Cisco TelePresence Synch

Firmware release notes V4.00

VXD10010801

August 2012

Contents

Document revision history 3
1. New Features 4
2. Enhancements / Fixes V4.00 4
3. Feature Review 4
3.1 Cisco TelePresence SX20 Quick Set support 4
3.2 Single Calibration Start/Cancel Routines 5
3.2.1 Promethean calibration start 5
3.2.2 Smart calibration start 5
3.2.3 Promethean calibration cancel 5
3.2.4 Smart calibration cancel 6
3.3 Invalid calibration detection 6
3.4 Enhanced Synch status message 6
3.5 Problem detection and status messages 6
3.5.1 No computer connection 6
3.5.2 No IWB connection 7
3.5.3 Invalid attempt to start calibration 7
3.6 Synch attempt serial port login 7
3.7 Synch cannot log into the serial port 7
3.8 Synch filename format includes the version 7
3.9 User can request the Synch status message 7
3.10 Use of Touchpanel instead of IR Remote 7
4. USB Cable Length 8
5. Supported Devices 9
6. Known Non Supported Devices 10
7. Known Issues 10
8. References 12
9. Current Firmware Versions 12
10. Disclaimer 12

Document revision history

Revision	Date	Description
01	30-July-2012	Initial release of V4.00

Introduction

This release note describes the V4.00 firmware released on July 30, 2012 for the Cisco TelePresence Synch.

1. New Features

1. Added support for the SX20 Codec.
2. Combined the separate calibration start/cancel triggers into single start and cancel calibration routines.
3. Invalid calibration detection.

2. Enhancements / Fixes V4.00

1. Enhanced Synch status message.
2. Enhanced problem detection and status messages.
3. Synch attempts codec serial port login (if enabled).
4. Changes the Synch firmware file format to enable easy user identification.
5. User can request the status information by using the IR remote.

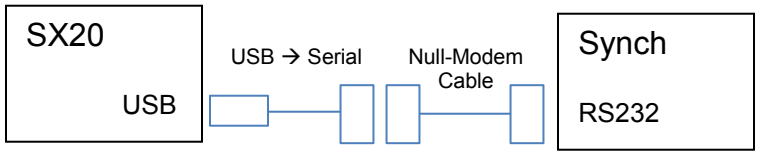
3. Feature Review

3.1 Cisco TelePresence SX20 Quick Set support

The Cisco TelePresence SX20 Quick Set is a flexible solution that helps you easily turn any display into a powerful telepresence system.
Please reference SX20 datasheet for complete details:
http://www.cisco.com/en/US/products/ps12153/index.html

- Tested with TC5.1.3.292001 software.

The SX20 codec requires a USB to Serial cable + null modem adaptor to enable working with the Synch.
On the rear of SX20 are two USB ports and either can be used; the serial port configuration within the codec “Advanced Configuration” menu applies to this port.



The following USB → Serial cables have been tested and approved for use with the SX20 codec:

- TRENDnet TU-S9
- I/O crest SY-ADA15006
- Sabrent SBT-USC1M

3.2 Single Calibration Start/Cancel Routines

It is now possible to start/cancel both the Interactive Whiteboard (IWB) Calibration and the Synch calibration with a variety of single triggers.
Previous to this release it was necessary to start both the Interactive whiteboard (IWB) calibration then the Synch calibration separately. The '*****' initiated the Synch calibration, but it required the IWB Orient/Calibrate template to be started to view the touch points for the calibration.
Any of the following methods can now be used to start the calibration process while the computer is seen full screen on the IWB display via the codec

3.2.1 Promethean calibration start

- Using the Cisco TRC5 IR remote enter x5 stars '*****'.
  Or
- Using the Promethean "flame" button on the upper left of the board.
  Or
- Using the "Calibration" button on the Synch.

3.2.2 Smart calibration start

- Using the Cisco TRC5 IR remote enter x5 stars '*****'.
  Or
- Using the "keyboard + right click" buttons on the pen tray.
  Or
- Using the 'Cal' button on the pen tray.
  Or
- Using the "Calibration" button on the Synch.

It is no longer possible to start the calibration from the computer taskbar icon as described in previous versions of the calibration instructions.

Any of the following methods can now be used to cancel the calibration process while the computer is seen full screen.

3.2.3 Promethean calibration cancel

- Using the Cisco TRC5 IR remote enter x5 stars '*****'.
  Or
- Using the Promethean pen barrel button and touching the board. Cancelling calibration requires a pen press to move the crosshairs to the upper left, then x2 presses of the "pen + pen barrel button".
  Or
- Using the "Calibration" button on the Synch. Cancelling calibration requires a pen press to move the crosshairs to the upper left before pressing this button on the Synch.

3.2.4 Smart calibration cancel

- Using the Cisco TRC5 IR remote enter x5 stars '*****'.
  Or
- Using the "keyboard + right click" buttons on the pen tray.*
  Or
- Using the 'Cal' button on the pen tray.*
  Or
- Using the "Calibration" button on the Synch. *

* requires the calibration process to be on the 1st point.

3.3 Invalid calibration detection

For improved accuracy, the Synch will now analyze the result of a calibration. If the result is out of range an error message will be seen, the calibration ignored, and the user prompted to redo the calibration.

3.4 Enhanced Synch status message

The initialization complete message now includes both the status of the calibration and the connection states of the IWB and computer:

Cisco TelePresence Synch

Firmware: A002480 V4.00
Codec: C60 Ver: TC5.1.3.292001
SmartBoard IWB (22): OK
Computer: OK
Calibration: OK

Initialization Complete

The above example indicates the correct status condition for a Synch connected to a Smart IWB and a C60 codec.
The message will also indicate the device not connected and if the Synch is not calibrated.

3.5 Problem detection and status messages

The following will trigger error/status messages:

3.5.1 No computer connection

When either a disconnected USB cable or powered off computer is detected, the following connection status message is displayed: **Computer: Not Connected**.
When the computer connection is re-established, another message is displayed indicating the **OK** connection.

3.5.2 No IWB connection

When either a disconnected USB cable or powered off IWB is detected, a connection status message is displayed on screen indicating the problem. The message will also reflect that the computer and the calibration require an IWB. When the IWB connection is re-established, another message is displayed indicating the **OK** connection.

3.5.3 Invalid attempt to start calibration

If the user attempts to start the calibration on an invalid screen an error message will be displayed.

3.6 Synch attempt serial port login

When the login requirement is enabled on the codec the Synch will not function correctly. Therefore, if the Synch detects that the serial port on the C-series codec requires a login/password; it will attempt to use the default login credentials and then disabled the login setting. The user will then be asked to reboot the codec via an on screen message.

3.7 Synch cannot log into the serial port

If the Synch attempts to log into a password protected serial port and fails, the LED on the Synch will flash twice, pause and repeat.

3.8 Synch filename format includes the version

From V4.00 on, the filename in the firmware file will include the version.
The format will be 2480Vxxx.BIN, where xxx is the version. For example, V4.00 will be 2480V400.BIN
This will simplify the tracking of the various Synch software files as they are released.

3.9 User can request the Synch status message

Using the IR Remote, the user can enter the key sequence '**##' (star, star, hash, hash) to display the initialization message as seen on synch power-up to determine Synch status.

3.10 Use of Touch panel instead of IR Remote

The implementation of the single calibration trigger allows the use of the Cisco CTS-CTRL-DVC8 touch panel as long as the Smart or Promethean calibration trigger is used.
The touchpanel is an available option for both C-Series codec's and the SX20.
Note: The use of the touch panel has a messaging format problem where the "new line" command appears as text. This is seen as a <*br*> within the message. This will be addressed in a future release.

4. USB Cable Length

The following USB cable lengths have been successfully tested with the Synch for the following boards:

Promethean 500 Pro

IWB to Synch: up to 30’ (9m)
Synch to Computer: up to 26’ (8m)

SMART 800ix

IWB to Synch: up to 26’ (8m)
Synch to Computer: up to 46’ (13m)

5. Supported Devices

Interactive Whiteboards	
Promethean ActivBoard 100	Smart 500 Series (SC7)
Promethean ActivBoard 300	Smart 600 Series (SC9) incl. 685ix
Promethean ActivBoard 300Pro	Smart 6052i Interactive Display
Promethean ActivBoard 500Pro	Smart 8070i Interactive Display with Version 1.x.x firmware
Promethean ActivBoard AC2	Smart 800 Series (SC14) incl. 885ix with Version 1.x.x firmware
	Smart DViT PX300 Series
	Smart DViT PX400 Series (SC11)

Codec	Supported Software
6000 MXP	F8.0 → F9.1
3000 MXP	F8.0 → F9.1
990/880/770 MXP Set Top Codec	F8.0 → F9.1
95/85/75 Edge MXP *	F8.0 → F9.1
C90	TC3.0.0 → TC5.1.3
C60	TC3.0.0 → TC5.1.3
C40	TC3.0.0 → TC5.1.3
C20 **	TC3.0.0 → TC5.1.3
SX20***	TC5.1.3

* requires custom release key

** requires C20 RS232 Y-cable, CAB-C20-RS232-DBC

*** requires a serial to USB adapter cable

Software	Build
Win SMART Notebook 10	Up to: 11.0.5.831
SMART Meeting Pro	2.3.56.0 2.2.141.1 3.0.351.0
Promethean ActivInspire	Up to: 1.6.50464
Mac SMART Notebook 10	Up to: 10.8.238.0

Tested OS	Build
Windows XP	SP3
Windows 7	SP1
Mac OS X	Ver. 10.5.8 & Ver. 10.6.3

6. Known Non Supported Devices

Interactive Whiteboards
Smart Podium product range
Hitachi Starboard
PolyVision Eno Board
DYMO MimioTeach
CTS-CTRL-DVC8 Touch Panel
SMART DViT 400 Series Overlay, Synch driver (36)
SMART 480 Series Board, Synch driver (36)
SMART SBD 600 Series using SC12 controller (Dual User)
SMART 800 series with V2.0.2.0 firmware or above
SMART 8070i with V2.0.2.0 firmware or above

Codec
550 MXP Set Top Codec
EX60, EX90
Cisco CTS 500, 1300, 3010
Polycom, LifeSize, Sony

7. Known Issues

Smart 600 series boards running firmware older than V5.0.6.0 must be upgraded to the latest version. The symptom is poor calibration on the left hand of the board and was discovered on boards running 4.3.1.0 firmware. Use the 'SMARTFirmwareUpdater.exe' application provided by Smart Technologies.

Smart firmware V2.0.2.0 and above is not supported, for Synch use DO NOT UPGRADE the firmware on the 800 series & 8070i boards beyond V1.x.x.x.

Dual Touch (SC12 controller) on the Smart 600 series boards is NOT supported. To determine the controller type, open the Smart Control Panel and select Hardware Info & Settings (in the drop down menu) and look under Hardware model.

When first connected to a C20 the Synch might display the codec type as 'unknown'. If this occurs the Synch will configure the codec to display the On Screen Menus on HDMI output #2. To correct this, connect HDMI output 2 to the local display and set the Advanced Configuration →Video → OSM → Output: 1 and then power cycle the Synch.

Touching the SMART 885ix board while the status LED is red or blinking can prevent correct operation. Once the light becomes solid green, the IWB is ready to interact. If the condition arises power off the board and wait till the projector has cooled down and then power the system back on.

When using the Smart 885ix a VGA connection to the short throw projector has in certain codec output resolutions shifted the image horizontally requiring correction using the Smart Board IR remote. This setting does not save after the Smart board is powered off resulting in poor horizontal calibration until corrected.

The Promethean 500 has intermittently been seen to include gaps in its annotation, the cause of which is still being determined.

A re-calibration is required when using a Promethean IWB and changing the computer presentation source, for example, changing from presenter #1 Windows machine to Presenter #2 MAC machine.

Upon user PC log in, the Synch will wait for other applications (such as a virus scan) to complete before making final connections with the IWB.

SMART Notebook 10.8 does not fully support Mac OS X 10.7 (Lion) operating system software; patch 10.8.238.0 is required to correct this: http://www.smarttech.com/us/Support/Browse+Support/Download+Software/Software/SMART+software+patches/SMART+software+patches/SMART+software+patches+for+Mac

SMART pen tray functionality and finger touch is lost when performing a login on Windows 64-bit and Mac computers; the temporary work around is to have a physical keyboard and mouse attached to the PC.

“Wake up” scenario for Promethean 500Pro and SMART 800: after an extended period of time, all the components of the system (IWB, codec and computer) may enter sleep mode or turn off. To return to active connections, first wake up/log in to the computer, then turn on the IWB (projector and board for the SMART via the ECP; projector only for Promethean, but the board as well if the Promethean indicator icon is off). Once the IWB powers/wakes up, then connections can be re-established by touching the face of the board.

Use of the DVC8 touchpanel has a formatting problem with the Synch messages which appears as a <br> within the text.

Cat 5 USB extenders do not work with the Promethean 500 Pro at this time.

8. References

Cisco manual – VXD00109.01 Synch Install and User Guide with SMART
Cisco manual – VXD00110.01 Synch Install and User Guide with Promethean
Cisco manual – D50569.01 Synch Upgrade
Cisco manual – D50596.03 Synch KIT – C20
Cisco manual – D50597.03 Synch KIT – C40
Cisco manual – VXD00111.01 Synch Kit – SX20
Web Site - http://www.cisco.com/en/US/products/ps11653/index.html

9. Current Firmware Versions

The following version of firmware should be present and displayed after start-up:

A002480 V4.00

Filename: 2480V400.BIN

10. Disclaimer

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED “AS IS” WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)
Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.