

ClearOne®

Touch Panel Controller for CONVERGE® Pro 2 With Built-in Dialers for VoIP/Telco & Skype for Business User Manual



Notices

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Touch Panel Controller for CONVERGE® Pro 2

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Chapter 1

Touch Panel Controller Setup

Topics:

- *About the ClearOne Touch Panel Controller*
- *Setting Up the Touch Panel Controller*
- *Mounting Options*
- *Power Options*
- *Communication Options*
- *Power and Communication Accessories*
- *Power and Communication Examples*
- *Upgrading Touch Panel Controller Firmware*
- *Using Launcher to Choose Dialer Type*
- *Configuring Ethernet Settings (VoIP/Telco)*
- *Configuring Ethernet Settings (S4B)*
- *Configuring Wi-Fi Settings (VoIP/Telco)*
- *Configuring Wi-Fi Settings (S4B)*
- *Setting the Touch Panel Controller Date and Time (VoIP/Telco)*
- *Setting the Touch Panel Controller Date and Time (S4B)*
- *Using USB Input Devices*
- *Dialer Icons*
- *Using Multiple Dialers with a CONVERGE Pro 2 Device*

This chapter contains information about setting up the Touch Panel Controller.

About the ClearOne Touch Panel Controller

ClearOne Touch Panel Controller, a highly intuitive 10-inch, touch-screen device designed for CONVERGE Pro 2 (CP2), allows users to control their audio conference, including managing contacts and placing and controlling calls. Flexible connectivity options and a choice of tabletop, wall, or VESA mounting options offer an integrator-friendly solution that fits perfectly in any space.

The Touch Panel Controller (TPC) provides the following features:

VoIP, Telco, or Skype for Business (S4B)

- Support for SIP servers
- Support for Telco service
- Support for Skype for Business servers
- Same hardware supports both VoIP/Telco and S4B Dialers
- Choose between VoIP/Telco and S4B (only one at a time)
- Switch between VoIP/Telco Dialer and S4B Dialer at any time



Note:

Since the Touch Panel Controller supports two types of Dialers, one that supports both VoIP and Telco, and another that supports Skype for Business, some topics in this manual correspond to only one of these Dialers, in which case the topic title indicates the Dialer type (VoIP/Telco or S4B for Skype for Business).

Call Management

- On-screen dialpad
- Make and receive calls
- Multi-party conference calls
- Call control - hold, transfer, forward, and history (transfer and forward apply only to VoIP)
- Meetings (S4B)
- Call logs

Contact Management

- Phone book
- Favorite contacts
- Search contacts
- Contact Groups (S4B)
- Import/Export contacts (VoIP/Telco)

Control

- Microphone Mute control
- Speaker Volume control
- Programmable custom control

Touch Panel

- 10.1" screen size
- Capacitive touch screen
- 1280 x 800 resolution

Flexible Mounting

- Tabletop mount
- Wall mount
- 3rd-party mount with VESA standard

Connectivity and Power

- RS232, Ethernet, or Wi-Fi
- Direct connection to CP2 and its expanders
- Power: DC, PoE, Power over P-link

Setting Up the Touch Panel Controller

There are three basic steps to setting up the ClearOne Touch Panel Controller:

1. Choosing how to provide power to the Controller. See [Power Options](#) for more information.
2. Choosing how the Controller will communicate with CONVERGE Pro 2 devices. See [Communication Options](#) for more information.
3. Using the Launcher to choose a Dialer type (VoIP/Telco or Skype for Business). See [Using Launcher to Choose Dialer Type](#) for more information.
4. Making a connection to one or more CONVERGE Pro 2 devices. See [Adding/Editing a CONVERGE Pro 2 Connection \(VoIP/Telco\)](#) or [Adding/Editing a CONVERGE Pro 2 Connection \(S4B\)](#) for more information.

Mounting Options

There are three mounting options for the Touch Panel Controller:

- ClearOne Tabletop Mount
- ClearOne Wall Mount
- Third-party VESA Mount

ClearOne Tabletop Mount Kit

ClearOne offers a tabletop mount kit (Part NumNober 910-3200-502):



Note:

For detailed installation instructions, see the [Touch Panel Controller Tabletop Mount Kit Installation Manual](#).

ClearOne Wall Mount Kit

ClearOne offers a wall mount kit (Part Number 910-3200-503):

**Note:**

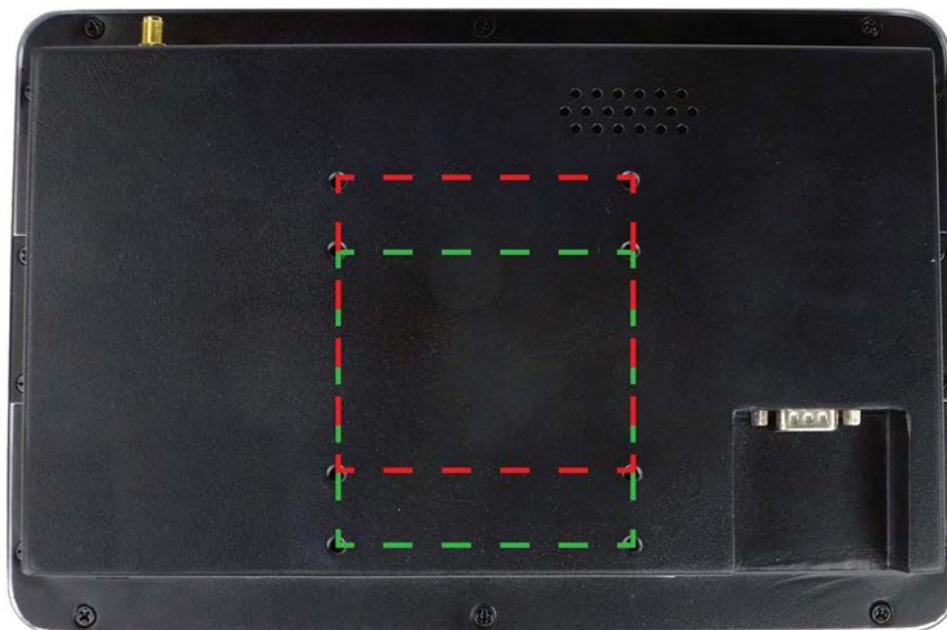
For detailed installation instructions, see the [Touch Panel Controller Wall Mount Kit Installation Manual](#).

Third-party VESA Mount

Any VESA standard 75mm x 75mm mount can be used with the Touch Panel Controller.

Mounting Holes

The Touch Panel Controller has two sets of 75mm x 75mm mounting holes, as shown below:



You can use the upper holes (shown with the red dotted line above) or the lower holes (shown with the green dotted line above) to mount the Touch Panel Controller using the wall mount. If you are mounting the device using a tabletop mount, you should always use the lower holes (shown with the green dotted line above), to allow for adequate room for the ports at the bottom of the device.

Power Options

There are three ways to power the ClearOne Touch Panel Controller:

- DC Power Adapter (provided with unit)
- PoE (connected to any PoE Injector or PoE Ethernet switch)
- P-link (connected to a CP2 as the last device in a P-link chain, since the P-link provides only power to the TPC, and does not carry audio or control data)

**Note:**

You can connect the Touch Panel Controller to more than one power source. The Power Adapter always takes precedence when more than one power source is connected. If one of the power sources is removed or fails, the unit automatically switches to the other source.

Power Adapter

You can power the unit using the supplied power adapter. Just connect it to the power connector at the bottom of the device:



PoE Connection

You can power the unit using a CAT5 or CAT6 Ethernet cable connected via the RJ45 port at the bottom of the unit to a PoE Injector or PoE Ethernet switch:



P-link Connection

You can power the unit using a P-link cable connected via the RJ45 port at the bottom of the unit (see below). The TPC should be the last device in the P-link chain.



Note:

In order to power the Touch Panel Controller using a P-link connection, you must use a Power Supply Kit. See [Power and Communication Accessories](#) and [Power and Communication Examples](#) for more details.



Communication Options

In order for the Touch Panel Controller to work, it must be connected to a CONVERGE Pro 2 (CP2) device. In order for the telephony-specific Dialer functions to work, the Touch Panel Controller must be connected to a CONVERGE Pro 2 device that is either VoIP/S4B or Telco capable.



Note:

CP2 models that are VoIP-capable and Skype for Business capable include a “V” in their names; Telco-capable models include a “T” in their names, as shown in the table below:

CP2 Model	VoIP	S4B	Telco
128T	✗	✗	✓
128TD	✗	✗	✓
128V	✓	✓	✗
128VD	✓	✓	✗
48T	✗	✗	✓
48V	✓	✓	✗

There are three ways the Touch Panel Controller can communicate with a CP2 device:

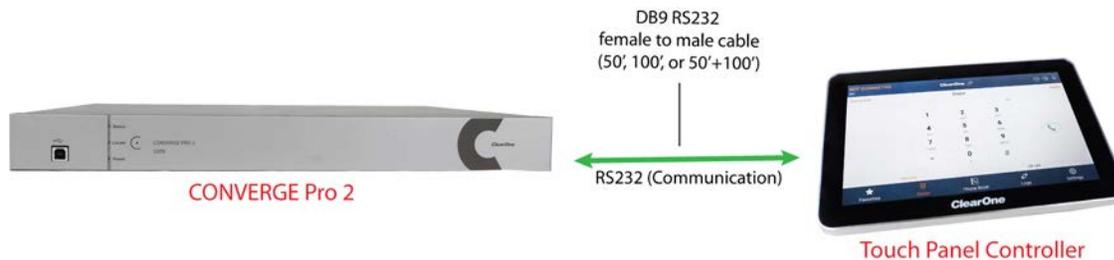
- By serial connection, using the RS232 port on the Touch Panel Controller
- By telnet, using an Ethernet network connection
- By telnet, using a Wi-Fi network connection

Serial Connection

You can connect the Touch Panel Controller to a CONVERGE Pro 2 via the RS232 port at the bottom of the device:



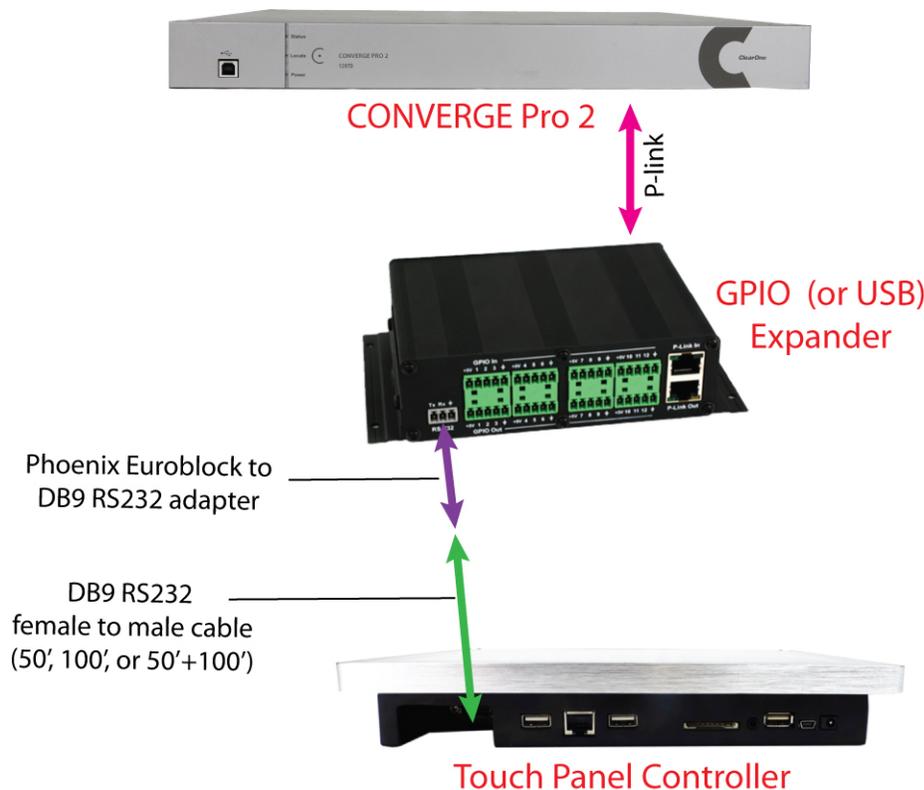
You can connect directly using a standard RS232 serial cable for communications:



Note:

Power connection not shown.

Or you can connect via a CP2 GPIO or USB Expander, using the RS232 Serial to Phoenix Euroblock adapter accessories:

**Note:**

Power connection not shown.

Wi-Fi Connection

You can connect the Touch Panel Controller to a CONVERGE Pro 2 via telnet using a Wi-Fi connection. For more information, see [Configuring Wi-Fi Settings \(VoIP/Telco\)](#).

Ethernet Connection

You can connect the Touch Panel Controller to a CONVERGE Pro 2 via telnet using an Ethernet connection. Just attach the Touch Panel Controller to your network using the RJ45 Ethernet port:



If you're using DHCP, no further configuration is required. To use a static IP address, you must configure the Touch Panel Controller Ethernet settings. See [Configuring Ethernet Settings \(VoIP/Telco\)](#) for more information.

Power and Communication Accessories

The following table lists the ClearOne accessories that can be used to provide power and communication to the Touch Panel Controller.

**Note:**

For examples of ways you can combine the accessories listed below to provide power and communications to the Touch Panel Controller, see [Power and Communication Examples](#).

Accessory	Part Number	Description	Purpose
Serial Cable, 50 feet (15.2m)	910-3200-504-50	DB9 RS232 serial cable with male connector on one end and female connector on the other end.	communications
Serial Cable, 100 feet (30.5m)	910-3200-504-100	DB9 RS232 serial cable with male connector on one end and female connector on the other end.	communications
Serial to Phoenix Euroblock Adapter, 1 foot (30.5cm)	910-3200-505	Cable with DB9 RS232 serial female connector on one end and Phoenix Euroblock connector on the other end.	communications  Note: This adapter is needed when you use CP2 USB Expander or GPIO Expander, both of which have RS232 Phoenix connectors, to connect the Touch Panel Controller through the RS232 serial cable.
PoE Power Supply kit for 3 devices	910-3200-202	PoE+ injector power supply kit for powering up to three devices attached via P-link cables.	power
PoE Power Supply kit for 1 device	910-001-004	PoE injector power supply kit for powering one device attached via P-link cable.	power
CAT6 Ethernet Cable, 50 feet (15.2m)	910-3200-204-50	CAT6 Ethernet cable.	communications OR communications and power (if using PoE switch or PoE injector)
CAT6 Ethernet Cable, 100 feet (30.5m)	910-3200-204-100	CAT6 Ethernet cable.	communications OR communications and power (if using PoE switch or PoE injector)
CAT6 Ethernet Cable, 150 feet (45.7m)	910-3200-204-150	CAT6 Ethernet cable.	communications OR communications and power (if using PoE switch or PoE injector)
CAT6 Ethernet Cable, 200 feet (61m)	910-3200-204-200	CAT6 Ethernet cable.	communications OR communications and power (if using PoE switch or PoE injector)

Power and Communication Examples

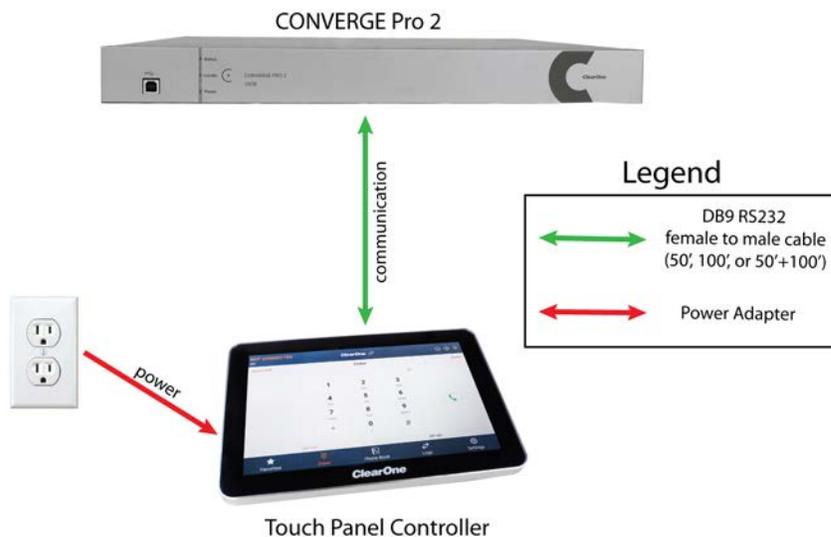
Following are examples of some of the ways that you can provide power to the Touch Panel Controller and have it communicate with a CONVERGE Pro 2.

 **Note:**

For more information about the specific ClearOne accessories you can use to make power and communications connections, see [Power and Communication Accessories](#).

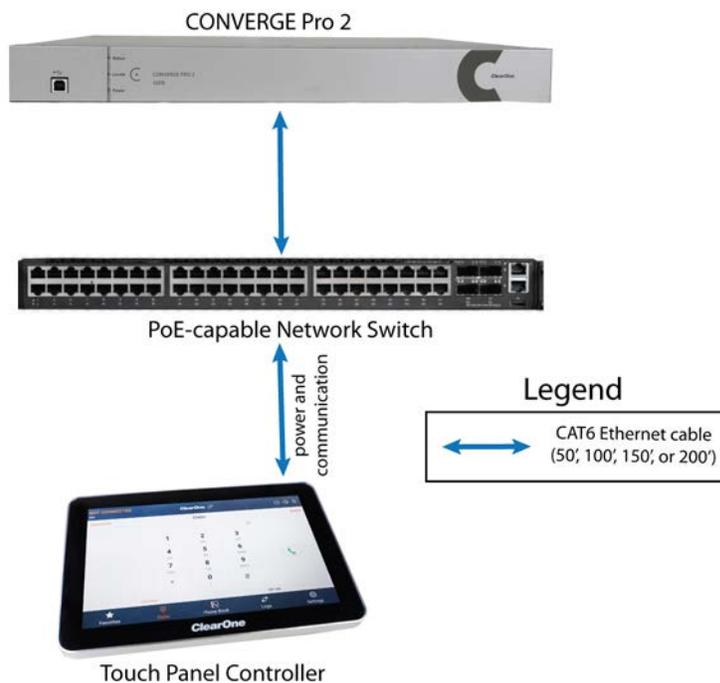
Power via Power Adapter, Communications via Serial Cable

You can provide power using the included power adapter and provide communications via a serial cable:



Power and Communications via PoE Ethernet

Connecting via Ethernet to a PoE-capable network switch lets you provide both power and communications for the Touch Panel Controller using the Ethernet connection:



Connection Note: Maximum CAT 5e/6 cable length for Ethernet connections between Touch Panel Controller and network switch is 300 ft (91m).

Power via P-link, Communications via Serial Cable

You can get power using a direct P-link connection to a CONVERGE Pro 2 and communications using a direct serial connection to a CONVERGE Pro 2:



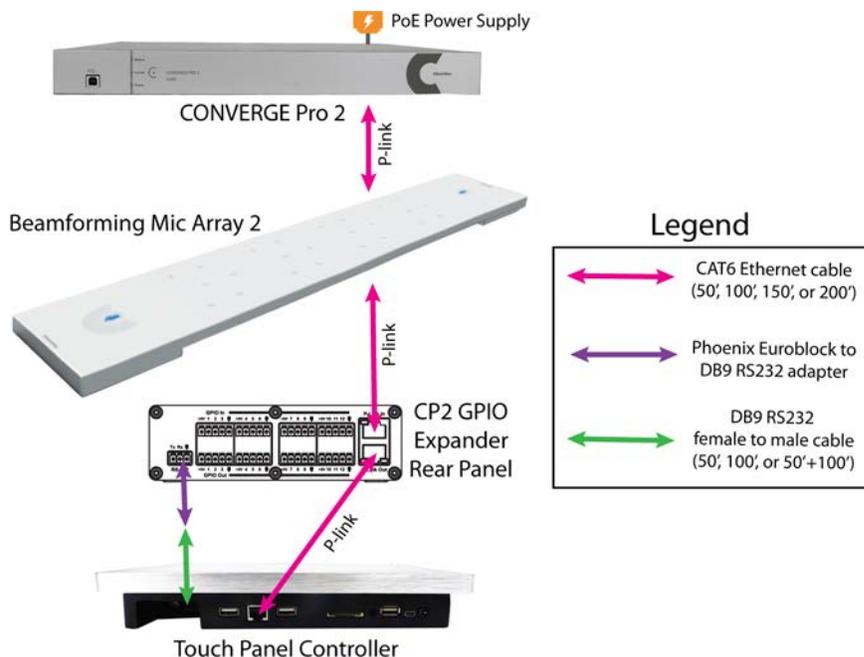
Connection Note: Maximum CAT 5e/6 cable length for P-link connections is 200 ft (61m). Maximum RS232 cable length is 150 feet (46m).

Power via Daisy-chained P-link through BFM2 and GPIO Expander, Communications via Serial with Phoenix Euroblock Adapter

You can get power using a daisy-chained P-link connection to a CONVERGE Pro 2 and communications via serial passed through a CONVERGE Pro 2 expander (GPIO in this example), using the provided Phoenix Euroblock adapter.

**Note:**

When using a daisy-chained P-link connection, the Touch Panel Controller must be the furthest away from the CONVERGE Pro 2 (CP2) in the chain, or the P-link communications to other devices will be interrupted. In the diagram below, for example, if you were to connect the Beamforming Microphone Array 2 (BFM2) after the Touch Panel Controller in the chain, the BFM2 would no longer be able to communicate with the CP2.



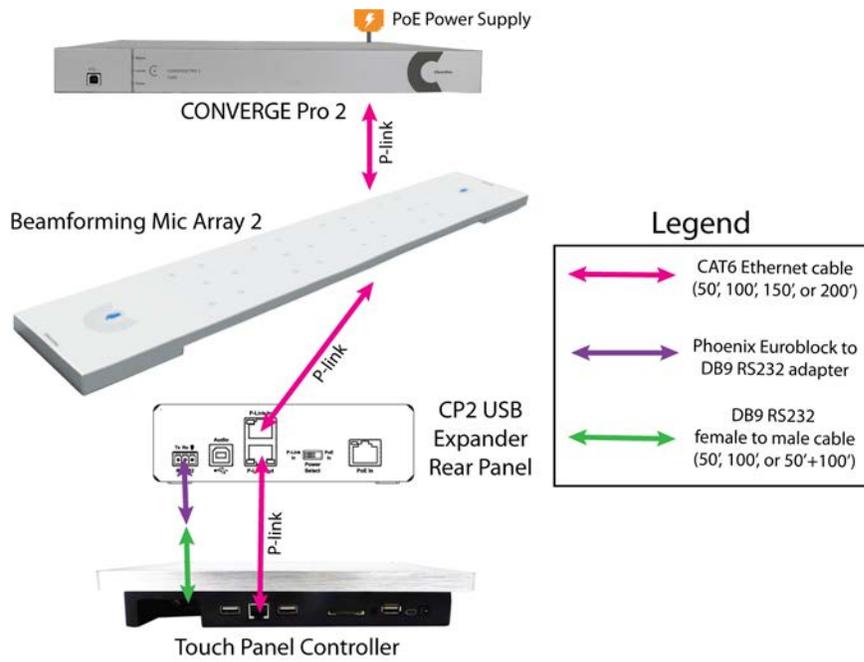
Connection Note: Maximum CAT 5e/6 cable length for P-link connections is 200 ft (61m). Maximum RS232 cable length is 150 feet (46m).

Power via Daisy-chained P-link through BFM2 and USB Expander, Communications via Serial with Phoenix Euroblock Adapter

You can get power using a daisy-chained P-link connection to a CONVERGE Pro 2 and communications via serial passed through a CONVERGE Pro 2 expander (USB in this example), using the provided Phoenix Euroblock adapter.

**Note:**

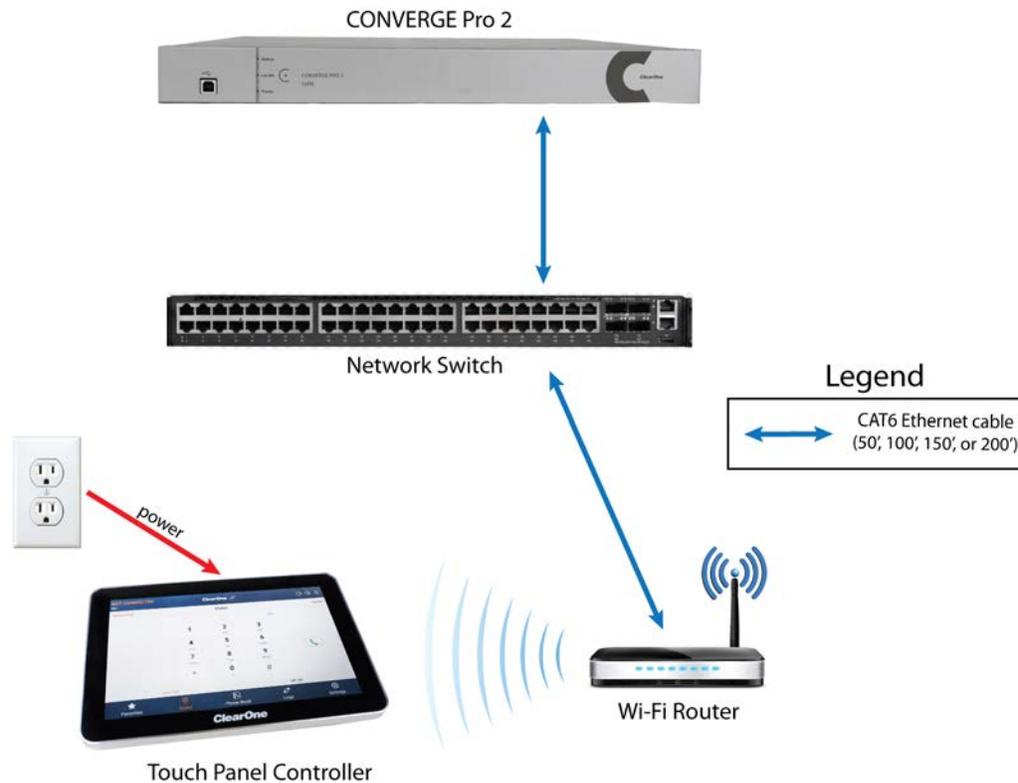
When using a daisy-chained P-link connection, the Touch Panel Controller must be the furthest away from the CONVERGE Pro 2 (CP2) in the chain, or the P-link communications to other devices will be interrupted. In the diagram below, for example, if you were to connect the Beamforming Microphone Array 2 (BFM2) after the Touch Panel Controller in the chain, the BFM2 would no longer be able to communicate with the CP2.



Connection Note: Maximum CAT 5e/6 cable length for P-link connections is 200 ft (61m). Maximum RS232 cable length is 150 feet (46m).

Power via DC Power Adapter, Communications via Wi-Fi

You can get power via the DC power adapter that comes with the Touch Panel Controller, and provide communications via Wi-Fi:



Connection Note: Maximum CAT 5e/6 cable length for Ethernet connections is 300 ft (91m).

Upgrading Touch Panel Controller Firmware

You can upgrade the Touch Panel Controller Firmware using the CONVERGE Pro 2 CONSOLE application.



Note:

You can update individual Dialer applications from the Touch Panel Controller Settings, but to update the entire device, including the Launcher and both the VoIP/Telco and Skype for Business Dialers, you must do a firmware upgrade.



CAUTION:

Upgrading the Touch Panel Controller firmware removes all settings, phone book entries, contacts, connections, or other data stored in the device.

To upgrade the Touch Panel Controller firmware:

1. Using a USB cable with a Mini USB connector on one end (to connect to the TPC) and a Type A USB connector on the other end (to connect to a PC), connect the Touch Panel Controller to a PC that has CP2 CONSOLE installed.

Connect the TPC using the Mini USB port shown below:

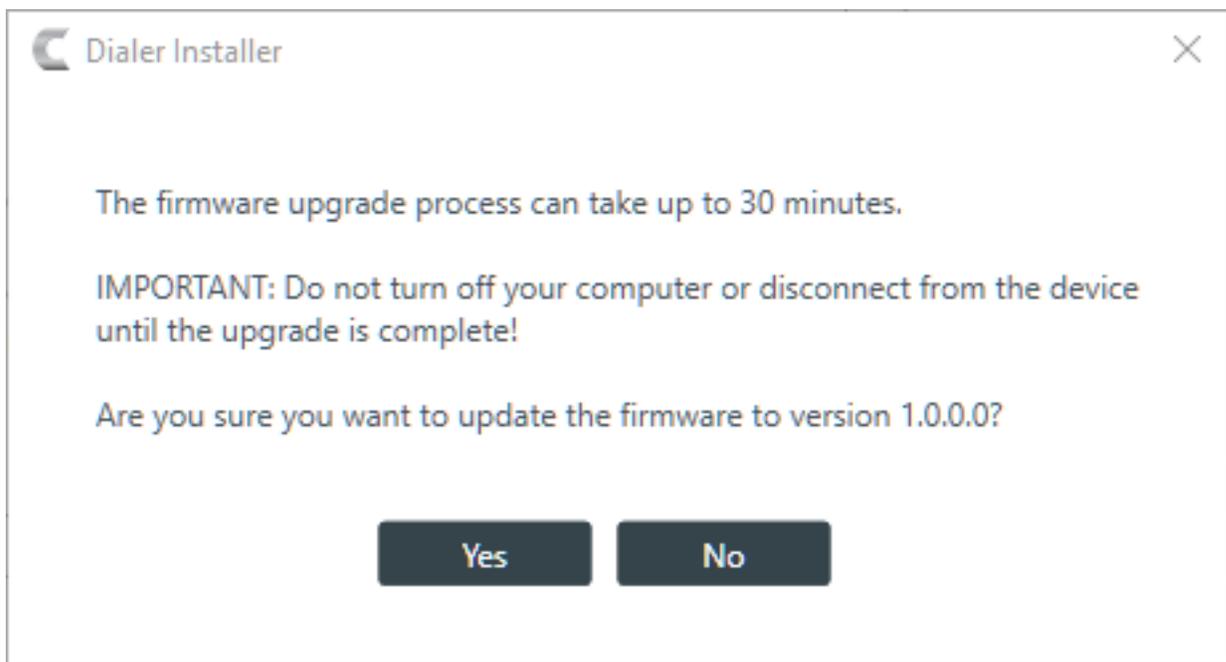


2. Open the CONVERGE Pro 2 CONSOLE.
3. From the **File** menu, choose **CP2 Touch Panel Controller Updater**.

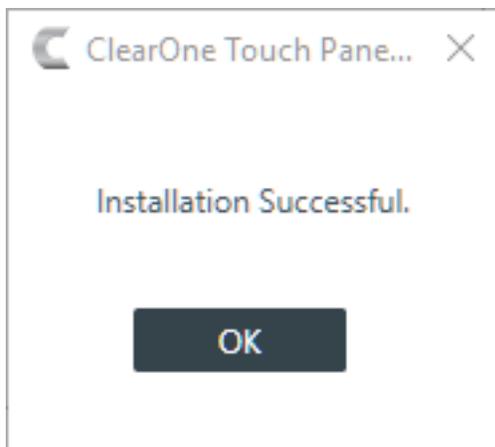
The Touch Panel Controller Firmware Update Utility appears:



4. If any firmware update files are available from ClearOne, they appear under Available From Web. Select the check box next to a file you want to download and click **Download Files**.
The selected file is downloaded to your computer and appears in the My Computer box with a Send button next to it.
5. Click **Send** next to a firmware file under My Computer to send it to the attached Touch Panel Controller. A dialog box appears to let you confirm whether you want to complete the firmware upgrade:



6. Click **Yes** to send the firmware file to the Touch Panel Controller.
7. Alternatively, you can browse for and select a firmware file to send by clicking **Select Firmware File** and choosing a file from the Open dialog box that appears.
8. The selected firmware file is sent to the Touch Panel Controller, and update details appear under Messages.
9. If the firmware update is successful, the following dialog box appears:



The Touch Panel Controller restarts using the updated firmware.

10. Click **OK**.

The firmware update is complete.

Using Launcher to Choose Dialer Type

When you are first setting up a Touch Panel Controller or, after setup, if you choose to run the ClearOne Launcher, you can use the Launcher to choose a Dialer: VoIP/Telco or Skype for Business.

 **Note:**

After initial setup, you can run the Launcher at any time to choose which version of the Dialer to run. See [Starting ClearOne Launcher \(VoIP/Telco\)](#) or [Starting ClearOne Launcher \(S4B\)](#) for more information.

To use the Launcher to choose Dialer type:

1. When the Launcher is run, the following screen appears:



2. Tap the icon for the Dialer you want to use.

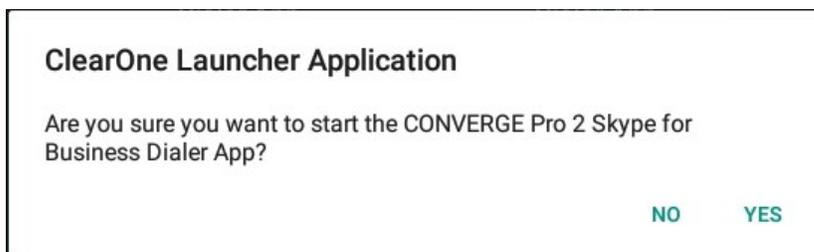


Note:

The default selection is the VoIP/Telco Dialer.

3. Click APPLY & RESTART.

A confirmation dialog box appears:



4. Tap Yes.

The Touch Panel Controller restarts and opens the Dialer type you have selected.

Configuring Ethernet Settings (VoIP/Telco)

To connect the Touch Panel Controller to your network using Ethernet, connect an Ethernet cable to the RJ45 port at the bottom of the device:



By default, the Touch Panel Controller connects to the network using DHCP. If you're using DHCP, no further configuration is required. To set a static IP address, follow the steps below.



Note:

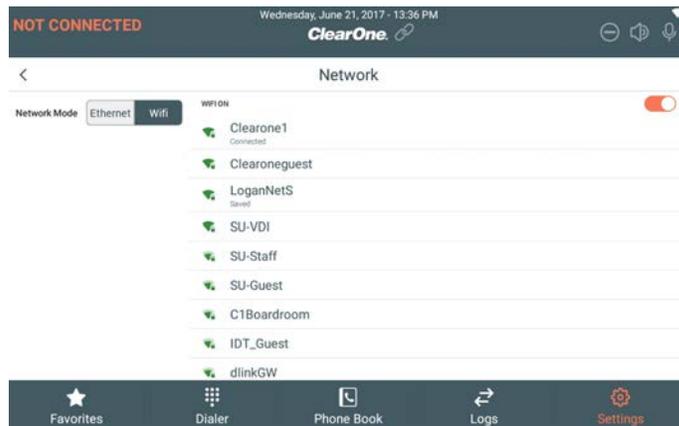
If you have configured the Touch Panel Controller for both Ethernet and Wi-Fi connections, the Ethernet connection takes precedence.

To use an Ethernet connection with a static IP address:

1. Tap  **Settings**.

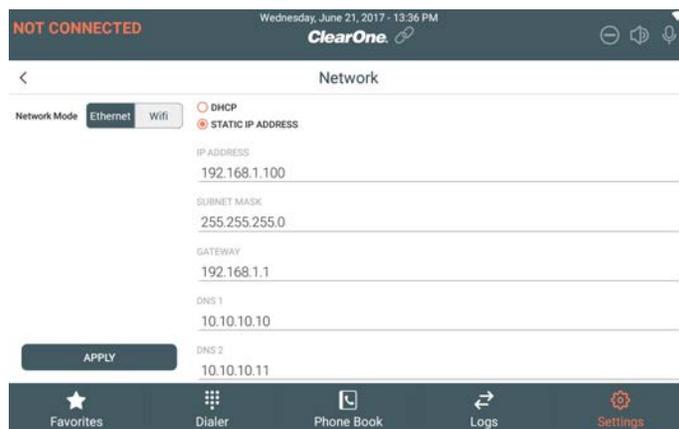
2. Tap **Network**.

The Network screen appears:



3. Tap **Ethernet**.

The Ethernet settings screen appears:



4. If it's not already selected, tap **Static IP Address**.
5. Add values for **IP Address**, **Subnet Mask**, **Gateway**, **DNS1**, and **DNS2** in the respective fields.
6. Tap **Apply**.

Configuring Ethernet Settings (S4B)

To connect the Touch Panel Controller to your network using Ethernet, connect an Ethernet cable to the RJ45 port at the bottom of the device:



By default, the Touch Panel Controller connects to the network using DHCP. If you're using DHCP, no further configuration is required. To set a static IP address, follow the steps below.

Note:

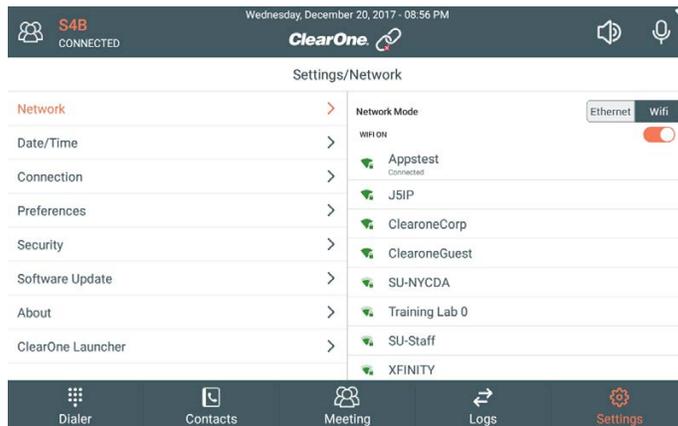
If you have configured the Touch Panel Controller for both Ethernet and Wi-Fi connections, the Ethernet connection takes precedence.

To use an Ethernet connection with a static IP address:

1. Tap  **Settings**.

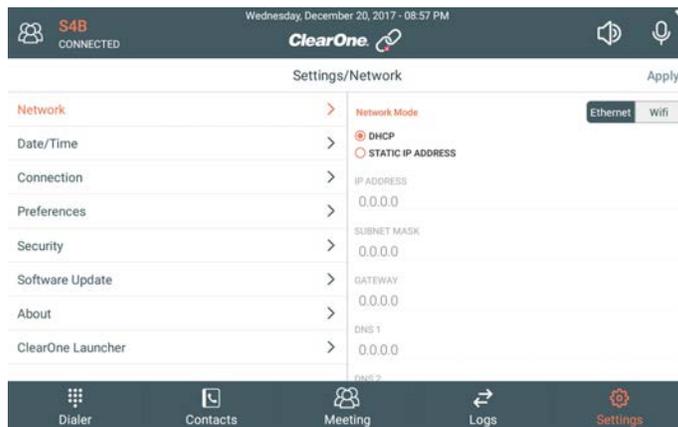
2. Tap **Network**.

The Network screen appears:



3. Tap **Ethernet**.

The Ethernet settings screen appears:



4. If it's not already selected, tap **Static IP Address**.
5. Add values for **IP Address**, **Subnet Mask**, **Gateway**, **DNS1**, and **DNS2** in the respective fields.
6. Tap **Apply**.

Configuring Wi-Fi Settings (VoIP/Telco)

You can connect the Touch Panel Controller to your network using Wi-Fi.

 **Note:**

If you plan to use a Wi-Fi connection, be sure to attach the Wi-Fi antenna that came with the device to the antenna connection at the top of the device. When not using the antenna, you can use the included dust cap to cover the antenna connector.



 **Note:**

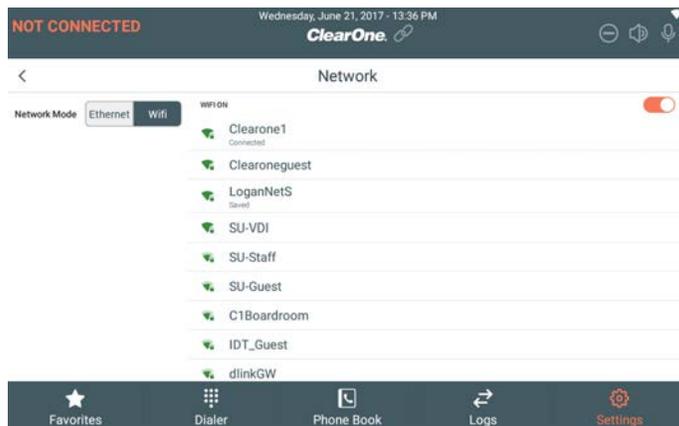
In order to use a Wi-Fi connection, you must not have an active Ethernet connection, because Ethernet connections take precedence over Wi-Fi connections.

To use a Wi-Fi connection:

1. Tap  **Settings**.

2. Tap **Network**.

The Network screen appears:



3. If it is not already selected, tap **Wifi**.

A list of available networks appears.

4. Tap the name of the network you want to join.

A dialog box appears to let you type the network password:

C1Boardroom

Password

Show Password

Advanced Options

CANCEL **CONNECT**

5. Type the network password in the Password field.

6. If you need to use a proxy server or set a static IP address, select the **Advanced Options** check box and then change the necessary advanced options.
7. Tap **Connect**.

Assuming you specified the correct password, you are connected to the specified Wi-Fi network. When you are connected to a Wi-Fi network, the Wi-Fi symbol appears in the upper right of the screen: 

Configuring Wi-Fi Settings (S4B)

You can connect the Touch Panel Controller to your network using Wi-Fi.

Note:

If you plan to use a Wi-Fi connection, be sure to attach the Wi-Fi antenna that came with the device to the antenna connection at the top of the device. When not using the antenna, you can use the included dust cap to cover the antenna connector.



Note:

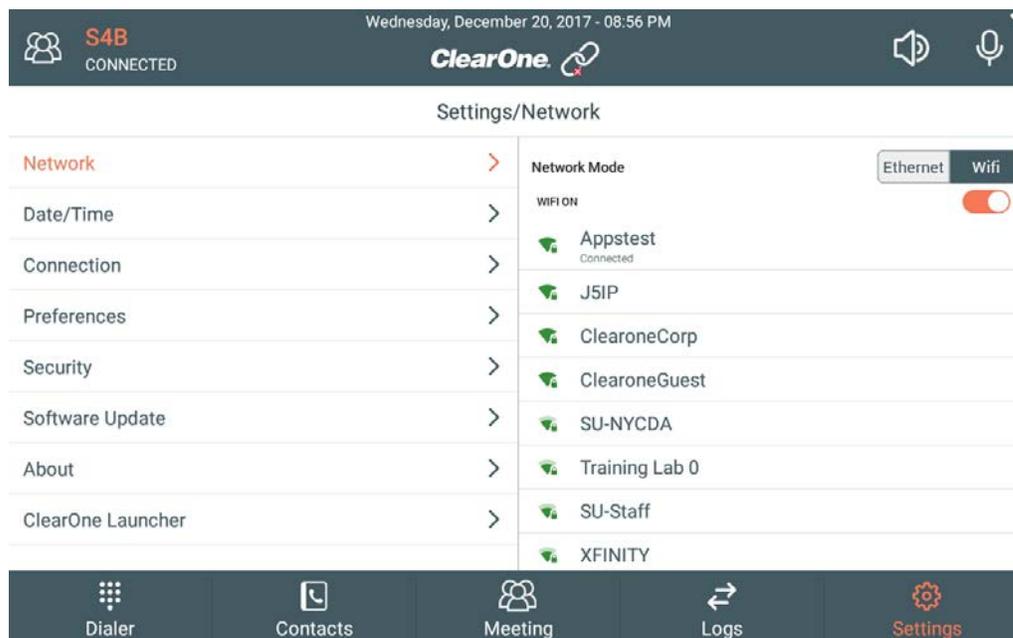
In order to use a Wi-Fi connection, you must not have an active Ethernet connection, because Ethernet connections take precedence over Wi-Fi connections.

To use a Wi-Fi connection:

1. Tap  **Settings**.

2. Tap **Network**.

The Network screen appears:



3. If it is not already selected, tap **Wifi**.
A list of available networks appears.
4. Tap the name of the network you want to join.

A dialog box appears to let you type the network password:

5. Type the network password in the Password field.
6. If you need to use a proxy server or set a static IP address, select the **Advanced Options** check box and then change the necessary advanced options.
7. Tap **Connect**.

Assuming you specified the correct password, you are connected to the specified Wi-Fi network. When you are connected to a Wi-Fi network, the Wi-Fi symbol appears in the upper right of the screen: 

Setting the Touch Panel Controller Date and Time (VoIP/Telco)

You can set the date and time on a Touch Panel Controller in the following ways:

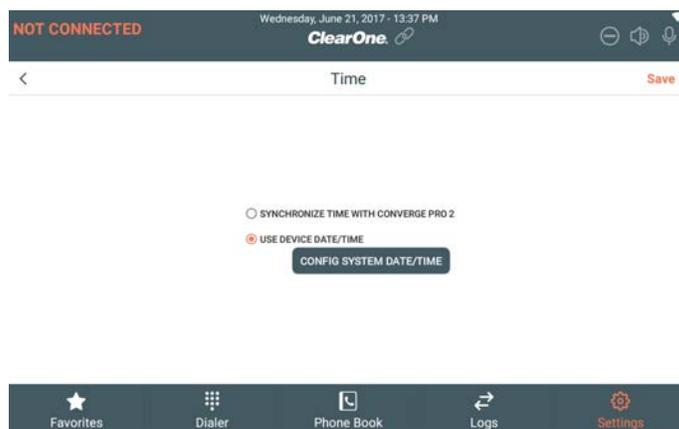
- You can have the Touch Panel Controller get the date and time from a connected CONVERGE Pro 2 device
- If you are connected to a network via Wi-Fi or Ethernet, you can have the Touch Panel Controller get the date and time and time zone automatically via the network connection
- If the Touch Panel Controller is not connected to a network or if the automatic date and time configuration isn't working correctly, you can manually set the date and time or time zone on the Touch Panel Controller

To set the Touch Panel Controller date and time:

1. Tap  **Settings**.

2. Tap **Date/Time**.

The Date/Time screen appears:



3. If you want the Touch Panel Controller to get the date and time from a CONVERGE Pro 2 to which it connects, select **Synchronize Date/Time with CONVERGE Pro 2**.

 **Note:**

In order for the correct time to be retrieved from the CONVERGE Pro 2, you must have configured the date and time correctly on the CP2 device. On a CP2 you can either set the date and time manually or have the device get the date and time using the Network Time Protocol. See the *CONVERGE Pro 2 User Manual* for more information.

4. If you want to set the time on the Touch Panel Controller, select **Use Device Date/Time** and then tap **Config System Date/Time**.

The Date & time screen appears:

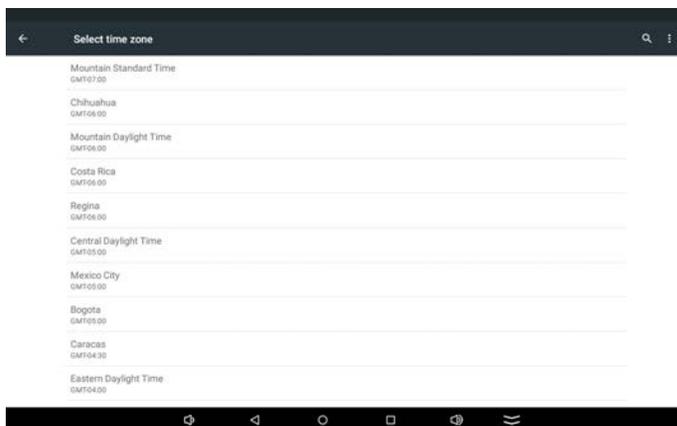


5. To set the time zone manually, turn off the Automatic time zone switch.

The Select time zone option becomes available.

6. Tap Select time zone.

The Select time zone screen appears:



7. Select a time zone from the list.

You may need to scroll to see the time zone you want.

8. To set the date and time manually, turn off the Automatic date & time switch.

The Set date and Set time options become available.

9. Tap **Set date**.

The Set date dialog box appears:



10. Choose the correct date, then tap **OK**.

11. Tap **Set time**.

The Set time dialog box appears:



12. Choose the correct time, then tap **OK**.

13. Tap the **Back** button at the bottom of the screen to return to the Settings screen.

Setting the Touch Panel Controller Date and Time (S4B)

You can set the date and time on a Touch Panel Controller in the following ways:

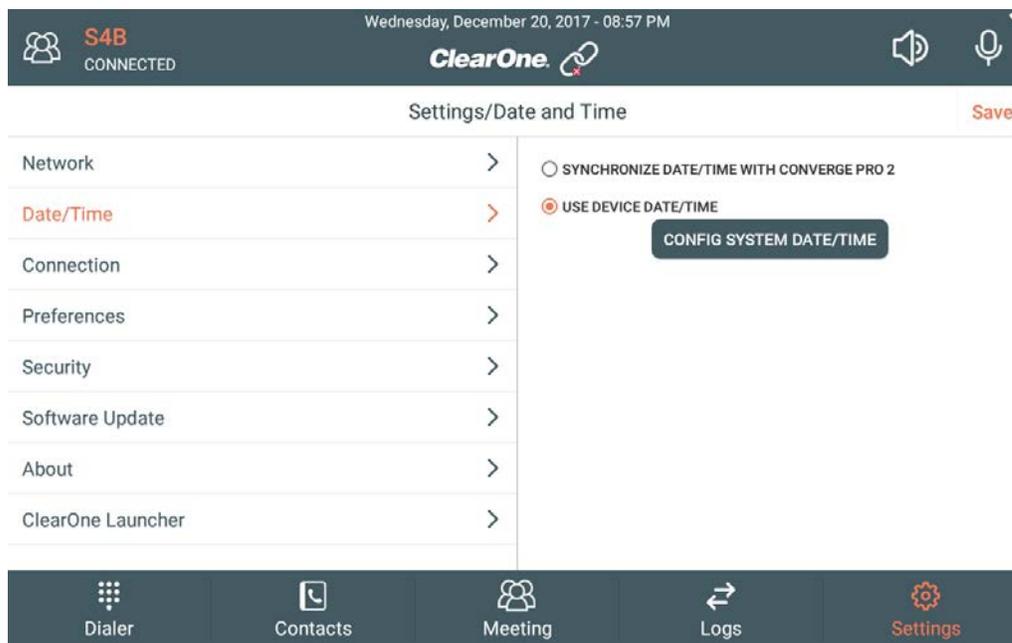
- You can have the Touch Panel Controller get the date and time from a connected CONVERGE Pro 2 device
- If you are connected to a network via Wi-Fi or Ethernet, you can have the Touch Panel Controller get the date and time and time zone automatically via the network connection
- If the Touch Panel Controller is not connected to a network or if the automatic date and time configuration isn't working correctly, you can manually set the date and time or time zone on the Touch Panel Controller

To set the Touch Panel Controller date and time:

1. Tap  **Settings**.

2. Tap **Date/Time**.

The Date/Time screen appears:



3. If you want the Touch Panel Controller to get the date and time from a CONVERGE Pro 2 to which it connects, select **Synchronize Date/Time with CONVERGE Pro 2**.

 **Note:**

In order for the correct time to be retrieved from the CONVERGE Pro 2, you must have configured the date and time correctly on the CP2 device. On a CP2 you can either set the date and time manually or have the device get the date and time using the Network Time Protocol. See the *CONVERGE Pro 2 User Manual* for more information.

4. If you want to set the time on the Touch Panel Controller, tap **Use Device Date/Time** and then tap **Config System Date/Time**.

The Date & time screen appears:

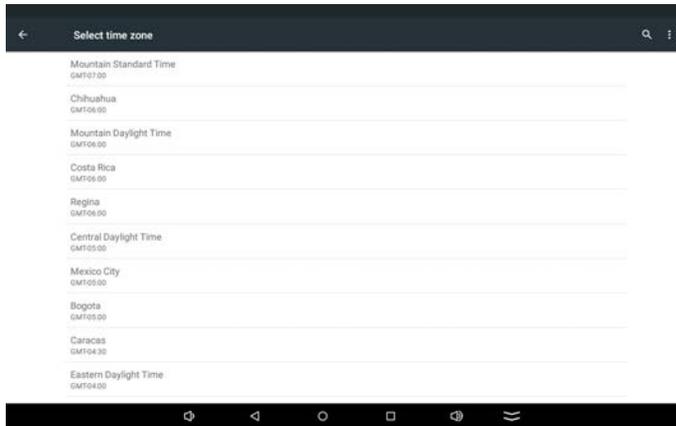


5. To set the time zone manually, turn off the Automatic time zone switch.

The Select time zone option becomes available.

6. Tap Select time zone.

The Select time zone screen appears:



7. Select a time zone from the list.

You may need to scroll to see the time zone you want.

8. To set the date and time manually, turn off the Automatic date & time switch.

The Set date and Set time options become available.

9. Tap **Set date**.

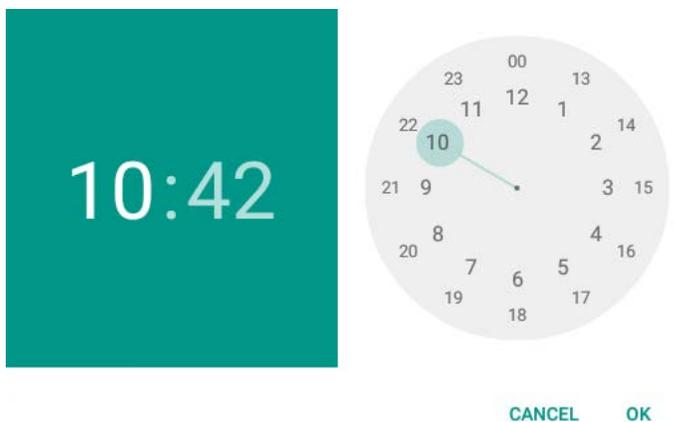
The Set date dialog box appears:



10. Choose the correct date, then tap **OK**.

11. Tap **Set time**.

The Set time dialog box appears:



12. Choose the correct time, then tap **OK**.

13. Tap the **Back** button at the bottom of the screen to return to the Settings screen.

Using USB Input Devices

You can use USB input devices, such as keyboards and mice, by attaching them to the USB Type A ports on the Touch Panel Controller:



 **Note:**

You can also attach a USB hub to one of the Touch Panel Controller USB ports and then connect USB input devices to the USB hub.

To use a USB input device,

1. Attach the input device to one of the standard USB ports at the bottom of the Touch Panel Controller (or alternatively, attach a USB hub and then attach the USB input device to the USB hub).

 **Note:**

You cannot use the mini-USB port for input devices.

2. If you've attached a pointing device, such as a mouse or trackpad, a pointer becomes available on the screen when you move the pointing device.

 **Note:**

You can still touch the screen at any time to interact with the interface even when a pointing input device is attached.

3. If you've attached a keyboard, any time a text entry field is active, you can enter text using the physical keyboard.

 **Note:**

You can still use the on-screen virtual keyboard even when a physical keyboard is attached.

4. If you've attached a keyboard, you can use the arrow keys on the keyboard to move from field to field.

Dialer Icons

The following table shows the icons used in the Dialer and explains the meaning of each one.

Symbol	Meaning
 Favorites	Open the Favorites screen.
 Dialer	Open the Dialer screen.
 Phone Book	Open the Phone Book screen.
 Contacts	Open the Contacts screen (S4B).
 Logs	Open the Call Logs screen.

Symbol	Meaning
	Open the Settings screen.
	Change call forwarding settings.
	When call forwarding is on, the call forwarding symbol blinks orange, and, when orange, shows the number to which calls are being forwarded.
	Dialer is connected to CONVERGE Pro 2 VoIP device that is successfully registered to a SIP server.
	Dialer is connected to a CONVERGE Pro 2 VoIP device that is not successfully registered to a SIP server.
	Dialer is connected to a CONVERGE Pro 2 Telco device.
	Dialer is not connected to a CONVERGE Pro 2 device.
	Shows an active connection in the connection list.
	Shows an inactive connection in the connection list.
	Do Not Disturb is off. Tap to turn on Do Not Disturb.
	Do No Disturb is on. Tap to turn off Do Not Disturb.
	Mute call volume.
	Call volume is muted. Tap to unmute call volume.
	Edit an item (a Dialer connection, Phone Book entry, etc.).
	Sort or filter a list (Favorites, Phone Book, and Call Log).
	Make a contact a favorite (available when editing a Phone Book contact).
	Favorite.
	Add an item (Connection, Phone Book contact number, etc.).
	Dial a number or SIP URI.
	Terminate a call or meeting (S4B).
	Flash. (Telco only.)

Symbol	Meaning
	Redial number.
	Active call.
	Call duration.
	Call on hold.
	End call.
	Transfer call.
	New call.
	Conference call.
	Keypad.
	Call on hold (S4B).
	Open a dialer keypad (S4B).
	Add another party to the current call (S4B).

Using Multiple Dialers with a CONVERGE Pro 2 Device

It's possible to use more than one Dialer or Touch Panel Controller with one CONVERGE Pro 2 device, but there are some important things to keep in mind.

- CP2 devices can be configured to work with VoIP servers or Skype for Business servers, but not both at the same time. Therefore, any Touch Panel Controller that connects with a CP2 configured for VoIP must use the VoIP/Telco Dialer. Any Touch Panel Controller that connects with a CP2 configured for Skype for Business must use the Skype for Business Dialer. A Touch Panel Controller that connects with a CP2 configured for Telco must use the VoIP/Telco Dialer. See [Starting ClearOne Launcher \(VoIP/Telco\)](#) and [Starting ClearOne Launcher \(S4B\)](#) for more information about choosing the Dialer type.
- CP2 devices connected to VoIP servers have 2-5 phone lines to which a Dialer can connect, depending on the capability of the VoIP service and on how the CP2 is configured. CP2 devices connected to a Skype for Business server have one line. Telco-capable devices have one phone line.
- Dialers connected to the same CP2 all affect each other. For example, if two Dialers are connected to the same CP2 and one of them places a call, the other one is placed into a call as well. If one of the Dialers mutes the audio out, every Dialer connected to that CP2 is also muted.
- Up to six Dialers can connect to one CP2 device: 5 telnet connections and one serial connection.

Chapter 2

CONVERGE Pro 2 Connections (VoIP/Telco)

Topics:

- *Adding/Editing a CONVERGE Pro 2 Connection (VoIP/Telco)*
- *Creating and Using Custom Buttons (VoIP/Telco)*
- *Connecting to a CONVERGE Pro 2 Device (VoIP/Telco)*
- *Importing/Exporting Touch Panel Controller Dialer Connections (VoIP/Telco)*

This chapter contains information about setting up a connection between the VoIP/Telco Dialer and a CONVERGE Pro 2.

Adding/Editing a CONVERGE Pro 2 Connection (VoIP/Telco)

Before you can use the Touch Panel Controller to make calls, you must define a connection to a CONVERGE Pro 2 device.

You can create multiple connections to CONVERGE Pro 2 devices. For example, if your organization has two conference rooms, one called Yellowstone and one called Yosemite, you can define one connection to a CONVERGE Pro 2 device that controls the audio components in Yellowstone and another connection to the CONVERGE Pro 2 device that controls the audio components in Yosemite. That way when you're in Yellowstone you can use the Yellowstone connection, and use the Yosemite connection when you're in the Yosemite conference room.

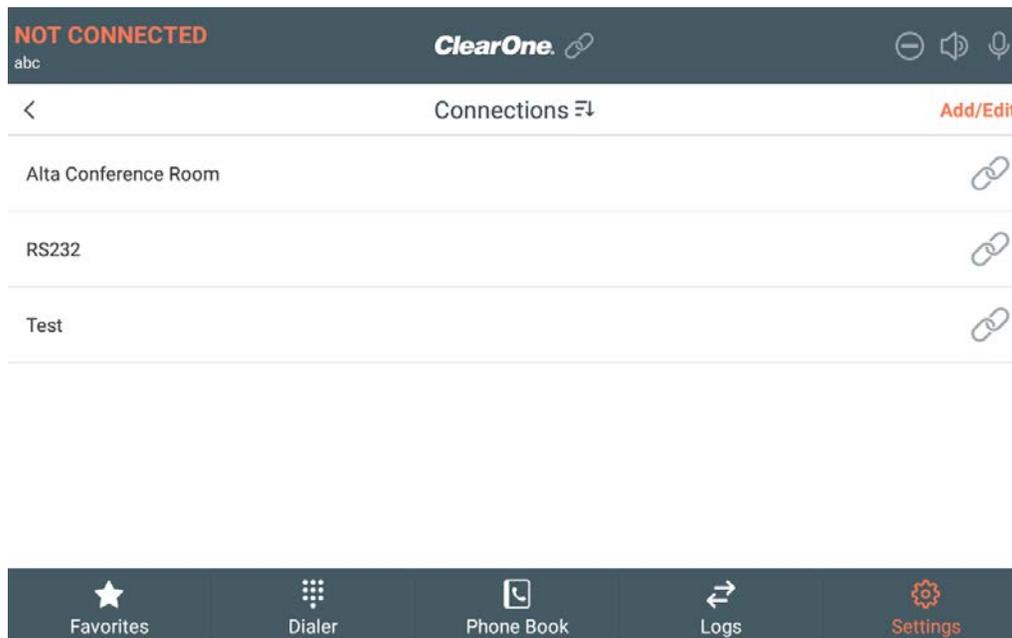
For more information about connecting to a device after you have defined a connection, see [Connecting to a CONVERGE Pro 2 Device \(VoIP/Telco\)](#).

To add a connection:

1. Tap  **Settings**.

2. Tap **Connection**.

The Connections screen appears:



3. Tap **Add/Edit**.
4. To add a connection, tap  **New Connection**.

The Add Connection screen appears:



5. To edit an existing connection, tap  next to the connection you want to edit.

The Edit Connection screen appears:

Connection Info

6. Tap **Connection Info**.

The Connection Info screen appears:

 A screenshot of the 'Connection Info' screen. The top header is identical to the previous screenshot. Below it is a back arrow and the title 'Connection Info'. The form contains several fields: 'CONNECTION NAME' with the placeholder 'Connection Name'; 'CONNECTION TYPE' with radio buttons for 'Telnet' (selected) and 'Serial'; 'TELNET IP ADDRESS OR FQDN' with the placeholder 'Telnet Ip Address Or FQDN'; 'TELNET USERNAME' with the placeholder 'Telnet Username'; 'TELNET PASSWORD' with the placeholder 'Telnet Password'; and 'PHONE TYPE' with radio buttons for 'VoIP' (selected) and 'Telco'. Below these are two radio buttons: 'TELCO/VOIP EPN' (selected) and 'LABEL'. At the bottom is the same navigation bar as in the previous image.

7. Type a name for the connection in the **Connection Name** field.

Use a Telnet Connection

8. If you have selected Telnet for the connection type (you plan to connect using an Ethernet connection or the front USB port of a CONVERGE Pro 2 unit), enter the IP address or domain name in the **Telnet IP Address or FQDN** field.

9. Enter the Telnet username and password for the device in the **Telnet Username** and **Telnet Password** fields, then continue with step 12.

The default username for CONVERGE Pro 2 devices is “clearone” and the default password is “converge”.

Use a Serial Connection

10. Choose a phone type (VoIP or Telco) from the **Phone Type** switch.



Note:

CONVERGE Pro 2 devices with Telco capability have a “T” in the model name; CONVERGE Pro 2 devices with VoIP capability have a “V” in the model name.

11. Select either **Telco/VoIP EPN** or **Label** and then type the appropriate end point number (EPN) or label for the channel, as described in the table below:

Channel Designation	Information Needed
Telco/VoIP EPN	<p>To designate a channel using an end point number (EPN), specify a channel as DNN, where D is the number of the device in the stack and NN is the two-digit number of the Telco or VoIP channel you want to use.</p> <p>Example: If you are connecting to a VoIP-capable device, such as a 128V, you would specify which VoIP channel to connect to. VoIP-capable devices have two VoIP channels, so if you wanted to connect to the first VoIP channel on the second device in the stack, the channel number would be 201. To connect to the second VoIP channel on the first device in the stack, the channel number would be 102.</p>
Label	<p>When you add Telco_Rx or VoIP channels to a project in the CONVERGE Pro 2 CONSOLE, they are automatically given default channel labels, such as “Voip_Name_1_01”.</p> <p> Note:</p> <p>You can also change channel names individually or in groups using the Naming Tool (see the topic “Naming Assets” in the <i>CONVERGE Pro 2 CONSOLE User Manual</i>).</p> <p>To designate a VoIP or Telco channel by its label, type the channel label in the Label field.</p>

12. To automatically connect to a device using these settings when the Dialer starts, turn on the **Auto Connect on Startup** switch.

13. Tap to return to the Add Connection screen.

Volume Up/Down

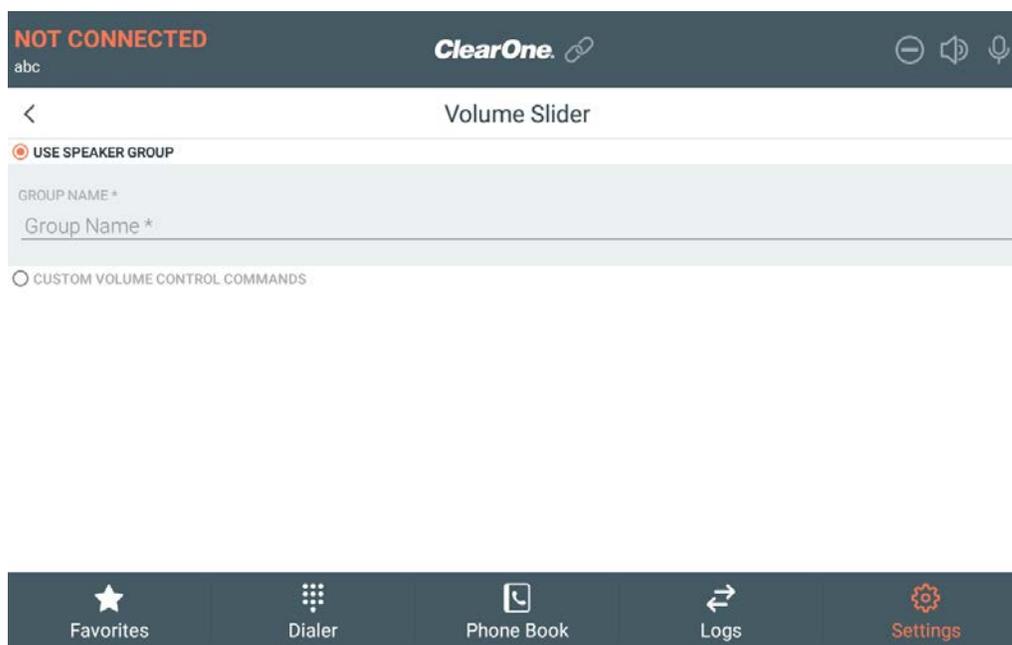
14. Tap **Volume Up/Down**.



Note:

To change the volume using the volume slider, you must press and hold the Volume Up and Volume Down controls. You can't tap the controls or tap or drag on the volume slider control.

The Volume Slider screen appears:



15. To automatically set the Volume Slider settings, type the name of an output group or channel label name in the **Use Speaker Group** field (a channel group name as defined in the CONVERGE Pro 2 CONSOLE).

16. To manually set the Volume Slider settings, select **Custom Volume Control Commands** and enter CONVERGE Pro 2 serial commands for **Volume Up**, **Volume Down**, and Slider Position, as described below.

Volume Up Settings

17. Enter CONVERGE Pro 2 serial commands for each of the Volume Up settings. Example commands with explanations are shown in the table below:

Setting

Example Command and Explanation

Press

RAMP OUTPUT 101 20 10



Note:

This example ramps up OUTPUT channel 101 (the first output channel on device 1 of the stack) up to 20 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label. If your device has a maximum level other than 20, put that value in place of 20, and if you'd like to ramp up at a rate other than 10 dB each time you press the volume up button, put your preferred ramp value in place of 10.

Release

RAMP OUTPUT 101 20 0



Note:

This example changes the ramp for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label.

Volume Down Settings

18. Enter CONVERGE Pro 2 serial commands for each of the Volume Down settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
Press	RAMP OUTPUT 101 -65 10  Note: This example ramps down OUTPUT channel 101 (the first output channel on device 1 of the stack) down to -65 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label. If your device has a minimum level other than -65, put that value in place of -65, and if you'd like to ramp down at a rate other than 10 dB each time you press the volume down button, put your preferred ramp value in place of 10.
Release	RAMP OUTPUT 101 -65 0  Note: This example changes the ramp down for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label.

Slider Position Settings

19. Enter CONVERGE Pro 2 serial commands for each of the Slider Position settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
(Slider Position) Notifications	RAMP OUTPUT 101 * 10  Note: The slider position is determined by the output received from the CONVERGE Pro 2 device. This example tells the dialer to position the slider based on any return values received from RAMP commands to channel OUTPUT 101 with any value (* as a wildcard) and a ramp increment of 10. Replace OUTPUT 101 with a channel type and end point number of your choice or a channel or group label. If you're using a RAMP increment other than 10, put that value in place of the 10.
(Volume Slider) Query	EP OUTPUT 101 LEVEL GAIN  Note: This example sends a query to the device to know the gain level of channel OUTPUT 101. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.
(Volume Slider) Max Value	EP OUTPUT 101 LEVEL MAX_GAIN  Note: This example sends a query to the device to know the maximum level of the OUTPUT 101 channel. Replace

Setting**Example Command and Explanation**

OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.

(Volume Slider) Min Value

```
EP OUTPUT 101 LEVEL MIN_GAIN
```

**Note:**

This example sends a query to the device to know the minimum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.

20. Tap to return to the Edit Connection screen.

Mute

21. Tap Mute.

The Mute Button screen appears:

22. To automatically set the Mute Button settings, type the name of an input channel or group label in the **Use Microphone Group** field (a channel group name as defined in the CONVERGE Pro 2 CONSOLE).

23. To manually set the Volume Slider settings, select **Custom Microphone Mute Commands** and enter CONVERGE Pro 2 serial commands for **Command** and **Status**, as described below.

24. Enter CONVERGE Pro 2 serial commands for the Command settings. Example commands with explanations are shown in the table below:

Setting**Example Command and Explanation****Press**

```
EP MIC 101 LEVEL MUTE 2
```

**Note:**

This example toggles the mute state of MIC channel 101 (the first output channel on device 1 of the stack). Replace "MIC 101" with a channel type and end point number of your choice or a channel or group label.

Query

```
EP MIC 101 LEVEL MUTE
```

Setting**Example Command and Explanation****Note:**

This example sends a query to the device to know the mute state for MIC channel 101. Replace “MIC 101” with the channel type and end point number of your choice or a channel or group label.

25. Enter CONVERGE Pro 2 serial commands for each of the **Status** settings. Example commands with explanations are shown in the table below:

Setting**Example Command and Explanation****Active**

```
EP MIC 101 LEVEL MUTE 1
```

**Note:**

This example mutes MIC channel 101. Replace “MIC 101” with the channel type and end point number of your choice or a channel or group label.

Inactive

```
EP MIC 101 LEVEL MUTE 0
```

**Note:**

This example turns off mute for MIC channel 101. Replace “MIC 101” with the channel type and end point number of your choice or a channel or group label.

26. Tap to return to the Edit Connection screen.

Custom

27. You can create custom buttons. See [Creating and Using Custom Buttons \(VoIP/Telco\)](#) for more information.

28. Tap to return to the Edit Connection screen.

29. Tap **Save**.

Creating and Using Custom Buttons (VoIP/Telco)

You can create custom buttons to perform CONVERGE Pro 2 tasks that you specify. Then you can use custom buttons you have created.

Custom buttons let you send any serial command to a CONVERGE Pro 2 device. For more information about available serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

The types of custom buttons you can create is limited only by the available serial commands. Here are some examples of ways to use custom buttons, with references to the relevant sections in the *CONVERGE Pro 2 Serial Commands Reference Manual*:

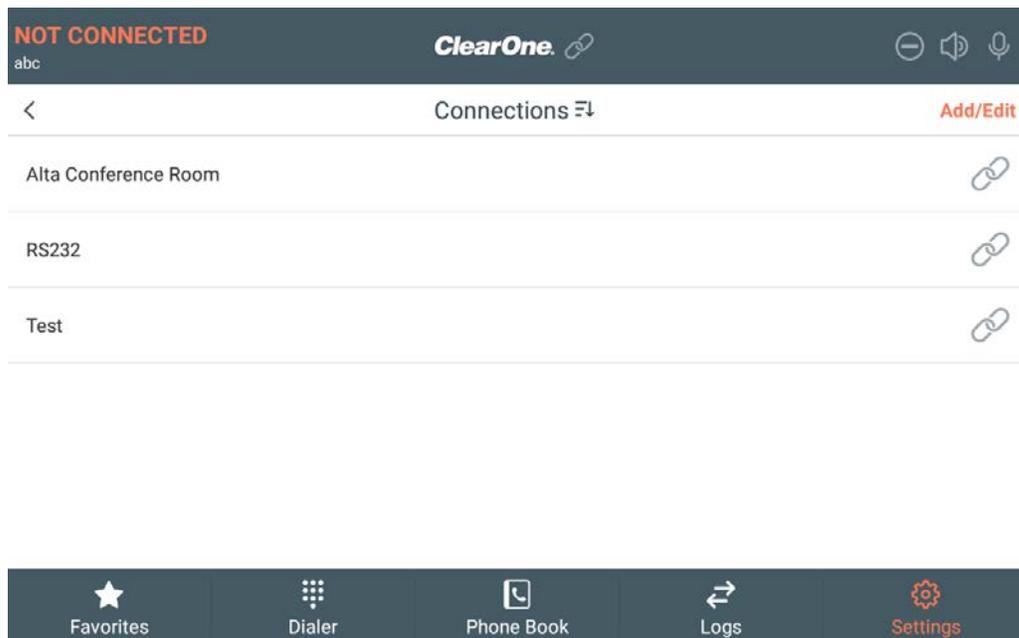
- Run CP2 macros. See the MCCF command in the *Serial Commands Reference Manual* for more information.
- Execute CP2 presets. See the Room command in the *Serial Commands Reference Manual* for more information.
- Set or modify audio crosspoints. See the MT command in the *Serial Commands Reference Manual* for more information.

To create and use a custom button:

1. Tap **Settings**.

2. Tap **Connection**.

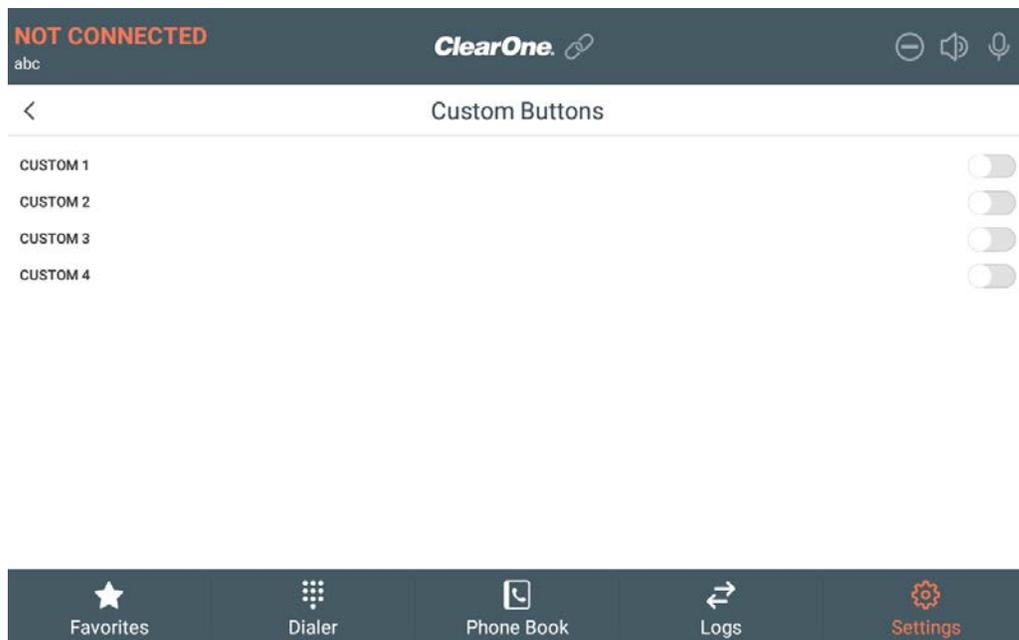
The Connections screen appears:



3. Tap **Add/Edit**.

4. Tap **Custom**.

The Custom Buttons screen appears:



5. Tap the switch next to a custom button to turn it on.

The custom button configuration fields become available:

6. Type a name for the button in the **Label** field.
7. In the **Press** field, enter the serial command to send to the CP2 device when you press the button.
For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.
8. In the **Release** field, enter the serial command to send to the CP2 device when you press the Release button.
For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

9. Repeat steps 6-9 for each custom button you want to add.
10. Tap  to return to the Edit Connection screen.
11. Tap **Save**.

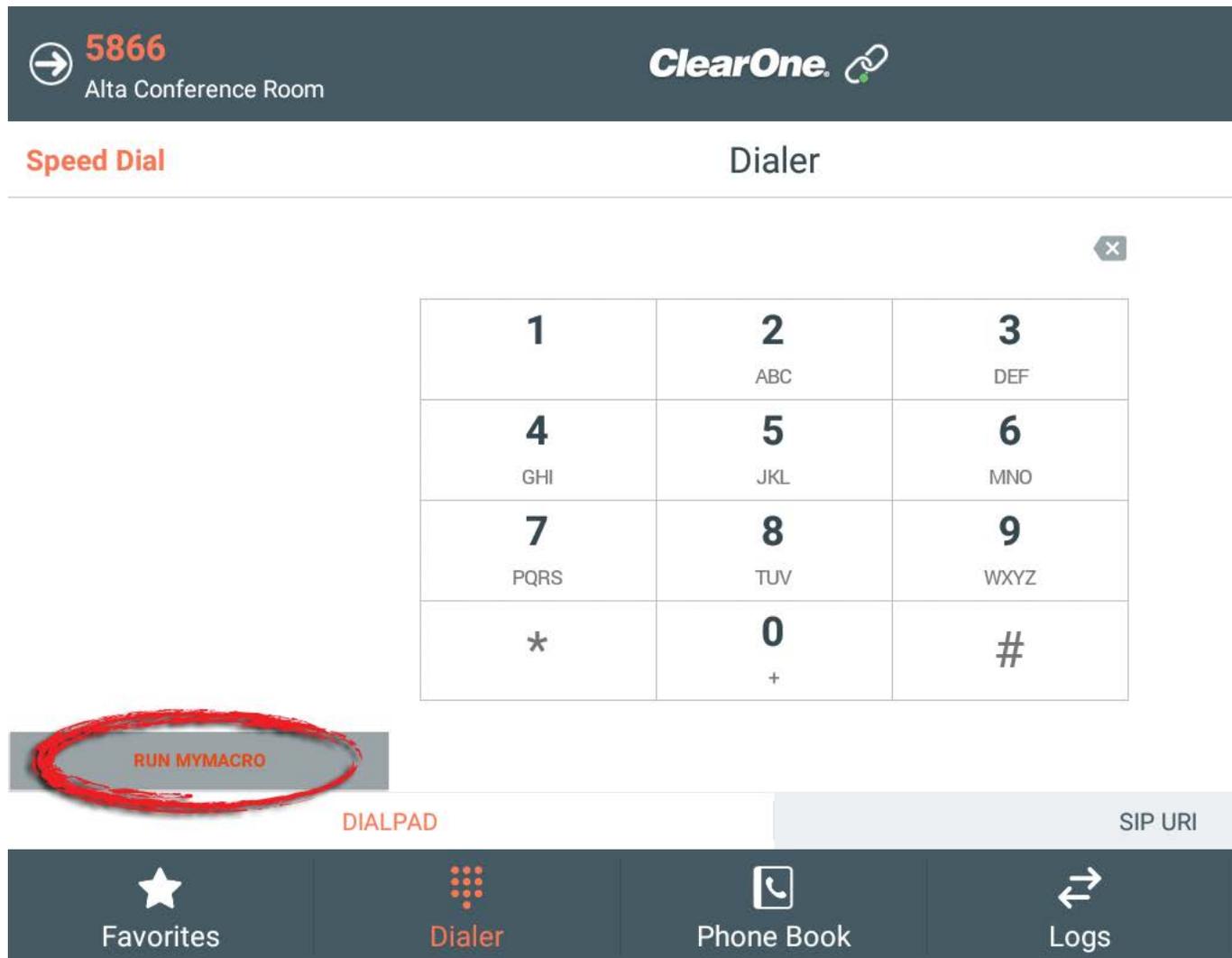
Run a Custom Button

12.



Tap **Dialer**.

The Dialer screen appears, showing any custom buttons you have created:



13. Tap the button you want to use.

The command associated with that button is sent to the CONVERGE Pro 2 device you are currently connected to.

Connecting to a CONVERGE Pro 2 Device (VoIP/Telco)

You can connect the Touch Panel Controller to a CONVERGE Pro 2 device.

You can create multiple connections to CONVERGE Pro 2 devices. For example, if your organization has two conference rooms, one called Yellowstone and one called Yosemite, you can define one connection to a CONVERGE Pro 2 device that controls the audio components in Yellowstone and another connection to the CONVERGE Pro 2 device that controls the audio components in Yosemite. That way when you're in Yellowstone you can use the Yellowstone connection, and use the Yosemite connection when you're in the Yosemite conference room.



Note:

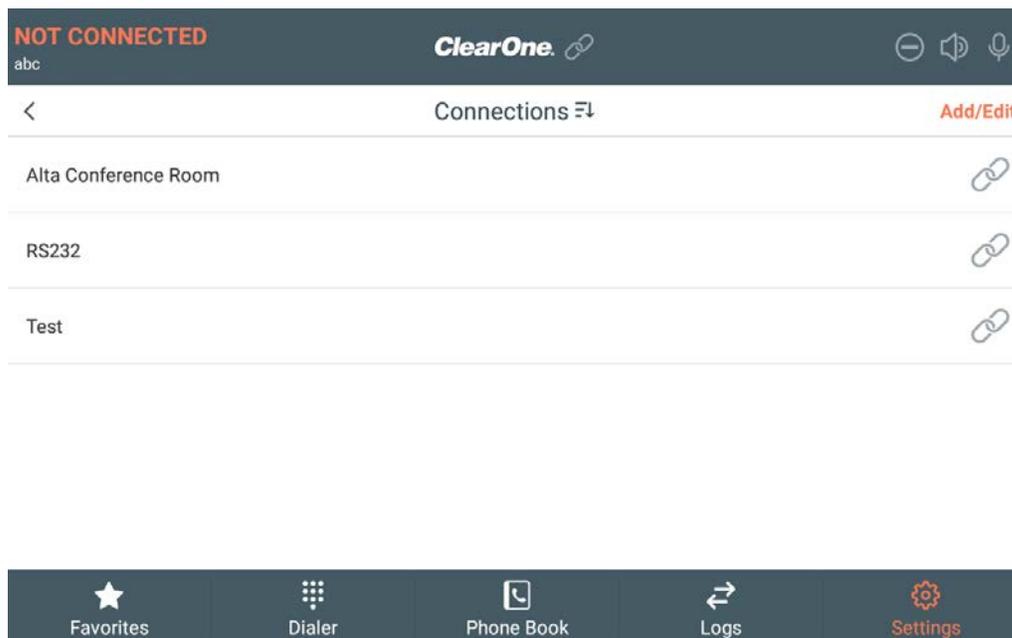
In order to connect to a CP2 device, you must first add a connection definition. See [Adding/Editing a CONVERGE Pro 2 Connection](#) for more information.

To connect to a device:

1. Tap  **Settings**.

2. Tap **Connection**.

The Connections screen appears:



3. Tap  next to a connection.

If you have connected successfully to a VoIP device, the following icon appears at the top of the Dialer window: .

Importing/Exporting Touch Panel Controller Dialer Connections (VoIP/Telco)

You can import or export Dialer connection details to or from a USB drive. For example, if you have several instances of the Dialer application, you could set up the connection on a Windows or Mac computer or another Touch Panel Controller and then export the connection information to a USB drive, then attach the USB drive to the Touch Panel Controller and import the connection information. You can also export connections you have defined on a Touch Panel Controller to a USB drive for use on another Touch Panel Controller or a Windows or Mac Computer.

To import or export dialer connections:

1. From another instance of a Dialer application (another Touch Panel Controller or a Windows or Mac computer), export the connection information to a USB drive.
2. Attach the USB drive with the connection information file to the Touch Panel Controller you're using to import connection information.

3. Tap  **Settings**.

4. Tap **Connection**.

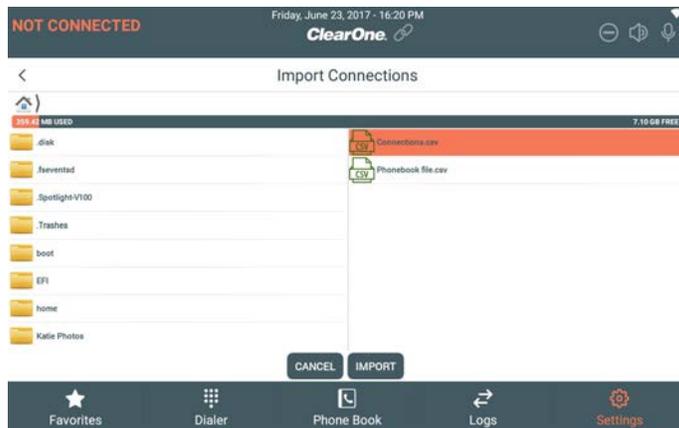
The Connections screen appears:



Importing Connections

5. Tap Import.

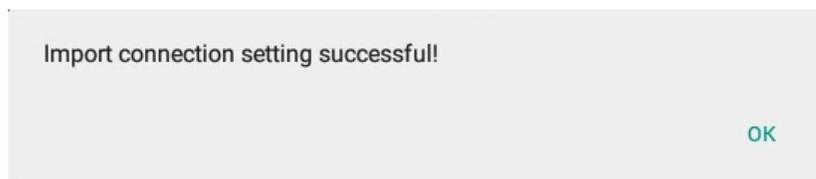
The Import Connections screen appears, showing the contents of an attached USB drive:



6. Select a file that contains connection information.

7. Tap Import.

If the file is imported successfully, the following dialog box appears:



8. Tap OK.

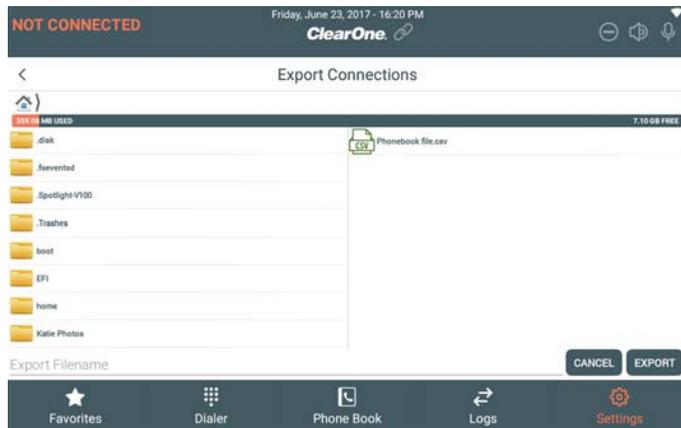
9. Tap Cancel to close the Import screen.

Exporting Connections

10. Make sure a USB drive is attached.

11. From the Settings Connections screen, tap Export.

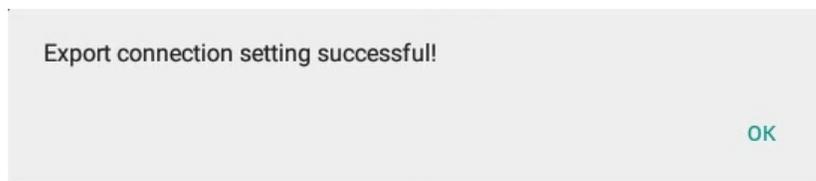
The Export screen appears, showing the contents of an attached USB drive:



12. Tap in the **Export Filename** field and then type the filename for the export file.

13. Tap **Export**.

If the file is exported successfully, the following dialog box appears:



14. Tap **OK**.

15. Tap **Cancel** to close the Export screen.

Chapter 3

Phone Book (VoIP/Telco)

Topics:

- *About the Phone Book (VoIP/Telco)*
- *Adding/Editing a Phone Book Contact (VoIP/Telco)*
- *Sorting Phone Book Contacts (VoIP/Telco)*
- *Making a Call from the Phone Book (VoIP/Telco)*
- *Importing/Exporting Touch Panel Controller Phone Book Files (VoIP/Telco)*

This chapter contains information about using the VoIP/Telco Dialer Phone Book.

About the Phone Book (VoIP/Telco)

The Phone Book lets you store contact information for people you want to call using the Dialer.

Some important things to keep in mind regarding the Phone Book:

- **Phone Book data is stored on the computer where you're running the Dialer, not on the CONVERGE Pro 2 to which the Dialer connects, so each person running a Dialer application has their own Phone Book.**
- By default, Phone Book entries are displayed by first name in ascending order, but you can use the Sort feature to change how entries are displayed.

Related tasks

[Adding/Editing a Phone Book Contact](#) on page 48

[Sorting Phone Book Contacts](#) on page 49

[Making a Call from the Phone Book](#) on page 50

Adding/Editing a Phone Book Contact (VoIP/Telco)

You can add contacts to the Phone Book or change existing contacts.



Note:

Phone Book information is stored on the Touch Panel Controller, not on the CONVERGE Pro 2 device to which it's connected.

To add a new Phone Book contact or edit an existing one:

1. Tap to open the Phone Book.
- 2.

To edit an existing contact, tap **Edit** and then tap  next to the entry you want to change. To create a new contact, tap **Add**.

The Contact Detail screen appears:

3. Type the details, **First Name**, **Middle Name**, **Last Name**, and **Company** for any contact information you want to add or change.

 **Note:**

Fields with an asterisk are required.

4. Type either a phone number or a SIP URI in the **Phone Number/SIP URI** field.
5. Choose a type from the **Type** drop-down list (Home, Work, Mobile, Main, Office, Pager, or Other).
6. If you want to assign this number to one of the nine speed dial slots, choose an option from the **Speed Dial** drop-down list.

 **Note:**

If you choose a Speed Dial slot that already has another contact assigned, a dialog box appears to let you choose whether to overwrite the existing assignment. Yes in that dialog box to overwrite the existing assignment.

7. To add another number/URI to this contact, tap **Add Number** and repeat steps 3-6.
8. If there is more than one number/URI for a contact, you can choose which one you want to be the default for that contact by tapping **Default** next to that number/URI.

 **Note:**

The default number/URI is the one that appears at the top of the list when you an entry in the Phone Book.

9. If you want this number to be a favorite, tap the star next to **Favorite** in the upper right of the Contact Detail screen.

 **Note:**

If you have chosen to have Dialer automatically manage favorites, selecting a contact as a favorite will have no effect. See [Changing Preferences Settings](#) for more information.

10. When you're done entering numbers/URIs for this contact or making any other changes, tap **Save**.

Sorting Phone Book Contacts (VoIP/Telco)

You can sort Phone Book contacts by first name, last name, or company, and in ascending or descending order.

To sort Phone Book entries:

1. From the Phone Book screen, tap  at the top of the screen.

The Sort By screen appears:

Sort By

Company A-Z

Company Z-A

First Name A-Z

First Name Z-A

Last Name A-Z

Last Name Z-A

CANCEL OK

2. Choose an option for sort type and order.

3. Tap OK.

Phone Book entries are sorted according to your choice.

Making a Call from the Phone Book (VoIP/Telco)

You can make calls directly from the Phone Book.



Note:

For information about adding contacts to the Phone Book, see [Adding/Editing a Phone Book Contact](#). For information about sorting Phone Book entries, see [Sorting Phone Book Contacts](#).

To make calls from the Phone Book:

1.



Tap **Phone Book** to open the Phone Book.

2. Tap a contact in the Phone Book.

If that contact has only one phone number associated with it, Dialer dials that number. If that contact has more than one phone number associated with it, each of the numbers is displayed (with the number specified as the default number at the top of the list):

WORK	3591
MOBILE	88019187212

3. Tap the number/URI you want to dial.

The call is dialed. See [Making a Call Using the Dialer](#) for more information about the options available once you have placed a call.

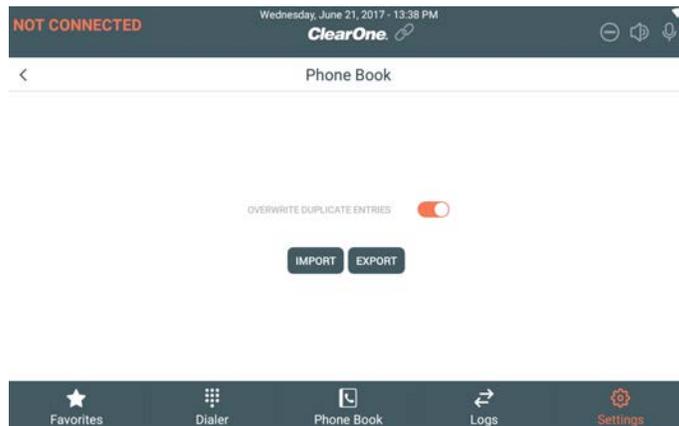
Importing/Exporting Touch Panel Controller Phone Book Files (VoIP/Telco)

You can import or export Phone Book contacts to or from a USB drive. For example, if you have several instances of the Dialer application, you could create Phone Book contacts on a Windows or Mac computer or another Touch Panel Controller and then export the Phone Book to a USB drive, then attach the USB drive to the Touch Panel Controller and import the Phone Book contacts. You can also export Phone Book contacts you have defined on a Touch Panel Controller to a USB drive for use on another Touch Panel Controller or a Windows or Mac Computer.

To import or export Phone Book contacts:

1. From another instance of a Dialer application (another Touch Panel Controller or a Windows or Mac computer), export the Phone Book to a USB drive.
2. Attach the USB drive with the Phone Book file to the Touch Panel Controller you're using to import Phone Book contacts.
3. Tap  **Settings**.
4. Tap **Phone Book**.

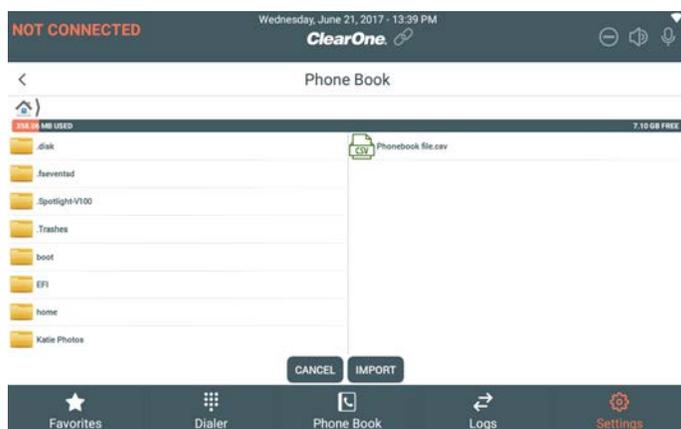
The Phone Book screen appears:



Importing Phone Book

5. If you want any duplicate Phone Book entries to be overwritten, turn on the Overwrite Duplicate Entries switch. If you want duplicate Phone Entries to be copied, turn off the Overwrite Duplicate Entries switch.
6. Tap **Import**.

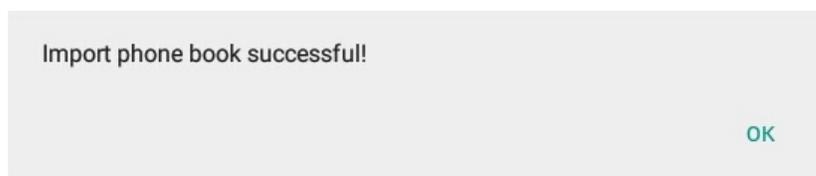
The Phone Book Import screen appears, showing the contents of an attached USB drive:



7. Select a file that contains connection information.

8. Tap **Import**.

If the file is imported successfully, the following dialog box appears:



9. Tap **OK**.

10. Tap **Cancel** to close the Import screen.

Exporting Phone Book

11. Make sure a USB drive is attached.

12. From the Settings Phone Book screen, tap **Export**.

The Phone Book Export screen appears, showing the contents of an attached USB drive:

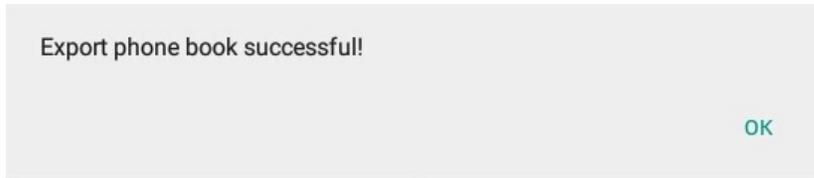


13. Choose a folder where you want save the Phone Book export file.

14. Tap in the **Export Filename** field and then type the filename for the export file.

15. Tap **Export**.

If the file is exported successfully, the following dialog box appears:



16. Tap **OK**.

17. Tap **Cancel** to close the Export screen.

Chapter 4

Favorites (VoIP/Telco)

Topics:

- *About Favorite Contacts (VoIP/Telco)*
- *Adding Favorites (VoIP/Telco)*
- *Making a Call using Favorites (VoIP/Telco)*

This chapter contains information about using the VoIP/Telco Dialer Favorites screen.

About Favorite Contacts (VoIP/Telco)

Favorites is a way to get quick access to your most important and commonly-used contacts in the Phone Book.

There are two ways to set up Favorites:

- You can manually specify which of your Phone Book entries are favorites. This is the default method.
- You can have the Dialer populate the Favorites list with a specified number of the most frequently called contacts. You can switch to this method in the Settings.

Related tasks

[Changing Preferences Settings](#) on page 73

Adding Favorites (VoIP/Telco)

The Favorites screen is a quick way to access your most important or commonly used contacts.



Note:

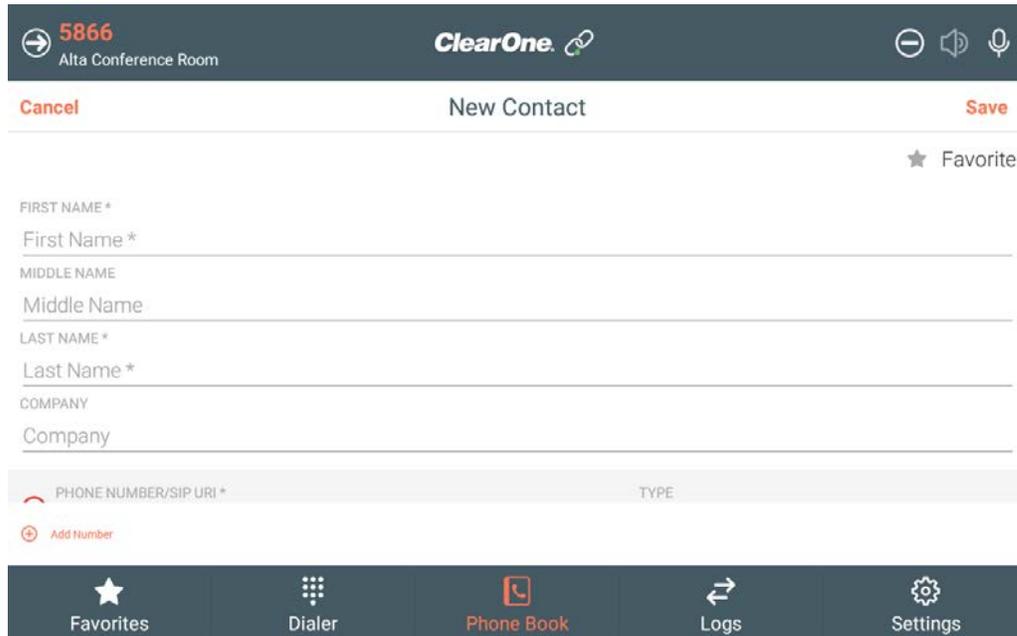
By default, Dialer lets you choose which contacts should appear in the Favorites list. See [Adding/Editing a Phone Book Contact](#) for more information about making a contact a favorite. However, in the Preferences settings, you can choose to have the Dialer automatically keep track of favorites, displaying a certain number (you decide how many) of the most frequently dialed contacts. See [Changing Preferences Settings](#) for more information.

To make a contact a favorite:

1. Tap to open the Phone Book.
- 2.

Tap **Edit** and then tap  next to the entry you want to make a favorite.

The Contact Detail window appears:



The screenshot shows a contact detail form for '5866 Alta Conference Room'. The form includes fields for First Name, Middle Name, Last Name, and Company. There is a 'Favorite' toggle (star icon) and a 'Save' button. The bottom navigation bar shows 'Favorites', 'Dialer', 'Phone Book', 'Logs', and 'Settings'.

3. Tap **Favorite** or the star next to the word Favorite to make this contact one of your favorites.
4. Tap **Save**.

Making a Call using Favorites (VoIP/Telco)

You can make calls from the Favorites screen.



Note:

Which contacts appear as favorites depends on your Preferences settings. By default, you choose which contacts to display as favorites. However, in the Preferences settings, you can specify that the Favorites list automatically show a specified number of whichever contacts you call most frequently. See [Changing Preferences Settings](#) for more information.

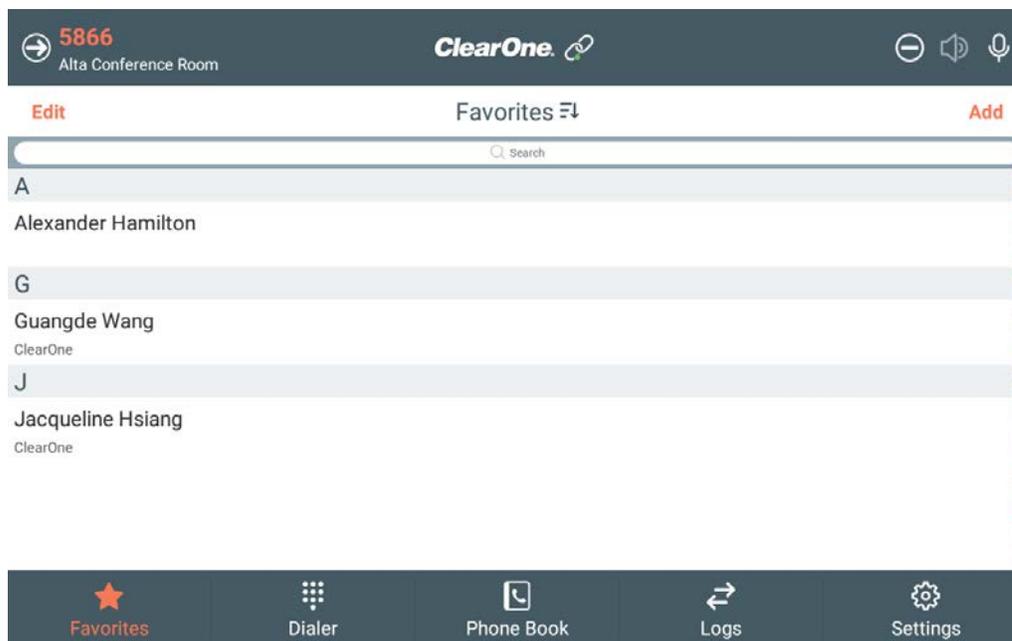
To make a call from Favorites:

1.



Tap **Favorites**.

The Favorites screen appears:



2. Tap a contact in the Favorites list.

If that contact has only one phone number associated with it, Dialer dials that number. If that contact has more than one phone number associated with it, each of the numbers is displayed (with the number specified as the default number at the top of the list):



3. Tap the number/URI you want to dial.

The call is dialed. See [Making a Call Using the Dialer](#) for more information about the options available once you have placed a call.

Chapter 5

Dialer (VoIP/Telco)

Topics:

- *Making a Call Using the Dialer (VoIP/Telco)*
- *Mute/Unmute Calls (VoIP/Telco)*
- *Adjust Speaker Volume (VoIP/Telco)*
- *Transferring a Call (VoIP/Telco)*
- *Making a New Call During an Existing Call (VoIP/Telco)*
- *Making a Conference Call (VoIP)*
- *Making a Conference Call (Telco)*
- *Receiving a Call (VoIP/Telco)*
- *Forwarding Calls (VoIP/Telco)*
- *Turning Do Not Disturb On/Off (VoIP/Telco)*

This chapter contains information about using the VoIP/Telco Dialer to place calls, put calls on hold, transfer calls, and make conference calls.

Making a Call Using the Dialer (VoIP/Telco)

You can use the Touch Panel Controller to make calls via a CONVERGE Pro 2 device.

 **Note:**

You can also make calls from the [PhoneBook](#) or from the [Favorites](#) screen.

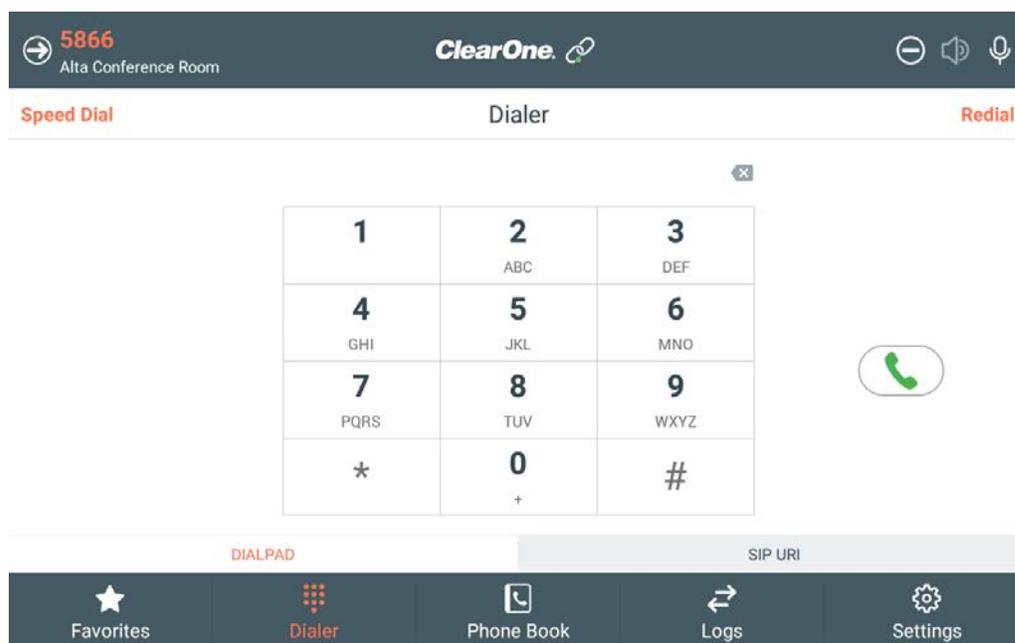
To make a call:

1.

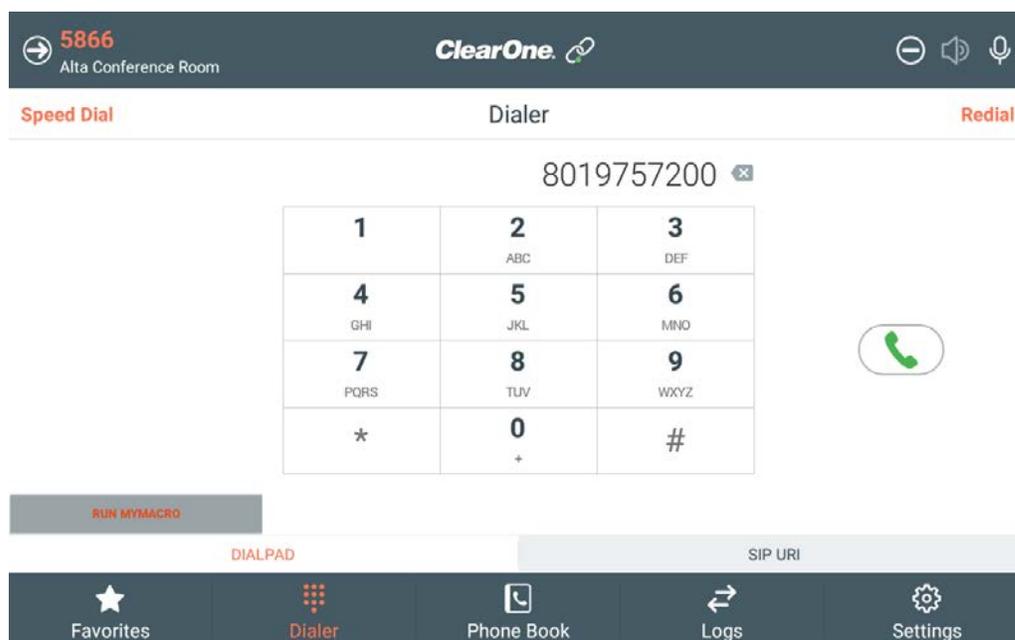


Tap **Dialer**.

The Dialer screen appears:



2. To dial using the Dialpad, tap the buttons for the digits you want to dial.



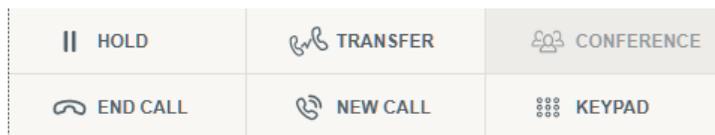
3. Alternatively, to call a SIP URI, tap **SIP URI** and then type the URI in the **Enter SIP-URI** field.

4. Tap .

The call is placed by the CONVERGE Pro 2. The call status appears at the top of the Dialer window. Possible statuses are shown in the table below:

Status Icon	Meaning
	The connected CONVERGE Pro 2 device is attempting to place a call.
	The call is currently ringing.
	The call has been answered and is currently active.

5. As soon as you place the call, some additional call controls appear at the bottom of the Dialer screen:



6. See the table below for more information about call control options.

Option	Description
HOLD	Lets you put a call on hold. See Put the Current Call on Hold below for more information.
TRANSFER	Lets you transfer a call. See Transferring a Call (VoIP/Telco) for more information.
END CALL	Lets you end the current call. See End the Current Call below for more information.
NEW CALL	Lets you start a second call while remaining connected to the current call. See Making a New Call During an Existing Call (VoIP/Telco) for more information.
KEYPAD	Lets you open a keypad. See Use the Keypad below for more information.

Mute a Call or Change Call Volume

7. To mute an active call, tap .

The audio input is muted and the icon changes to .

8. Tap the Mute icon again to unmute the call.

The audio input is unmuted and the icon changes back to .

9. To change the volume of a call, tap the Volume button .

The Volume slider appears:



10. Press and hold either the Volume Down button or the Volume Up button to adjust the volume.



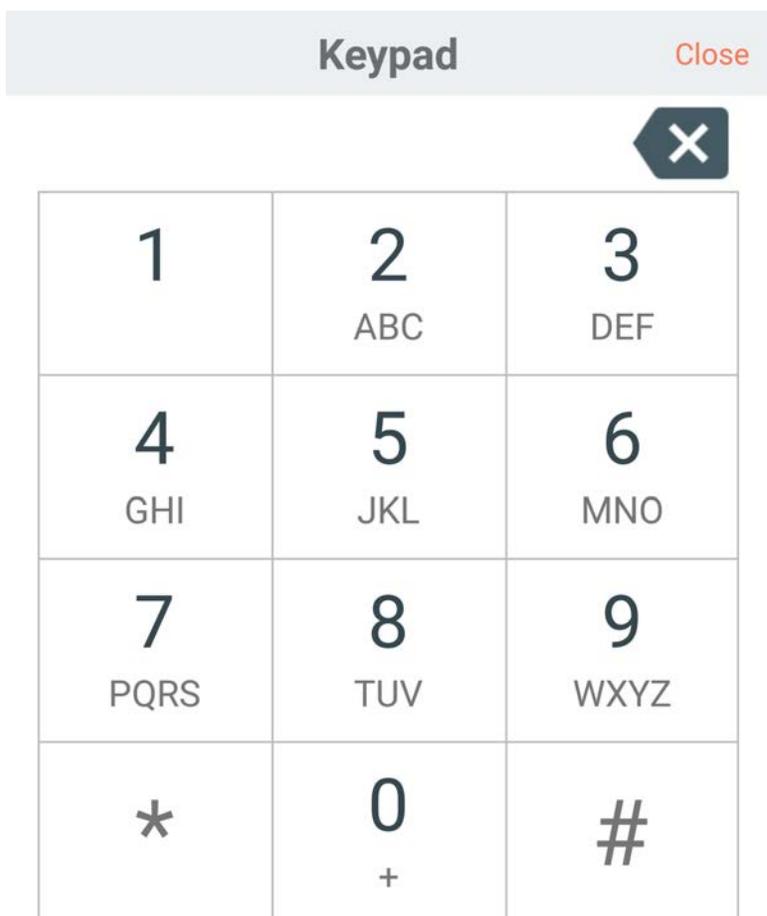
Note:

You cannot tap the Volume Up or Volume Down control—you must press them. Also, you cannot tap or drag the slider itself.

Use the Keypad

11. If you need to send call digits during a call, tap **KEYPAD** in the call controls at the bottom of the screen.

A keypad appears:



12. Tap the digits you want to dial.

13. When you're done using the keypad, tap **Close**.

Put the Current Call on Hold

14. To put the current call on hold, tap **HOLD** in the call controls at the bottom of the screen.

The call is placed on hold.

15. To continue a call that has been placed on hold, tap **RESUME** in the call controls at the bottom of the screen.

End the Current Call

16. To end the current call and hang up, tap **END CALL** in the call controls at the bottom of the screen.

The call is terminated.

Mute/Unmute Calls (VoIP/Telco)

When you are on a call, you can mute or unmute the channel used for audio input (i.e., the microphone).

 **Note:**

The ability to do this depends on having properly configured the Mute connection settings. See [Adding/Editing a CONVERGE Pro 2 Connection \(VoIP/Telco\)](#) for more details.

To mute or unmute a call:

1. When you are in a call, tap  in the upper right of the screen.

The audio input is muted and the icon changes to .

2. Tap the icon again to unmute the call.

The audio input is unmuted and the icon changes back to .

Adjust Speaker Volume (VoIP/Telco)

When you are on a call, you can adjust the output volume the channel used for audio input (i.e., the speakers).

 **Note:**

The ability to do this depends on having properly configured the Volume Up/Down connection settings. See [Adding/Editing a CONVERGE Pro 2 Connection \(VoIP/Telco\)](#) for more details.

To adjust the output volume for a call:

1. When you are in a call, tap  in the upper right of the screen.

The volume slider appears:



2. Press and hold the Volume Down icon or the Volume Up icon to adjust the volume of the call.

 **Note:**

You cannot tap the Volume Up or Volume Down control—you must press them. Also, you cannot tap or drag the slider itself.

The volume is adjusted.

Transferring a Call (VoIP/Telco)

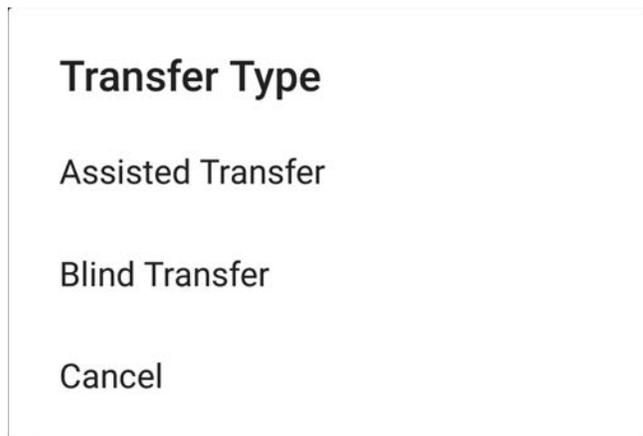
You can transfer a call you have placed or received to another number. You can make an assisted transfer (you talk to the person receiving the transferred call before making the transfer) or a blind transfer (you simply transfer the call without providing any warning).

 **Note:** The Transfer feature works with CONVERGE Pro 2 units with VoIP capability. There may be ways of transferring calls using Telco, but this depends on the features available for your PBX switch. Consult your PBX documentation for more information.

To transfer a call:

1. When a call is active (because you have made a call or answered a call), from the call controls at the bottom of the screen, tap **Transfer**.

The Transfer Type dialog box appears:



2. Tap **ASSISTED TRANSFER** or **BLIND TRANSFER**.

The first call is placed on hold, and you are taken to the Favorites screen.

3. To choose a number from the Favorites screen, tap a Favorites entry.

4.



If you prefer to dial the transfer number using the Dialer, tap **Dialer** and make a new call using the Dialpad or by entering a SIP URI.

5.



If you prefer to choose a transfer number using the Phone Book, tap **Phone** and make a new call from the Phone Book (see [Making a Call from the Phone Book](#) for more details).

6. If you chose a Blind Transfer as the transfer type, when the number to which you are transferring the call answers the call, the first call is automatically transferred.
7. If you chose an Assisted Transfer as the transfer type, when the number to which you are transferring the call answers the call, you have an opportunity to speak to the person on the second call to explain the transfer.
8. When you are ready to transfer the call, tap **COMPLETE** in the call controls area at the bottom of the screen to transfer the call.

The call is transferred.

Making a New Call During an Existing Call (VoIP/Telco)

While an existing call is in progress, you can place another call. You can then terminate the new call and return to the old call, switch between calls, or put both calls into a conference call.

To make a new call during an existing call:

1. During an active call, from the call control buttons at the bottom of the screen, tap **New Call**.

The first call is placed on hold, and you are taken to the Favorites screen.

2. To make a new call from the Favorites screen, tap a Favorites entry.

3.



If you prefer to make a new call using the Dialer, tap **Dialer** and make a new call using the Dialpad or by entering a SIP URI.

4.



If you prefer to make a new call using the Phone Book, tap **Phone** and make a new call from the Phone Book (see [Making a Call from the Phone Book](#) for more details).

5. If the second call connects successfully, you'll see two calls listed in the Dialer screen. The original call will be on hold and the second call will be active:

Robert Raleigh		00:01:18
Mobile	HOLD	00:01:14
88014487771		
Irina Harding	☎	00:00:05
Home	ACTIVE	
88018335668		

6. You can switch between calls by selecting a call that's on hold and tapping **Resume**.

7. If you want to place both calls into a conference call, tap **Conference**.

Making a Conference Call (VoIP)

If you're connected to a CONVERGE Pro 2 device with VoIP capability, you can make multiple calls and then put them all into a conference call.



Note:

The number of calls you can add to a conference call depends in part on the capabilities of the SIP server the CONVERGE Pro 2 is connected to. If the SIP server supports it, a CONVERGE Pro 2 supports up to five simultaneous calls.



Note:

For information about making a conference call using Telco, see [Making a Conference Call \(Telco\)](#).

To make a conference call using VoIP:

1. Use the Favorites, Dialer, or Phone Book to place a call (see [Making a Call using Favorites](#), [Making a Call Using the Dialer](#), or [Making a Call from the Phone Book](#) for more information).
2. After the first person has answered, from the call control buttons at the bottom of the screen, tap **New Call**.

The first call is placed on hold, and you are taken to the Favorites screen.

3. To make a new call from the Favorites screen, tap a Favorites entry.

4.



If you prefer to make a new call using the Dialer, tap **Dialer** and make a new call using the Dialpad or by entering a SIP URI.

5.



If you prefer to make a new call using the Phone Book, tap **Phone** and make a new call from the Phone Book (see [Making a Call from the Phone Book](#) for more details).

6. If the second call connects successfully, you'll see two calls listed in the Dialer screen. The original call will be on hold and the second call will be active:

Robert Raleigh		🕒 00:01:18
Mobile	HOLD	📞 00:01:14
88014487771		
Irina Harding	🗣️	🕒 00:00:05
Home	ACTIVE	
88018335668		

7. Tap **CONFERENCE** in the call controls at the bottom of the screen to put both calls into a conference.
8. Repeat steps 2-7 to add new participants to the conference call (up to 5 if your SIP server supports it).

Making a Conference Call (Telco)

If you're connected to a CONVERGE Pro 2 device with Telco capability, depending on what type of PBX switch you're using and how it's configured, you may be able to add multiple calls to a conference call.



Note:

The example steps described below show how to make conference calls using some PBX switches, but may not apply to your environment. These steps are provided only as an example of how making conference calls can work when using an analog line. Consult your admin and PBX switch documentation for information about whether conference calling is available and, if so, how to use it.



Note:

For information about making a conference call using VoIP, see [Making a Conference Call \(VoIP\)](#).

To make a conference call using Telco:

1. Use the Favorites, Dialer, or Phone Book to place a call (see [Making a Call using Favorites](#), [Making a Call Using the Dialer](#), or [Making a Call from the Phone Book](#) for more information).
2. After the first person has answered, from the call control buttons at the bottom of the screen, the **Flash**

icon .

The first call is placed on hold, and you are taken to the Favorites screen.

3. To make a new call from the Favorites screen, tap a Favorites entry.
- 4.



If you prefer to make a new call using the Dialer, tap **Dialer** and make a new call using the Dialpad or by entering a SIP URI.

- 5.



If you prefer to make a new call using the Phone Book, tap **Phone** and make a new call from the Phone Book (see [Making a Call from the Phone Book](#) for more details).

- 6.

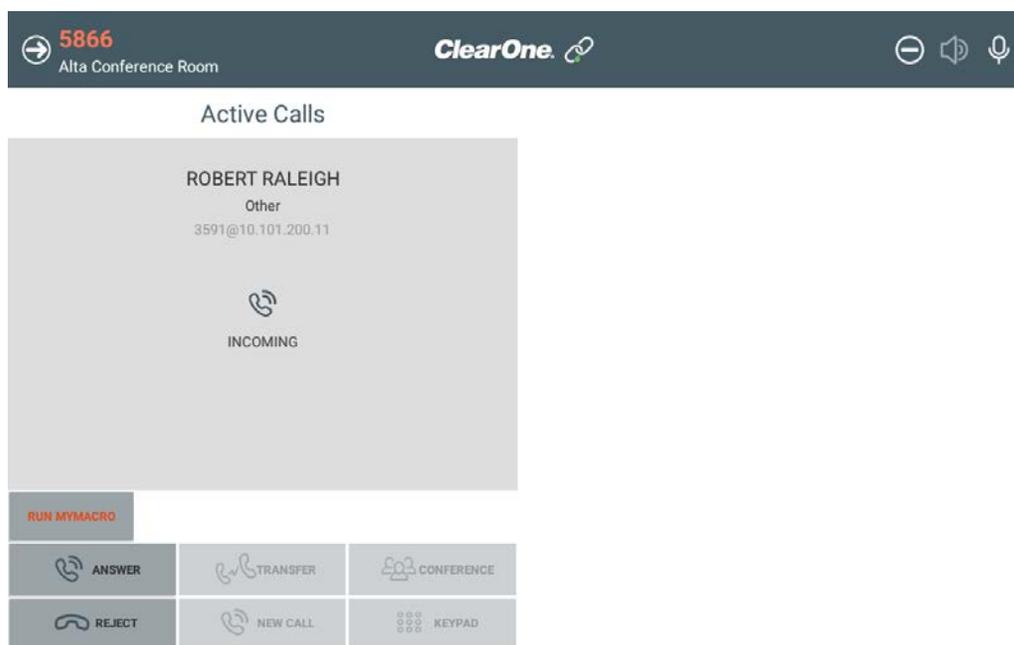
After the second call is connected, tap the **Flash** icon  to put both calls into a conference.

Receiving a Call (VoIP/Telco)

You can receive calls to the number associated with the SIP account you're using for the Touch Panel Controller.

To receive a call:

1. If someone calls the number/URI associated with the Touch Panel Controller, an incoming call appears in the Dialer screen:



2. To reject the call, tap **REJECT** in the call controls at the bottom of the screen.

The call is terminated.

3. To answer the call, tap **ANSWER** in the call controls at the bottom of the screen.

The call becomes active. You now have the same options as with an outgoing call. For details, see [Making a Call Using the Dialer](#).

Forwarding Calls (VoIP/Telco)

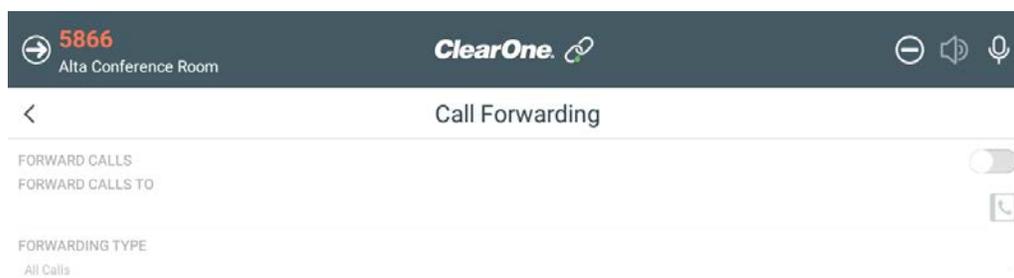
You can turn on Call Forwarding mode, to have calls forwarded immediately, when there is a busy signal, or when a call isn't answered.

- Note:** The Call Forwarding feature works with CONVERGE Pro 2 units with VoIP capability. There may be ways of forwarding calls using Telco, but this depends on the features available for your PBX switch. Consult your PBX documentation for more information.

To use Call Forwarding:

1. Tap  in the upper left of the Touch Panel Controller window.

The Call Forwarding screen appears:



2. Tap the **Forward Calls** switch to turn on Call Forwarding.

The switch appears as white if turned off, and as orange if turned on.

- 3.

Type a forwarding number in the Forward Calls To field or tap  to choose a forwarding number from the Phone Book.

4. To specify which calls to forward, choose an option from the **Forwarding Type** drop-down menu (options described in the table below).

Option	Description
All Calls	Forward all calls immediately upon arrival.
Forward on Busy	Forward calls only if the line is busy when the call arrives.
Forward on No Answer	Forward calls only if it rings and no one answers.

5. Tap **Update** to save your changes.

6. Tap  to return to the main Dialer screen.

When Call Forwarding is on, .

Turning Do Not Disturb On/Off (VoIP/Telco)

To avoid being disturbed by incoming calls, you can turn on Do Not Disturb (DND) mode.



Note:

What happens when you turn on DND depends on the Do Not Disturb mode setting in the Preferences. See [Changing Preferences Settings](#) for more information.

To turn DND mode on or off:

1. Tap  at the top of the Dialer screen.

A confirmation dialog box appears:

Are you sure you want to turn on Do
Not Disturb mode?

NO

YES

2. Tap **YES** to turn on DND.

The DND icon becomes red to indicate that DND is on: .

3. To turn DND off, tap the DND icon again.

Chapter 6

Call Log (VoIP/Telco)

Topics:

- [Using Call Log \(VoIP/Telco\)](#)

This chapter contains information about using the VoIP/Telco Dialer Call Log.

Using Call Log (VoIP/Telco)

You can view logs of all calls or of specified categories (missed, placed, and received). You can also filter call logs, place calls from the call log, and clear the call log.

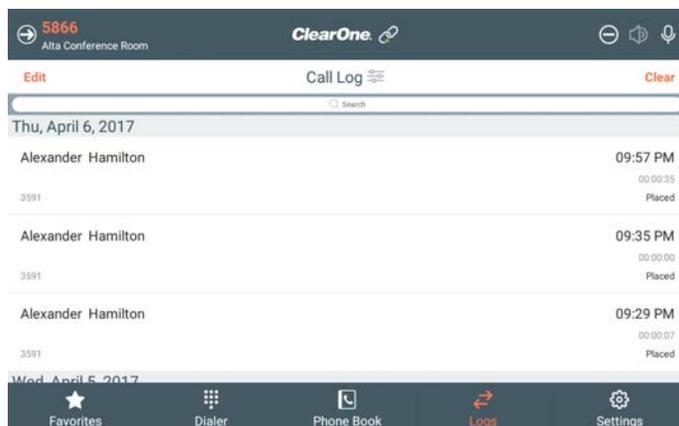
To use the call log:

1.



Tap

The Call Log screen appears:



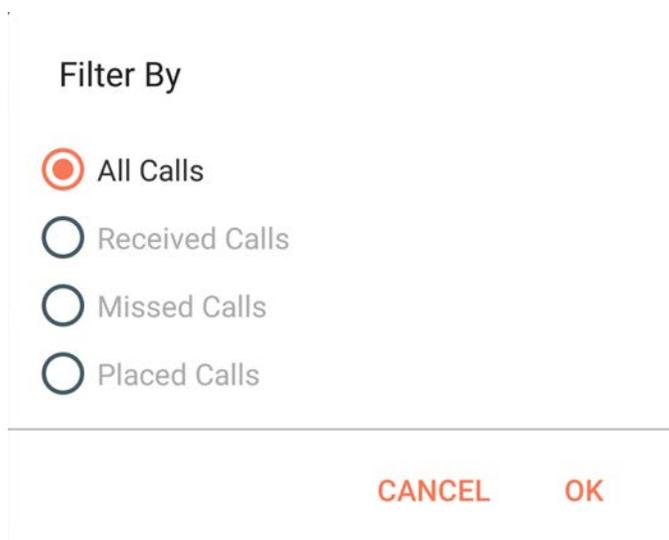
Filter Call Logs

2.



To filter which calls appear in the list, tap

The Filter By dialog box appears:

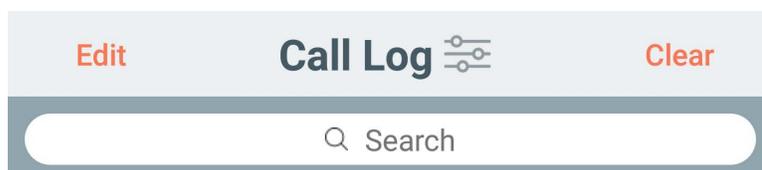


3. Select which calls you want to view, then tap **OK**.

The specified call type appears in the call log.

Search the Call Log

4. To search the call log, type a search term in the Search field at the top of the Call Log screen:

**Note:**

Only names are searched. You cannot search for a phone number.

Dial a Call Log Entry

5. To dial a call log entry as is, tap it.

Edit Then Dial a Log Entry

6. To dial a call log entry after modifying it, tap **Edit**.

**Note:**

This feature is useful when you need to edit the entry before you can dial it. For example, if you must dial a 9 to get an outside line, you can edit the call log entry to add a 9 at the front of the number before dialing.

7.

Tap  next to the log entry you want to edit.

The Call Log Edit dialog box appears:

8. Edit the number/URI, then tap **Dial**.

Clear the Call Log

9. To clear the whole call log, tap **Clear**.

A confirmation dialog box appears:

10. Tap **Yes** to clear the call log.

Chapter 7

Settings (VoIP/Telco)

Topics:

- *Changing Preferences Settings (VoIP/Telco)*
- *Importing/Exporting Touch Panel Controller Phone Book Files (VoIP/Telco)*
- *Changing Security Settings (VoIP/Telco)*
- *Viewing Software Details (About) (VoIP/Telco)*
- *Upgrading Touch Panel Controller Dialer Software (VoIP/Telco)*
- *Starting ClearOne Launcher (VoIP/Telco)*

This chapter contains information about VoIP/Telco Dialer Settings.

Changing Preferences Settings (VoIP/Telco)

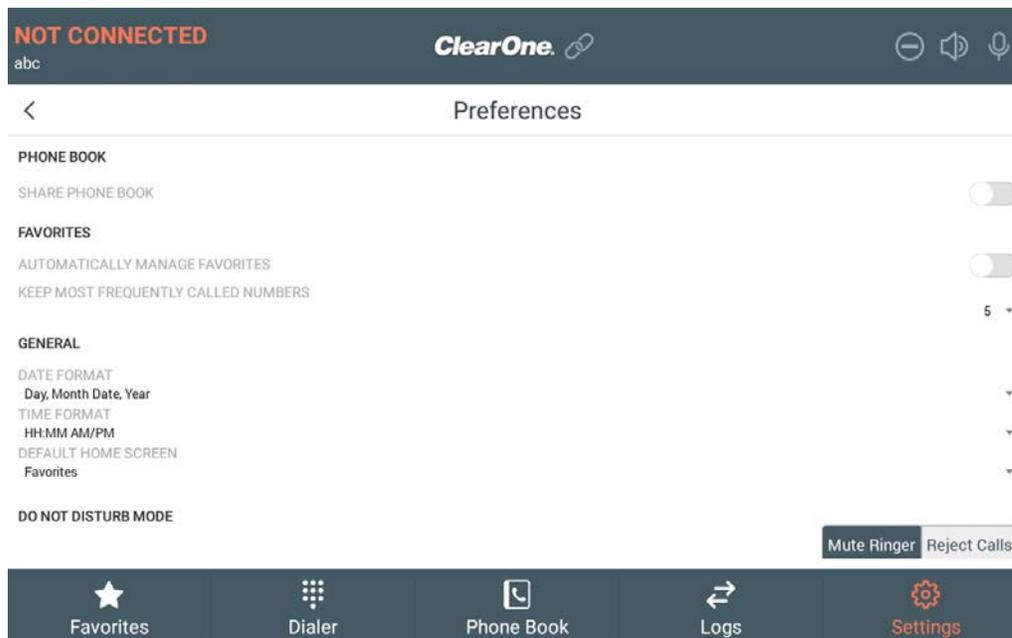
You can use the Preferences Settings to manage how Favorites are handled, specify the date and time format, determine which screen appears when the application first opens, and specify how the Do Not Disturb mode works.

To change Preferences:

1. Tap  **Settings**.

2. Tap **Preferences**.

The Preferences screen appears:



3. To have your device contacts imported into the Phone Book, turn on the **Share Phone Book** switch.

Favorites

4. To have the Dialer show the most called numbers in the Favorites screen rather than choosing which contacts appear there, tap the **Automatically Manage Favorites** switch.

The switch appears as white if turned off, and as orange if turned on.

5. If you've chosen to have Dialer automatically manage favorites, choose the number of frequently-called contacts you want to appear as favorites using the **Keep Most Frequently Called Numbers** drop-down list.

General

6. Specify how you want dates to appear by choosing an option from the **Date Format** drop-down list.
7. Specify how you want times to appear by choosing an option from the **Time Format** drop-down list.
8. Choose which of the Dialer screens should be the default by choosing an option from the **Default Home Screen** drop-down list.

Do Not Disturb

9. To specify what happens when you turn on Do Not Disturb (see for more information), choose an option from the **Do Not Disturb Mode** switch, as described in the table below.

Option	Description
Mute Ringer	When in Do Not Disturb mode, calls are still received, but the ringer is muted.
Reject Calls	When in Do Not Disturb mode, incoming calls are rejected.

Disable Screen Saver

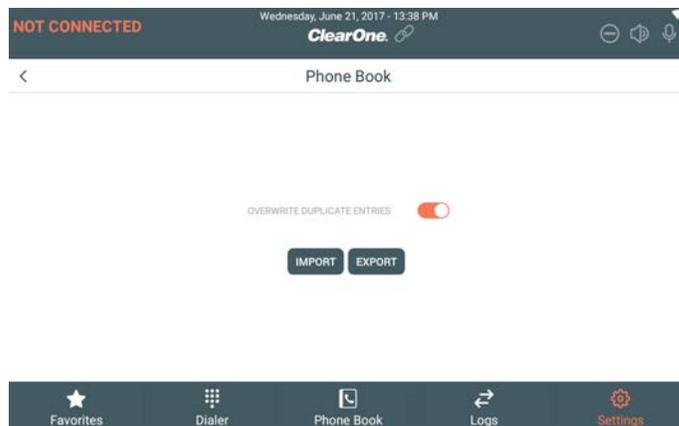
Importing/Exporting Touch Panel Controller Phone Book Files (VoIP/Telco)

You can import or export Phone Book contacts to or from a USB drive. For example, if you have several instances of the Dialer application, you could create Phone Book contacts on a Windows or Mac computer or another Touch Panel Controller and then export the Phone Book to a USB drive, then attach the USB drive to the Touch Panel Controller and import the Phone Book contacts. You can also export Phone Book contacts you have defined on a Touch Panel Controller to a USB drive for use on another Touch Panel Controller or a Windows or Mac Computer.

To import or export Phone Book contacts:

1. From another instance of a Dialer application (another Touch Panel Controller or a Windows or Mac computer), export the Phone Book to a USB drive.
2. Attach the USB drive with the Phone Book file to the Touch Panel Controller you're using to import Phone Book contacts.
3. Tap  **Settings**.
4. Tap **Phone Book**.

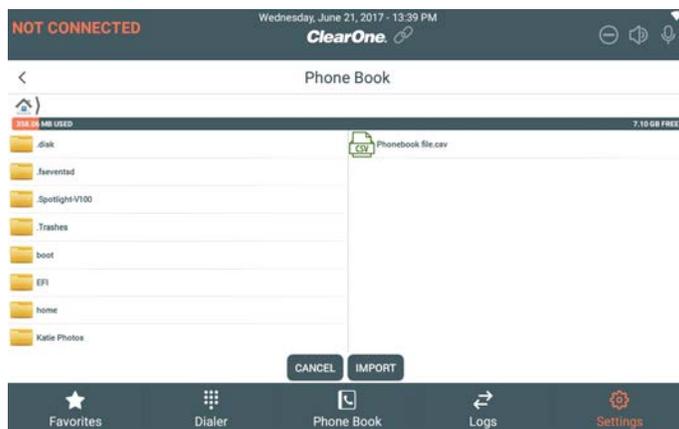
The Phone Book screen appears:



Importing Phone Book

5. If you want any duplicate Phone Book entries to be overwritten, turn on the Overwrite Duplicate Entries switch. If you want duplicate Phone Entries to be copied, turn off the Overwrite Duplicate Entries switch.
6. Tap **Import**.

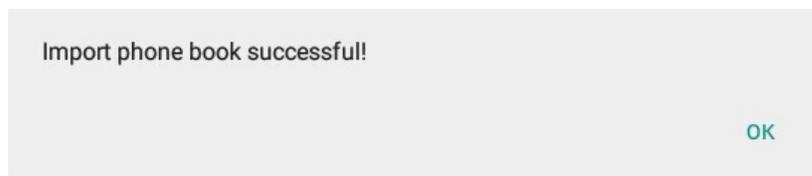
The Phone Book Import screen appears, showing the contents of an attached USB drive:



7. Select a file that contains connection information.

8. Tap **Import**.

If the file is imported successfully, the following dialog box appears:



9. Tap **OK**.

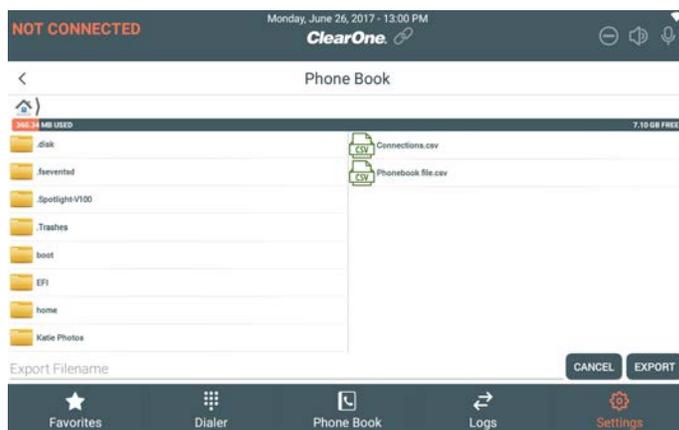
10. Tap **Cancel** to close the Import screen.

Exporting Phone Book

11. Make sure a USB drive is attached.

12. From the Settings Phone Book screen, tap **Export**.

The Phone Book Export screen appears, showing the contents of an attached USB drive:

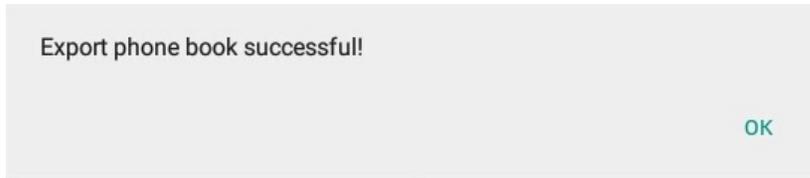


13. Choose a folder where you want save the Phone Book export file.

14. Tap in the **Export Filename** field and then type the filename for the export file.

15. Tap **Export**.

If the file is exported successfully, the following dialog box appears:



16. Tap **OK**.

17. Tap **Cancel** to close the Export screen.

Changing Security Settings (VoIP/Telco)

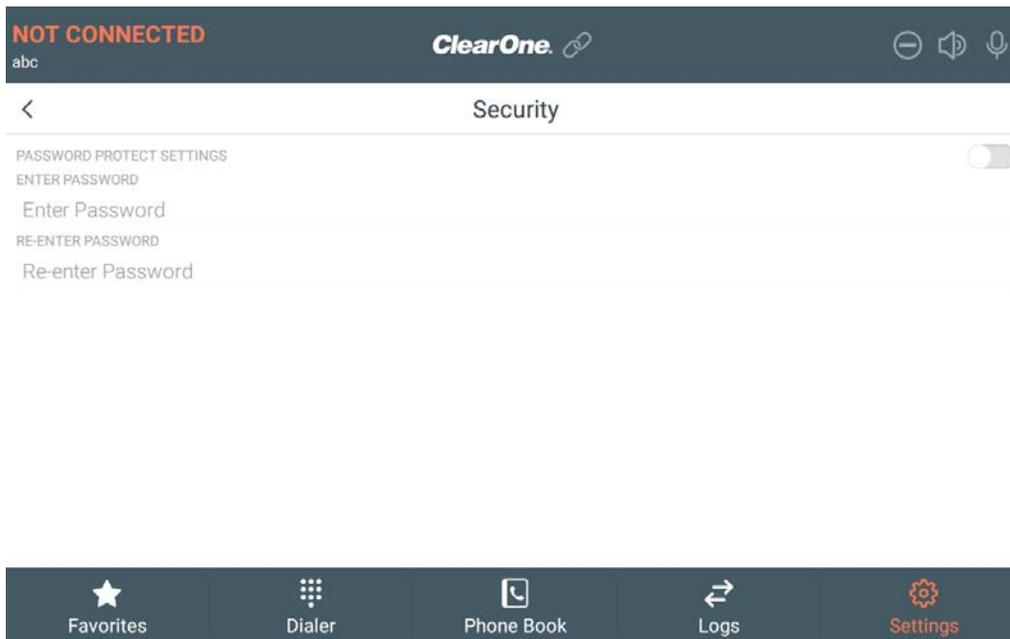
You can password protect the Settings screens.

To password protect settings:

1. Tap  **Settings**.

2. Tap **Security**.

The Security screen appears:



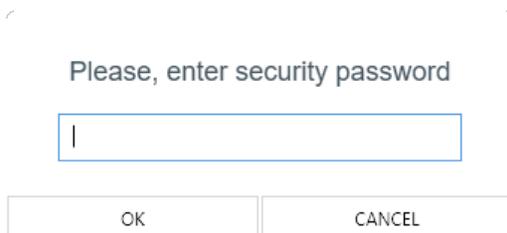
3. To turn on security for the Settings, tap the **Password Protect Settings** switch.

The switch appears as white if turned off, and as orange if turned on.

4. Enter a password in the **Enter Password** field.

5. Enter the same password again in the **Re-Enter Password** field.

The next time you attempt to access the Settings screen, the following dialog box appears:



You must enter the correct password to access any of the Settings screens.

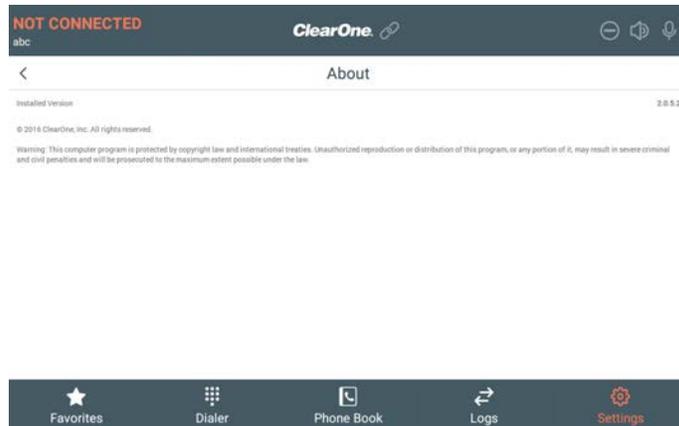
Viewing Software Details (About) (VoIP/Telco)

You can view details about the installed version of the Dialer on the About screen.

To view the About screen:

1. Tap  **Settings**.
2. Tap **About**.

The About screen appears:



Upgrading Touch Panel Controller Dialer Software (VoIP/Telco)

You can upgrade the Dialer software in the Touch Panel Controller via the USB ports.



Note:

This feature allows you to update only the VoIP/Telco Dialer software. To update the entire device, including the Launcher, VoIP/Telco Dialer software, and the Skype for Business Dialer software, you must use the CONVERGE Pro 2 CONSOLE to update the device firmware. See [Upgrading Touch Panel Controller Firmware](#) for more information.

Feature will be available in a future release.

1. Put the upgraded software (.apk file) on a USB flash drive.
2. Attach the USB flash drive to the Touch Panel Controller you want to update.
3. Tap  **Settings**.
4. Tap **Software Update**.

The Software Update screen appears, showing the contents of the attached USB flash drive:



5. Locate the updated software file and select it.

6. Tap **Update**.

The software is updated and the device is restarted.

Starting ClearOne Launcher (VoIP/Telco)

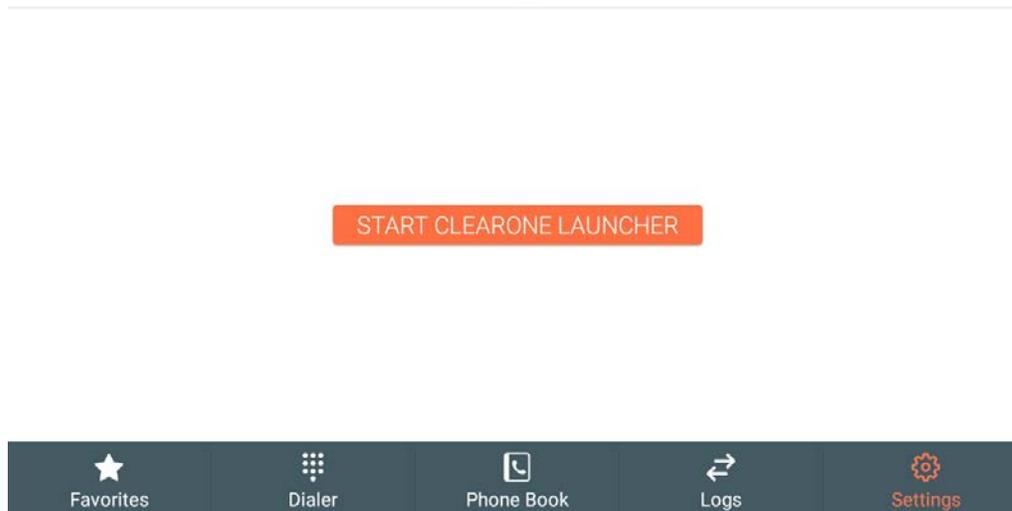
When you first set up a Touch Panel Controller, you have the option to choose between the VoIP/Telco Dialer or the Skype for Business Dialer. Once you have completed setup, however, if you wish to switch the Dialer type you're using, you can do so using the ClearOne Launcher.

To start the ClearOne Launcher:

1. Tap  **Settings**.

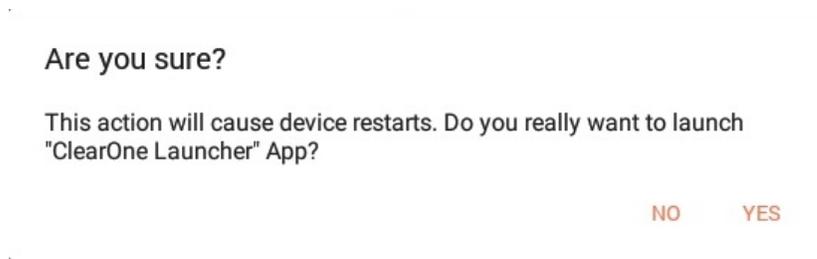
2. Tap **ClearOne Launcher**.

The ClearOne Launcher screen appears:



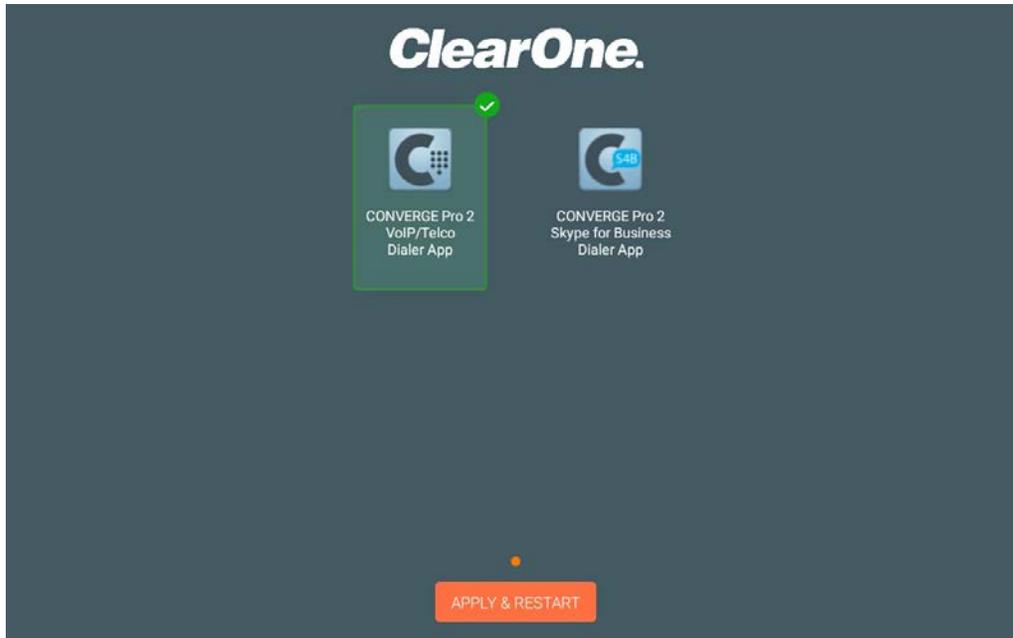
3. Tap **Start ClearOne Launcher**.

A confirmation dialog box appears:



4. Tap **Yes** to restart the Touch Panel Controller and open the Launcher.

The device restarts and the Launcher screen appears:



5. Tap the icon for the Dialer you want to run, then tap **Apply & Restart**.

The Touch Panel Controller restarts using the specified Dialer.

Chapter 8

CONVERGE Pro 2 Connections (S4B)

Topics:

- *Adding/Editing a CONVERGE Pro 2 Connection (S4B)*
- *Creating and Using Custom Buttons (S4B)*
- *Connecting to a CONVERGE Pro 2 Device (S4B)*
- *Importing/Exporting Touch Panel Controller Dialer Connections (S4B)*

This chapter contains information about setting up a connection between the Skype for Business Dialer and a CONVERGE Pro 2.

Adding/Editing a CONVERGE Pro 2 Connection (S4B)

Before you can use the Touch Panel Controller to make calls, you must define a connection to a CONVERGE Pro 2 device.

You can create multiple connections to CONVERGE Pro 2 devices. For example, if your organization has two conference rooms, one called Yellowstone and one called Yosemite, you can define one connection to a CONVERGE Pro 2 device that controls the audio components in Yellowstone and another connection to the CONVERGE Pro 2 device that controls the audio components in Yosemite. That way when you're in Yellowstone you can use the Yellowstone connection, and use the Yosemite connection when you're in the Yosemite conference room.

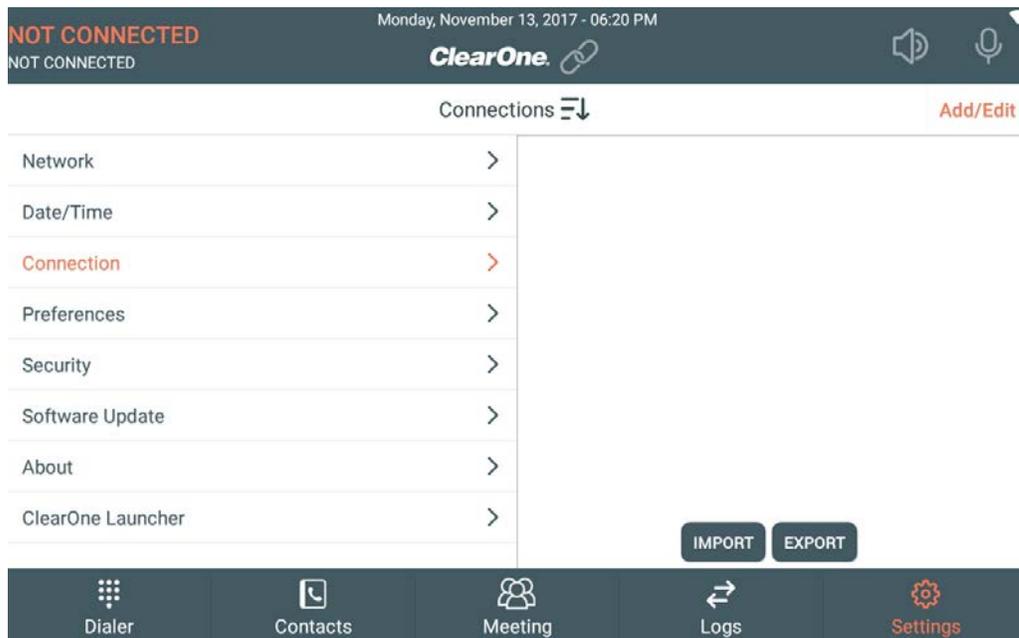
For more information about connecting to a device after you have defined a connection, see [Connecting to a CONVERGE Pro 2 Device \(S4B\)](#).

To add a connection:

1. Tap  **Settings**.

2. Tap **Connection**.

The Connections screen appears:

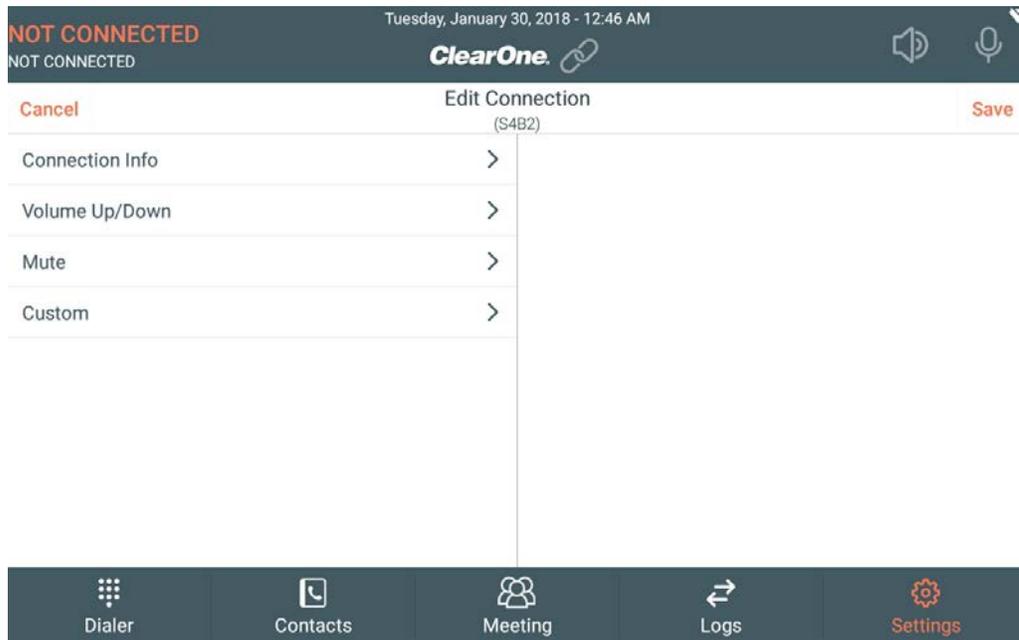


3. Tap **Add/Edit**.

4. To add a connection, tap  **New Connection**.

5. Alternatively, to edit an existing connection, tap  next to the connection you want to edit.

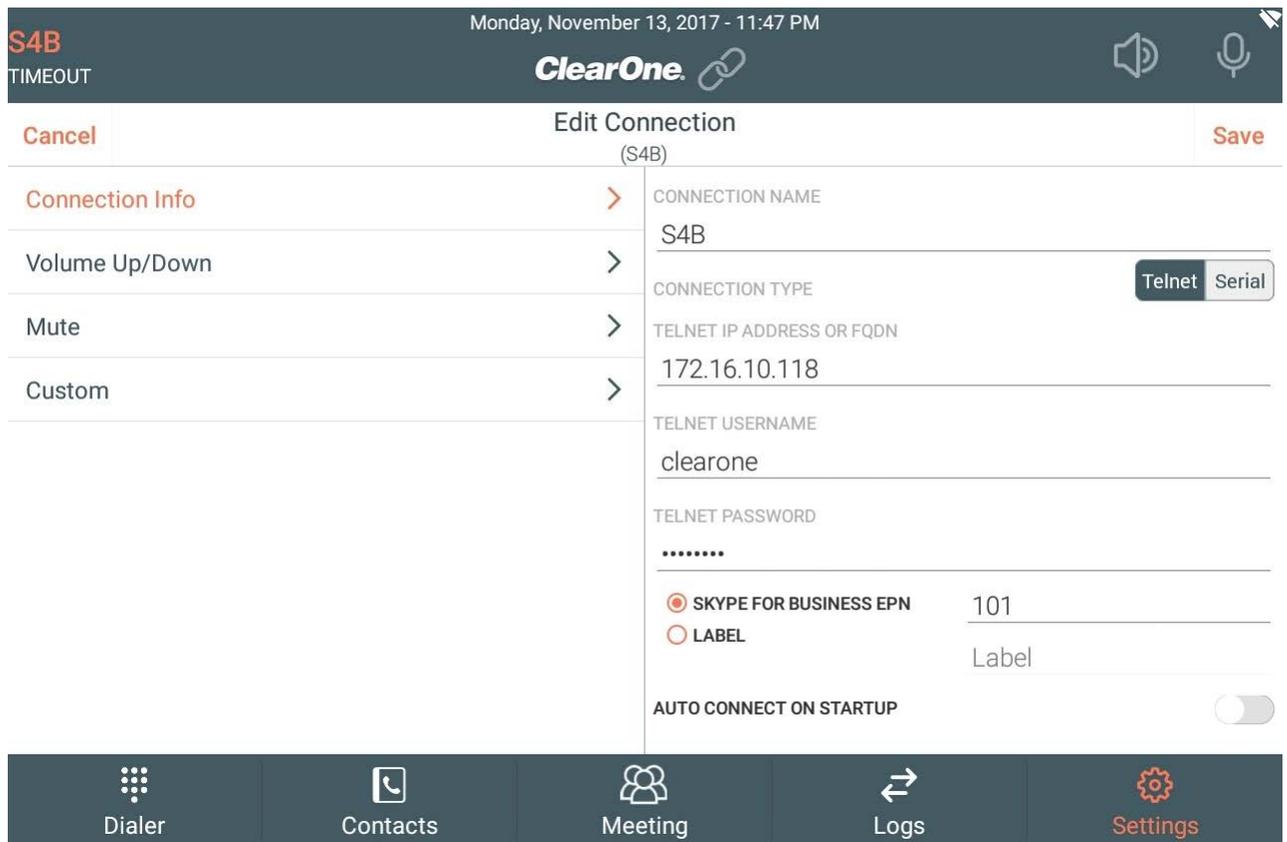
The Edit Connection screen appears:



Connection Info

6. Tap **Connection Info**.

The Connection Info screen appears:



7. Type a name for the connection in the **Connection Name** field.

Use a Telnet Connection

8. If you have selected Telnet for the connection type (you plan to connect using an Ethernet connection or the front USB port of a CONVERGE Pro 2 unit), enter the IP address or domain name in the **Telnet IP Address or FQDN** field.
9. Enter the Telnet username and password for the device in the **Telnet Username** and **Telnet Password** fields, then continue with step 12.

The default username for CONVERGE Pro 2 devices is “clearone” and the default password is “converge”.

Use a Serial Connection

10. Select either **Skype for Business EPN** or **Label** and then type the appropriate end point number (EPN) or label for the channel, as described in the table below:

Channel Designation	Information Needed
Skype for Business EPN	<p>To designate a channel using an end point number (EPN), specify a channel as DNN, where D is the number of the device in the stack and NN is the two-digit number of the channel you want to use.</p> <p>Example: If you are connecting to a 128V that is listed as the second device in the stack in CONSOLE, you would choose a Skype for Business EPN of 201 (since there can be only one Skype for Business channel per device).</p>
Label	<p>When you add Skype for Business channels to a project in the CONVERGE Pro 2 CONSOLE, they are automatically given default channel labels, such as “Skype_Name_1_01”.</p>



Note:

You can also change channel names individually or in groups using the Naming Tool (see the topic “Naming Assets” in the *CONVERGE Pro 2 CONSOLE User Manual*).

To designate a Skype for Business channel by its label, type the channel label in the Label field.

11. To automatically connect to a CP2 device using these settings when the Dialer starts, turn on the **Auto Connect on Startup** switch.

Volume Up/Down

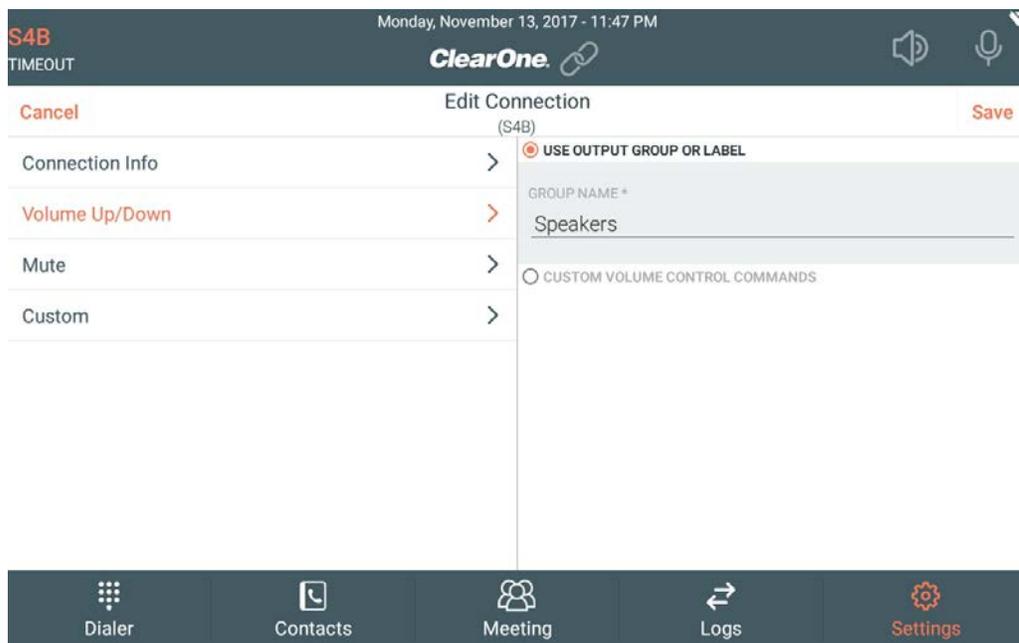
12. Tap **Volume Up/Down**.



Note:

To change the volume using the volume slider, you must press and hold the Volume Up and Volume Down controls. You can't tap the controls or tap or drag on the volume slider control.

The Volume Up/Down screen appears:



13. To automatically set the Volume Slider settings, type the name of an output group or channel label name in the **Use Output Group or Label** field (a channel or group name as defined in the CONVERGE Pro 2 CONSOLE).

14. To manually set the Volume Slider settings, select **Custom Volume Control Commands** and enter CONVERGE Pro 2 serial commands for **Volume Up**, **Volume Down**, and **Slider Position**, as described below.

Volume Up Settings

15. Enter CONVERGE Pro 2 serial commands for each of the Volume Up settings. Example commands with explanations are shown in the table below:

Setting

Example Command and Explanation

Press

RAMP OUTPUT 101 20 10



Note:

This example ramps up OUTPUT channel 101 (the first output channel on device 1 of the stack) up to 20 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label. If your device has a maximum level other than 20, put that value in place of 20, and if you'd like to ramp up at a rate other than 10 dB each time you press the volume up button, put your preferred ramp value in place of 10.

Release

RAMP OUTPUT 101 20 0



Note:

This example changes the ramp for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label.

Volume Down Settings

16. Enter CONVERGE Pro 2 serial commands for each of the Volume Down settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
Press	RAMP OUTPUT 101 -65 10  Note: This example ramps down OUTPUT channel 101 (the first output channel on device 1 of the stack) down to -65 dB in increments of 10 dB. Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label. If your device has a minimum level other than -65, put that value in place of -65, and if you'd like to ramp down at a rate other than 10 dB each time you press the volume down button, put your preferred ramp value in place of 10.
Release	RAMP OUTPUT 101 -65 0  Note: This example changes the ramp down for OUTPUT channel 101 (the first output channel on device 1 of the stack) to 0 db (turns off ramping, in other words). Replace "OUTPUT 101" with a channel type and end point number of your choice or a channel or group label.

Slider Position Settings

17. Enter CONVERGE Pro 2 serial commands for each of the Slider Position settings. Example commands with explanations are shown in the table below:

Setting	Example Command and Explanation
(Slider Position) Notifications	RAMP OUTPUT 101 * 10  Note: The slider position is determined by the output received from the CONVERGE Pro 2 device. This example tells the dialer to position the slider based on any return values received from RAMP commands to channel OUTPUT 101 with any value (* as a wildcard) and a ramp increment of 10. Replace OUTPUT 101 with a channel type and end point number of your choice or a channel or group label. If you're using a RAMP increment other than 10, put that value in place of the 10.
(Volume Slider) Query	EP OUTPUT 101 LEVEL GAIN  Note: This example sends a query to the device to know the gain level of channel OUTPUT 101. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.
(Volume Slider) Max Value	EP OUTPUT 101 LEVEL MAX_GAIN  Note: This example sends a query to the device to know the maximum level of the OUTPUT 101 channel. Replace

Setting**Example Command and Explanation**

OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.

(Volume Slider) Min Value

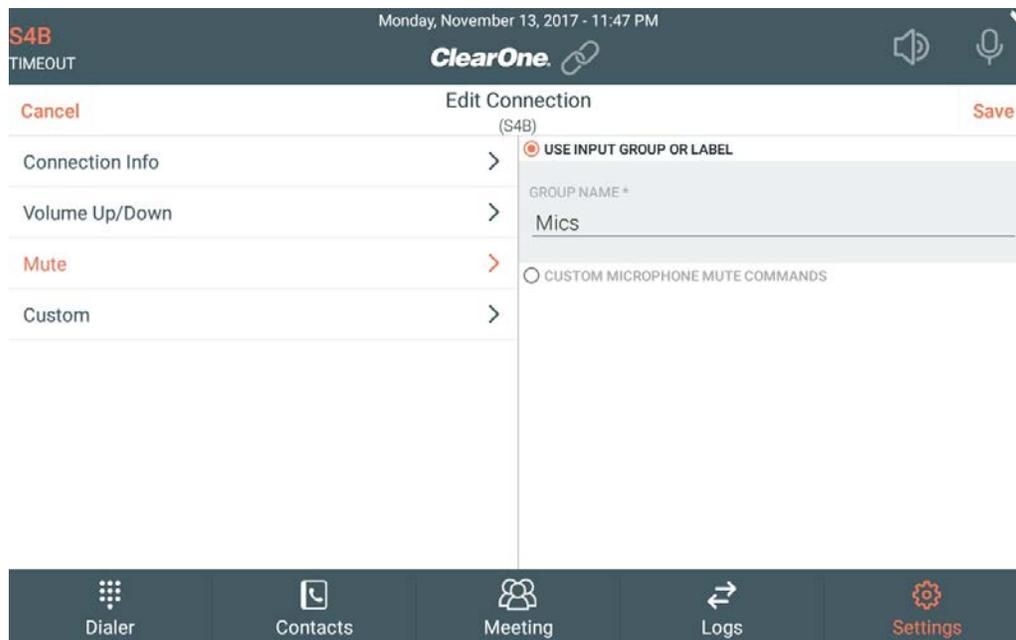
```
EP OUTPUT 101 LEVEL MIN_GAIN
```

**Note:**

This example sends a query to the device to know the minimum level of the OUTPUT 101 channel. Replace OUTPUT 101 with the channel type and end point number of your choice or a channel or group label.

Mute**18. Tap Mute.**

The Mute Button screen appears:



19. To automatically set the Mute Button settings, type the name of an input channel or group label in the **Use Input Group or Label** field (a channel label or group name as defined in the CONVERGE Pro 2 CONSOLE).

20. To manually set the Volume Slider settings, select **Custom Microphone Mute Commands** and enter CONVERGE Pro 2 serial commands for **Command** and **Status**, as described below.

21. Enter CONVERGE Pro 2 serial commands for the Command settings. Example commands with explanations are shown in the table below:

Setting**Example Command and Explanation****Press**

```
EP MIC 101 LEVEL MUTE 2
```

**Note:**

This example toggles the mute state of MIC channel 101 (the first output channel on device 1 of the stack). Replace "MIC 101" with a channel type and end point number of your choice or a channel or group label.

Query

```
EP MIC 101 LEVEL MUTE
```

Setting**Example Command and Explanation****Note:**

This example sends a query to the device to know the mute state for MIC channel 101. Replace “MIC 101” with the channel type and end point number of your choice or a channel or group label.

22. Enter CONVERGE Pro 2 serial commands for each of the **Status** settings. Example commands with explanations are shown in the table below:

Setting**Example Command and Explanation****Active**

```
EP MIC 101 LEVEL MUTE 1
```

**Note:**

This example mutes MIC channel 101. Replace “MIC 101” with the channel type and end point number of your choice or a channel or group label.

Inactive

```
EP MIC 101 LEVEL MUTE 0
```

**Note:**

This example turns off mute for MIC channel 101. Replace “MIC 101” with the channel type and end point number of your choice or a channel or group label.

Custom

23. You can create custom buttons. See [Creating and Using Custom Buttons \(S4B\)](#) for more information.

24. Tap **Save**.

Creating and Using Custom Buttons (S4B)

You can create custom buttons to perform CONVERGE Pro 2 tasks that you specify. Then you can use custom buttons you have created.

Custom buttons let you send any serial command to a CONVERGE Pro 2 device. For more information about available serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

The types of custom buttons you can create is limited only by the available serial commands. Here are some examples of ways to use custom buttons, with references to the relevant sections in the *CONVERGE Pro 2 Serial Commands Reference Manual*:

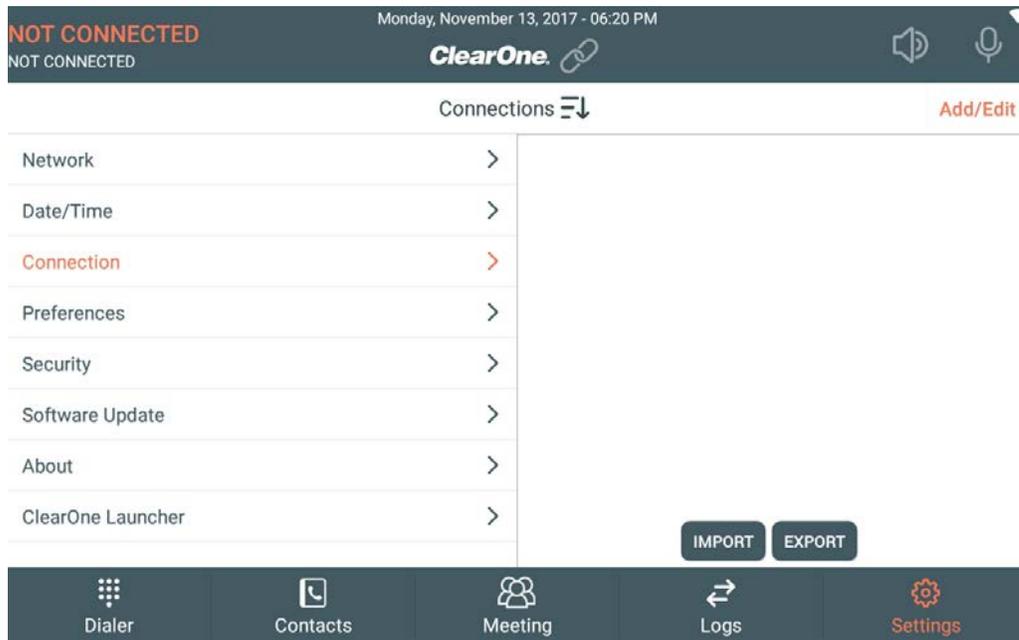
- Run CP2 macros. See the MCCF command in the *Serial Commands Reference Manual* for more information.
- Execute CP2 presets. See the Room command in the *Serial Commands Reference Manual* for more information.
- Set or modify audio crosspoints. See the MT command in the *Serial Commands Reference Manual* for more information.

To create and use a custom button:

1.  Tap **Settings**.

2. Tap **Connection**.

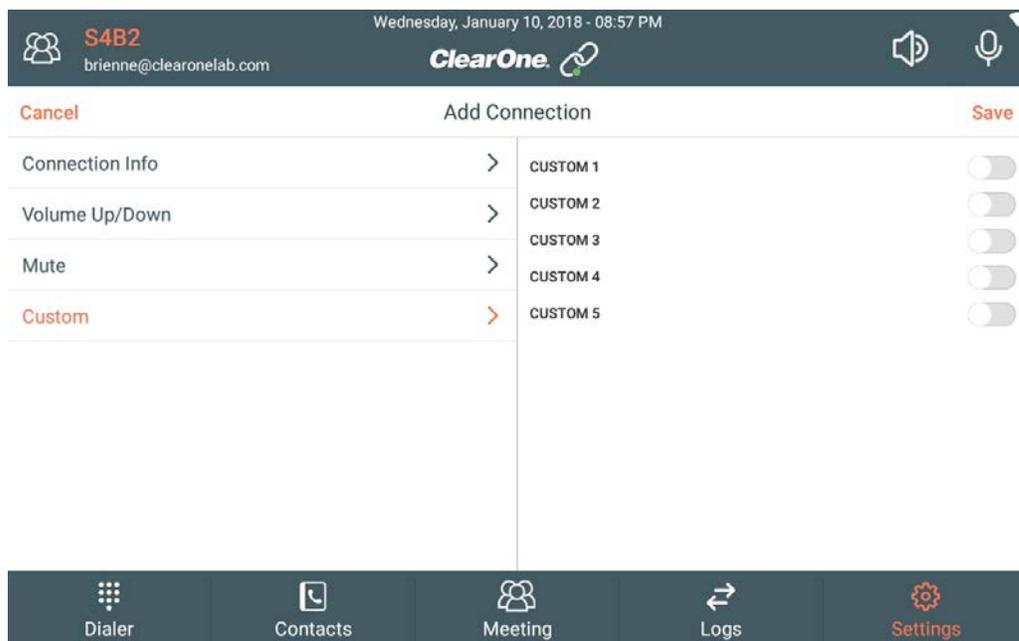
The Connections screen appears:



3. Tap **Add/Edit**.

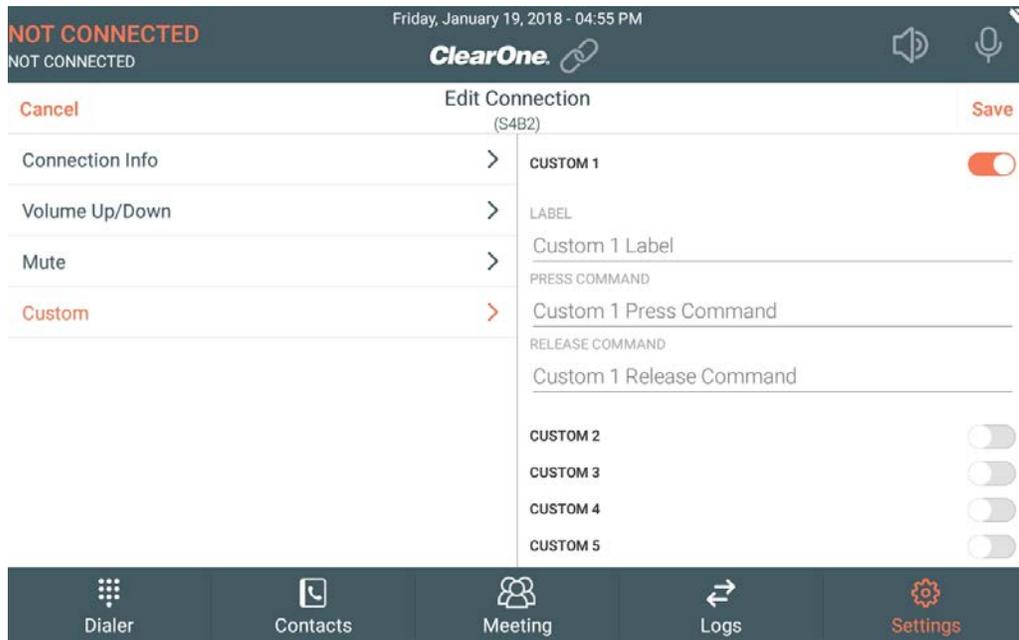
4. Tap **Custom**.

The Custom Buttons screen appears:



5. Tap the switch next to a custom button to turn it on.

The custom button configuration fields become available:



6. Type a name for the button in the **Label** field.
7. In the **Press Command** field, enter the serial command to send to the CP2 device when you press the button.

For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

8. In the **Release Command** field, enter the serial command to send to the CP2 device when you press the Release button.

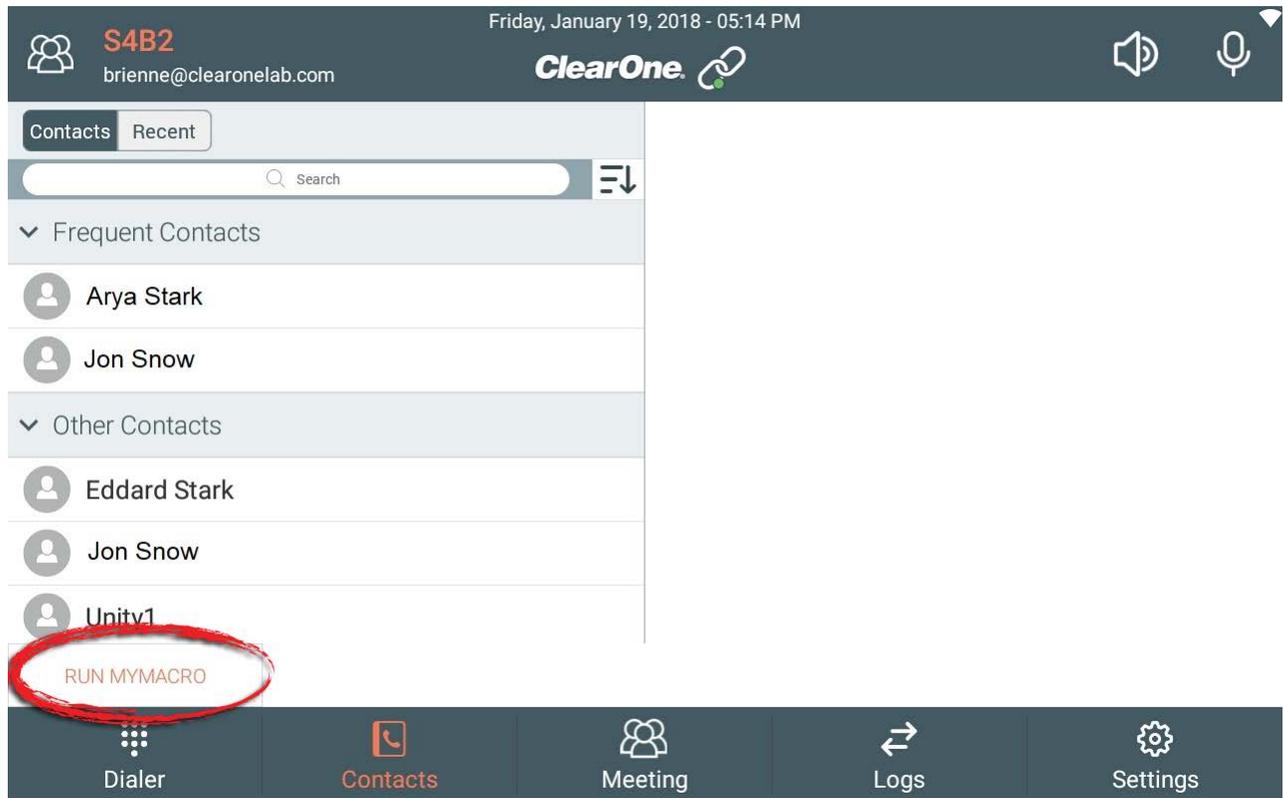
For more information about CONVERGE Pro 2 serial commands, see the *CONVERGE Pro 2 Serial Commands Reference Manual*.

9. Tap **Save**.
10. Repeat steps 6-10 for each custom button you want to add.
11. Tap **Done** to save the changes to the connection definition.

Run a Custom Button

12.  Tap **Contacts**.

The Contacts screen appears, showing any custom buttons you have created:



13. Tap the custom button you want to use.

The command associated with that button is sent to the CONVERGE Pro 2 device you are currently connected to.

Connecting to a CONVERGE Pro 2 Device (S4B)

You can connect the Touch Panel Controller to a CONVERGE Pro 2 device.

You can create multiple connections to CONVERGE Pro 2 devices. For example, if your organization has two conference rooms, one called Yellowstone and one called Yosemite, you can define one connection to a CONVERGE Pro 2 device that controls the audio components in Yellowstone and another connection to the CONVERGE Pro 2 device that controls the audio components in Yosemite. That way when you're in Yellowstone you can use the Yellowstone connection, and use the Yosemite connection when you're in the Yosemite conference room.

Note:

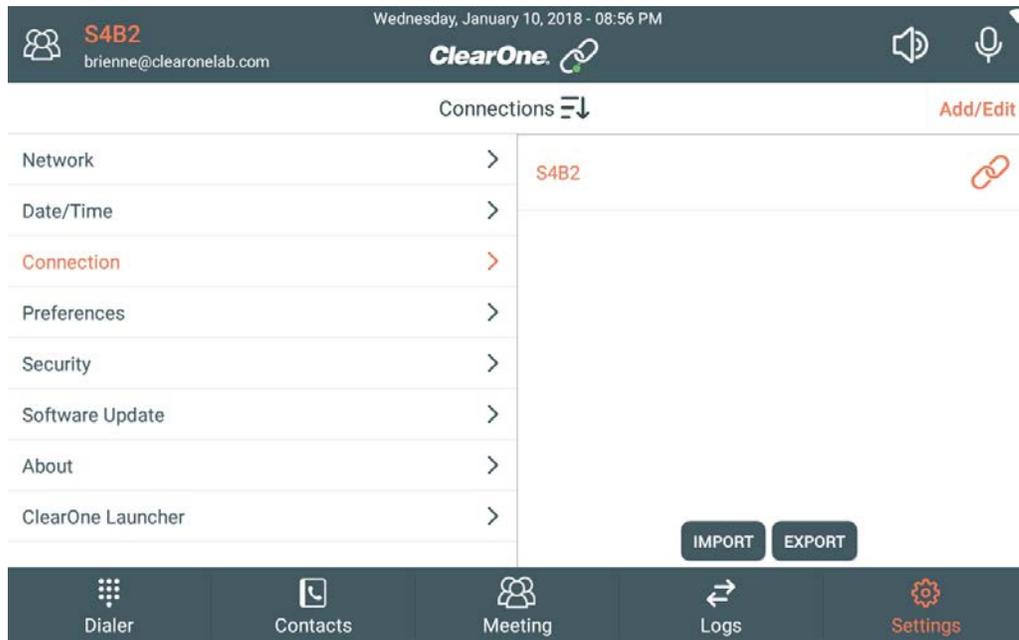
In order to connect to a CP2 device, you must first add a connection definition. See [Adding/Editing a CONVERGE Pro 2 Connection \(S4B\)](#) for more information.

To connect to a device:

1. Tap  **Settings**.

2. Tap **Connection**.

The Connections screen appears:



3. Tap  next to a connection.

If you have connected successfully to a S4B server, the following icon appears at the top of the Dialer window: .

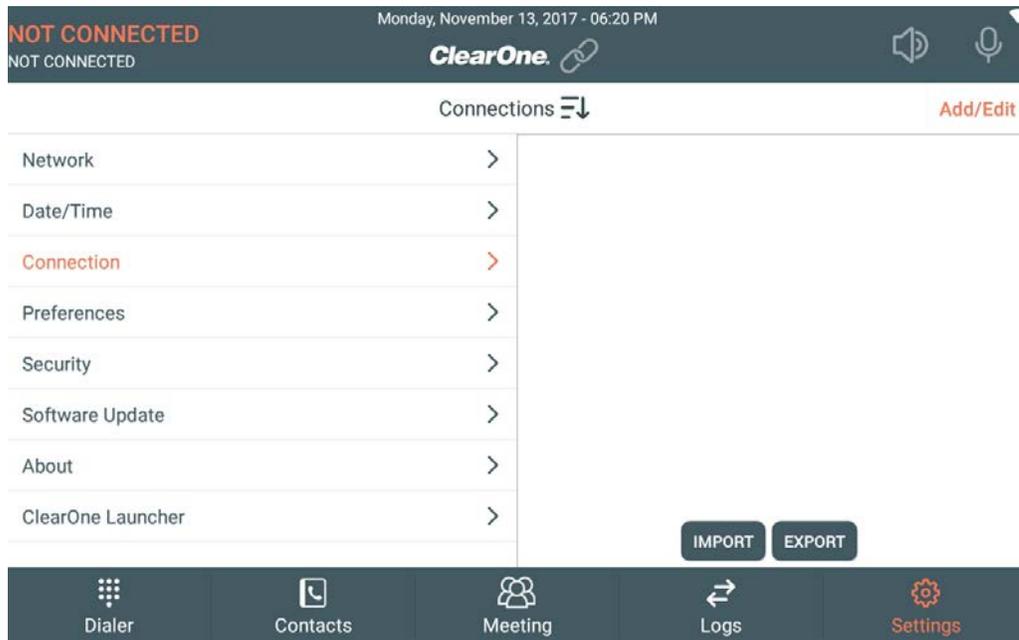
Importing/Exporting Touch Panel Controller Dialer Connections (S4B)

You can import or export Dialer connection details to or from a USB drive. For example, if you have several instances of the Dialer application, you could set up the connection on a Windows or Mac computer or another Touch Panel Controller and then export the connection information to a USB drive, then attach the USB drive to the Touch Panel Controller and import the connection information. You can also export connections you have defined on a Touch Panel Controller to a USB drive for use on another Touch Panel Controller or a Windows or Mac Computer.

To import or export dialer connections:

1. From another instance of a Dialer application (another Touch Panel Controller or a Windows or Mac computer), export the connection information to a USB drive.
2. Attach the USB drive with the connection information file to the Touch Panel Controller you're using to import connection information.
3. Tap  **Settings**.
4. Tap **Connection**.

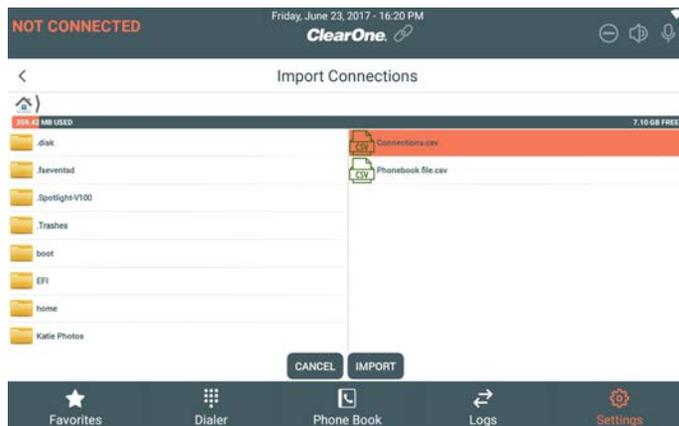
The Connections screen appears:



Importing Connections

5. Tap Import.

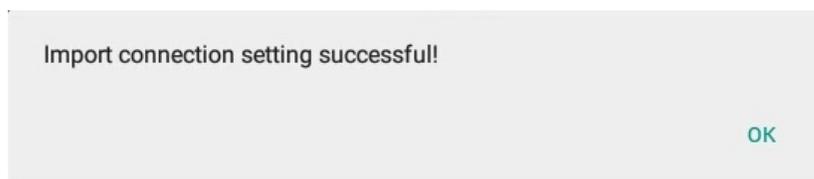
The Import Connections screen appears, showing the contents of an attached USB drive:



6. Select a file that contains connection information.

7. Tap Import.

If the file is imported successfully, the following dialog box appears:



8. Tap OK.

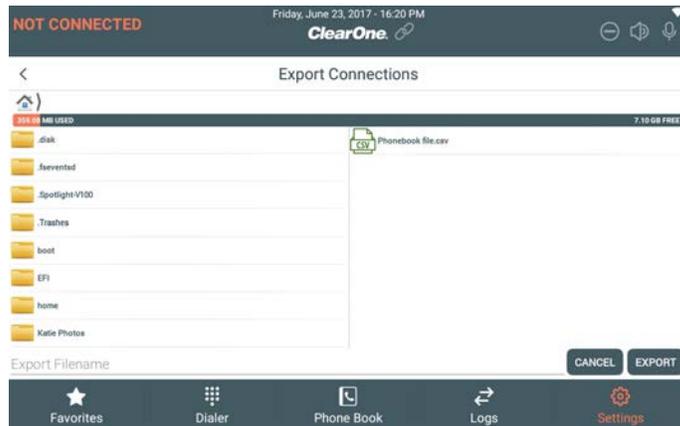
9. Tap Cancel to close the Import screen.

Exporting Connections

10. Make sure a USB drive is attached.

11. From the Settings Connections screen, tap **Export**.

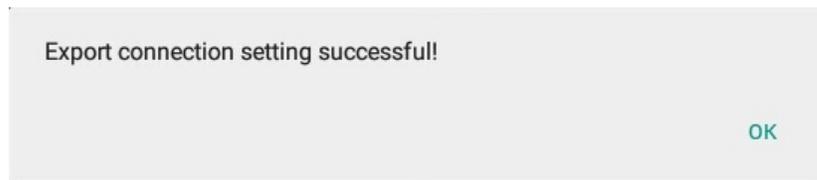
The Export screen appears, showing the contents of an attached USB drive:



12. Tap in the **Export Filename** field and then type the filename for the export file.

13. Tap **Export**.

If the file is exported successfully, the following dialog box appears:



14. Tap **OK**.

15. Tap **Cancel** to close the Export screen.

Chapter 9

Contacts (S4B)

Topics:

- [About the Phone Book \(S4B\)](#)
- [Adding a Contact \(S4B\)](#)
- [Sorting Contacts \(S4B\)](#)

This chapter contains information about using the Skype for Business Dialer Contacts.

About the Phone Book (S4B)

The Phone Book lets you store contact information for Skype for Business users you have looked up using the Dialer.

Some important things to keep in mind regarding the Phone Book:

- **Contacts are stored on the Touch Panel Controller, not on the CONVERGE Pro 2 to which the Dialer connects, so each person running a Touch Panel Controller or other Dialer application has their own Contacts list or Phone Book.**
- By default, Phone Book entries are displayed by first name in ascending order, but you can use the Sort feature to change how entries are displayed.

Related tasks

[Adding a Contact \(S4B\)](#) on page 95

[Sorting Contacts \(S4B\)](#) on page 97

[Making a Call from Contacts \(S4B\)](#) on page 104

Adding a Contact (S4B)

You can search for Skype for Business users registered with the Skype for Business server to which the CP2 is connected and add them as TPC contacts.

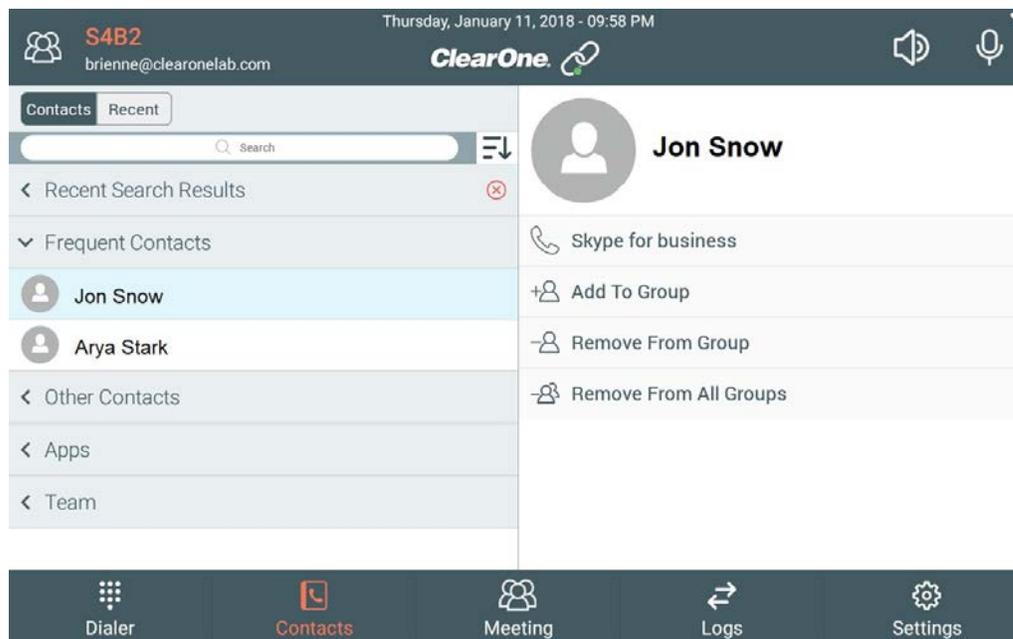
To add a Skype for Business user as a contact:

1.



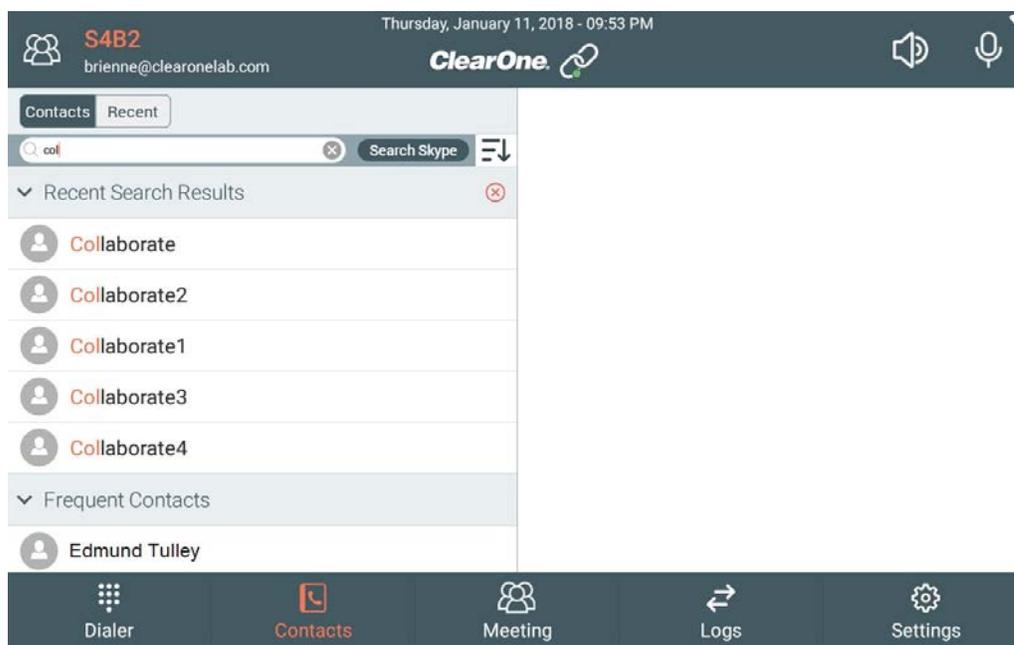
Tap **Contacts** to display the Contacts screen.

The Contacts screen appears:



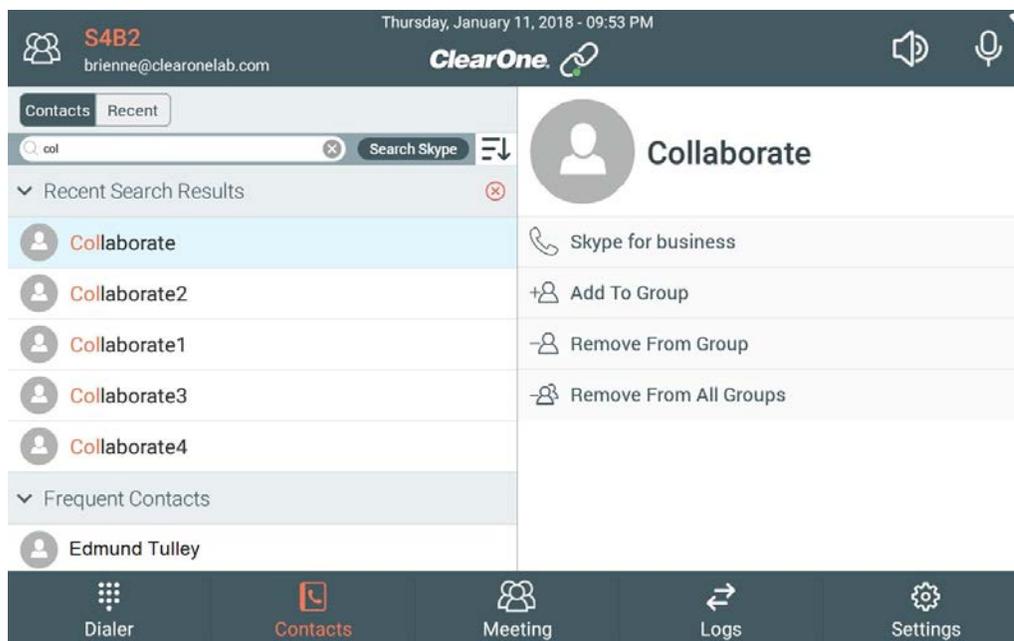
2. Type a search string in the **Search** box, then click **Search Skype**.

Any search hits appear under Recent Search Results:



3. Tap a contact you want to add.

The contact appears in the right side of the screen:

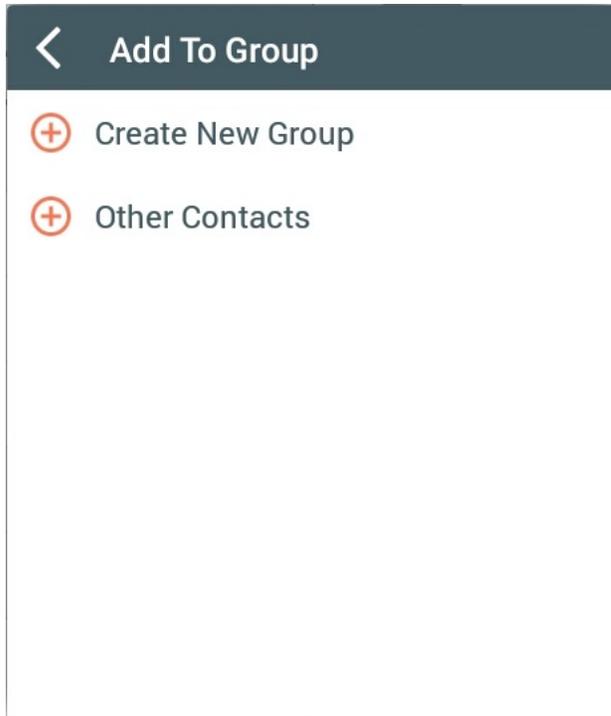


4. To call the contact without saving it in your contacts list, click the  **Skype for business** button (see [Making a Call from Contacts \(S4B\)](#) for more information).
5. To add the contact to a group, tap Add to Group.

 **Note:**

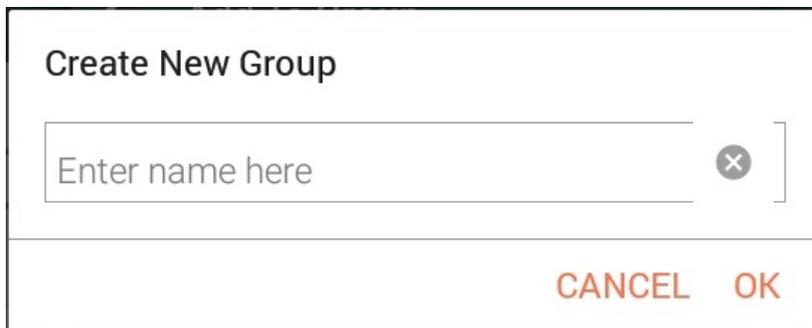
Groups can be used to organize contacts, making it easier to find contacts quickly. Groups are associated with a CP2 Skype for Business connection, so if you have multiple Touch Panel Controllers connected to the same CP2, creating a group and adding contacts to groups is reflected in all S4B Dialers connected to the same CP2.

The Add to Group dialog box appears:



6. Tap an existing group or tap **Create New Group** to add the contact to a new group.

If you tap an existing group, the contact is added to the group. If you tap Create New Group, the Create New Group dialog box appears:



7. Type a name for the group, then tap **OK**.



Note:

For information about removing contacts from groups, see [Removing Contacts from Groups \(S4B\)](#).

Sorting Contacts (S4B)

You can sort Skype for Business contacts by first name or last name, in ascending or descending order.

To sort contacts:

1. From the Contacts screen, tap  at the top of the screen.

The Sort By screen appears:

Sort By

First Name A-Z

First Name Z-A

Last Name A-Z

Last Name Z-A

CANCEL OK

2. Choose an option for sort type and order.

3. Tap OK.

Contacts are sorted according to your choice.

Chapter 10

Meetings (S4B)

Topics:

- [Setting up a Meeting \(S4B\)](#)
- [Joining a Meeting \(S4B\)](#)

This chapter contains information about Skype for Business Dialer Meetings.

Setting up a Meeting (S4B)

You can set up a Skype for Business meeting and invite others to attend.

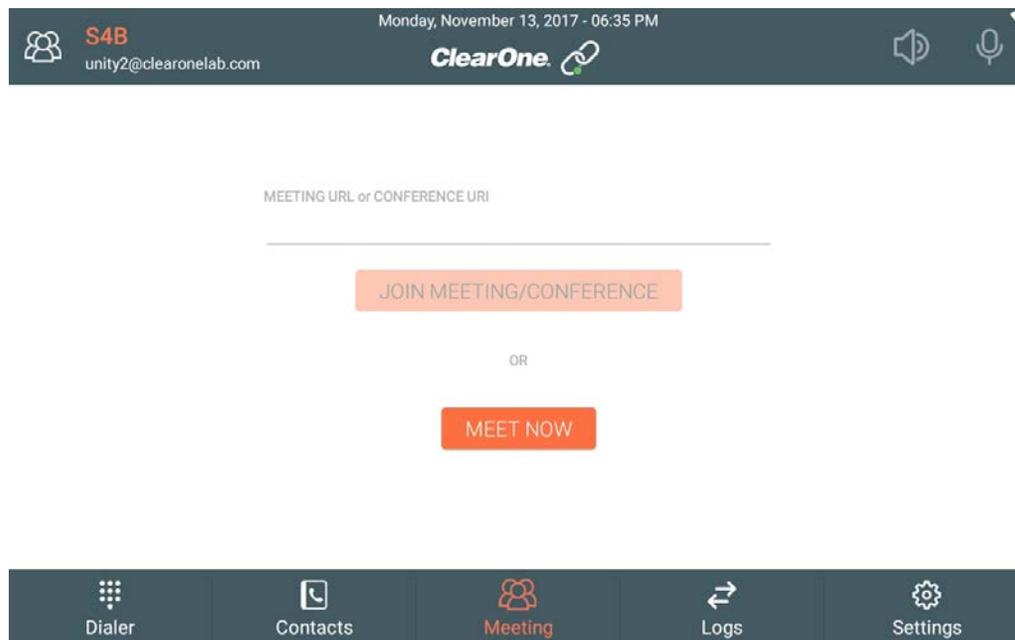
To set up a meeting:

1.



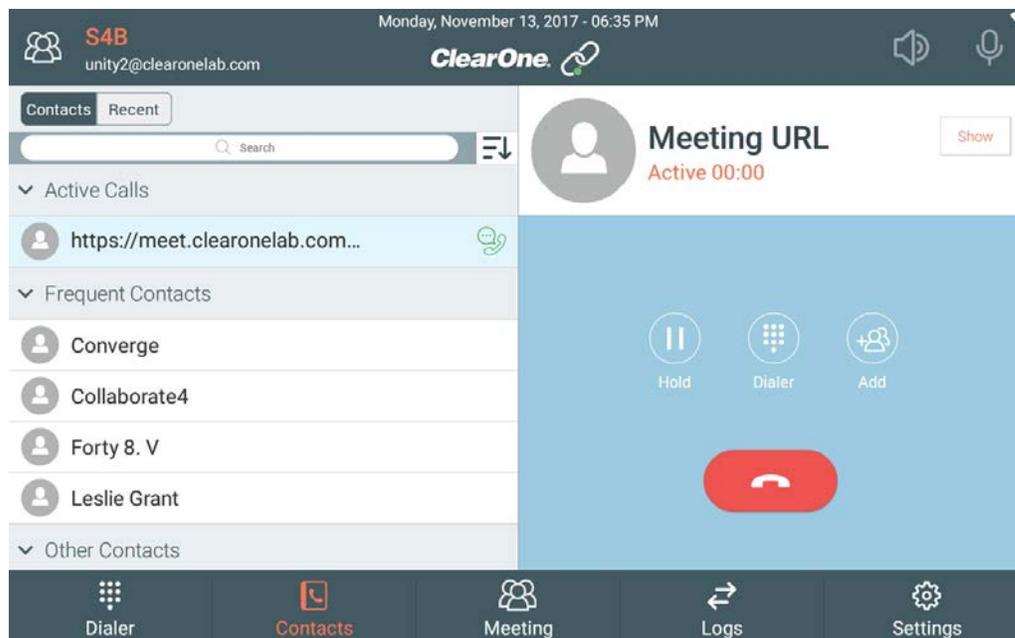
Tap **Meeting** to open the Meeting screen.

The Meeting screen appears:



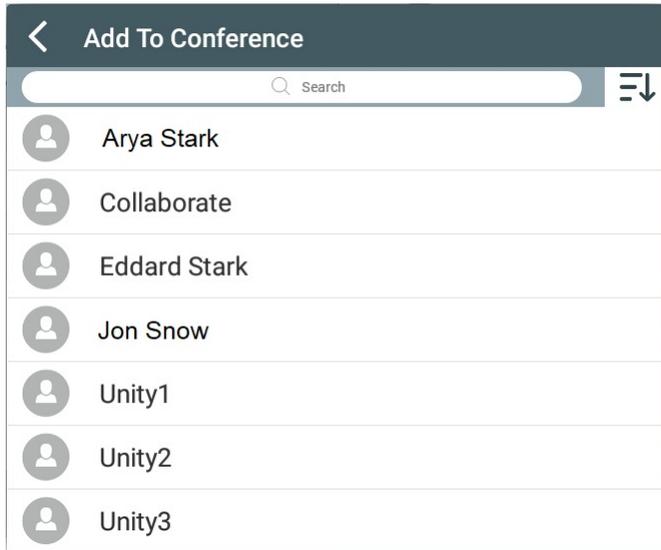
2. Tap Meet Now.

A meeting is created. The Active Meeting screen appears:



- There are two ways to add people to the meeting. To invite Skype for Business contacts, you can tap Add to select a contact to invite.

The Add to Conference dialog box appears:



- Tap a contact or use the Search field to search for a contact, then tap the selected contact.

That contact is added to the meeting if they answer the call. If they don't answer the call, you receive a notification that the call failed.

- The second way to invite users to the meeting is to provide them with the meeting URL. With a meeting active, tap **Show** in the upper right of the screen.

The meeting URL is shown:



- Write down the URL and send it to whoever you'd like to invite to the meeting. They can use the URL to join the meeting.

Joining a Meeting (S4B)

You can join a meeting in progress by providing its URL or URI.

Note:

For information about creating a meeting and inviting others to attend, see [Setting up a Meeting \(S4B\)](#).

To join a meeting:

-  Tap **Meeting** to open the Meeting screen.

The Meeting screen appears:



MEETING URL or CONFERENCE URI

JOIN MEETING/CONFERENCE

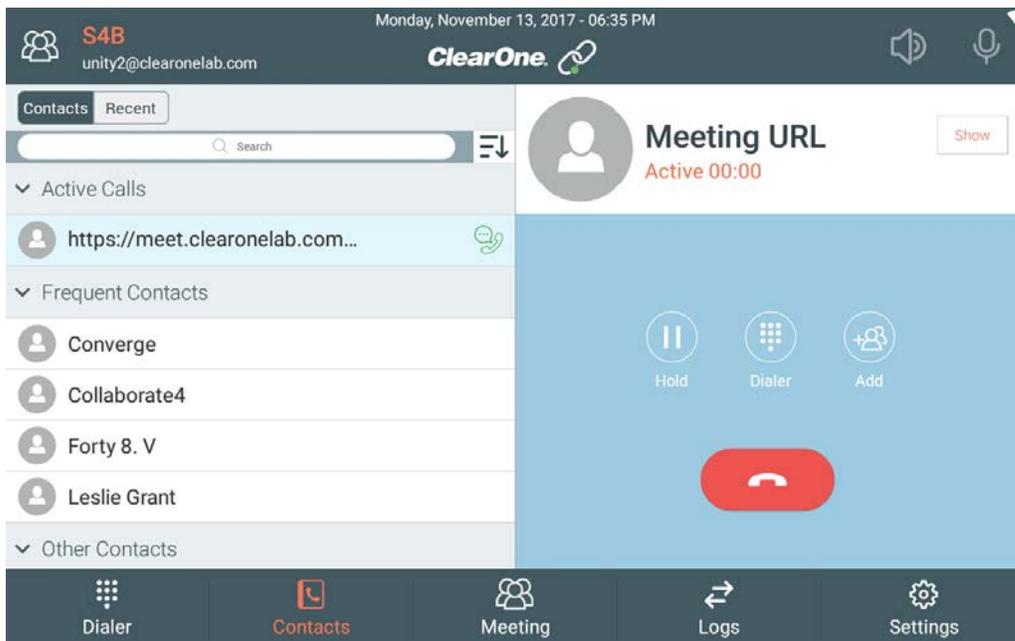
OR

MEET NOW



2. Tap in the Meeting URL or Conference URI field and type the URL or URI.
3. Tap Join Meeting/Conference.

If you are able to successfully connect to the meeting, the Active Meeting screen appears:



If you are unable to connect to the meeting, an error message appears:



Chapter 11

Placing and Receiving Calls (S4B)

Topics:

- *Making a Call from Contacts (S4B)*
- *Mute/Unmute Calls (S4B)*
- *Adjust Speaker Volume (S4B)*
- *Making a Call Using the Dialer (S4B)*
- *Making a Call Using Speed Dial (S4B)*
- *Adding, Editing, or Removing a Speed Dial Entry (S4B)*
- *Receiving a Call (S4B)*

This chapter contains information about placing and receiving calls using the Skype for Business Dialer.

Making a Call from Contacts (S4B)

You can make calls directly from the Contacts screen.

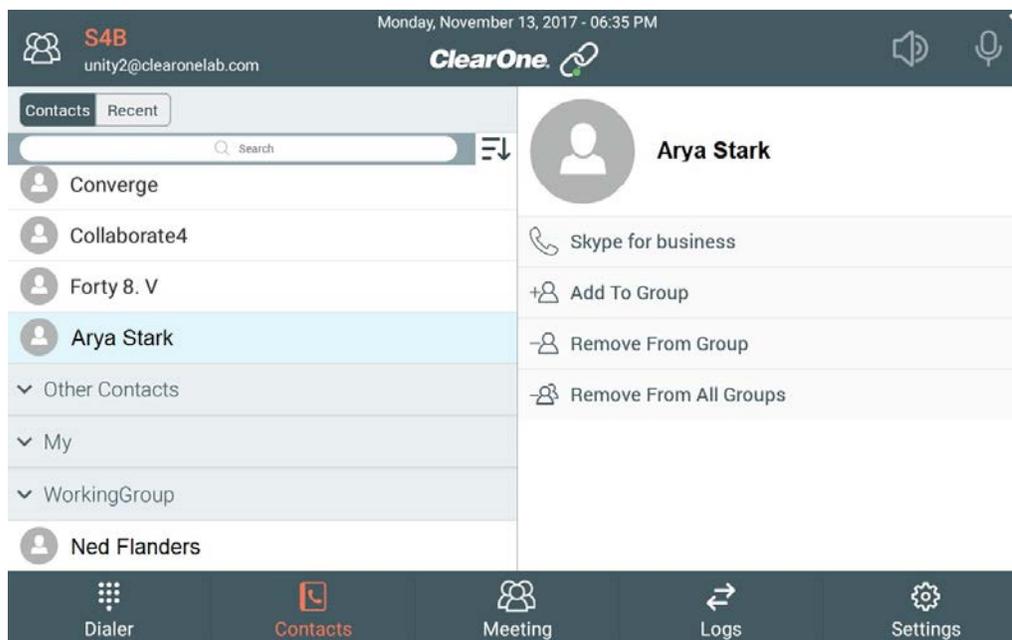
 **Note:**

For information about adding contacts, see [Adding a Contact \(S4B\)](#). For information about sorting the contacts list, see [Sorting Contacts \(S4B\)](#).

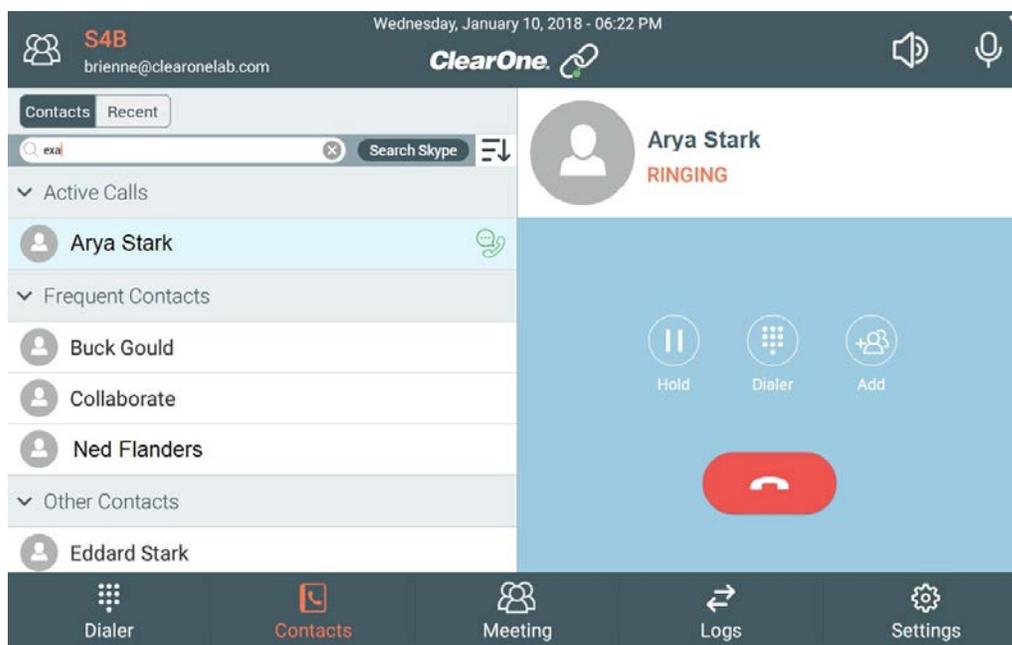
To make calls from the Contacts screen:

1.  Tap **Contacts** to display the Contacts screen.
2. If you want to see the most recently-called contacts rather than the full list of contacts, tap **Recent**. Recently-called contacts, if there are any, appear in the list.
3. Tap a contact.

The contact appears in the right side of the screen:



4. Tap the  **Skype for business** button. The call status changes to "Ringing":

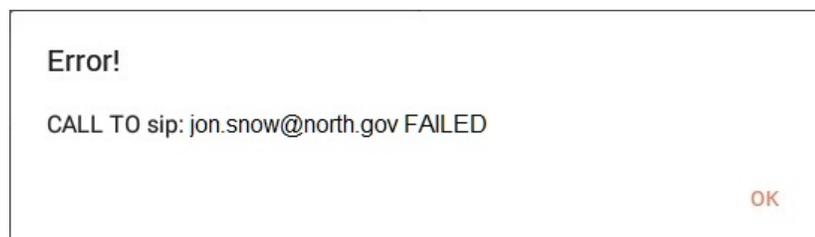


5. If the other party answers the call, the status changes to active:



Note:

If the other party doesn't answer, you receive a call failed message:



6.



Once a call is active, if you wish, you can tap **Add** to add participants to the call. See [Making a Conference Call \(S4B\)](#) for more information.

7.



To place a call on hold, tap **Hold**. To resume a call on hold, tap **Resume**.



Mute a Call or Change Call Volume

8.

To mute an active call, tap .

The audio input is muted and the icon changes to .

9. Tap the Mute icon again to unmute the call.

The audio input is unmuted and the icon changes back to .

10.

To change the volume of a call, tap the Volume button .

The Volume slider appears:



11. Press and hold either the Volume Down button or the Volume Up button to adjust the volume.



Note:

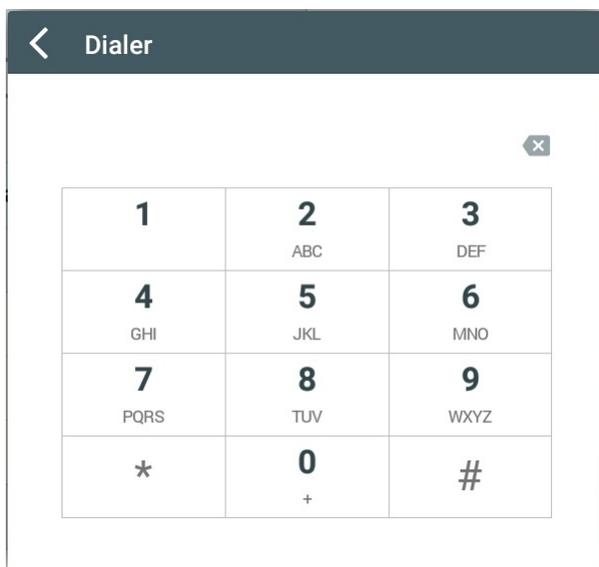
You cannot tap the Volume Up or Volume Down control—you must press them. Also, you cannot tap or drag the slider itself.

Use the Keypad

12.

If you need to send dial digits during a call, to navigate an automated system, for example, tap  **Dialer** to open a dialer keypad.

A keypad appears:



13. Tap any digits you want to send. When you're done, click  to close the keypad.
14. To end the call, tap .

Mute/Unmute Calls (S4B)

When you are on a call, you can mute or unmute the channel used for audio input (i.e., the microphone).



Note:

The ability to do this depends on having properly configured the Mute connection settings. See [Adding/Editing a CONVERGE Pro 2 Connection \(S4B\)](#) for more details.

To mute or unmute a call:

1. When you are in a call, tap  in the upper right of the screen.
The audio input is muted and the icon changes to .
2. Tap the icon again to unmute the call.
The audio input is unmuted and the icon changes back to .

Adjust Speaker Volume (S4B)

When you are on a call, you can adjust the output volume the channel used for audio input (i.e., the speakers).



Note:

The ability to do this depends on having properly configured the Volume Up/Down connection settings. See [Adding/Editing a CONVERGE Pro 2 Connection \(S4B\)](#) for more details.

To adjust the output volume for a call:

1. When you are in a call, tap  in the upper right of the screen.
The volume slider appears:



2. Press and hold the Volume Down icon or the Volume Up icon to adjust the volume of the call.

 **Note:**

You cannot tap the Volume Up or Volume Down control—you must press them. Also, you cannot tap or drag the slider itself.

The volume is adjusted.

Making a Call Using the Dialer (S4B)

You can use the Touch Panel Controller to make calls using the Dialer.

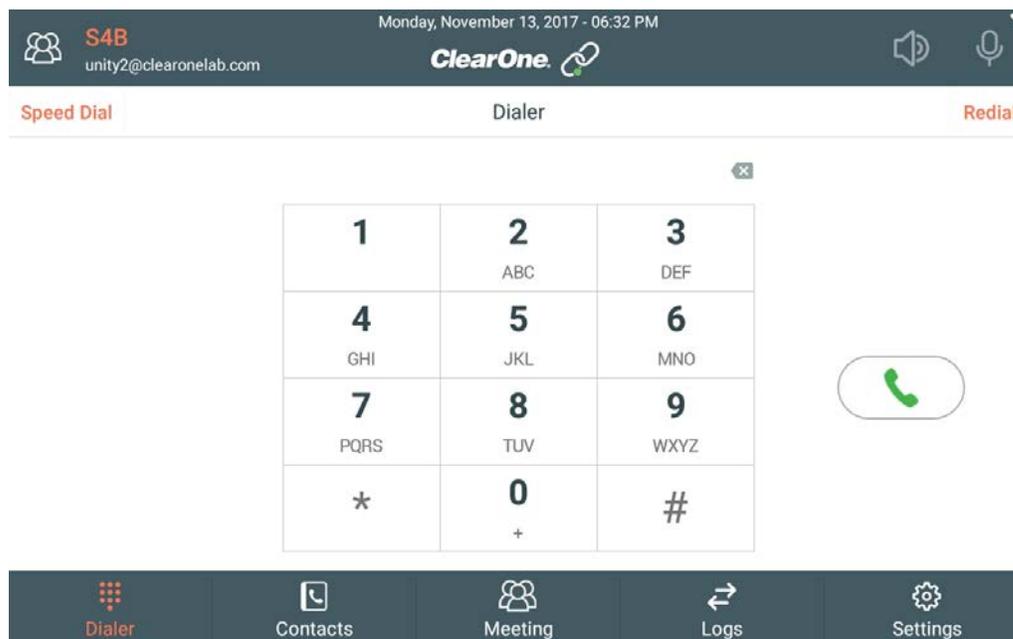
 **Note:**

You can also make calls from the Contacts screen (see [Making a Call from Contacts \(S4B\)](#)) or using Speed Dial (see [Making a Call Using Speed Dial \(S4B\)](#)).

To make a call using the Dialer:

1.  Tap **Dialer**.

The Dialer screen appears:

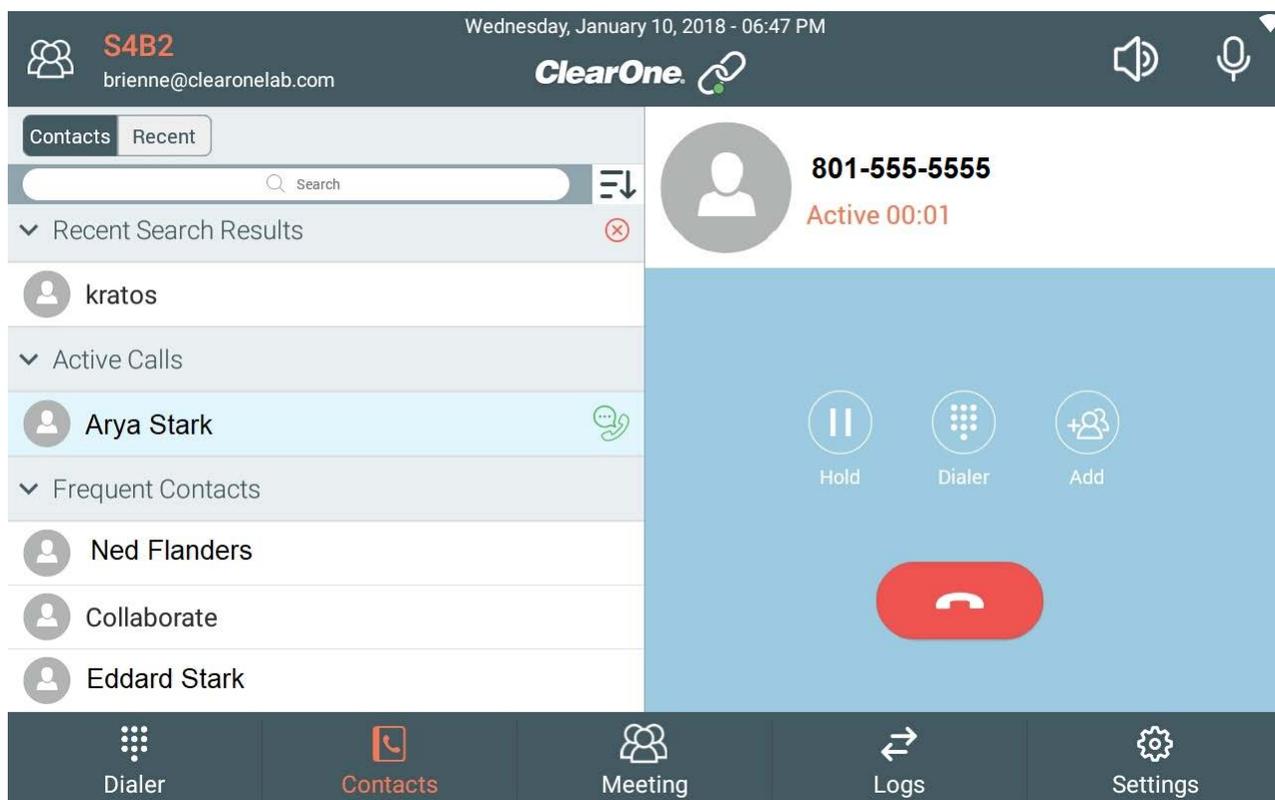


2. Tap the buttons for the digits you want to dial.

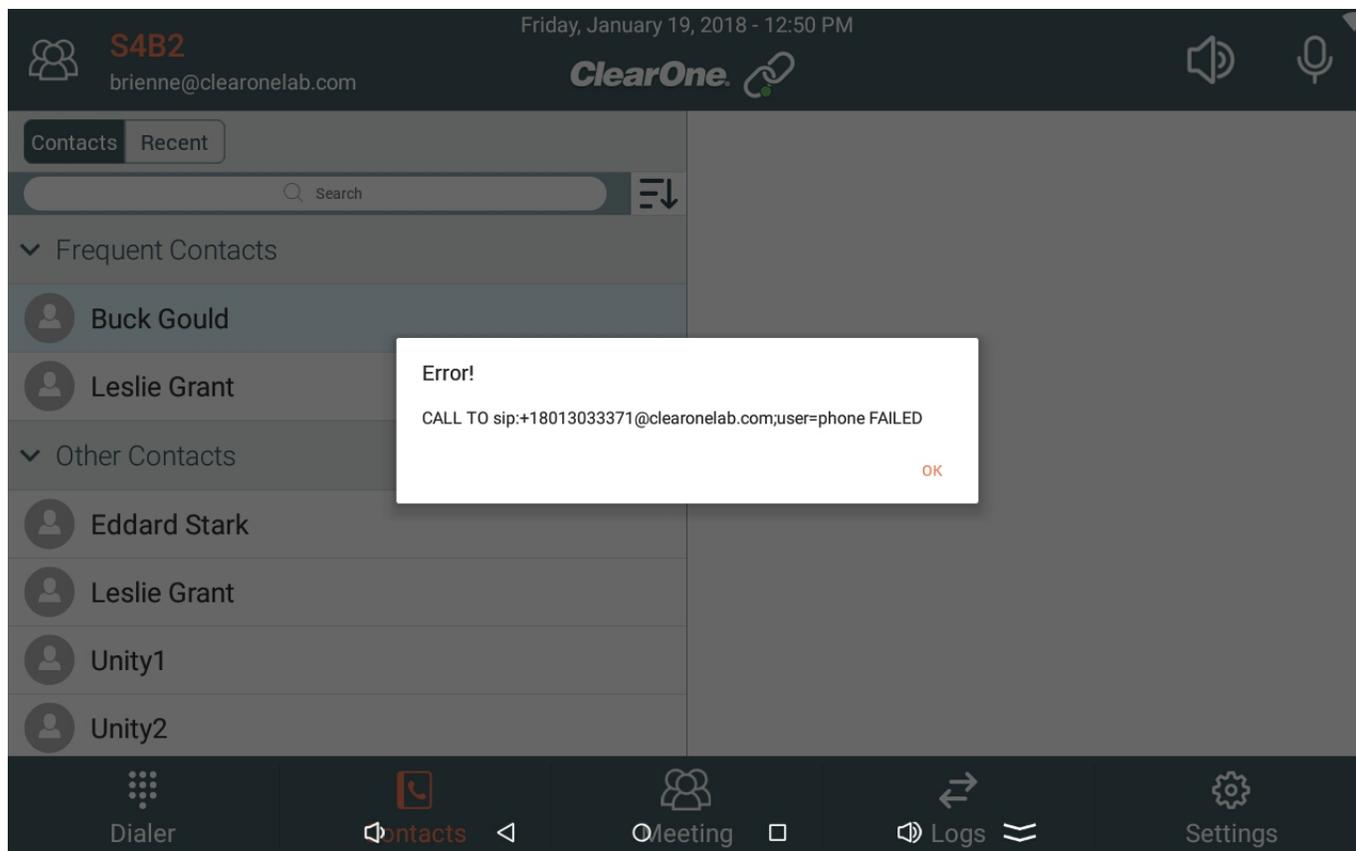
3.  Tap .

The call is placed by the CONVERGE Pro 2.

4. If the call is answered, the call becomes active and the contact information and call controls appear on the right side of the screen.

**Note:**

If the call is not answered, a call failure message appears:



5. See the table below for more information about call control options.

Option	Description
Hold	Lets you put a call on hold. See Put the Current Call on Hold below for more information.
Dialer	Lets you see a keypad, which you can use to send digits.
Add	Lets you add a party to the call.
	Lets you end the current call.

Put the Current Call on Hold

6. To put the current call on hold, tap **Hold** in the call controls.

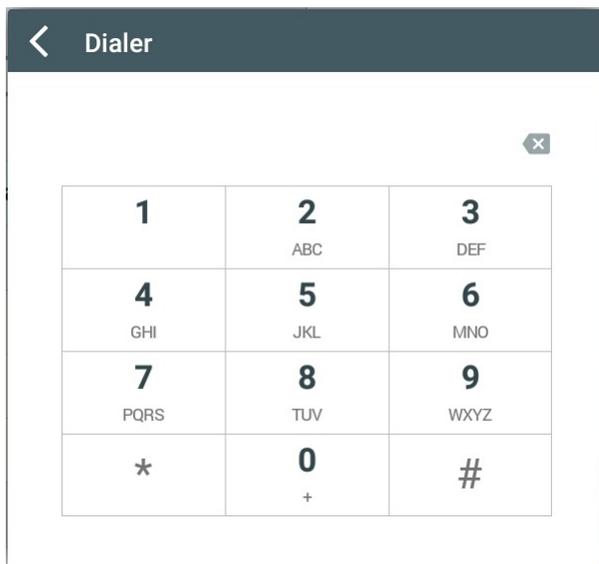
The call is placed on hold.

7. To continue a call that has been placed on hold, tap **Resume** in the call controls.

Use a Keypad

8. If you need to send call digits during a call, tap **Dialer** in the call controls.

A keypad appears:



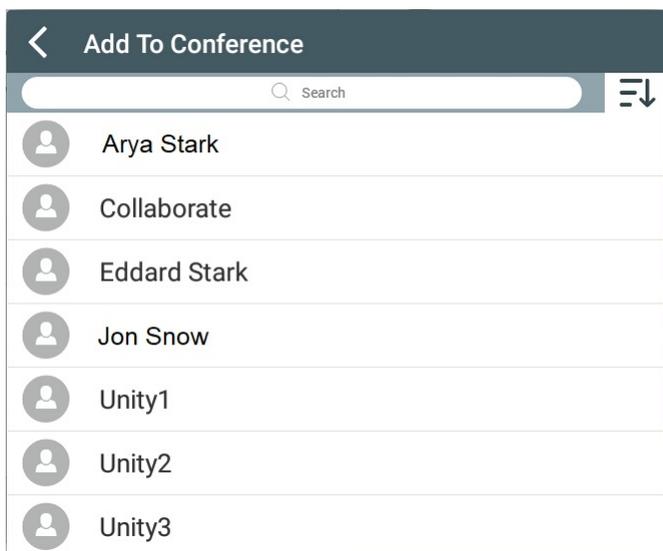
9. Tap the digits you want to dial.

10. When you're done using the keypad, tap  to close the keypad.

Add Someone to the Call

11. To add another person to the current call, tap **Add**.

The Add to Conference dialog box appears:



12. Tap a contact you want to add to the call or use the Search box to locate a contact and then tap the selected contact.

The call is changed to a meeting, and if the person you are trying to add accepts the call, he/she is added to the meeting. If that person doesn't answer, you receive a call failed notification as shown above.

13. If you wish, you can add more participants to the call by repeating the previous two steps.

End the Current Call or Meeting

- 14.

To end the current call or meeting and hang up, tap .

The call/meeting is terminated.

Making a Call Using Speed Dial (S4B)

You can make calls using Speed Dial entries.



Note:

For information about adding speed dial entries, see [Adding, Editing, or Removing a Speed Dial Entry \(S4B\)](#).

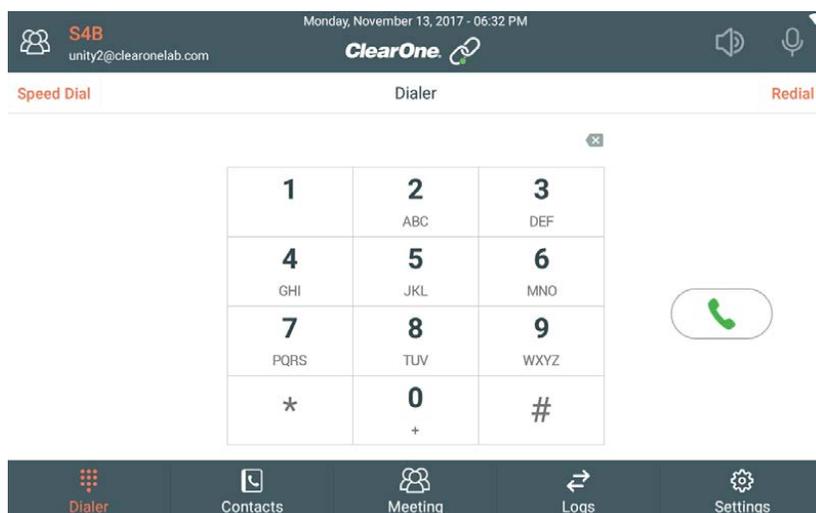
To make calls using Speed Dial:

- 1.



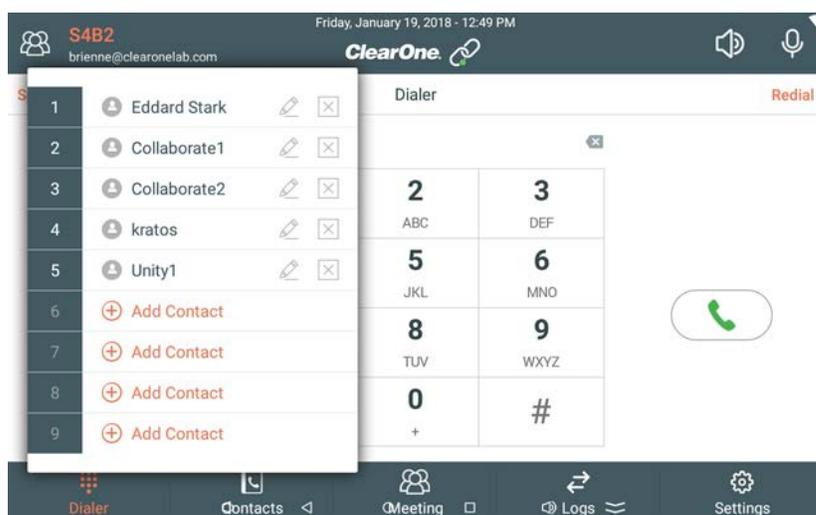
Tap **Dialer**.

The Dialer screen appears:



2. Tap Speed Dial.

The Speed Dial list appears:



3. Tap the Speed Dial entry you want to dial.

The call is dialed. See [Making a Call from Contacts \(S4B\)](#) for more information about the options available once you have placed a call.

Adding, Editing, or Removing a Speed Dial Entry (S4B)

You can add contacts or numbers to a Speed Dial list to make it easy to dial your most commonly-used contacts.



Note:

For information about making calls using Speed Dial, see [Making a Call Using Speed Dial \(S4B\)](#).

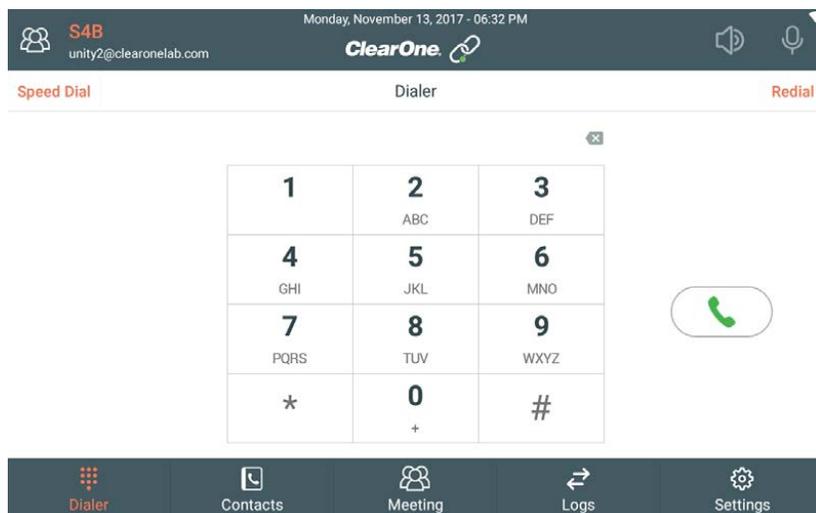
To make changes to the Speed Dial list:

1.



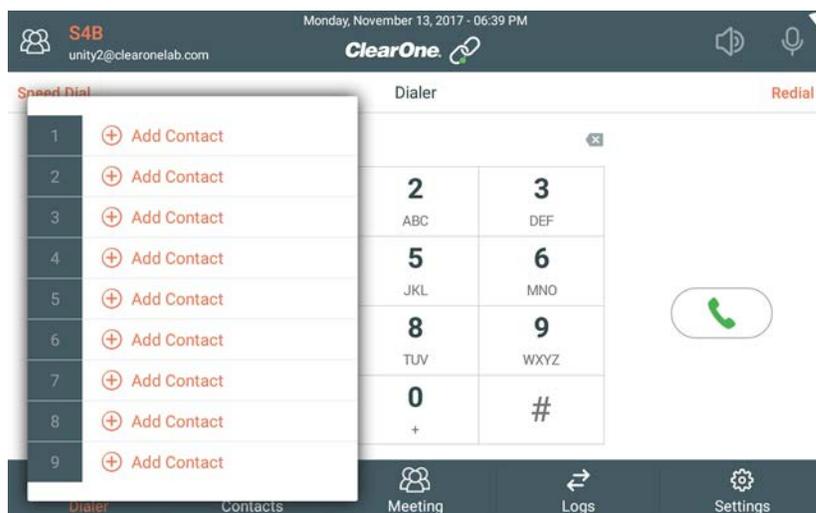
Tap **Dialer**.

The Dialer screen appears:



2. Tap Speed Dial.

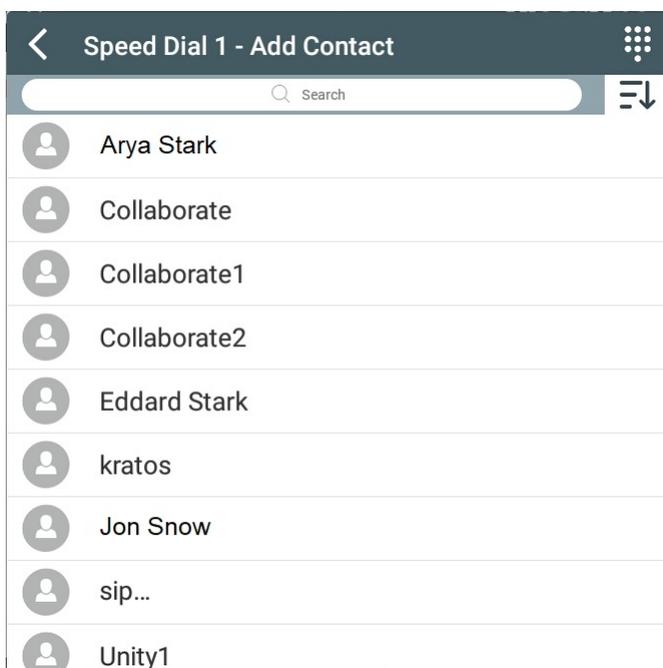
The Speed Dial list appears:



Add a Speed Dial Entry

3. To add a Speed Dial entry, tap Add Contact next to an empty speed dial slot.

The Speed Dial Add Contact dialog box appears:

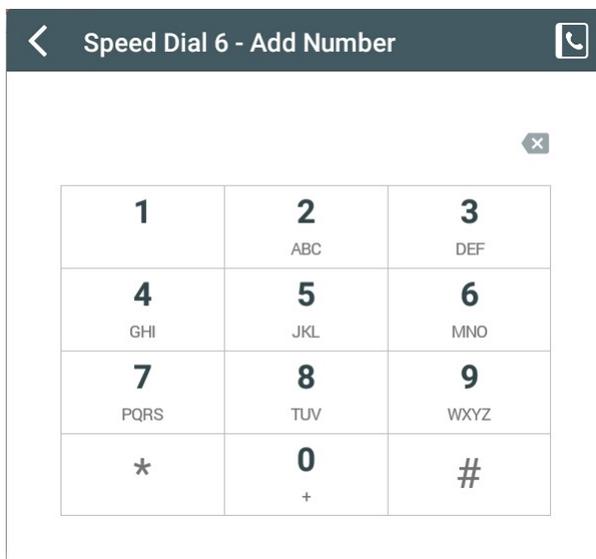


4. Tap a contact or use the Search box to locate a contact and then tap it.

The contact is added in the selected Speed Dial slot.

5. Alternatively, you can add a speed dial entry by entering a number. Tap  to enter a number instead of selecting a contact.

A keypad appears to let you enter a number:



6. Tap the digits for the number, then tap  to go back to the Speed Dial list.

Edit a Speed Dial Entry

7. To edit an existing Speed Dial entry, tap  next to the entry.

The Speed Dial Add Contact dialog box appears. You can change the entry by choosing a contact or entering a number, as described above under Add a Speed Dial Entry.

Delete a Speed Dial Entry

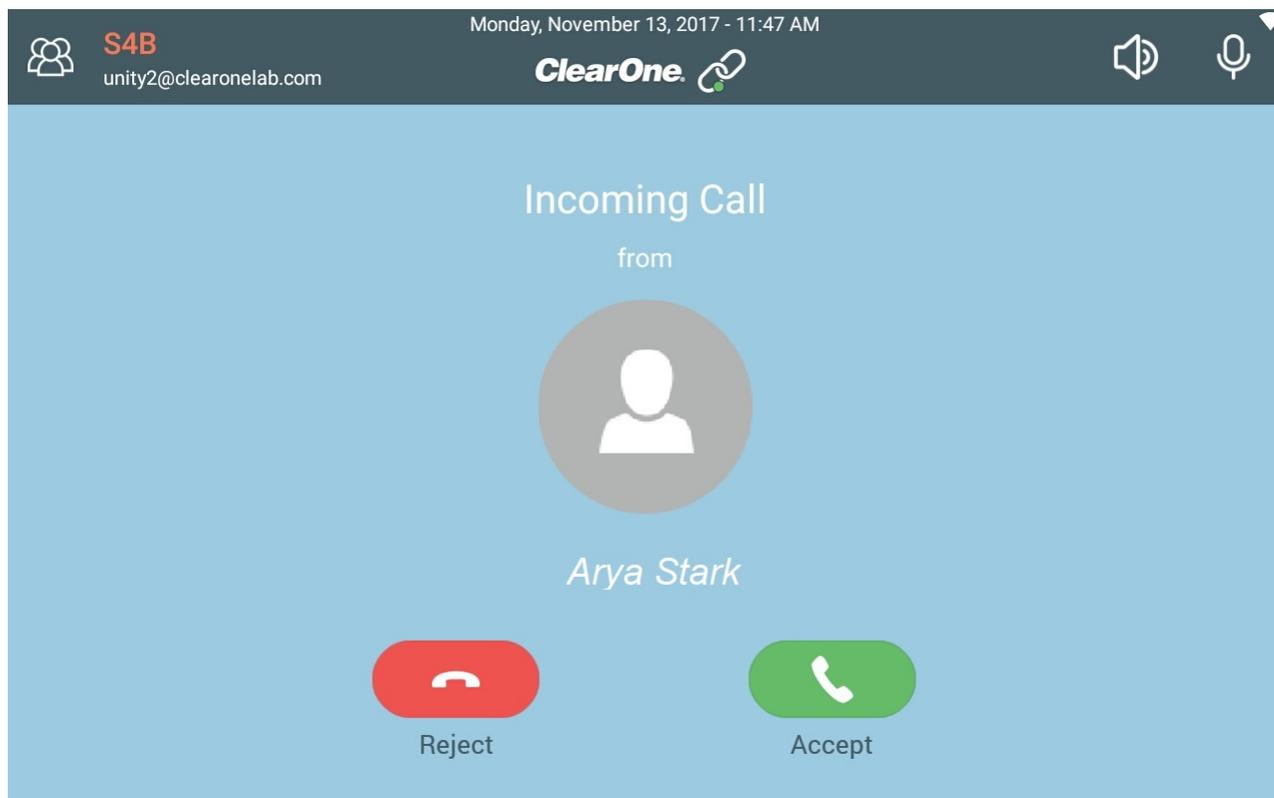
8. To delete an existing Speed Dial entry, tap  next to the entry.

Receiving a Call (S4B)

You can receive calls to the Skype for Business account you're using for the Touch Panel Controller.

To receive a call:

1. If someone calls the account associated with the Touch Panel Controller, an incoming call appears:



2. To reject the call, tap **REJECT** in the call controls at the bottom of the screen.

The call is terminated.

3. To answer the call, tap **ANSWER** in the call controls at the bottom of the screen.

The call becomes active. You now have the same options as with an outgoing call. For details, see [Making a Call from Contacts \(S4B\)](#).

Chapter 12

Call Log (S4B)

Topics:

- [Using Call Log \(S4B\)](#)

This chapter contains information about using the Skype for Business Dialer Call Log.

Using Call Log (S4B)

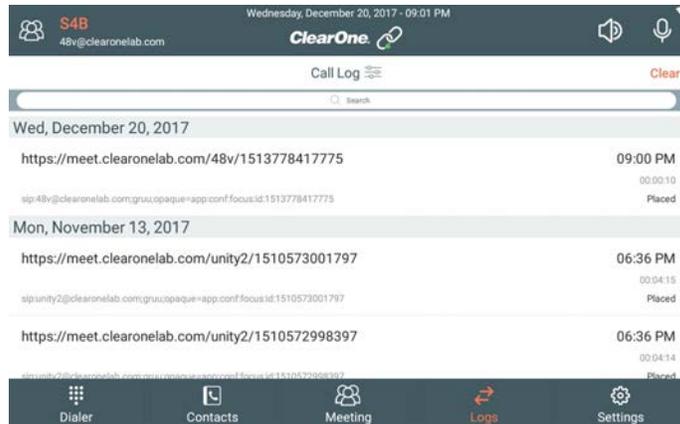
You can view logs of all calls or of specified categories (missed, placed, and received). You can also place calls from the call log, and clear the call log.

To use the call log:

1.  Tap **Logs**.

Tap

The Call Log screen appears:



Filter Call Logs

2.  To filter which calls appear in the list, tap **Filter**.

The Filter By dialog box appears:

Sort By

All Calls

Received Calls

Missed Calls

Placed Calls

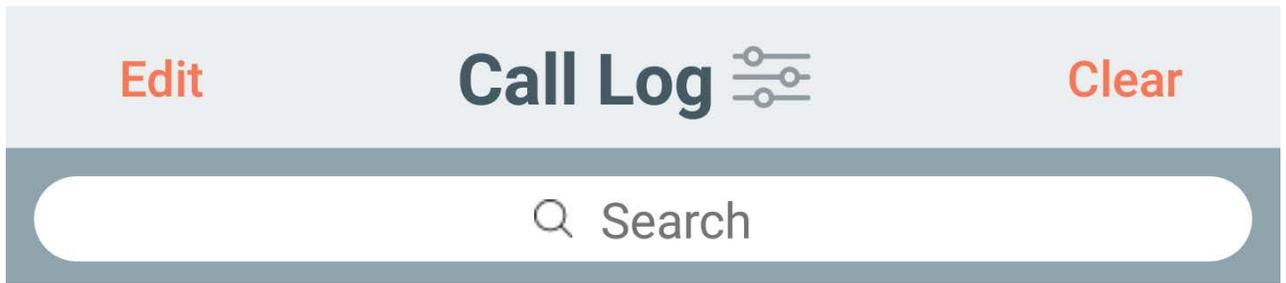
CANCEL **OK**

3. Select which calls you want to view, then tap **OK**.

The specified call type appears in the call log.

Search the Call Log

4. To search the call log, type a search term in the Search field at the top of the Call Log screen:



Note:

Only names are searched. You cannot search for a phone number or SIP URI.

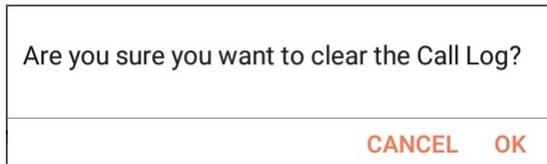
Dial a Call Log Entry

5. To dial a call log entry, tap it.

Clear the Call Log

6. To clear the whole call log, tap **Clear**.

A confirmation dialog box appears:



7. Tap **OK** to clear the call log.

Chapter 13

Settings (S4B)

Topics:

- [Changing Preferences Settings \(S4B\)](#)
- [Changing Security Settings \(S4B\)](#)
- [Viewing Software Details \(About\) \(S4B\)](#)
- [Upgrading Touch Panel Controller Dialer Software \(S4B\)](#)
- [Starting ClearOne Launcher \(S4B\)](#)

This chapter contains information about Skype for Business Dialer Settings.

Changing Preferences Settings (S4B)

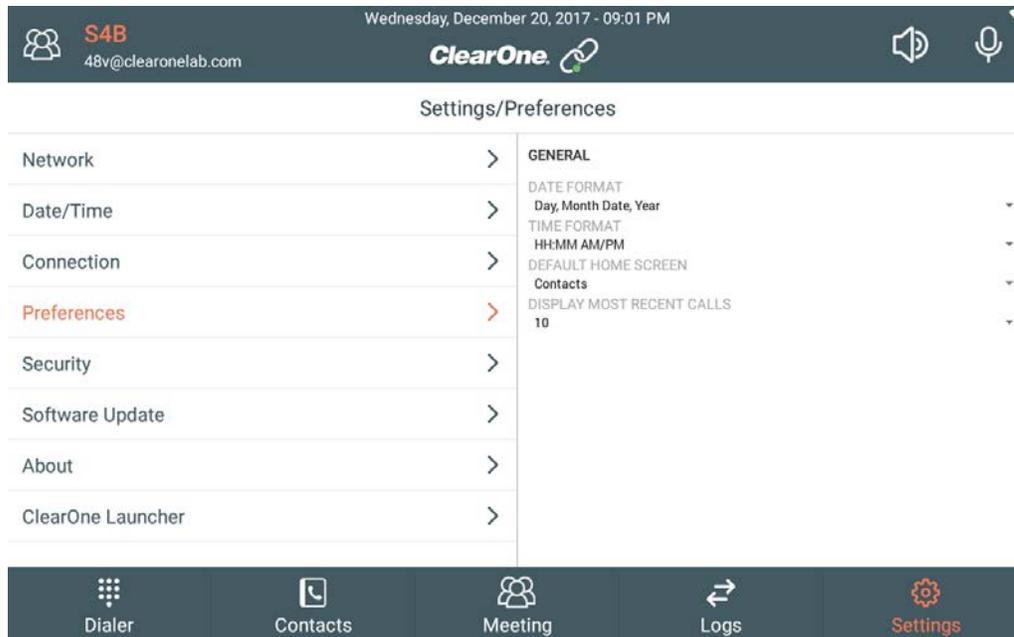
You can use the Preferences Settings to specify the date and time format, determine which screen appears when the application first opens, and specify how many recent calls to store.

To change Preferences:

1. Tap  **Settings**.

2. Tap **Preferences**.

The Preferences screen appears:



3. Specify how you want dates to appear by choosing an option from the **Date Format** drop-down list.
4. Specify how you want times to appear by choosing an option from the **Time Format** drop-down list.
5. Choose which of the Dialer screens should be the default by choosing an option from the **Default Home Screen** drop-down list.
6. Choose the number of calls you want to appear in the Recent Calls list from the **Display Most Recent Calls** drop-down list.

Changing Security Settings (S4B)

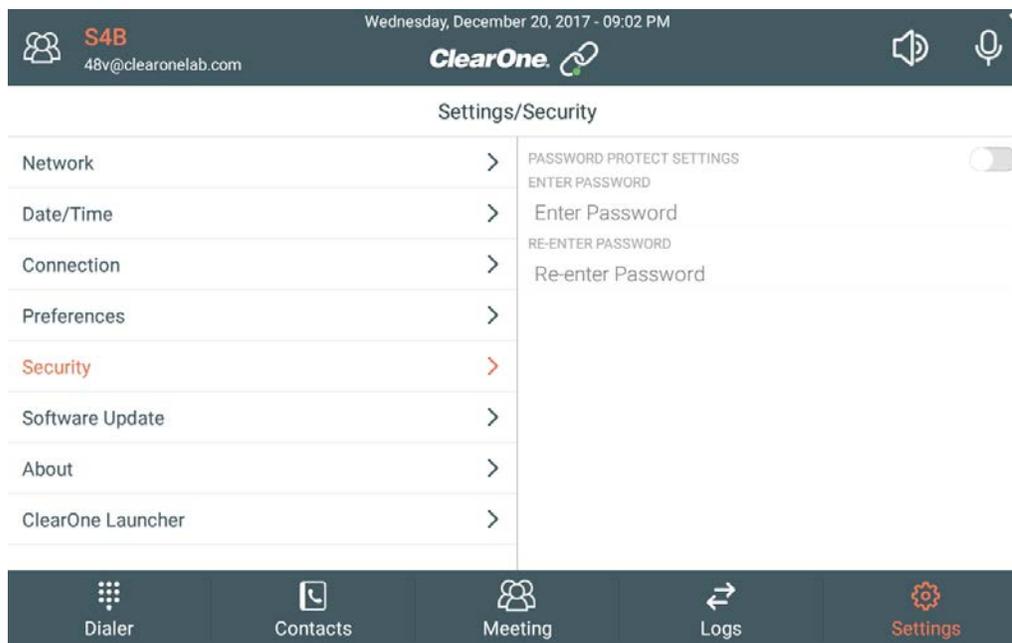
You can password protect the Settings screens.

To password protect settings:

1. Tap  **Settings**.

2. Tap **Security**.

The Security screen appears:

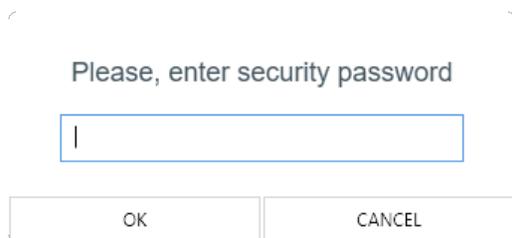


3. To turn on security for the Settings, tap the **Password Protect Settings** switch.

The switch appears as white if turned off, and as orange if turned on.

4. Enter a password in the **Enter Password** field.
5. Enter the same password again in the **Re-Enter Password** field.

The next time you attempt to access the Settings screen, the following dialog box appears:



You must enter the correct password to access any of the Settings screens.

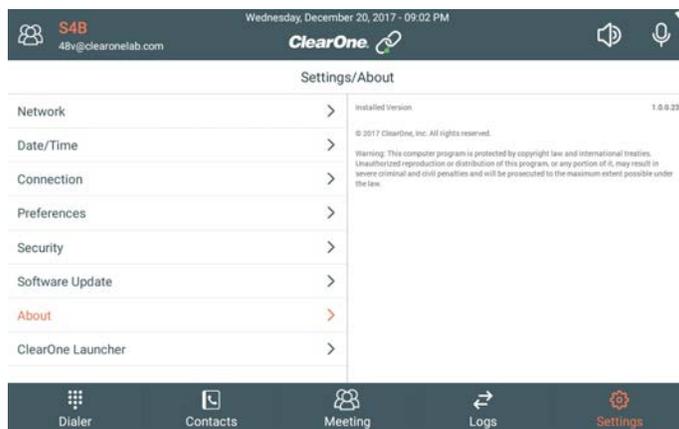
Viewing Software Details (About) (S4B)

You can view details about the installed version of the Dialer on the About screen.

To view the About screen:

1. Tap  **Settings**.
2. Tap **About**.

The About screen appears:



Upgrading Touch Panel Controller Dialer Software (S4B)

You can upgrade the Dialer software in the Touch Panel Controller via the USB ports.

Note:

This feature allows you to update only the Skype for Business Dialer software. To update the entire device, including the Launcher, VoIP/Telco Dialer software, and the Skype for Business Dialer software, you must use the CONVERGE Pro 2 CONSOLE to update the device firmware. See [Upgrading Touch Panel Controller Firmware](#) for more information.

To upgrade the Dialer application:

1. Put the upgraded software (.apk file) on a USB flash drive.
2. Attach the USB flash drive to the Touch Panel Controller you want to update.
3. Tap .
4. Tap **Software Update**.

The Software Update screen appears, showing the contents of the attached USB flash drive:



5. Locate the updated software file and select it.

6. Tap Update.

The software is updated and the device is restarted.

Starting ClearOne Launcher (S4B)

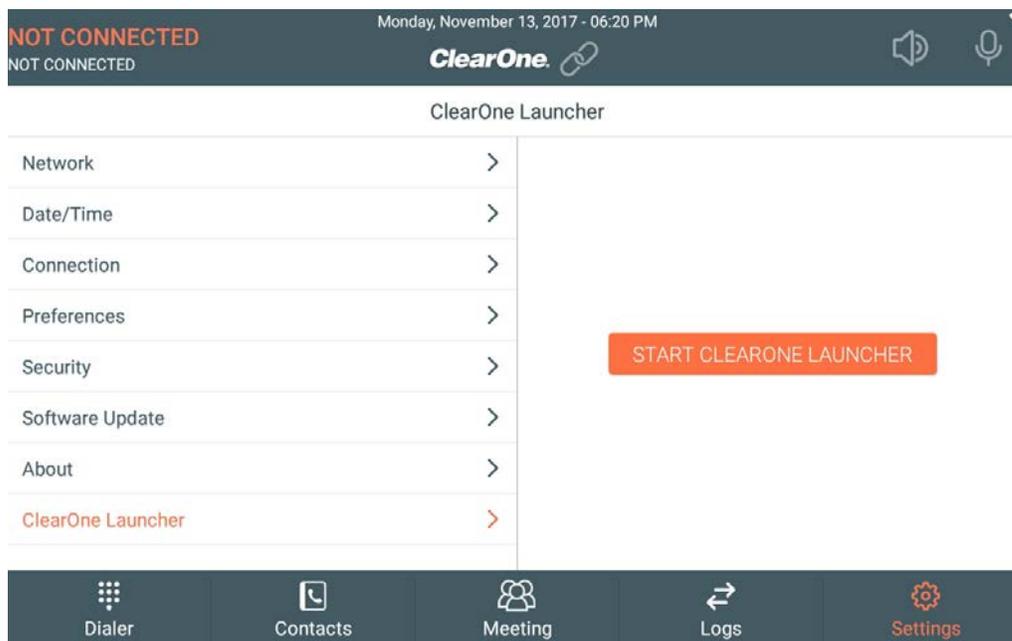
When you first set up a Touch Panel Controller, you have the option to choose between the VoIP/Telco Dialer or the Skype for Business Dialer. Once you have completed setup, however, if you wish to switch the Dialer type you're using, you can do so using the ClearOne Launcher.

To start the ClearOne Launcher:

1. Tap  Settings.

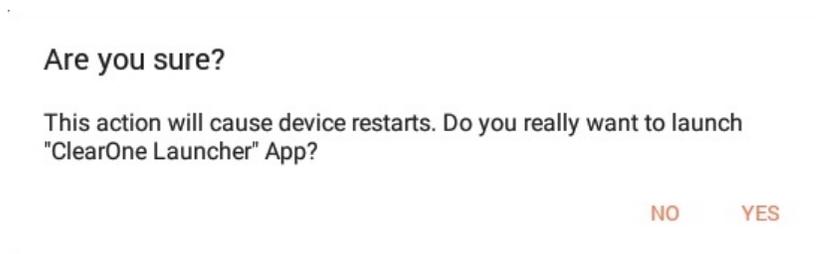
2. Tap **ClearOne Launcher**.

The ClearOne Launcher screen appears:



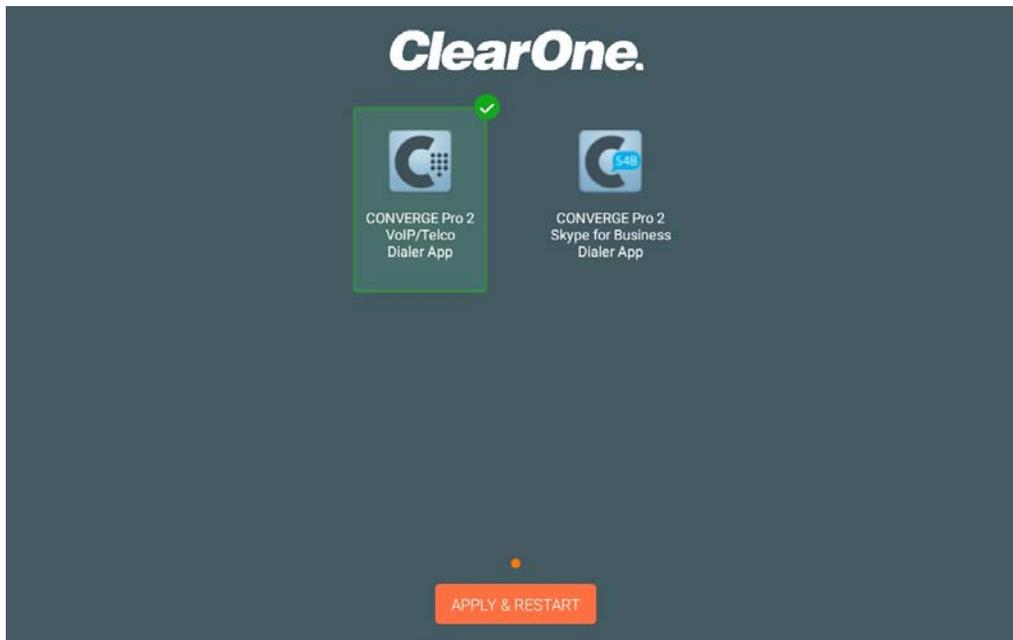
3. Tap **Start ClearOne Launcher**.

A confirmation dialog box appears:



4. Tap **Yes** to restart the Touch Panel Controller and open the Launcher.

The device restarts and the Launcher screen appears:



5. Tap the icon for the Dialer you want to run, then tap **Apply & Restart**.
The Touch Panel Controller restarts using the specified Dialer.

Frequently Asked Questions

Q: What is the recommended communication method for connecting a Touch Panel Controller and a CONVERGE Pro 2?

A: 1. RS232 connection. 2. IP wired connection. 3. WiFi connection.

Q: My Touch Panel Controller screen isn't very sensitive. Why is that?

A: Make sure to remove the protective film that covers the screen; it is included to protect the screen during shipment, but it reduces the sensitivity of the touch screen.

Q: Why are the volume controls not working?

A: The Dialer supports pressing and holding the Volume Up and Volume Down buttons (as shown in the image below), but it does not support tapping them to change the volume or manipulating the slider directly.



Q: Is the Touch Panel Controller a completely wireless product that can operate by battery power?

A: No. The Touch Panel Controller does not provide battery power; it needs power through a wired connection (PoE, P-link, or DC Power Adapter). However, the communications can be wireless.

Q: Can I attach the Touch Panel Controller to more than one power source?

A: Yes. You can provide power using both the Power Adapter connection and the RJ45 port attached to an Ethernet cable powered by a PoE Injector or PoE-capable switch. When connected to two power sources, the Power Adapter connection takes precedence. If one of the power sources is removed, the other one behaves as a backup power source, and the device switches power sources automatically.

Q: Can the Touch Panel Controller be locked for physical security?

A: Yes. There are third-party locking solutions available, such as the Kensington line of device locks or similar.

Q: Can the Touch Panel Controller be mounted using standard VESA mounts?

A: Yes. Any standard VESA 75mm x 75mm mounting device can be used.

Q: Do the ClearOne Touch Panel Controller Mount Kits support more than one size?

A: Yes. The mount kits support VESA-standard 100mm x 100mm and 75mm x 75mm mounting. However, the Touch Panel Controller has 75mm x 75mm mounting holes.

Q: Does the USB port support audio?

A: No.

Q: Can the Dialer software in the Touch Panel Controller be upgraded?

A: Yes.

Q: What are the uses of the USB ports?

A: The type-A (standard-sized) USB ports can be used for Dialer software upgrade and importing and exporting Phone Book contacts and connection settings. The USB ports can also be used for input peripherals such as keyboards and mice. The Mini-USB port can be used to upgrade the device firmware.

Q: Can I use any of the USB ports for the purposes described in the previous question?

A: The Mini USB port can be used only to upgrade the firmware. The rest are interchangeable.

Q: Can I use the SD card slot?

A: No.

Q: Do I always need to use the antenna?

A: Only if you are using Wi-Fi to connect to your network.

Q: Does the antenna need to be placed at a particular angle?

A: No. The antenna is flexible to let you choose the angle that provides the best Wi-Fi reception.

Q: What is the use of the dust cap that came in the box?

A: To cover the antenna connector if you haven't attached the antenna.

Q: Is it possible to load Phone Book contacts, rather than having to enter them all one by one?

A: Yes, when using the VoIP/Telco Dialer.

Q: Is it possible to load a background image or logo in the Dialer application?

A: Not currently, but it will be possible in a future release.

Q: Can I use custom images for my custom buttons?

A: Not currently, but it will be possible in a future release.

Q: Does the Touch Panel Controller come in more than one color?

A: No; it's available in only one color combination: black with a silver border.

Q: How many dialers/Touch Panel Controllers can be connected to each CONVERGE Pro 2 device?

A: 6. 5 using telnet connections and 1 using a serial port connection.

Q: Is it possible to create a custom page for preferred features?

A: Not currently, but it will be possible in a future release to create a custom/favorite page with as many of the following features as you want to include: mute, volume control, and up to five custom buttons.

Q: Does the Touch Panel Controller work without a CONVERGE Pro 2?

A: No. It needs to be connected to a CONVERGE Pro 2 device. For the telephony features to work, it must be connected to a VoIP/Skype for Business- or Telco-capable CONVERGE Pro 2 model.

Q: Can the Touch Panel Controller be used to control any other ClearOne Products?

A: Not currently, but it will be possible in a future release.

Q: Can I install any other products besides the Dialer software on the Touch Panel Controller?

A: No. The Touch Panel Controller is a dedicated ClearOne product.

Q: What is the purpose of the Phoenix Euroblock adapter that came with the device?

A: The Euroblock Phoenix adapter can be used to connect the Touch Panel Controller to a CONVERGE Pro 2 Expander (GPIO or USB) via the RS232 port (see [Communication Options](#) for more details).

Q: What kind of serial cable do I need?

A: The Touch Panel Controller has a standard DB9 RS232 male serial port, so you need a standard, straight-through RS232 serial cable with a female DB9 connector on one end and a male DB9 connector on the other end.

Q: Can I use any standard serial cable to connect the Touch Panel Controller to a CONVERGE Pro 2?

A: Yes, as long as it's no longer than 150 feet (46m).

Q: Can I use a null modem serial cable?

A: No, only a straight-through serial cable works.

Q: What Wi-Fi standards are supported?

A: IEEE 802.11 b/g/n

Q: What happens if I connect the Touch Panel Controller to the network using both Wi-Fi and Ethernet?

A: Ethernet connections always take precedence over Wi-Fi connections.

Q: Is the Touch Panel Controller a P-link device?

A: No, it is not a P-link device. The Touch Panel Controller can receive its power from another P-link device, as long as there are no more than three P-link devices and one of the other two is powered by a PoE injector. However, it can't use P-link for communications (which means that for daisy-chained P-link devices, the Touch Panel Controller must be the last device in the chain).

Q: Does the Touch Panel Controller support Skype for Business?

A: Yes, if it's attached to a CONVERGE Pro 2 VoIP/Skype for Business device (a model that has a "V" in the name).

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