

Updating ListenTALK Firmware

Overview:

The purpose of this document is to provide step-by-step instructions on how to update the firmware of the ListenTALK transceiver and docking station/case.

Tools Needed:

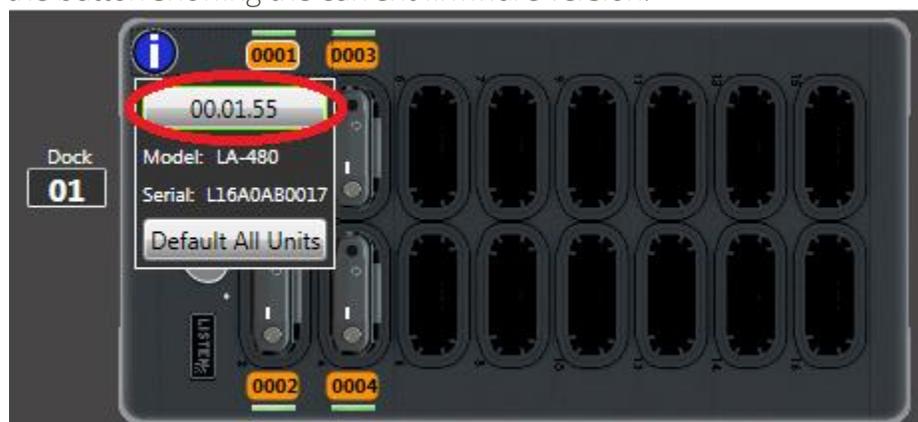
- ListenTALK Software Suite – available for free download here: <https://www.listentech.com/support/software/>.
- Windows OS computer to run software suite.
- LA-422 USB (type A) to micro USB cable for LK-1 transceiver units.
- LPT-A110 USB (type A) to USB (type B) for LA-480/LA-481 docking station (included with purchase of unit).
- *USB hub for multiple transceiver units.

*A USB hub is optional, but allows for interconnection and updating of multiple transceiver units simultaneously. A USB to micro USB cable would be required for each unit that connects to the hub.

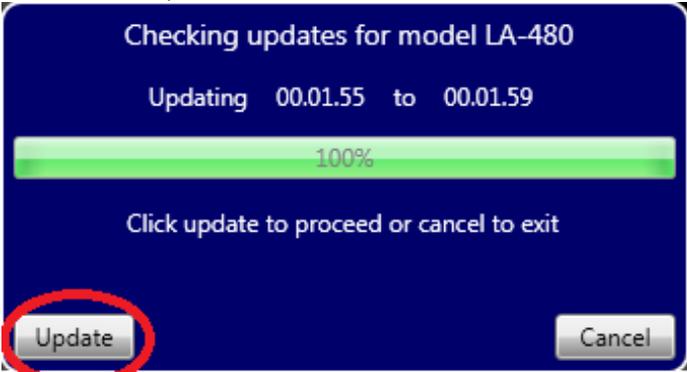
Updating the Docking Station/Case:

With the LA-480 or LA-481 powered and connected to the computer, open the ListenTALK Software Suite. The update may be done with or without units placed in the dock.

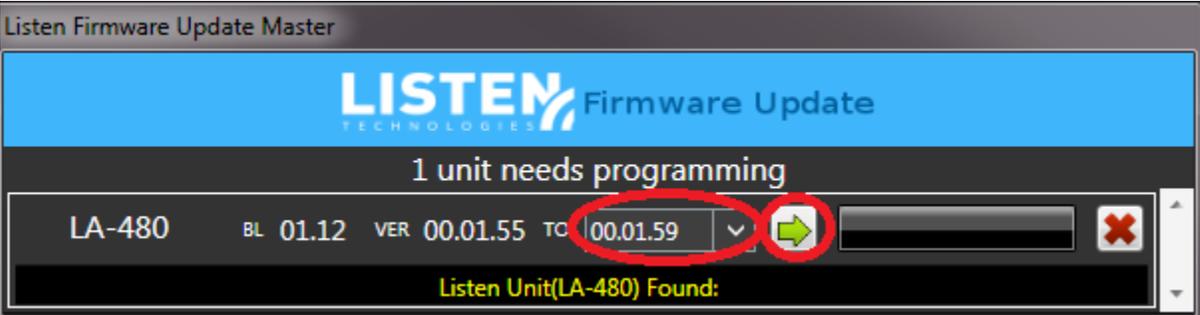
1. Click on the info  button of the dock that needs to be updated; this will display the current firmware version, model and serial number of the dock.
2. Click on the button showing the current firmware version.



- 3. The software will search the web and local files for the latest update, after the update file has been found click the Update button.



- 4. The docking station on the software will disappear, after a few seconds the Firmware Update Master window will pop up. Ensure the drop-down menu has the latest firmware version selected and then press the green arrow button to begin the firmware update.



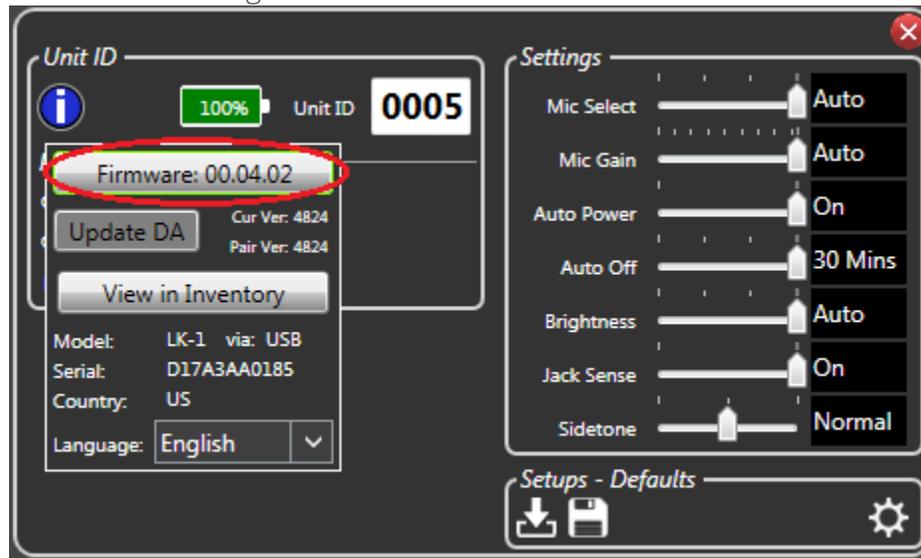
- 5. The update should take approx. 1 minute to complete. After it has completed the Update Master window will close and then the dock will reappear on the software screen. Click on the dock info button again to verify the dock has now been updated and shows the latest firmware version.



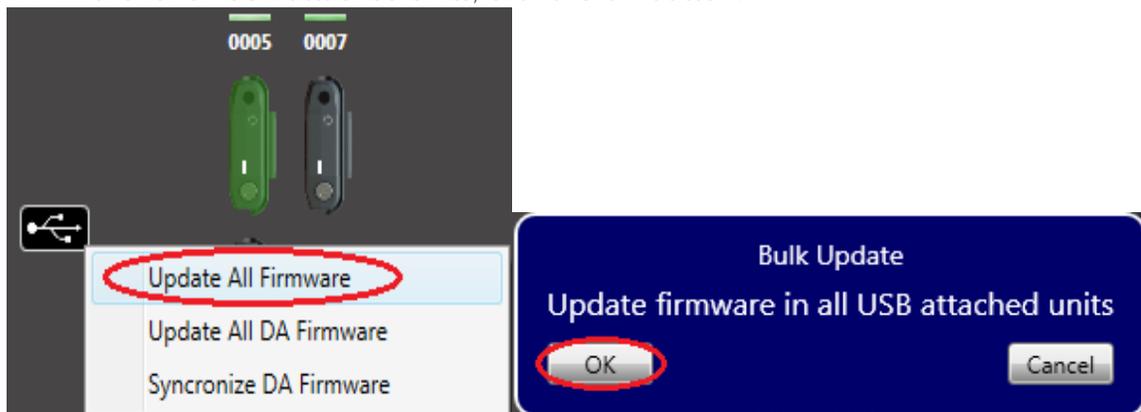
Updating the Transceiver:

When updating multiple transceiver units, using a USB hub can expedite the process as this allows for multiple units to connect to the software for simultaneous updates, rather than updating one unit at a time. Connect the LK-1 transceiver unit(s) to the computer with the USB to micro USB cable or USB hub and open the software suite.

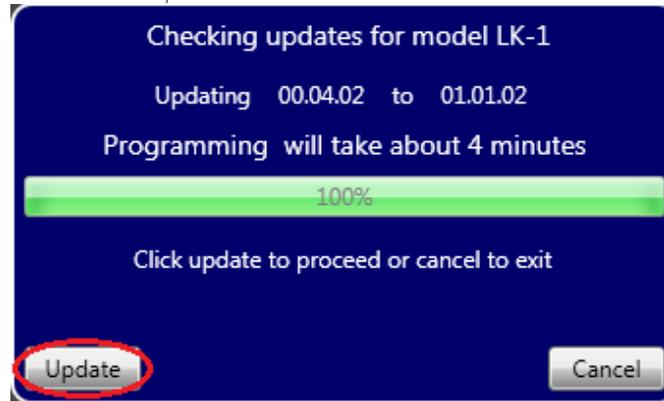
1. Click on the unit that requires an update to open that unit's info & settings window.
Click on the  button under the Unit ID field to display the unit's info.
2. Click on the button showing the unit's current firmware version.



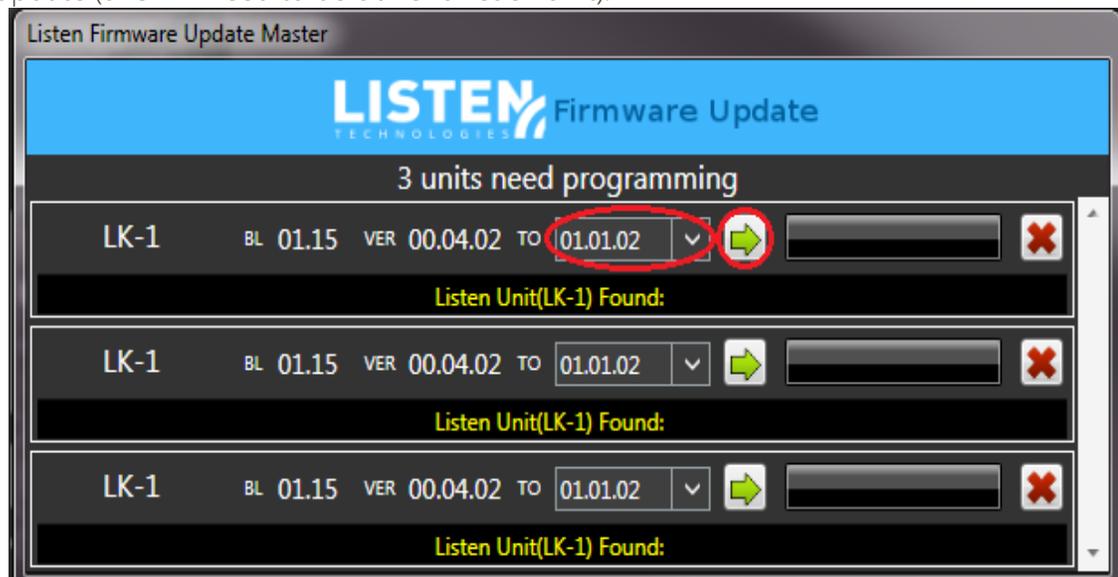
- 2a. This step is for updating multiple units utilizing a USB hub connected to the computer. Right-click on the USB icon  shown left of the units on the software screen and select 'Update All Firmware'. A message will pop up confirming the bulk update of firmware for all USB attached units, click the OK button.



- The software will search the web and local files for the latest update, after the update file has been found click the Update button.



- The transceiver unit on the software will disappear, after a few seconds the Firmware Update Master window will pop up. Ensure the drop-down menu has the latest firmware version selected and then press the green arrow button to begin the firmware update (this will need to be done for each unit).

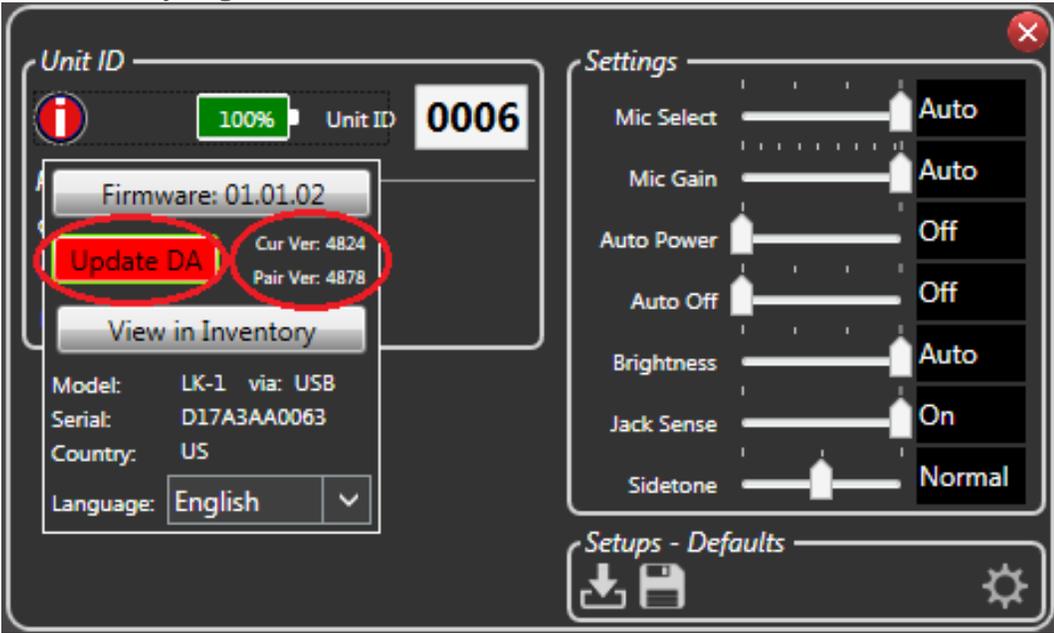


- The update should take approx. 1 minute to complete. After it has completed the Update Master window will close and then the unit(s) will reappear on the software screen. Click on the unit info button again to verify the unit has now been updated and shows the latest firmware version.

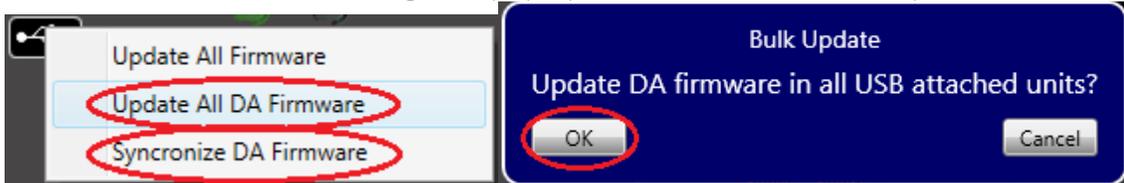
- 6. Some firmware updates will require a new DA update in addition to the firmware. If a unit has a mismatch in DA version, a red slash symbol will appear over the unit on the software screen, as seen in the image below.



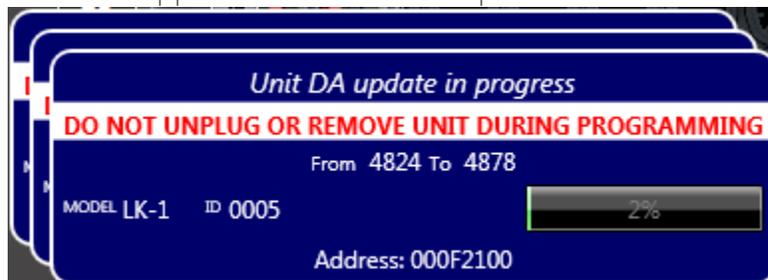
- 7. Select the unit with the red slash symbol and click the info  button to check the unit's info and DA version. The 'Cur Ver' must match that of the 'Pair Ver', if they do not match click the red Update DA button, a DA update window will pop up and the update will automatically begin.



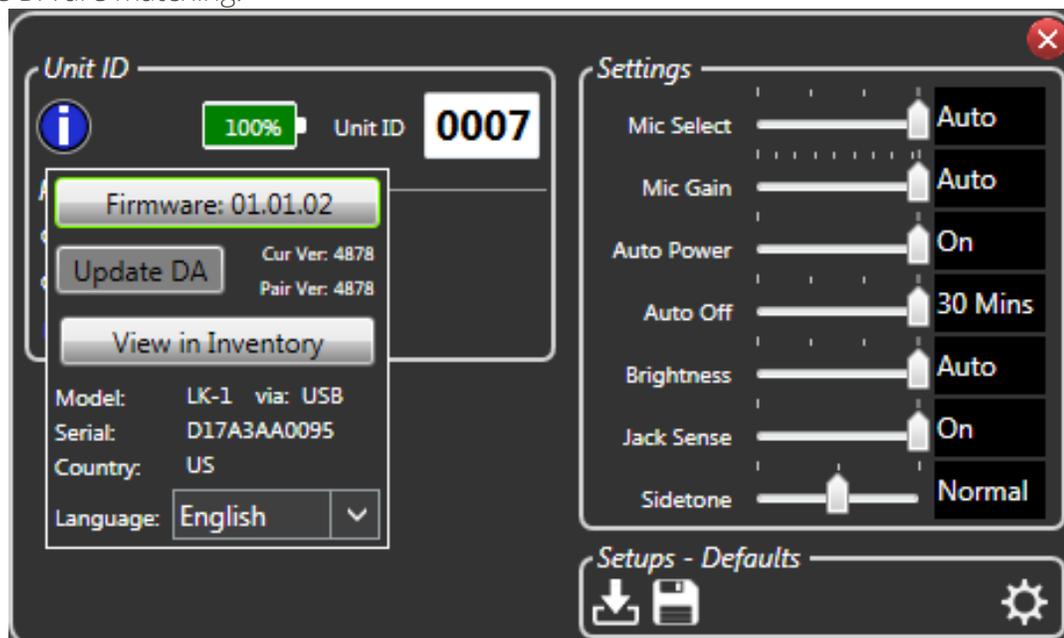
- If multiple units require a DA update, right-click the USB icon  and select either 'Update All DA Firmware' to update the DA of all units connected or 'Synchronize DA Firmware' to update the DA of only the units that have a mismatch in DA version. After the selection is made, a message will pop up to confirm the bulk DA update, click OK.



- The DA update will begin automatically and DA update window will open for each unit. This update should take approx. 3 minutes to complete.



- After the DA update has been completed, select the unit and click the info button again to verify the unit shows the updated firmware version and the 'Cur Ver' and 'Pair Ver' of the DA are matching.



Should you have any further questions, please feel free to contact Listen's technical services team at 801.233.8992 or support@listentech.com for further assistance.