



**Release
Note**

ARCADIA CENTRAL STATION

R4.0.2

CUSTOMER RELEASE NOTE

Rev R

Date: 15th December 2025

Doc Part No: PUB-00108 Rev R

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REFERENCE LINKS:

Knowledge Base: <https://www.clearcom.com/Download-Center/Knowledge-Centers/Arcadia-Knowledge-Center>

IMPORANT: VERSION COMPATIBILITY NOTE

FreeSpeak Icon requires all 1.9GHz Transceivers to be upgraded to a minimum:

- FSII-TCVR: 3.6.28.0 or higher
- FSII-TCVR-IP: 7.13.67.0 or higher

Is your network AES67 Capable?

See our:
Networking Guide Solution Finder

Arcadia and ProSound Edge Base Station IP Networking Guide





Sign up to receive alert emails when new software or firmware is available

https://clearcom.me/softwarealerts

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1 Introduction

1.1 Scope

This document describes the changes to the Arcadia Central Station firmware and documentation.

1.2 Arcadia Release 4.0.2 – Maintenance

Arcadia Release 4.0.2 is a minor sustaining release that includes software maintenance recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	4.0.83.15	U
PUB-00018	GUIDE, ARCADIA QSG	J	J
PUB-00021	INSTR, ARCADIA USER GUIDE	H	H
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	R	R

1.2.1 Features

N/A

1.2.2 Deprecation

N/A

1.2.3 Enhancements

N/A

1.2.4 Bug Fixes

The following issues have been resolved in this release:

- TP: 209786 Front Panel Display Memory Leak- which can cause system crash.
- TP: 137926 Front Panel Call Signal only blinks one per Call Signal event. Previously a Known Issue.
- TP: 204975 FSII-BP 4 Keypad Role Setting - Local Settings toggle setting was hidden after maintenance.
- TP: 208361 HelixNet Channel Keypad Toggle required if channel had latched talk during station disconnection.
- TP: 204867 HelixNet Channel Keypad Toggle required after a system reboot to initiate audio interfaces.

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.2.5 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Part Number	Rev	Version
HelixNet Remote Station, Speaker Station, Beltpack			5.2.27.0 Automatically updated from Arcadia Not a separate download
FSIC BP – 1.9GHz	SOF-00303	C	1.24.93.0 Upgraded using PC update utility
FSII BP – 1.9GHz	780G003	AF	5.25.32.0
FSII E1 TCVR – 1.9 GHz	780G004	J	3.6.28.0
FSII IPT TCVR – 1.9 GHz	780G065	V	7.15.67.0
FSII BP – 2.4 GHz	780G025	R	3.2.50.0
FSII E1 TCVR – 2.4 GHz	780G026	C	2.2.49.0
FSE BP – 5GHz	SOF-00004	E	5.4.79.0
FSE IP TCVR – 5GHz	780G071	H	4.29.77.0
V-Series Iris & IrisX	SOF-00112	F	6.82.73.0 Upgraded from panel CCM or USB
V-Series	785G046	K	4.11 Upgraded from TFTP or Eclipse only

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.3 Arcadia Release 4.0.1 – Maintenance

Arcadia Release 4.0.1 is a minor sustaining release that includes software maintenance recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	4.0.83.12	T
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	H	H
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	P	P

1.3.1 Features

N/A

1.3.2 Deprecation

N/A

1.3.3 Enhancements

N/A

1.3.4 Bug Fixes

The following issues have been resolved in this release:

TP: 204778 FreeSpeak E1 Transceiver momentary interruption.

TP: 196827 Arcadia intermittently powers up without Arcadia's front panel keysets.

TP: 204316 Arcadia Front Panel setting of Group Membership is not visible.

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.3.5 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	5.2.27.0 Automatically updated from Arcadia Not a separate download
FSIC BP – 1.9GHz	1.24.93.0 Upgraded using PC update utility
FSII BP – 1.9GHz	UPDATED: 5.25.32.0
FSII E1 TCVR – 1.9 GHz	3.6.28.0
FSII IPT TCVR – 1.9 GHz	7.15.67.0
FSII BP – 2.4 GHz	3.2.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP – 5GHz	5.4.79.0
FSE IP TCVR – 5GHz	4.29.77.0
V-Series Iris & IrisX	6.82.73.0 Upgraded from panel CCM or USB
V-Series	4.11 Upgraded from TFTP or Eclipse only

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.4 Arcadia Release 4.0.0 – V-Series Keypanel via I.V. Port, HelixNet Enhancements, Device Allocation

Arcadia Release 4.0 is a major feature release adding support for V-Series Keypanel using I.V. Ports, new HelixNet 4 Keypad Beltpack, ability to assign any HelixNet enabled channel listen-only to the program audio controls on HelixNet Beltpack, Speaker or Remote Station, and Device Allocation which allows shifting maximum capacity between HelixNet Enabled Channels and I.V. Ports as Direct or Keypanel.

The release includes software maintenance and is recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	4.0.83.11	R
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	H	H
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	N	N

1.4.1 Features

- **V-Series Keypanel Support - via I.V. Ports**

V-Series keypad provides intercom users on an Arcadia system with a high-capacity user station option with Arcadia Essential features.

V-Series keypanels provide a single page of 12, 24 or 32 keysets with lever, rotary, or push button keysets. The keysets can be assigned to a single Channel, Group, Role, and Interface per keyset configurable with the desired key activation type, Talk Latch disable, and a color setting to highlight specific keys.

Call signals on assigned keysets can be initiated by pressing and holding the panels level control (up & down on lever & push button) and is visible with flashing text on the keyset display.

V-Series keypad GPI 1-4 (-X7 keypad PTT 1 & 2 is paralleled with GPI 1 & 2) can be configured for local control of any key on the panel and various special functions in the Role settings while GPI 1, in parallel, and GPO 1 (pinout label "Panel Aux Relay") are additionally available for system action and trigger assignment's in the Logic configuration.

V-Series keypad Auxiliary audio I/O are provided with a fixed configuration which includes; line level main out with Main level control, fixed level Hot Mic out, external inputs to headset with Aux level control and Headset 2 listen only main mix of the panel and Gooseneck/Headset 1 mic input at a -12dB relative level.

V-Series keypanels connect to Arcadia using an I.V. Port and require a licensed port for each keypad.

Note: V-Series Iris and IrisX keypanels fully support all Arcadia features while original V-Series has limited support using I.V. ports. Non-Iris desktop panels can be configured using the 12 key 1RU Role layout. Non-Iris cannot be upgraded from Arcadia, requiring alternative methods. Expansion panels are not supported on Arcadia.

- **HelixNet Four Keypad Beltpack Support**

Arcadia Release 4.0 supports the HXII-BP-4K, a new four keypad HelixNet Beltpack using a combined HelixNet 2 & 4 keypad Beltpack role which can be assigned to either 2 keypad or 4 keypad HelixNet beltpacks. 2 channel beltpacks will only use the Role's keypad assignment for 1, 2, and Program Audio.

- **HelixNet Role Program Audio Keypad**

HelixNet Roles for Beltpacks, Remote Stations, and Remote Stations include a new fifth keypad which can be assigned Listen-Only to any HelixNet Enabled Channel with optional volume limits. One HelixNet Enabled Channel can be assigned to this keypad, and its level will then be controlled by the Program Audio level controller on the HelixNet User Station.

Note: The Program Audio Keypad can only be assigned from a CCM configured Role and not from the front panel menu of the HelixNet user station. HelixNet Front panel menu assignment option will be added in the next feature release.

Note: The Program Audio Keypad is only available on Remote Stations that are being used as a standalone user station (normal use) or as a Remote Station Expansion Host. Remote Station Expansion Members only utilize Keypad assignments 1-4.

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

- **Device Allocation**

Arcadia Device Allocation allows Arcadia users to reduce the number of possible HelixNet Enabled Channels to gain more I.V. Ports, for Directs or Keypanel support, on their system. This change is ideally intended for an initial setup yet will disable configured channels or ports that exceed the maximum capability of the new Device Allocation. Device Allocation change requires a device reboot.

1.4.2 Deprecation

- **HelixNet Program Audio from Arcadia 4-Wire Port #8 PGM Input**

The ability to assign Arcadia's 4-wire port's 8 input to a HelixNet Enabled Channel and have that input independently level controlled on a HelixNet user station assigned to that channel has been removed from the system and replaced with the HelixNet Program Audio Keyset.

When upgrading Arcadia from a previous version to Release 4.0, any HelixNet Enabled Channel association that 4-Wire Port #8 PGM Input will become a talk only input into the channel at a unity level to HelixNet and no longer be controllable by the HelixNet User Station's Program Audio Level controller.

To regain previous Program Audio capability:

- Remove 4-Wire Port #8 PGM Input from existing channel(s)
- Associate 4-Wire Port #8 PGM Input to a new HelixNet Enabled Channel
- Assign the HelixNet Enabled Channel to the new HelixNet Program Audio Keyset on the HelixNet Roles that require it

Note: Ability to assign HelixNet Remote Station Program Input on any HelixNet Enabled Channel within HelixNet Channel only (not passed through to Arcadia) with independent level control is retained.

When the local program audio input on the Remote Station is used as well as the Role's Program Audio listen only keyset assignment the Remote Station's physical Program Audio level control will apply the same level to both.

1.4.3 Enhancements

- **In-Use Tallies – Visual indication of a key being in-use on the system**

User Station Keypad Tallies are a colored light visually showing the user configured key activation, key state, and current activity so the user can quickly and confidently make informed decisions on what is available, where to answer, and if to hold off while a user or port is in-use.

In-Use Tallies, previously available for HelixNet user stations, have been added for all FreeSpeak Beltpacks and V-Series Keypanels.

Tallies on the talk keysets of intercom user stations visually show

- Configuration – showing dim color of the key configured activation when inactive
- State - showing bright color of the key configured activation when active
- Activity – showing blinking bright color of the key configured activation when:
 - **In-Use** – Slow blinking when Channel, Group, Interface ports have an active Talk path from somewhere in the system.
 - When a Group is active its members will additionally show as In-Use wherever they are assigned to a keyset in the system.
 - HelixNet User Stations will blink the in-use tally when a Talk button is pressed, and audio is passing through the Channel.
 - **Incoming Talk** – Fast blinking when user station (/Role) is receiving an incoming Direct/Group talk path from another user station (/Role).

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

Incoming Direct/Group talk will additionally appear in the Reply key or be added to its Reply stack if there are multiple direct talks active. This can also be initiated without an audio route by pressing Keypanel call signal (press and hold on key level controls) on a keyset assigned to directly talk a specific Role.

Note: Audio input to interface ports, showing incoming audio presence, will not generate an in-use tally.

- **CCM Role Filters**

Facilitating improvements in navigating roles, a new Role Filter has been implemented in the Arcadia CCM Configuration Role screen to assist users in finding roles by type or label.

As an example, the feature allows filtering by User Station role types, such as “All FreeSpeak 4 Key Beltpacks” or “All Wireless” while it is possible to type partial or full name of a Role label such as “Stage” which then displays all Roles with a label that includes “Stage”.

The Role Filter is accumulative with an “AND” logic and allows the user to display only the Roles needed for selection which can then be selected (or Select All filtered) for configuration.

- **CCM Role Settings**

Accommodating a variety of computer screen sizes and focusing on selecting Roles and editing their keysets the Role’s detailed Setting (containing levels etc.) have been made collapsible and are now toggled in and out of visibility.

1.4.4 Bug Fixes

General software maintenance.

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.4.5 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	UPDATED: 5.2.27.0 Automatically updated from Arcadia Not a separate download
FSIC BP – 1.9GHz	UPDATED: 1.24.93.0 Upgraded using PC update utility
FSII BP – 1.9GHz	UPDATED: 5.24.32.0
FSII E1 TCVR – 1.9 GHz	3.6.28.0
FSII IPT TCVR – 1.9 GHz	UPDATED: 7.15.67.0
FSII BP – 2.4 GHz	3.2.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP – 5GHz	5.4.79.0
FSE IP TCVR – 5GHz	4.29.77.0
V-Series Iris & IrisX	UPDATED: 6.82.73.0 Upgraded from panel CCM or USB
V-Series	4.11 Upgraded from TFTP or Eclipse only

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.5 Arcadia Release 3.1.0 – FreeSpeak Icon, Maintenance

Arcadia Release 3.1 is a minor feature release adding support for FreeSpeak Icon beltpacks. The release includes software maintenance and is recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	3.1.83.35	P
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	F	F
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	M	M

1.5.1 Features

- 168956 FreeSpeak Icon Beltpack**
 Support for the FreeSpeak Icon is added, using a common role type which is shared with FreeSpeak Edge.

1.5.2 Enhancements

N/A

1.5.3 Bug Fixes

- 185008 HelixNet Channel Audio**
 After extended runtime audio artifacts could be heard from HelixNet channels to FreeSpeak Beltpacks, Arcadia Front Panel and Interfaces. This has been fixed.
- 178817 HXII-BP Recovery Mechanism**
 HelixNet HXII-BP built with U-Boot driver 1.0.34 to 1.0.37 (from HelixNet Firmware 4.1-4.5) which got its internal configuration file system corrupted could not recover automatically without a USB upgrade.
- 175262 I.V. Direct Port Routing**
 Routed ports would not receive a routable port number response. This has been fixed.

1.5.4 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com’s Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	UPDATED: 5.1.20.0 Automatically updated from Arcadia Not a separate download
FSIC-BP – 1.9GHz	1.18.93.0
FSII BP – 1.9GHz	UPDATED: 5.19.32.0
FSII E1 TCVR – 1.9 GHz	UPDATED: 3.6.28.0
FSII IPT TCVR – 1.9 GHz	UPDATED: 7.14.67.0
FSII BP – 2.4 GHz	3.2.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP – 5GHz	6.1.79.0
FSE IP TCVR – 5GHz	5.2.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.6 Arcadia Release 3.0.0 – I.V. Direct, HelixNet Powerline Device, Capacity Increases

Arcadia Release 3.0 is a major feature release adding support for I.V. Direct interface ports, HelixNet HXII-DPL Powerline Device, and increased capacity of FreeSpeak wireless beltpacks, IP transceivers and HelixNet User Stations. The release includes software maintenance and is recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	3.0.83.1	N
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	E	E
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	K	K

1.6.1 Features

- **I.V. Direct Interface Port**

Arcadia R3 supports up to (16) I.V. Direct interface ports that allow connection to LQ, Eclipse E-IPA or IVC-32, another Arcadia over LAN, WAN, or the Internet. When connected with Signaling to LQ a virtual GPIO is created in the Arcadia module to allow remote control of LQ GPIO. I.V. Direct connect on the Arcadia CCM Management LAN port and incoming connections are on port 6002.

- **HelixNet HXII-DPL Powerline Device**

Arcadia R3 supports up to (24) HelixNet HXII-DPL Powerline Devices that enable HelixNet Remote Stations, Speaker Stations and Beltpacks to connect to the Arcadia using standard passive 3-pin XLR cabling using mic cable and splitters. Arcadia Status displays on which Powerline Device the User Stations are connected as well as diagnostics for the Powerlines. HelixNet User Stations must upgrade to HelixNet 4.5, which is embedded in Arcadia R3 prior to use with the HelixNet HXII-DPL Powerline Devices. All HelixNet User Stations are supported once running HelixNet version 4.5. TP: 91616

1.6.2 Enhancements

- **Capacity Increases**

- Up to 64 FreeSpeak Beltpacks – Was: 40
- Up to 32 FreeSpeak IP Transceivers – Was: 16
- Up to 128 HelixNet User Stations – Was: 64

- **8 Port Field Upgrades**

Arcadia Release 3 enables the use of 8 Licensed Port field upgrades.

- **FreeSpeakII E1 RJ45/SFP**

Ports can now be separately configured as RJ45 or SFP. Default is RJ45.

- **FreeSpeakII E1 1.9GHz Audio RF Filter**

Enables algorithm to compensate for corrupt wireless data transmission. Default is Enabled.

- **FreeSpeak Edge Auto Select**

Previously introduced FreeSpeak Edge 5GHz transceiver scanner utility now includes the ability to have the system select the best available channels according to the last scan performed.

- **AES67 Network Settings: PTP Follower Mode**

Allows the station to be optionally permanently configured to be PTP Follower instead of using BMCA algorithm in networks that include a dedicated PTP Leaders. Default is Disabled.

- **Interface Port Channel Assign preference**

Hardware Interface port settings now include Channel Assign preference of Talk&Listen (default), Talk-Only or Listen-Only assignments of the interface port into Channel. Channel assignments will be made as the Channel Assign preference is set at the time of the assignment.

- **Logic Input Options**

Logic Inputs can now be configured to activate unidirectional audio routes and Call signal.

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

- **HelixNet Channel Logic Talk Detect**
HelixNet Talk key press can now (in addition to FreeSpeak and Arcadia Talk key press) activate a GPO that is assigned to engage when a Talk is pressed on a Channel. TP: 127636
- **CCM Interlinks**
CCM browser interface has been augmented with additional cog icons to bring the user to roles, status and hardware settings.
- **Ping Test**
CCM Status screen “Host Device” now includes the ability to ping from the station.
- **PCAP Capture**
CCM Status screen “Host Device” now includes the ability to capture and download network package traffic.

1.6.3 Bug Fixes

- **HelixNet One Way Audio**
Network constraints might lead to one way audio issues on some HelixNet user stations. This has been fixed.
- **HelixNet Program Audio**
Program Audio for the HelixNet system may get unassigned after extended runtime. This has been fixed.
- **System Start-Up**
When the system is being started along with all network switches, transceivers, and user stations devices may not fully connect depending on network performance and boot times. This has been fixed.
- **CCM display issues on smaller screens**
The CCM is designed for use with 12-13” displays and a mouse. When used on smaller displays, tablets and phones operational and scaling issues are still expected.

1.6.4 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com’s Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	4.5.69.0 Automatically updated from Arcadia Not a separate download
FSII BP – 1.9GHz	5.4.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	7.1.67.0
FSII BP – 2.4 GHz	3.2.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	6.1.79.0
FSE IPT	5.2.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.7 Arcadia Release 2.3.2 – Maintenance

Arcadia Release 2.3.2 is a minor sustaining release that includes software maintenance recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	2.10.83.4	M
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	D	D
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	J	J

1.7.1 Features

None

1.7.2 Enhancements

None

1.7.3 Bug Fixes

TP: 150437 Support for alternative hardware components for Arcadia & FSE-BASE - NRF

Note: This is a sustaining release. No functional or feature changes.

Note: Units with new alternative hardware components cannot be downgraded to previous version.

TP: 141257 HelixNet service may stop and restart the unit at power up or after an upgrade.

TP: 146019 HelixNet User Stations connect without audio paths (jitter buffers) during station/network power-up due to bursts in network traffic (finalization of TP: 145279 & TP: 146019).

1.7.4 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com’s Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	4.4.51 Automatically updated from Arcadia Not a separate download
FSII BP – 1.9GHz	3.7.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	6.8.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	5.4.79.0
FSE IPT	4.29.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.8 Arcadia Release 2.3.1 – Maintenance

Arcadia Release 2.3.1 is a minor sustaining release that includes software maintenance recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	2.10.83.2	L
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	D	D
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	H	H

1.8.1 Features

None

1.8.2 Enhancements

None

1.8.3 Bug Fixes

- TP: 144556 HelixNet User Stations connect without all audio paths during station/network power-up
- TP: 143206 HelixNet User Stations can miss loading Roles on large systems during station power-up
- TP: 144546 FreeSpeakII E1 Ports can miss initial synchronizing on large systems during station power-up
- TP: 144454 CCM Hardware PSU icons do not work when both power sources are connected

1.8.4 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com’s Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	4.4.47 Automatically updated from Arcadia Not a separate download
FSII BP – 1.9GHz	3.7.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	6.8.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	5.4.79.0
FSE IPT	4.29.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.9 Arcadia Release 2.3 – Maintenance

Arcadia Release 2.3 is a major sustaining release that includes software maintenance recommended for all users.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	2.10.83.0	K
PUB-00018	GUIDE, ARCADIA QSG	E	E
PUB-00021	INSTR, ARCADIA USER GUIDE	D	D
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	F	F

1.9.1 Features

None

1.9.2 Enhancements

- TP:130634 CCM Performance Improvements
Underlying software architecture has been optimized for capacity and speed.
- TP: various CCM UI Contrast Improvements

1.9.3 Bug Fixes

- TP: 78853 FreeSpeak Edge beltpacks Dark Mode role settings are not retained after reboot.
- TP: 97417 FreeSpeak Dual Talk Listen cannot trigger GPO.
- TP: 134718 FreeSpeak Dual Talk Listen latch states are not remembered through system re-connections.
- TP: 100430 FreeSpeak role is not selectable after the beltpack that last used the role goes offline.
- TP: 142146 FreeSpeak role that is deleted while it beltpack it is online and then role is recreated causing error.
- TP: 141432 FreeSpeak Edge TCVR re-connection loop in certain environments (TP: 139805)
- TP: 129543 FreeSpeak TCVR RPN numbers to reference Beltpack site survey list are not in CCM.
- TP: 131943 CCM Status Transceivers not sorted. Now IP-TCVRs are alphabetically sorted, followed by E1-TCVRs.
- TP: 99312 Station Front Panel Program Audio Level control is incorrectly resolved.
- TP: 100993 CCM Channel Station Front Panel Channel Listen indicator can get lost (TP: 98580)
- TP: 99252 CCM Groups do not show ports assigned to the Group.
- TP: 99460 Group assignments are not propagated through the CCM when roles are changed.
- TP: 129984 Program Audio is available to HelixNet User Stations without being assigned (TP:138418)
- TP: 101058 Arcadia Program Audio not routed to HelixNet (TP: 98185)
- TP: 100648 HRM GPIO Assignment issues between front panel and CCM Role settings (TP: 142513)
- TP :100649 HKB-2X-X7 PTT/GPI Front Panel assignments do not show in the CCM Role page. -X7 version only.
- TP: 98173 CCM Discovery cannot find previously “forgotten” HelixNet Endpoints on the network (TP: 97774)
- TP: 98168 CCM shows HXII-BP-X5 in Local Config after endpoint power cycle.
- TP: 130747 CCM Hardware HelixNet Hardware ID, derived from MAC address, is shown in decimal.
- TP: 99049 HelixNet endpoints or channels can be named with invalid characters (TP: 139258, 139280)
- TP: 133759 HelixNet IVP jitter buffers can get stuck after running for 49.7 days.
- TP: 137422 Close external TFTP port on HelixNet.
- TP: 99575 CCM Role keyset assignment for multiselected roles does not always work.
- TP: 101445 CCM certain selections and sorting not remembered during CCM navigation (TP: 99274, 101445)
- TP: 97793 CCM Subnet Conflict warning without any issue.
- TP: 130463 CCM Role Name Edit button is not always displayed in some browsers.

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.9.4 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	4.4.38 Automatically updated from Arcadia Not a separate download
FSII BP – 1.9GHz	3.7.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	6.8.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	5.4.79.0
FSE IPT	4.29.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.10 Arcadia Release 2.2 – Maintenance

Arcadia Release 2.2 is a sustaining release.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	2.8.83.12	J
PUB-00018	GUIDE, ARCADIA QSG	D	D
PUB-00021	INSTR, ARCADIA USER GUIDE	C	C
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	E	E

1.10.1 Features added in this release.

None.

1.10.2 New operation/Bug Fixes added in this release.

TP:132751	CCM Context Manual Updated to include information about downgrade blocking
TP:133391	Recovery mechanism is fixed
TP:133923	Front panel process causing critical error is fixed
TP:131824	FSII-BP-X7 PTT/GPI assignment is fixed
TP:134709	Front panel rotary operation during boot up is fixed
TP:124740	Front panel 2 wire nulling process causing critical error is fixed (TP:127724 / TP:137416)

1.10.3 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	4.4.22.0 Automatically updated from Arcadia Not a separate download
FSII BP – 1.9GHz	2.43.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	5.35.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	4.5.79.0
FSE IPT	3.30.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.11 Arcadia Release 2.1 – Support for alternative hardware components

Arcadia Release 2.1 is a sustaining release adding support for hardware alternative hardware components.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	2.8.83.5	F
PUB-00018	GUIDE, ARCADIA QSG	D	D
PUB-00021	INSTR, ARCADIA USER GUIDE	C	C
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	D	D

1.11.1 Features added in this release.

None.

1.11.2 New operation/Bug Fixes added in this release.

TP:130070 Support for alternative hardware components for Arcadia & FSE-BASE - Mixer FPGA

Note: This is a sustaining release. No functional or feature changes.

Note: Units with new alternative hardware components cannot be downgraded to previous version.

TP:130549 Support for alternative hardware components for HelixNet User Stations – Flash Memory

Note: This is a sustaining release. No functional or feature changes.

Note: Required minimum version for HelixNet HRM, HKB, HXII-BP manufactured as of Jan 2023.

1.11.3 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com’s Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	4.4.22.0 Automatically updated from Arcadia Not a separate download
FSII BP – 1.9GHz	2.43.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	5.35.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	4.5.79.0
FSE IPT	3.30.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.12 Arcadia Release 2.0 - HelixNet

Arcadia Release 2.0 is a major feature release adding support for HelixNet Endpoints to Arcadia systems.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	2.5.83.00	E
PUB-00018	GUIDE, ARCADIA QSG	D	D
PUB-00021	INSTR, ARCADIA USER GUIDE	C	C
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	C	C

1.12.1 Features added in this release.

- TP:70185 HelixNet Endpoint Support
- TP:71282 FS Edge Transceiver Channel Scanning
- TP:89279 Increase capacity to 128 licensable ports
- TP:90066 Firmware Report

1.12.2 New operation/Bug Fixes added in this release.

- TP:68418 Management and AES67 in link-local on two different LAN connections is fixed
- TP:72856 USB Interface failure on beltpack registration is fixed
- TP:61290 Navigating from the 'Hardware' tab during an upgrade and back does not lose the upgrade progress.
- TP:90058 IPT with similar mDNS names have difficulty connecting is fixed
- TP:93168 FreeSpeakII E1 Port Disconnect is fixed
- TP:97616 Edge TCVR inability to connect to unit with a mismatched region setting is fixed
- Various minor CCM changes and terminology updates

1.12.3 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Version
HelixNet Remote Station, Speaker Station, Beltpack	Automatically updated from Arcadia
FSII BP – 1.9GHz	2.43.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	5.35.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	4.5.79.0
FSE IPT	3.30.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.13 Arcadia Release 1.1 – Additional Wireless Capabilities

Arcadia Release 1.1 is a minor release adding FreeSpeak capacity and regional support.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	1.79.83.00	D
PUB-00018	GUIDE, ARCADIA QSG	B	B
PUB-00021	INSTR, ARCADIA USER GUIDE	B	B
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	B	B

1.13.1 Features added in this release.

- TP:85563 Support for up to 40 wireless Beltpacks, any combination of FSII and FSE beltpacks.
- TP:80119 New FSE Regions are now supported: Australia, China, Hong Kong, New Zealand, Philippines, and Singapore
- TP:86735 Updated EasyDNS certificate (used for HTTPS authentication) has been integrated, this is valid until 10th October 2022.

1.13.2 New operation/Bug Fixes added in this release.

- TP:85785 Fix of possible database corruption on unit power down.

1.13.3 Firmware versions of sub-systems – Reference Information only

While not a part of this release, this Arcadia release was tested with devices using the following firmware versions. Please use the below versions, or newer should they be available.

Below firmware versions, or newer, can be found in the Clear-Com's Download Center

Product	Version
FSII BP – 1.9GHz	2.43.32.0
FSII E1 TCVR – 1.9 GHz	2.7.28.0
FSII IPT – 1.9 GHz	4.13.67.0
FSII BP – 2.4 GHz	2.33.50.0
FSII E1 TCVR – 2.4 GHz	2.2.49.0
FSE BP	4.5.79.0
FSE IPT	3.30.77.0

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

1.14 Arcadia Release 1.0 – Initial Release

Arcadia Release 1.0 is the first release of the Arcadia Central Station supporting FreeSpeak E1 and IP Receivers of all frequency bands along with high density Dante interfacing using Licensed Capacity.

PART NUMBER	DESCRIPTION	VERSION	REV
SOF-00076	F/W, ARCADIA REL APP	1.62.83.00	C
PUB-00018	GUIDE, ARCADIA QSG	B	B
PUB-00021	INSTR, ARCADIA USER GUIDE	A	A
PUB-00108	ARCADIA CUSTOMER RELEASE NOTE	A	A

1.14.1 Features added in this release.

First Release

1.14.2 New operation/Bug Fixes added in this release.

First Release

2 Known Issues

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

ID	Description
	Station & CCM
96248 97129 130797 57874	<p>Link Local IP / DHCP Best Practices</p> <ul style="list-style-type: none"> • Clear-Com recommends assigning the Arcadia network ports a static IP address and use a DHCP for FreeSpeak IP Transceivers, HelixNet User Stations, V-Series Keypansels and LQ interfaces connecting to the Arcadia. • Clear-Com <u>advises against</u> keeping Arcadia network ports configured for DHCP without a DHCP server on the network which will cause the port to default to automatic Link Local IP addresses (169.254....) <p>Note: Arcadia Management network port does not request a new DHCP address after changing networks. Example: When in DHCP mode, the management port will not detect if (the cable is) moved to another network with another DHCP server i.e., a new IP address will not be requested from the DHCP server. Toggle the network settings between static and dynamic to refresh the DHCP lease.</p>
101063 75620 172495	<p>Configuration Save and Restore</p> <ul style="list-style-type: none"> • CCM password is stored in the configuration file and therefore restored with the Restore operation. • Attempting to restore an invalid configuration (e.g., from a different product) from the Front Panel does not display an error. Recall will not take place. • When hostname has a space, you cannot save from front panel USB. <p>Note: Configurations are forward compatible from the previous major version. Once upgraded they cannot be loaded on an older firmware version.</p>
81584 141555	<p>System availability during Firmware Upgrades and Support Info operations</p> <p>Firmware upgrades and Support Info operations are highly intrusive to system operation and should not be performed while the system is in use.</p> <p>Workaround: Perform Firmware updates & Support Info collection while system is out of operation</p>
197877	<p>Device Allocation</p> <p>When reducing the number of HelixNet Enabled Channels below what are currently configured in the system you may see warnings related to their channels and associated ports.</p> <p>Workaround: Disable the HelixNet Enabled Channels not required.</p>
164410 101450 164293	<p>Crosspoint display limitations.</p> <p>GPI controlled active crosspoints are not displayed in the CCM Channel screen.</p> <p>Workaround: None. Information only.</p>
	FreeSpeak
-	<p>FreeSpeak IP Transceivers do not connect to the station</p> <p>AES67 capable network are a prerequisite for FreeSpeak IP Transceivers – Please read</p>
141969	<p>FreeSpeak 1.9GHz Beltpacks will not roam between IP and E1 Transceivers</p> <p>IP and E1 connected FreeSpeak transceivers are not supported for concurrent operation in the same RF zone and care must be taken if operating on the same system.</p> <p>This is due to different audio codecs and timing between the IP and E1 Transceivers.</p> <p>Workaround: None. Operates as designed. Information only.</p>

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

	HelixNet
<p>101353 101351 135779</p>	<p>HelixNet Remote Station Program Audio Limitations on an Arcadia system</p> <p>Background: HelixNet Remote Station Program Audio Input on Arcadia system is only intended for local listening in this release. However, the Program Audio Channel assignment from the original HMS-4X system has intentionally been left behind in the Remote Station front panel menu and the CCM Role settings to allow creative users to make use of them as is.</p> <p>Limitations: HelixNet Remote Station Program Audio can be assigned to HelixNet Enabled Channels using the Remote Station Front Panel and CCM Role settings. Those assignments will work as any HelixNet Program Audio within the HelixNet user stations where the user stations that have the Channel can independently mix the Program Audio. RM Program Audio will not be available to other parts of the Arcadia system such as FreeSpeak Beltpacks, Arcadia Front Panel User Station, 4-wire, 2-wire, Dante assigned to the Channel nor be visible in the CCM Channel assignment view. Additionally, HelixNet on Arcadia does not have an IFB function to dim audio upon talk in this release as is possible on the HMS-4X.</p> <p>Known Issues & Workarounds: HelixNet Remote Station Program Audio Enabling and Disabling on the CCM Remote Station Role or Remote Station Front Panel may cause the RM Program Audio to stop passing through the system. If this happens power cycle the Remote Station.</p>
<p>91663</p>	<p>HelixNet Remote Station Stage Announce Limitations on an Arcadia system.</p> <p>Background: HelixNet Remote Station Stage Announce Output on Arcadia system is only intended for local output in this release. However, the Stage Announce Channel assignment from the original HMS-4X system has intentionally been left behind in the Remote Station front panel menu and the CCM Role settings to allow creative users to make use of them as is.</p> <p>Limitations: HelixNet Remote Station Stage Announce can be assigned to a HelixNet Enabled Channel using the RM Front Panel and CCM Role settings. This assignment will not be visible in the CCM Channel assignment view.</p>
<p>198000</p>	<p>HelixNet User Station hears Program Audio Keypad when in Local Config If a HelixNet User Station has been using a Role with an assigned channel to the Program Audio Keypad and is then switched to Local Config then the assignment for the Program Audio level control keypad will in place but not visible to the user.</p> <p>Workaround: Apply a role to the user station and unassign the Program Audio. Front panel Program Audio assignment will be delivered in Release 4.1.</p>
<p>142123</p>	<p>CCM Channel will show all HelixNet Remote Station Expansion Members CCM will show an entry for each of the HelixNet Remote Station in an Expansion stack even through the Channel is only assigned to one of those.</p> <p>Workaround: None. Information only.</p>
<p>163141</p>	<p>HelixNet User Station Compatibility with HelixNet HXII-DPL Powerline Device. HelixNet User Stations must be running HelixNet firmware 4.5 and (which is included in Arcadia R3) or higher before use with the HelixNet HXII-DPL Powerline Device.</p> <p>Workaround: Upgrade the HelixNet User Station via network connection prior to use with the HXII-DPL Powerline Device.</p> <p>Note: Legacy HBP-2X must be upgraded from HMS-4X running firmware 4.5 or higher prior to use with Arcadia. In some instances, HBP-2X may require an upgrade to an intermediary version - Contact Clear-Com Support if the HBP-2X does not upgrade (reference 4.5.27 USB upgrade).</p>

ARCADIA R4.0.2 CUSTOMER RELEASE NOTE

	<p>Note: HelixNet User Stations connected via HXII-DPL will never downgrade below the minimum supported version.</p>
	<p>V-Series</p>
195039	<p>V-Series Keypanel with higher number of keys assigned When a Keypanel is assigned a role with greater number of keys than the panel can display (e.g. 12 key panel used with a 32 key role) the keys are still applied to the panel. This means that any forced listens or talks on keys not displayed will be routed to and from the panel. Workaround: None. Information only.</p>
-	<p>V-Series Iris and IrisX Keypanel Upgrades via I.V. Ports V-Series Iris and IrisX Keypanel Upgrades cannot be performed centrally via I.V. Ports from the Arcadia CCM upgrade screen. Workaround: Upgrade the panel locally using USB or via the CCM of the panel when upgrading I.V. Port connected panels.</p>
-	<p>V-Series (Blue/Yellow Display) Support Non-Iris (V-Series with Blue or Yellow displays) keypanels have a limited support on Arcadia systems in terms of the desktop key layout and central upgrades. Workaround: Use 1RU Role Keypad layout with desktop panels and assign keys serially starting from the bottom left key and ending on the top right hand key. Workaround: Upgrade the panel using the TFTP method (see Solution Finder) or an Eclipse.</p>
	<p>I.V. Ports – Direct & Keypanel</p>
171454	<p>I.V. Port limitation. I.V. Direct incoming connections from LQ VoIP caller E-IPA/Arcadia are exclusively on port 6002. VoIP caller ports can be configured to the E-IPA/Arcadia system being called. Workaround: None. Information only.</p>