

DTEN Mate Gen 2

Setup Guide — V1.0



1. Overview

The DTEN Mate Gen 2 is a premium, versatile touch controller engineered to seamlessly manage your video conferencing ecosystem and enhance meeting room collaboration. Deployed alongside a primary host device—such as the DTEN Bar or DTEN D7X Android—the Mate Gen 2 functions as a dedicated, high-responsiveness interface for meeting room controls and device settings.

This guide outlines the essential package contents, physical connectivity workflows, software prerequisites, and initial setup steps required to successfully deploy the DTEN Mate Gen 2 in your environment.

2. Unboxing & Physical Connection

What's in the Box

Before installing, verify that all standard accessories are present in the package:

Item	Quantity	Description
DTEN Mate Gen 2	1	Touch controller unit
Power Adapter	1	Used for BYOD laptop charging
Dongle	1	Pairs with the Ethernet cable to connect to the host device
USB-C Cable (0.6 m / 2.0 ft)	1	Used for BYOD connection and content sharing from a personal device
Cat6 Cable (2 m / 6.6 ft)	1	Used for pairing with the main host device
USB A-to-C Adapter	1	Adapts the USB-A end of the dongle to the USBC-2 port when pairing with D7X Android

Physical Connectivity Flow

To prevent configuration errors during initial activation, follow this sequence exactly:

1. Pull open the cable cover at the back of the Mate Gen 2.



Pull open the cable cover

2. Connect the Ethernet cable to the RJ-45 port (upper left) on the Mate Gen 2.
If you plan to use the Mate Gen 2 for BYOD, also connect the USB-C cable (located below).
If you need to charge your laptop during BYOD, connect the power adapter (upper right).



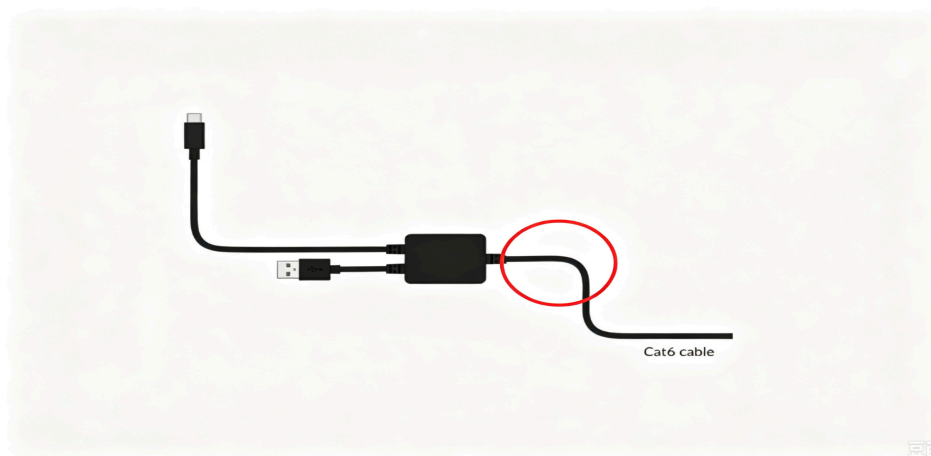
Ports — RJ-45 (upper left), USB-C (below), power (upper right)

3. Securely reattach the cable cover.
(Optional) Wrap the USB-C cable around the cable winder. The cable winder is an optional accessory that comes with 3M double-sided tape; install it as needed.



(Optional) USB-C cable wrapped around the cable winder

4. Connect the other end of the Cat6 cable to the RJ-45 port on the dongle.



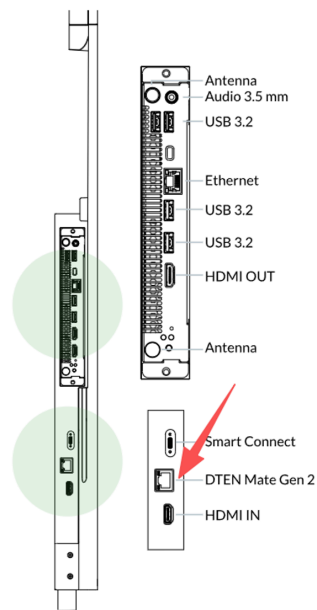
Cat6 cable connected to the RJ-45 port on the dongle

Host Device Connection Procedures

Select the applicable procedure below based on your host device model:

Option A: Mate Gen 2 + D7X AI Board

Connect your D7X AI Board to the Mate Gen 2 with a single Cat6 cable to use the Mate Gen 2 as a tabletop controller.



D7X AI Board — single Cat6 connection to the Mate Gen 2

Option B: Mate Gen 2 + DTEN Bar

1. Connect the USB-A end of the dongle to the USB-A port on the DTEN Bar.
2. Connect the USB-C cable to the USB-C port on the DTEN Bar.
 - **Note:** Use the dedicated USB-C cable provided in the DTEN Bar package. Reserve the USB-C cable from the Mate Gen 2 package for laptop BYOD screen sharing.



Mate Gen 2 + DTEN Bar connection

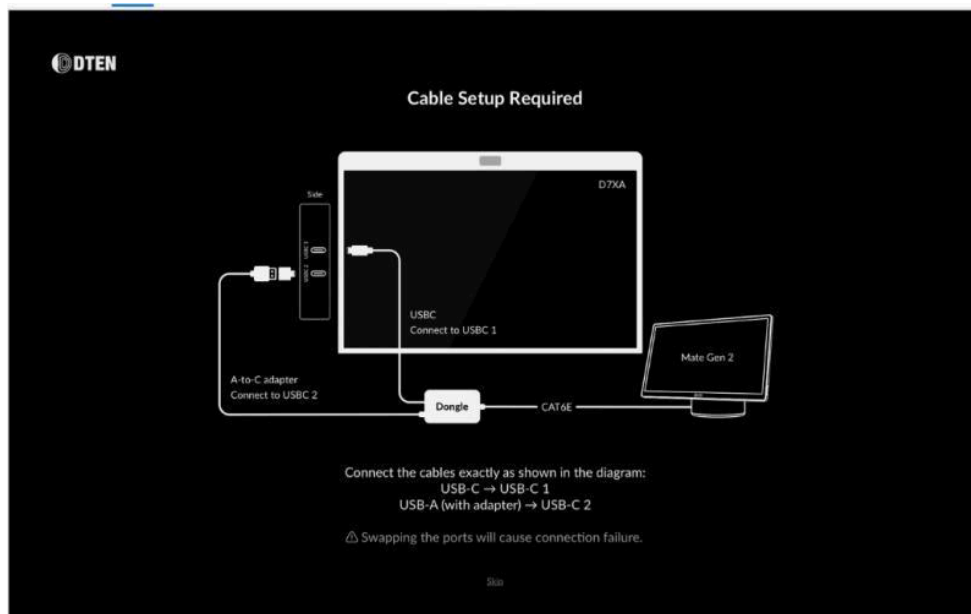
Option C: Mate Gen 2 + D7X Android

1. Attach the USB A-to-C adapter to the USB-A end of the dongle.



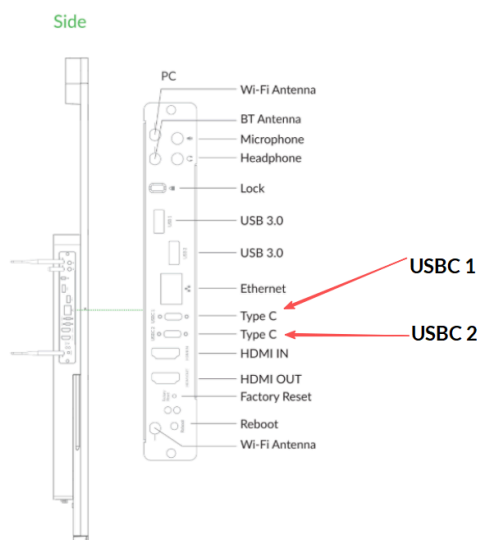
USB A-to-C adapter

2. Connect the standard USB-C cable directly to the USBC-1 port on the D7X Android.
3. Connect the USB A-to-C adapter to the USBC-2 port on the D7X Android.



D7X Android cable setup — USB-C cable to USBC-1, A-to-C adapter to USBC-2

Refer to the D7X Android I/O Interface Diagram below for exact port locations.



D7X Android I/O Interface Diagram

3. Firmware & System Requirements

To pair with the DTEN Mate Gen 2, your host device must be updated to the required minimum firmware version:

Host Device	Minimum Firmware Version	Connection Note
DTEN Bar	Version 2.5.6 (Beta)	Connected via Dongle
DTEN D7X Android	Version 2.5.6 (Beta)	Connected via Dongle + A-to-C Adapter
DTEN D7X AI Board	Will be supported at GA	Direct Cat6 connection

Important Update Instructions

- Contact the DTEN Support team to verify and update your host device firmware prior to initial deployment.
- Ensure the DTEN Mate Gen 2 remains continuously wired to the host device throughout the entire firmware update process.

Note

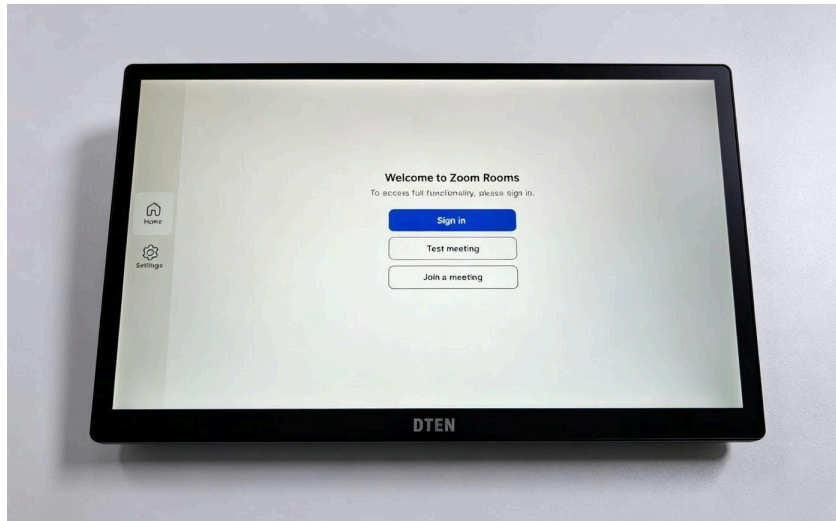
- Firmware **version 2.5.6.0** is currently in Beta. This guide will be updated once the official General Availability (GA) version is released.

4. Meeting Platform Setup

After the update completes, the device launches into Zoom Rooms or Microsoft Teams depending on the platform selected.

Zoom Rooms

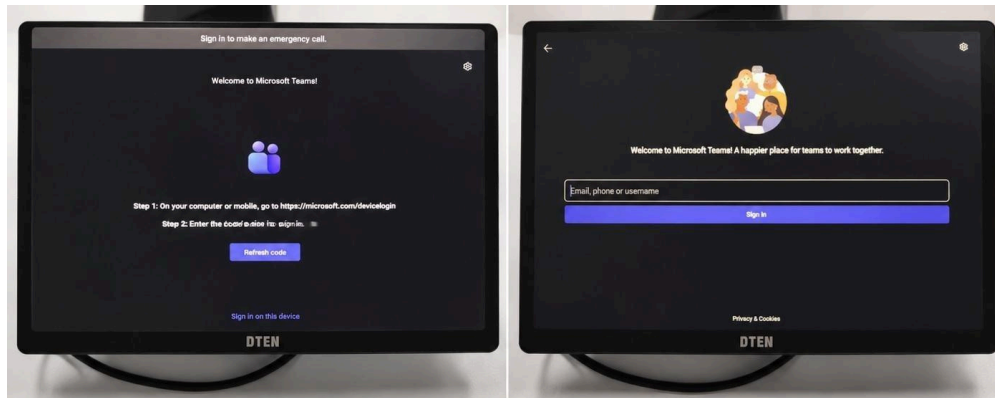
1. Once both devices launch into Zoom Rooms, they automatically pair over the USB-over-Cat6 connection.
2. Tap Sign In on the Mate Gen 2 to sign both devices into Zoom Rooms simultaneously.



Zoom Rooms sign-in on Mate Gen 2

Microsoft Teams

1. The host device will prompt you to complete setup via the Teams Console.
2. On the Mate Gen 2, sign in using your organization's Teams Rooms resource account credentials to complete setup.



Microsoft Teams sign-in flow — host console (left) and Mate Gen 2 (right)

Questions or Issues?

- Contact DTEN Support at help.dten.com.

5. Troubleshooting & Support

- **Device Not Responding:** Check all cable connections on both the Mate Gen 2 and the host device.
- **Pairing Failed:** Confirm the host device has been upgraded as described in Section 3.
- **Support:** For additional assistance, submit a ticket at help.dten.com or contact DTEN Support.

6. Optional: Decommission Your Legacy Mate

Before removing your legacy Mate

- Once the Mate Gen 2 is paired and verified working, perform a factory reset on the legacy DTEN Mate (Wi-Fi/PoE) before disconnecting and removing it.

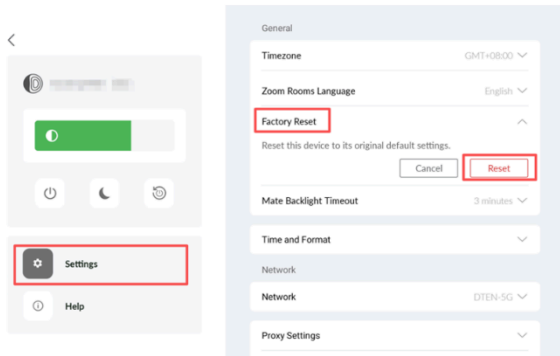
Factory Reset — Zoom Rooms

- On the device Home screen, select Settings.
- Select System Settings (enter the Zoom Room PIN if enabled), then go to Dashboard → Settings.
- Under General, expand Factory Reset and select Reset.

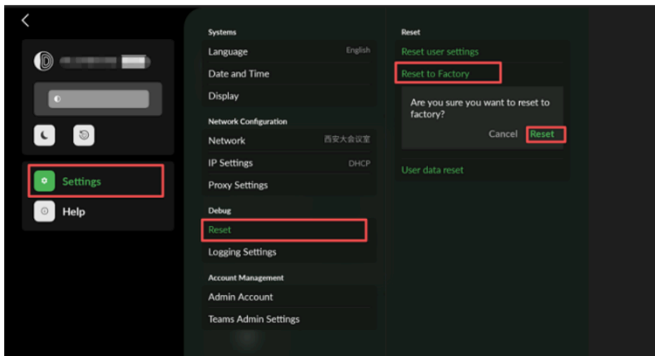
Factory Reset — Microsoft Teams

- On the Teams Home page, select More → Settings → Device Settings → Dashboard.
- In Dashboard, select Settings → Log in to Admin Settings (no password required by default).
- Select Reset → Reset to Factory → Reset.

Zoom Rooms



Microsoft Teams



Factory Reset screens — Zoom Rooms (left) and Microsoft Teams (right)

Questions or Issues?

- Contact DTEN Support at help.dten.com.

Appendix: Revision History

Version	Date	Summary of Changes	Author
1.0	Oct 2026	Initial Release	DTEN Support