



# Cisco TelePresence Synch

**Firmware release notes V3.11**

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## Document revision history

Revision	Date	Description
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 release

## Introduction

This release note describes the V3.11 firmware released on April 8, 2011 for the Cisco TelePresence Synch.

### 1. 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.

### 2. Feature Summary V3.10

- A) Support for C-Series codecs (C90, C60, C40 and C20).
- B) Support for SMART 800 Series interactive whiteboards **\*\* NEW \*\***
- C) Support for SMART 600 Series interactive whiteboards.
- D) Support for SMART DViT PX300 & PX400 series boards.
- E) Support for SMART 500 Series interactive whiteboard.
- F) Direct Desktop Control of local computer.
- G) Support for Cisco TelePresence MXP codecs (aside from 550MXP Set Top)
- H) Support for either Windows or Apple computers
- I) Support for Promethean 100,300 & 300Pro ActivBoard
- J) Support for Promethean AC2 (V2.01)

### 3. 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 can not 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.

### **3.1 Support for SMART 800 series board**

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

The 800 series board has the whiteboard can be identified by having a reflective border inset into the frame and two pen tray + eraser with button 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.

## 4. 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)

### 4.1 C90, C60, C40 Support

- Tested with TC3.0.0 software
- Set Advanced Configuration → Serial Port: Mode: On, BaudRate: 38400 and LoginRequired: 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.
- Be sure to calibrate the Electronic whiteboard directly with a computer first before installing Synch.

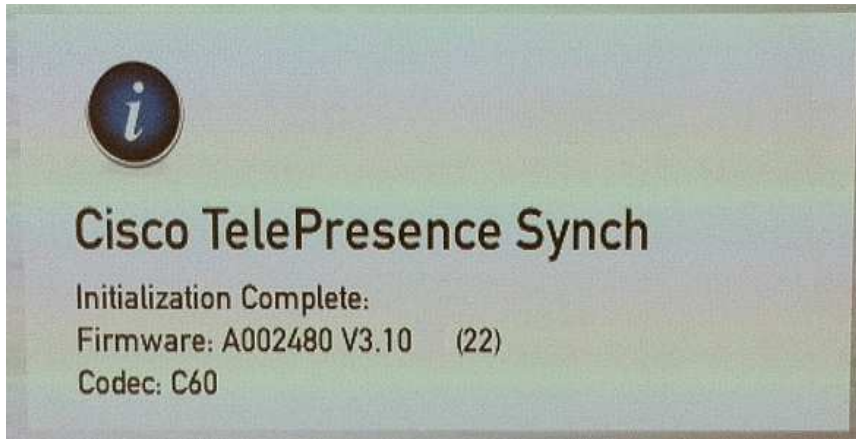
### 4.2 C20 Support

- Tested with TC3.0.0 software
- Set Advanced Configuration → Serial Port: Mode: On, BaudRate: 38400 and LoginRequired: Off.
- The C20 requires the Camera control Serial Com Y-cable (item number 117727)
- The Display / Projector must be connected to HDMI 1<sup>st</sup> 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.
- Be sure to calibrate the Electronic 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*

### 4.3 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.
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.

### 4.4 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.

## 5. Supported Devices

<b>Interactive Whiteboards</b>
Promethean ActivBoard 100
Promethean ActivBoard 300
Promethean ActivBoard 300Pro
Promethean ActivBoard AC2
Smart 500 Series (SC7)
Smart 600 Series (SC9) incl. 685ix
Smart 6052i interactive display
Smart 800 Series (SC14) incl. 885ix
Smart DViT PX300 Series
Smart DViT PX400 Series (SC11)

<b>Codec's</b>	<b>Supported Software</b>
6000 MXP	F8.0 → F9.0.2
3000 MXP	F8.0 → F9.0.2
990/880/770 MXP set-top codec	F8.0 → F9.0.2
95/85/75 Edge MXP *	F8.0 → F9.0.2
C90	TC3.0.0 → TC4.2.0
C60	TC3.0.0 → TC4.2.0
C40	TC3.0.0 → TC4.2.0
C20 **	TC3.0.0 → TC4.2.0

\* requires custom release key

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

<b>Software</b>
Smart Notebook 10
Smart Meeting Pro
Promethean ActivInspire 1.2.14501

<b>Tested OS</b>
Windows XP SP3
Windows 7
Mac OS X Ver. 10.5.x

## 6. Known Non Supported Devices

<b>Interactive Whiteboards</b>
Smart 8070i interactive display
Smart Podium product range
Promethean ActivBoard 500 series
Hitachi Starboard
PolyVision Eno Board

<b>Codec's</b>
550 MXP set top codec
EX60, EX90
Cisco CTS 500, 1300, 3010
Polycom, LifeSize, Sony

## 7. Known Issues

Smart SB600 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

Direct Desktop Control is currently experiencing poor accuracy on the SMART large wide screen boards

Synch operation with the C-series codec currently allows control of the local computer even when the computer is not displayed. It is also possible to start the calibration process when the local computer is not displayed.

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.

Synch does not recalibrate the touch control when the layout is changed on a C20 codec. This has been seen after the initial installation with a C20; the Synch is calibrated but does not appear to realign the touch/annotation when the layout is changed + further calibration attempts do not work.

Power cycle the C20, when it has rebooted power cycle the Synch, when the Synch has restarted, recalibrate and everything should be OK.

With the Smart 800 series of board the Dual User operation has increased latency over the single user operation to a degree that could be considered difficult to use, this issue is being worked on.

With the Smart 800 series board an intermittent pen release miss might occur. This is seen a straight line from where the pen was lifted from the board to where the pen next touches the board.



## 8. References

Cisco manual – D50565.08 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>

## 9. Current Firmware Versions

The following version of firmware should be present and displayed after start-up.  
A002480 V3.11

## 10. Disclaimer

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