We are excited to announce the release of the new myConnect firmware version 423238 on December 10, 2024. This update includes significant feature enhancements and a revised Firmware Over-the-Air (FOTA) update process.

Updated FOTA Process

FOTA updates will initiate for devices currently running firmware versions 423230 and older when the device has at least 30% battery and is placed in its charging cradle. These devices will require multiple firmware updates, each taking approximately 4 minutes to download. During the update process, the myConnect will reboot twice, announcing "charging" each time.

Devices operating on firmware versions 423234, 423235, or newer will experience a streamlined update process requiring only one FOTA update. These devices will remain silent throughout the download process. Updates for these devices will be triggered under three conditions:

1. The device has at least 30% battery and is placed in the charging cradle.
2. On the next ping (automatic pings occur every 24 hours) if the device has at least 30% battery *AND* is in the charging cradle.
3. When the device has at least 30% battery, is in the charging cradle, and the myLink unit controller is opened and successfully connects to the device.

Firmware 423238 Features

This latest firmware introduces a new "Outgoing Call Handling" parameter in myLink. This feature offers three configurable modes to cater to specific use cases:

- **Duplex**: The suggested default setting enables the microphone and speaker during two-way voice alarms.
- **Mic Only**: Allows your response center to listen but not speak during a two-way voice call. This mode is ideal for workforce safety, lone worker monitoring, or domestic violence scenarios.
- **Speaker Only**: The customer can hear the response center, but the center cannot hear the customer.

Additionally, firmware 423238 includes enhanced voice prompt functionality, now available in English, French, and Spanish. Voice prompt language can be updated remotely via myLink, providing flexibility for multilingual users. The firmware also improves Unit Controller functionality, optimizes LED status light logic, and refines event reporting to central stations in Basic Mode.