



Cisco TelePresence Synch

Firmware release notes V3.20

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Document revision history

Revision	Date	Description
07	13/02/2012	Initial release of V3.20.
06	27/10/2011	Initial release of V3.12.
05	16/08/2011	Minor text updates and codec software support tested TC4.2.0.
04	1/08/2011	Added document revision history and disclaimer.
03	25/02/2011	Cisco style change.
02	23/11/2010	Added known non supported boards.
01	18/11/2010	Initial release of V3.11.

Introduction

This release note describes the V3.20 firmware released on February 13, 2012 for the Cisco TelePresence Synch.

1. Enhancements/Fixes V3.20

1. Adds support for Promethean Pro 500 interactive whiteboard.
2. Adds support for the SMART 8070i interactive display
3. Improves SMART board latency.
4. Addresses SMART board USB disconnection issue.
5. Corrects “extra line” drawing problem.

1.1 Promethean 500 Pro and 500 series support

The 500Pro is an integrated electronic whiteboard system that combines a widescreen board with integrated speakers and a short-throw projector. The 500 Pro enables two pen users to instantly and easily work on its surface at the same time (Dual User) or a single user to draw with a finger in place of a pen (Multitouch).



The Synch uses driver (43) to communicate with the 500 series boards, this can be seen on screen after the Synch has initialized.

If connecting the Synch to a Promethean 500 Pro specific cabling and projector configurations are required.

Codec → Short Throw Projector VGA 1 input

Requires the Synch be connected to the “USB” port and the codec video output be connected to the “VGA1” port on the Promethean connection box. (See above)

1.2 Smart 8070i support

The 8070i uses a 70" LCD Flat-panel display combined with DVIT (Digital Vision Touch) technology to create the touch interface. Two pens and eraser are magnetically attached to the pen tray. The 8070i supports two users and Windows 7 gestures.



Connect the Synch Touch Device input and Codec Video output to the USB & HDMI associated connections on the left side of the display. The Synch uses driver (22) to communicate with the 8070i.

2. Enhancements/Fixes V3.12

1. Adds new CRC error check to prevent rendering the Synch unusable as the result of an incorrect BIN file load.

Note: Later revisions of Synch firmware will require this version to be loaded first prior to downgrading to V3.11 or older.

3. Enhancements/Fixes V3.11

1. Corrected problem with Smart 800 series board running firmware 1.3.5.2 not being identified correctly by the Synch.
2. Changed Smart Driver operation for increased communications reliability.

4. Feature Summary V3.10

1. Support for C-Series codecs (C90, C60, C40 and C20).
2. Support for SMART 800 Series interactive whiteboards.
3. Support for SMART 600 Series interactive whiteboards.
4. Support for SMART DVIT PX300 & PX400 series boards.
5. Support for SMART 500 Series interactive whiteboard.
6. Direct Desktop Control of local computer.
7. Support for Cisco TelePresence MXP codecs (aside from 550MXP Set Top).
8. Support for either Windows or Apple computers.

9. Support for Promethean 100,300 & 300Pro ActivBoard.
10. Support for Promethean AC2 (V2.01).

5. Enhancements/Fixes V3.10

1. Added Support for the Smart 800 series interactive whiteboards (IWB).
2. Corrected USB communication problem with Promethean ActivBoard (AC2) models (older generation).
3. Corrected USB communication problem when the Synch was connected to a SMART interactive whiteboard (IWB) via the Extend Control Panel (ECP).
4. Synch unit running V3.00 firmware cannot be upgraded without being connected to a codec; V3.10 corrects this.
5. If the MXP codec and Synch are powered on simultaneously it is occasionally possible for the codec to not boot up correctly; V3.10 firmware detects this condition and rectifies it.
6. Improved the reliability of communications with SMART 600 series interactive whiteboard.
7. Changes made to improve operation with C-series codecs using custom layouts.
8. Naming changes from TANDBERG Synch to Cisco TelePresence Synch.
9. Change the Synch mode name Smart Software to IWB Software.

5.1 Support for SMART 800 series board

Released in Q1 2011 the 800 series allows 2 users to simultaneously write, perform mouse functions, erase, and manipulate and move objects on the interactive whiteboard surface.

The 800 series whiteboard can be identified by having a reflective border inset into the frame and two pen tray + eraser with buttons to select the pen color.



SMART 800 series IWB



SMART 885ix board

The Synch uses driver (22) to communicate with the 800 series boards, this can be seen on screen after the Synch has initialized.

If connecting the Synch to a Smart 885xi specific cabling and projector configurations are required.

Projector Configuration

Set “Auto Signal Detect” to off, so the projector powers on using the same projector input the codec is connected too.

Codec → Short Throw Projector using HDMI input

Requires the Synch be connected to the Smartboard USB output on the right under side of the pen tray (square USB-B).

Codec → Short Throw Projector VGA 1 input

Requires the Synch be connected to the “desktop” USB output on the left rear of the pen tray (mini USB port).

Codec → Short Throw Projector VGA 2 input

Requires that the Synch be connected to the “laptop” USB output on the left rear of the pen tray (mini USB port).

Note: Horizontal image shifting has been seen using the VGA inputs

6. Enhancements/Fixes V3.00

1. TANDBERG C90, C60, C40 Codec Support.
2. TANDBERG C20 Codec Support.
3. Corrected the intermittent pen release problem seen on Smart Boards.
4. Tested the Smart 685ix board (Dual Pen is not supported).

6.1 C90, C60, C40 Support

- Tested with TC3.0.0 software.
- Set Advanced Configuration → Serial Port: Mode: On, Baud Rate: 38400 and Login Required: Off.
- The PC / MAC must be connected to DVI input 3
- The Display / Projector must be connected to DVI output #2 (not the HDMI). Set Advanced Configuration → Video → OSD → Output: 2. This allows for connection to Digital or Analog display devices.
- Set Advanced Configuration → Video → Layout → Scale to Frame: Stretch to Fit.

Note: Be sure to calibrate the interactive whiteboard directly with a computer first before installing Synch.

6.2 C20 Support

- Tested with TC3.0.0 software.
- Set Advanced Configuration → Serial Port: Mode: On, Baud Rate: 38400 and Login Required: Off.

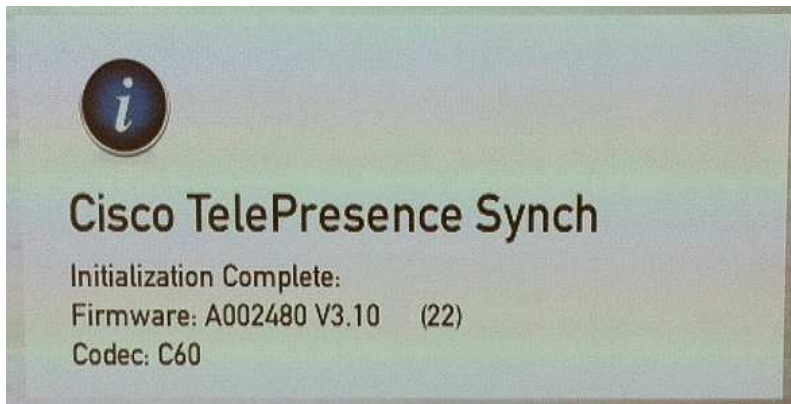
- The C20 requires the Camera control Serial Com Y-cable (item number CAB-C20-RS232-DBC).
- The Display / Projector must be connected to HDMI 1st output. Set Advanced Configuration → Video → OSD → Output: 2. The C20 can **only** be connected to a display that accepts DVI-D (Digital) or an HDMI, like the Smart 685xi.
- Set Advanced Configuration → Video → Layout → Scale to Frame: Stretch to Fit.

Note: Be sure to calibrate the interactive whiteboard directly with a computer first before installing Synch.

After the initial installation with a C20 codec and the Synch, 'Initialization Complete' message is seen power cycle the C20 codec. This only needs to happen after the first 'out of the box' installation.

6.3 C-Series Initialization Message (V3.10)

As with the MXP, an "Initialization Complete" message is seen when the Synch has booted up and configured the codec.



The Current Firmware (Vx.xx) and detected C-series type are displayed. From this message screen several diagnostic statuses can be determined:

1. If the message is seen the Synch is correctly communicating with the codec, the serial connection is good.
2. Seeing this message indicates you are using the correct video output on the codec.
3. The number display in brackets (22) in this case indicates the Synch is communicating with the interactive whiteboard and has loaded what it believes is the correct driver for the board. Therefore the USB between Synch & board is good.

6.4 Smart 685ix Support

An integrated electronic whiteboard system that combines a widescreen SMART Board and a UX60 ultra-short-throw projector that virtually eliminates shadows.



The Synch uses driver (22) to communicate with the 600 series boards, this can be seen on screen after the Synch has initialized.

7. 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
Promethean ActivBoard AC2	Smart 800 Series (SC14) incl. 885ix
	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 → TC5.0.0
C60	TC3.0.0 → TC5.0.0
C40	TC3.0.0 → TC5.0.0
C20 **	TC3.0.0 → TC5.0.0

* requires custom release key

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

Software	Build
Win SMART Notebook 10	Up to: 10.8.364.0
SMART Meeting Pro	2.3.56.0 2.2.141.1

Promethean ActivInspire	Up to: 1.6.47432
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

8. Known Non Supported Devices

Interactive Whiteboards
Smart Podium product range
Hitachi Starboard
PolyVision Eno Board
DYMO MimioTeach

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

9. 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.

Dual Touch on the Smart 600 series boards is NOT supported.

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 switching between PC sources, for example, changing from Windows 7 to Mac OS.

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.

10. References

Cisco manual – D50565.09 Synch Install and User Guide

Cisco manual – D50569.01 Synch Upgrade

Cisco manual – D50596.03 Synch KIT – C20

Cisco manual – D50597.03 Synch KIT – C40

Web Site - <http://www.cisco.com/en/US/products/ps11653/index.html>

11. Current Firmware Versions

The following version of firmware should be present and displayed after start-up:
A002480 V3.20

12. Disclaimer

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