notification to user that the software has been started and will be up in a matter of time. This is most useful on operating systems that might take longer to start programs.

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Fixed Issues:

- Control Unit/Room Module
 - Speakers 3 & 4 Issue – The speakers 3 & 4 were intermittently upon startup locking up causing no audio to pass to the speakers. Additional time in firmware version A1.86 was provided to the amplifier chips to allow the voltage regulator to reach its full power potential allowing the amplifiers to function correctly.
- ListenPoint Software
 - Loss of Volume Control – After repeated start ups and closes the CU would begin to respond slowly to volume slider movement. New drivers included within version 1.1.156 of the Configuration Software have solved the communication issues between the control unit and the software.
 - Speaker EQ Upload Cancel – The software did not allow the cancelation of the upload once you started the process. The software now allows the cancelation of the software properly.
 - New 1.7.0.0 Drivers – The ListenPoint Configuration Software now includes version 1.7.0.0 drivers that solve multiple communication issues with different operating systems and system platforms.
 - USB Port Release – Upon disconnect of the USB cable or loss of power on the control unit would cause the USB port to be held until the configuration software was closed. Software now prompts a window telling the user that it has lost communication to the control unit and will have to close. Upon the user clicking “Okay”, the software closes out and releases the port to allow communication to happen properly.
 - Aux Input Text Lost – Communication error during upload and download on configuration files were causing aux input text to be lost causing missed and/or incorrect characters to show up. Error has been fixed and no longer causing issues with aux input names.

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Downloads:

- ListenPoint Configuration Software
 - Version 1.1.156
 - <http://www.listentech.com/support-tools-downloads>

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Known Issues:

Known Issue	Description	Resolution
Auxiliary Input Noise	Certain audio devices connected to an auxiliary input causes the control unit to have a background hiss while the audio is playing.	If possible, connect a different device to the control unit.
Ultrasonic Interference	Ultrasonic frequencies above 20 kHz cause the linking between the microphone/media interface to drop out and be intermittent.	Listen is currently producing M1's with the fix to the issue. All M1's in the field can receive a free update, contact Listen @ support@listentech.com .
Battery Gauge Inaccurate	The microphone icon on the LCD of the control unit is in reference to the icon bats and the true battery life in the microphone.	Schedule to be fixed in future firmware release.
6-12 VDC Input cause "Page Active"	When a 6-12 VDC input is used to trigger a relay it will incorrectly indicate "Page Active" on the LCD of the control unit.	Schedule to be fixed in future firmware release.
CU Screen's Default Selection	When configuring ListenPoint from the CU and presented with a list of options from which to make a selection, the top choice is not always highlighted as the default selection.	If you do not see the desired option scroll to the top to make sure all options have been seen.
ListenPoint Configuration Software Shows Incorrect LCD Display Contrast	When ListenPoint Configuration Software connects to a CU, the systems Settings tab's value for LCD Display Contrast may change to match the CU's value, or change to a random value.	When ListenPoint Configuration Software is connected to a CU, verify the System Settings tab's value for LCD Display Contrast is set as desired before uploading a configuration file to the CU, or performing a File/Save operation to save a configuration on the PC.
Microphone Aux Input Ducking	Some users may find the microphone auxiliary input ducking levels selected by the low/medium/high configuration settings are not well spaced.	Select the ducking level that best fits your application.
Microphone Charge Battery Level	Microphone battery charge level displayed on the CU's LCD screen may be inaccurate.	When a microphone's battery is recharged, the microphone must be left in the charger until the battery is completely charged for it's charge level to display correctly.
Microphone Low Battery LED	Programming the microphone low battery LED function is backwards. That is, to enable the red LED to flash when the battery is low, Low Battery LED must be set to Off, and to disable the LED from flashing red when the battery is low, Low Battery LED must be set to On.	Set Low Battery LED to Off to enable red LED flashing, and set Low Battery LED to On to disable red LED flashing.

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Known Issues:

Known Issue	Description	Resolution
Microphone Low Battery LED and Beeper	The low battery LED feature cannot be turned On/Off by locally programming the microphone, it can only be turned On/Off from the CU and then performing a microphone re-initialization. The low battery beeper feature cannot be turned On/Off from the CU, it can only be turned On/Off by locally programming the microphone.	The low battery LED feature may be turned On/Off from the CU and then performing a re-initialization. The low battery beeper feature may be turned On/Off by locally reprogramming the microphone.
Microphone Turn ON with Multi-function Button	If microphone is turned ON by pushing the multi-function button and the multi-function button is held down for five seconds or more, the Aux Mute may be inappropriately activated, or the RM's relay output may be inappropriately activated.	When turning ON the microphone with the multi-function button, release the button when the microphone's LED illuminates.
Microphones Simultaneously Turned On or Off	If two microphones are turned on at the same time, both will link with the RM on channel 1, causing audio problems. If two microphones are turned off at the same time a considerable squelch tail may be heard.	When two microphones link to the same channel, turn one of the microphones off and back on again.
RM Custom EQs	Custom EQs downloaded from the Internet do not install and work properly.	Schedule to be fixed in future firmware release.
RM Listen Bus is not functional.	The RM's Listen Bus (RS-485) functionality will be added in the future.	Schedule to be fixed in future firmware release.

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