Quick Start Guide

CREWCOM®

Getting Started

This Quick Start Guide is a basic reference for information on setting up your CrewCom system with the minimum equipment required for wireless communication. For complete operation instructions, see the CrewCom devices' Operating Manuals or the CrewCom Online Help available at https://plianttechnologies.com/document/Content/Home.htm or scan the QR code to the right.

At a minimum, you will need:

- A CrewCom Configuration File (CCF) - Created via CrewWare or Auto Configuration (instructions below)
- 1 Control Unit (CU)
- Up to 6 Radio Packs (RPs) with charged batteries
- 1 Radio Transceiver (RT)
- Minimum of 2 headsets to test communication
- 1 Cat 5e (or greater) cable or Single Mode Dual LC Fiber (for CU to RT connection)

Note: This document does not cover configuration nor use of a CrewCom Hub. For more information about Hubs and other advanced CrewCom configuration possibilities, refer to the documentation provided on Pliant's website and Online Help bia the link or QR code above.

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Plan your coverage area and position devices.

Plan Your Coverage Area

Before installation begins, it is a good idea to plan your coverage area so that equipment is positioned in the best possible locations. Here are some tips when planning your coverage area:

- Map out the site and identify the most critical areas where communication is needed.
- Consider cable length limitations during planning. Copper: 330 ft. (100 m). Fiber: 32,800 ft. (10 km).
- Locate antennas in open spaces and avoid obstructions (especially metal) and other nearby RF sources.
- If using omni-directional antennas, position antennas in center of coverage area and as high as possible.

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CrewCom

Position Control Unit (CU) and Radio Transceiver (RT)

A. Place the CU on a flat, dry surface or in a desired rack-mounted location (rack screws not included). Wherever it is placed, ensure that the air input and output sections on the sides of the CU are not restricted.

Control Unit (CCU-44)

B. Connect the CU to a compatible power source using provided AC power cord, but do not turn on power yet. Attach provided omni-directional antennas (2) to the RT and mount the RT in the center of desired coverage area.

Note: If using directional antennas (where legal), mount them on the edge of the coverage area and point antennas across coverage area. Find more antenna positioning recommendations and detailed RT mounting procedures on Pliant's website and Online Help.

Radio Transceiver (CRT-2400)

2 Connect the RTs.

IMPORTANT: **For pre-configured systems,** device port connections must match your CCF's system diagram in order to operate. For auto-configured systems, connect up to three RTs into any available CrewNet™ or RT Loop port as desired.

A. Connect at least one RT to the CU via an available CrewNet port.

B. If you have additional RTs, connect via an available CrewNet port on a CU (or Hub if applicable), or by daisy-chaining to an existing RT.

CrewNet Port Types

RJ-45 Ports - Use the supplied 15 ft. (4.6 m) Cat 5e cable, or your own Cat 5e (or greater) cable (up to 330 ft. (100 m) in length). Any CrewCom device connected to CrewNet via a Cat 5e (or greater) cable will receive Power Over CrewNet (PoC) via the CrewNet port. In some situations, there may be too many connected devices or the cable lengths may be too long for the PoC to adequately power all devices, and this will be indicated by the NET PWR LED lighting red. In this case, one or more additional Pliant 48VDC power supplies (PPS-48V) must be used.

Fiber (Optical) Ports - For a fiber CrewNet port, a Single Mode Fiber cable (duplex LC connector) will be required (up to 32,800 ft. (10,000 m) in length). Any CrewCom device connected to CrewNet via fiber port must receive power via a Pliant 48VDC power supply (included with Hubs; sold separately with all other devices).

3 Choose your CCF process.

Pre-Configured

Your CU may have been pre-configured with a CrewCom Configuration File (CCF) at the factory or other source—consult the documentation provided with your system for your specific configuration details.

Auto Configure

If your CU has not been pre-configured with a CCF (and if you do not have a saved CCF on a USB drive to load to your CU), you will need to either Auto Configure your system or install CrewCom's software application, CrewWare, to create one. Refer to the documentation provided on Pliant's website and Online Help for assistance in creating and saving a CCF.

Note: Auto Configuration is only available on systems updated to version 1.10 or above.

4 Power on the system.

Note: In a multi-CU system, only the Primary CU requires a CCF. If your Primary CU does not have a CCF, you need to load one. You can load a CCF via USB drive or via LAN connection. Refer to Pliant's website and Online Help for assistance in loading a CCF to non-Primary CUs.

Pre-Configured

A. Turn on the power switch on the front of the CU.

B. Wait for the configuration file (CCF) to load on the system. The CU will display a progress bar during the load process. A "CCF Loaded" message and a configuration file summary will display when the load is complete. Once the message completes, the home screen will display on the front of the CU.

C. Verify that your RTs and Hubs (if applicable) are receiving power by checking that their Power LEDs are green.

   i. Once configuration is complete both the TX and MODE LEDs should be lit on all RTs.

Auto Configure

A. Turn on the power switch on the front of the CU.

B. Select Auto Configure and follow the on-screen prompts.

C. Verify that your RTs are receiving power by checking that their Power LEDs are green.

   i. Once Auto Configuration is complete both the TX and MODE LEDs should be lit on all RTs.

D. Auto Configuration is complete when the CU LCD shows a home screen (grid) with no logged in RPs.

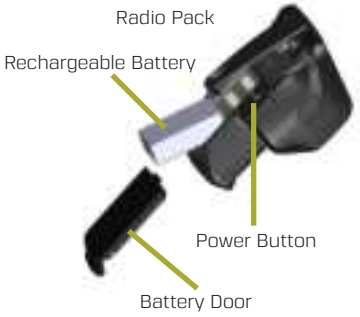
5 Install Radio Packs' (RPs') batteries.

A. Hold the RP at about a 45-degree angle, pointing the bottom end down. Then, depress and hold the RP's belt clip down.

B. Pry open the battery door and remove it.

C. While still holding the RP at a 45-degree angle and depressing the belt clip, install a fully-charged Pliant Lithium-Polymer rechargeable battery or three AA batteries.

D. Place battery door back on the RP, making sure to align and insert its tab at the top first. Secure a magnetic door by pressing firmly until the magnet engages.



6 Pair the RPs.

A. Connect the supplied USB-to-Micro-USB cable from the CU to the device (micro end goes into the RP's USB port beneath its rubber port cover). The RP will power on by itself.

USB-to-Micro-USB

B. The system will check that the RP firmware version is compatible. (If it is not, disconnect the RP and update its firmware using CrewWare and connection to your PC. If it is, the pairing process will automatically continue.)

C. When prompted, use the RP volume knobs and function button to select a Profile from the list of options that display on the RP LCD. (Only Profiles that are compatible with the connected RP model will be displayed.)

D. Wait for the Profile to load. The RP will display a "Pairing Complete" message when finished.

E. Disconnect the RP; it will power off automatically after a few seconds.

F. Turn the RP back on and wait for it to log in to the system. When an RP is logged in, a signal indicator is visible on its Home screen and on the CU's RP indicator (CU Home screen). The RP is ready for use.

Radio Pack
(CRP-44-2400)

G. Repeat steps 6A–6F until every RP is paired.

Note: RP Profiles are created in CrewWare or are generated during the autoconfigure process then stored in the system's CCF. Your system may have been pre-configured at the factory or other source. Consult the documentation provided with your system for your specific configuration details.

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Connect and configure hardwire ports (optional).

Always confirm that the non-Pliant intercom system and the CrewCom wireless system function properly separately before connecting them together.

A. Press the WIRED button on the front of the CU. The Intercom Settings menu will display. Configure the 2-Wire and 4-Wire settings here, including Intercom Type, Mic Kill (2-Wire only), Call (2-Wire Only), Echo Cancellation (ECAN), and audio levels.

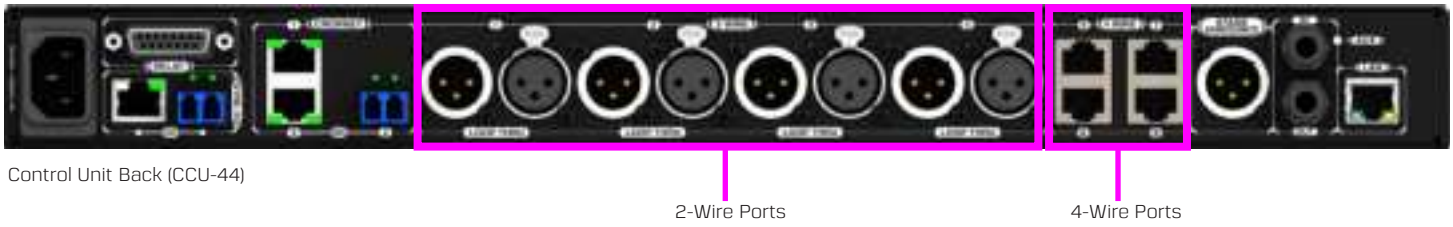
B. If you need to adjust the conferences assigned to 2-Wire and 4-Wire ports, you may do so from the CU's ***System Configuration*** > ***Conferences*** > ***Assign to Hardwire*** menu option.

C. Connect the 2-Wire intercom system to the 2-WIRE ports on the rear of the CU via 3-pin XLR cables/connectors. Initiate auto-null for the appropriate 2-Wire ports via the ***Wired Settings*** > ***Auto Null*** CU menu option.

D. Connect the 4-Wire intercom system to the 4-WIRE ports on the rear of the CU via ethernet RJ-45 cables/connectors.

Note: In addition to 2-Wire and 4-Wire, connections such as GPO Relays, Stage Announce, Auxiliary In, and Auxiliary Out can be made to the CU. For more information on these features, please refer to the documentation provided on Pliant's website and Online Help.

Note: You may also configure these hardwire connections and settings via CrewWare. Instructions for connecting to CrewWare are provided on Pliant's website and Online Help.



Control Unit Back (CCU-44)

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Start communicating.

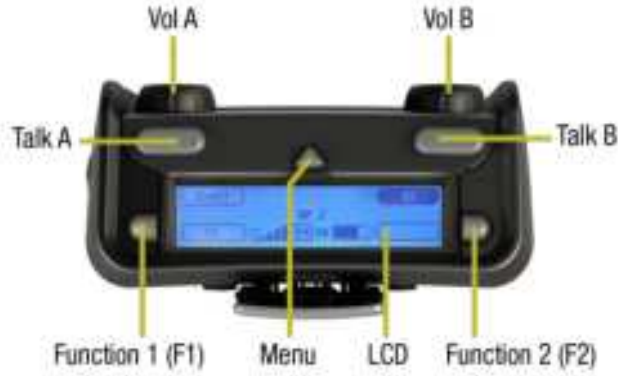
A. Plug a headset into each RP.

B. Adjust the headset listening volume by turning each conference's volume control knob.

C. Press the Talk button to talk to others on the selected conference; you can listen and talk on multiple conferences at a time.

D. Confirm the desired conference and talk status by observing the RP's LCD.

Radio Pack (CRP-44)
Top View



Radio Pack (CRP-22)
Top View

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