TelePresence

Cisco TelePresence Synch with Edge95MXP - Troubleshooting

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Cisco TelePresence Synch with Edge95MXP - Troubleshooting
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1 Introduction

This document provides instructions for troubleshooting Cisco TelePresence Synch with an MXP Codec F9.1.2 with Windows 7.

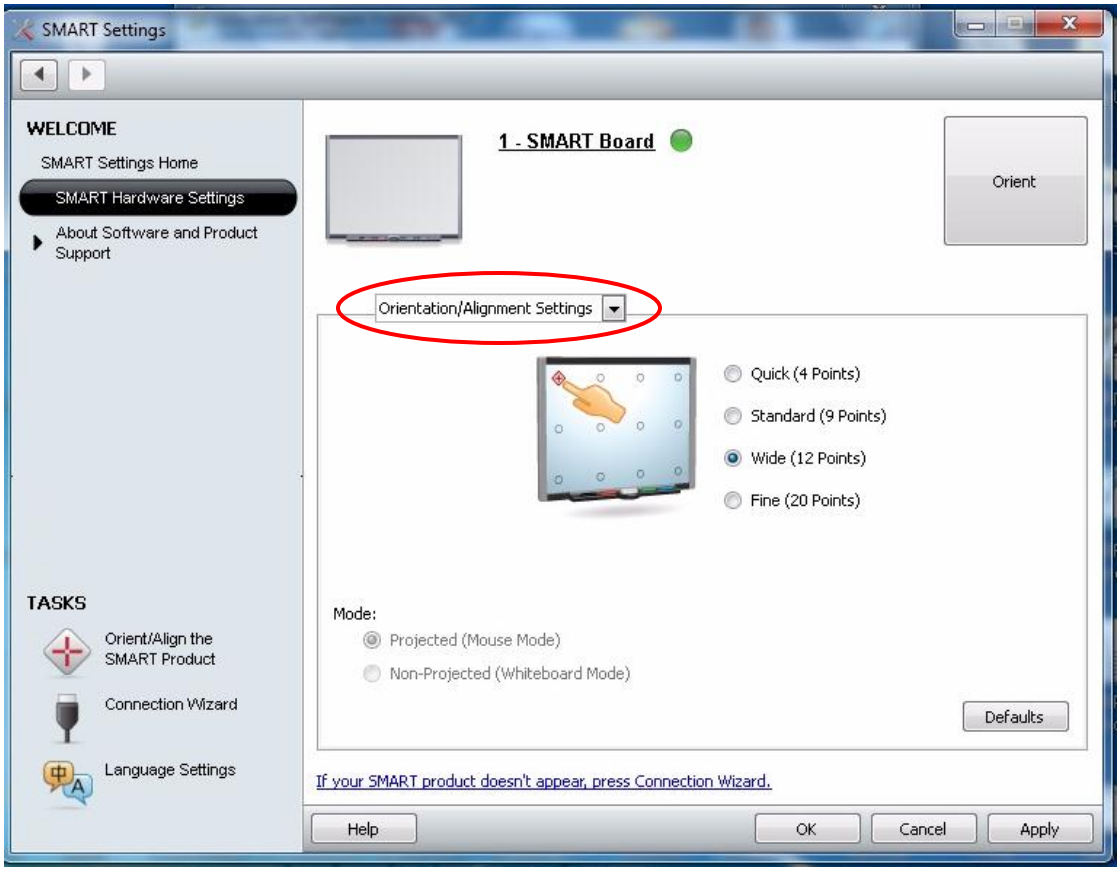
1.1 Release Notes

Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Initial Release		Matt Limbrick	9/19/2012

2 Validating all Settings

On the SMART software:

1. Validate that **Wide (12 point)** calibration is enabled under **SMART Hardware Settings → Orientation/Alignment Settings.**



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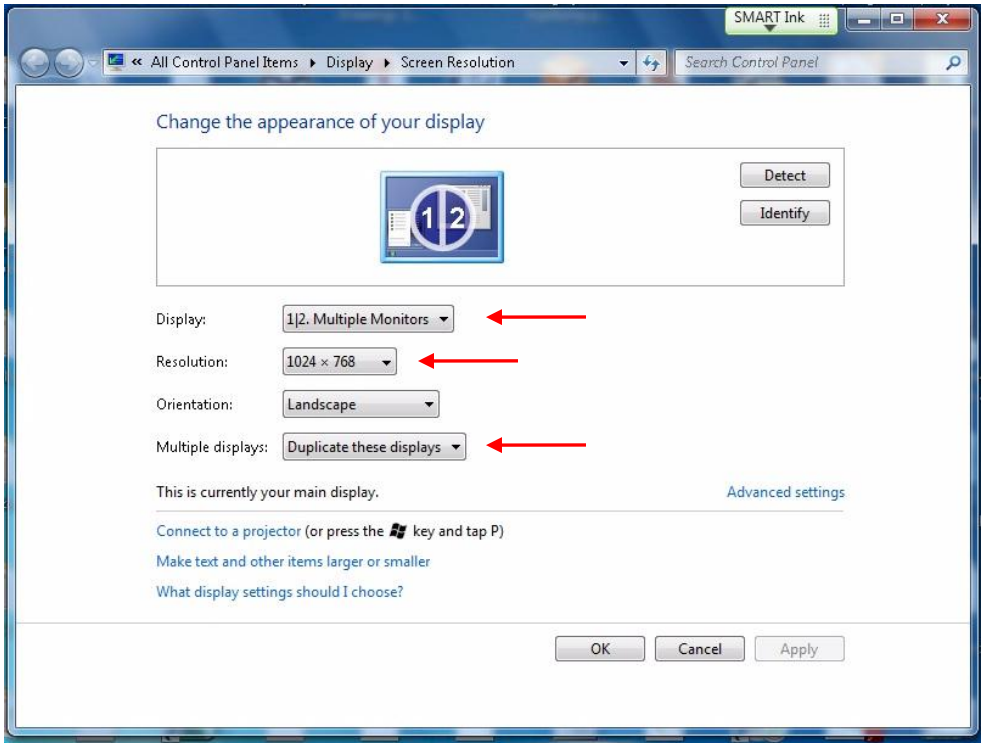
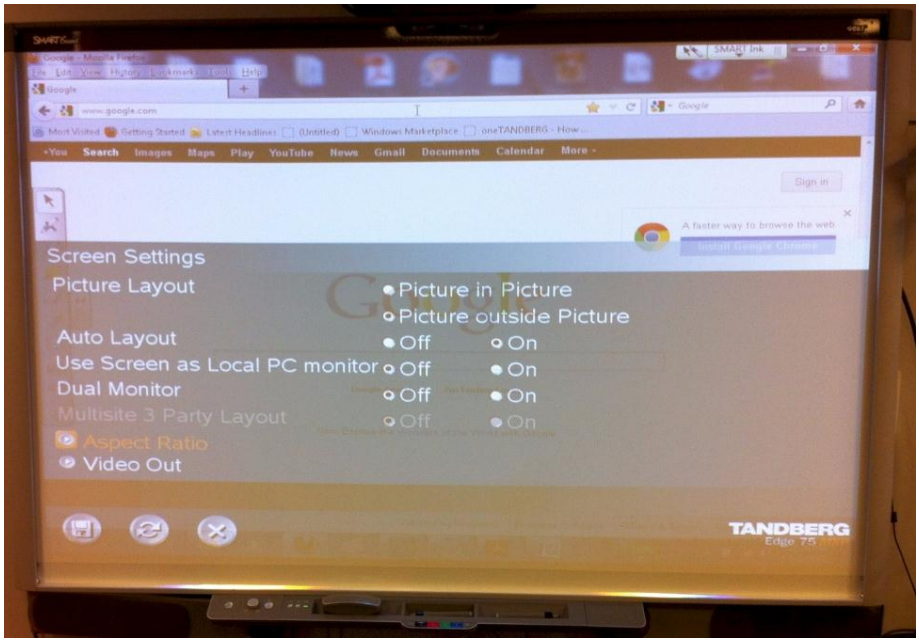
2. Make sure the PC VGA output is set to 1024 x 768 and that you are able to see the PC presentation through the codec PC-in port when connected to the SMART display input connection.



3. It is recommended that the Codec video output image fills the whole screen or be slightly smaller. Adjustment of the projector maybe required for this if available.
4. Make sure the MXP codec has the following settings:



To set **Picture outside Picture, go to Control Panel→ General → Screen Settings →Picture outside Picture.**

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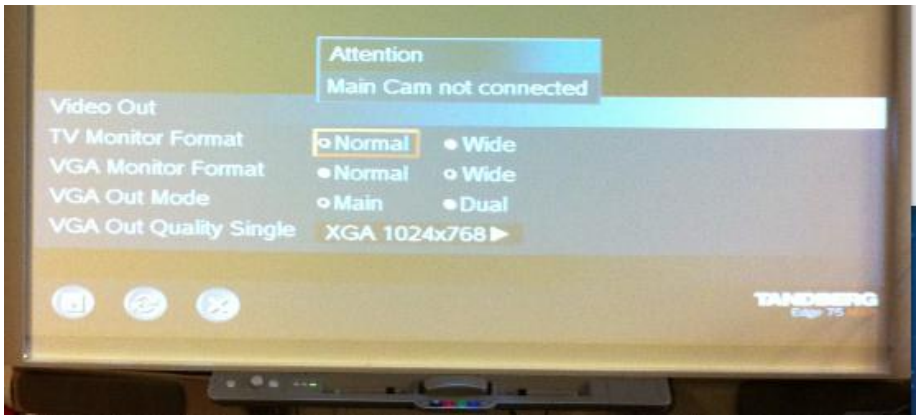
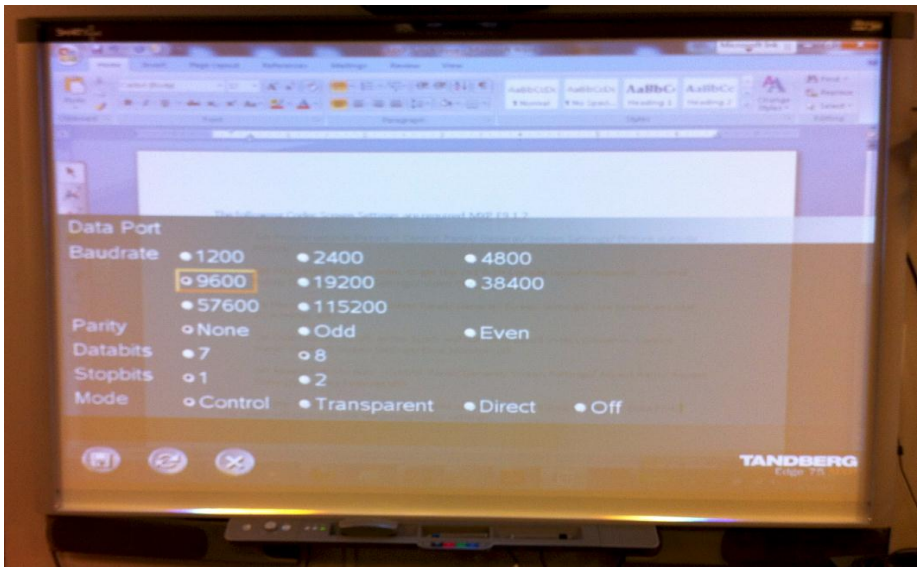


- Set **VGA Mode** to **Wide**: in order to get the 2+1 & 3+1 image layouts required. Also make sure the **VGA out Mode**: **Main** and **VGA out Quality Single**: **XGA 1024x768** are set under **Control Panel → General → Screen Settings → Video Out**

NOTE: If **VGA Out Quality Single** is not **XGA 1024x768**, when you change layout sizes, annotation scale will be off.

- Do Not Use as Local PC - **Control Panel → General → Screen Settings → Use Screen as Local PC monitor**: off.
- Set **Dual Monitor** to off, as the Synch does not require this - **Control Panel → General → Screen Settings → Dual Monitor:** off.
- Set **Aspect Ratio** to **Auto** - **Control Panel/ General/ Screen Settings → Aspect Ratio → Aspect Ratio DVI 1**: Auto



- Set the **Data Port** to 9600,N,8,1 Control mode – **Control Panel → Network → Data Port**

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3 Testing USB Communication through the Synch Device

To test the USB communication through the Synch device:

1. With the Synch device in the circuit, in the notification window (area by system clock), look to see if there is an icon for the SMART software without a red **X**.

2. If there is the icon with a red **X**, it indicates that the SMART software is not communicating with the device. If there is no red **X**, it means the USB connection through the synch device is communicating correctly.

3. If you do have a red **X**, test to see if there is not a red **X** when you have the Smart board directly connected to the PC. There should also be a green LED on the board. Solid green indicates that there is USB communication, blinking means there is none.

4 Calibrate the system with the following procedure:

To calibrate the sytem, use the following procedure:

1. For an initial installation, connect the local computer directly to the Smart board and display the local computer presentation as configured previously.
2. In the SMART software, go to **the Control Panel/ SMART Hardware Setup** and validate the **"Hardware Info & Settings**" are compliant with supported Smart devices. The compatibility chart is available in the Synch Release Notes. During this time a warning message may be displayed in the

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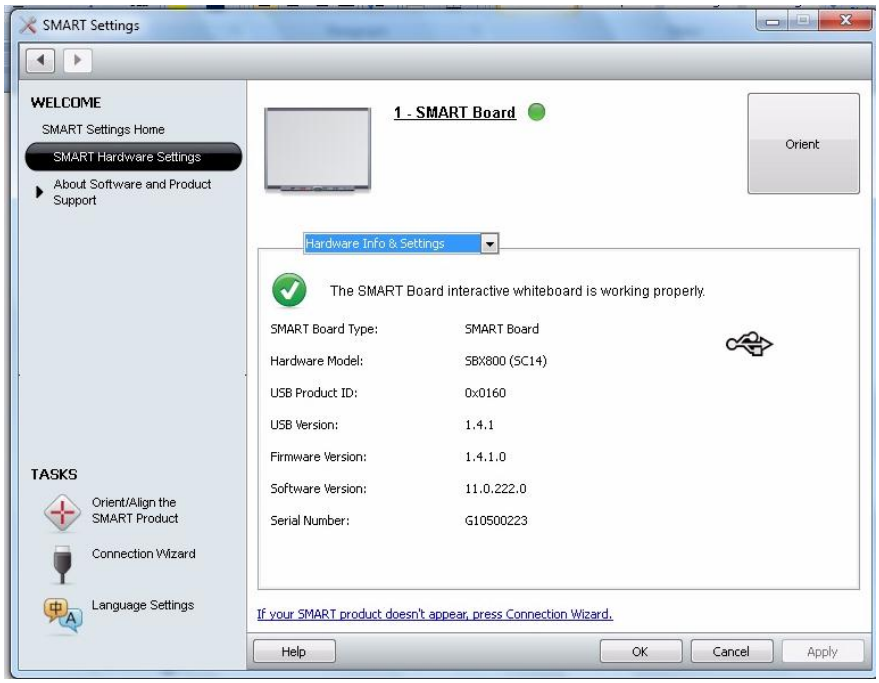
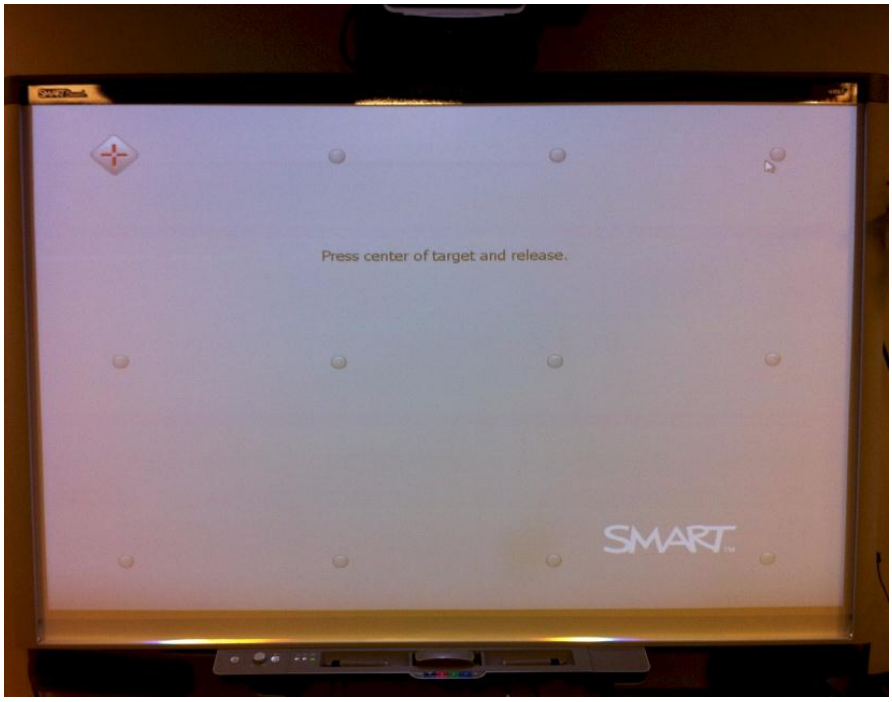
lower right corner of the screen indicating a firmware update is available. Verify with the release notes that the firmware version currently installed on the board is the same as the latest version currently supported. Do not upgrade to an unsupported version.

If unsure of available upgrades, you can use the "smartfirmwareupdater.exe" tool provided with the Smart software to decide if you can upgrade the board firmware.



3. Perform a 12-point calibration. If a 12-point template is not displayed, check your SMART settings to make sure you are configured to perform 12-point calibration. Press each (+) cross-hairs icon in turn on the SMART display to complete the calibration.



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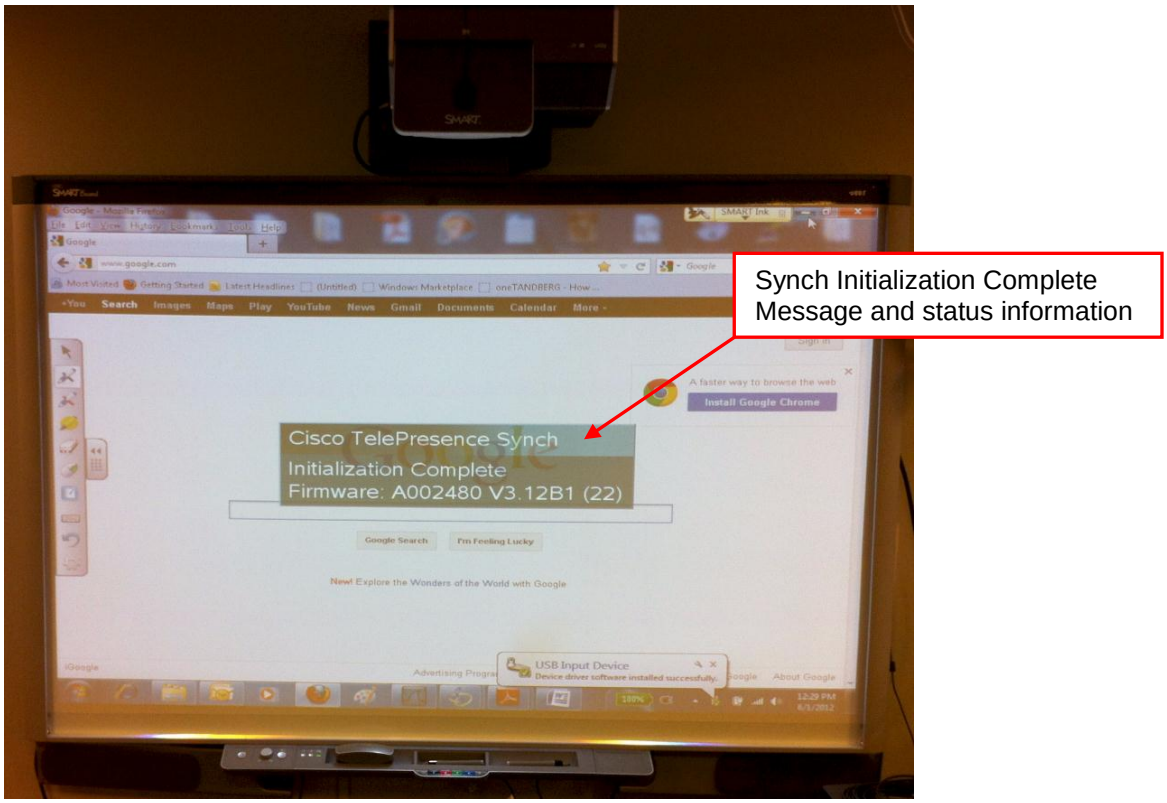
4. After the calibration is completed, verify touch accuracy of the Smart panel with the full screen computer image.
5. Reconnect the Synch device back into the circuit (With USB passing through the unit) and power on.
6. After the device is powered on, you shortly see a message on the Smart Board display indicating "Synch Initialization Complete." Record the data in this message if you are working with Cisco Support as it contains useful diagnostic information.

   Note: You do not see this message on the computer screen (i.e., laptop monitor or secondary monitor).



7. Make sure you are still able to view the PC presentation through the codec to the SMART display and that the PC display is full screen (the PC image fills the whole screen).

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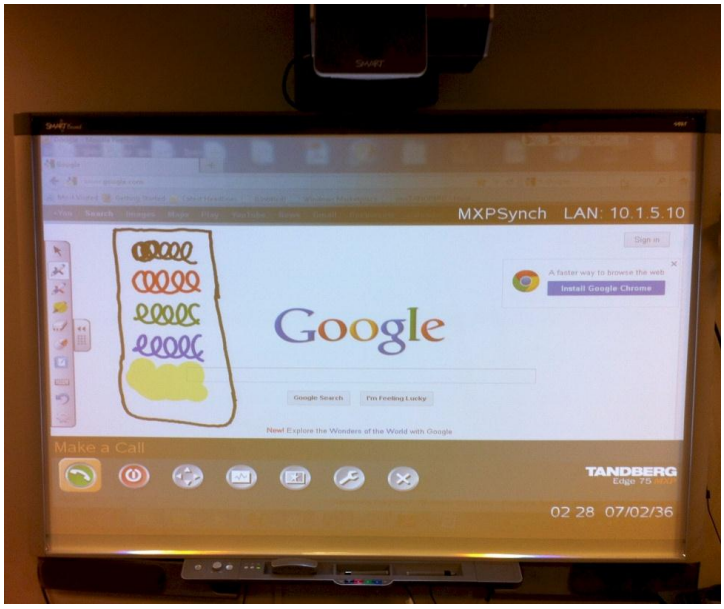


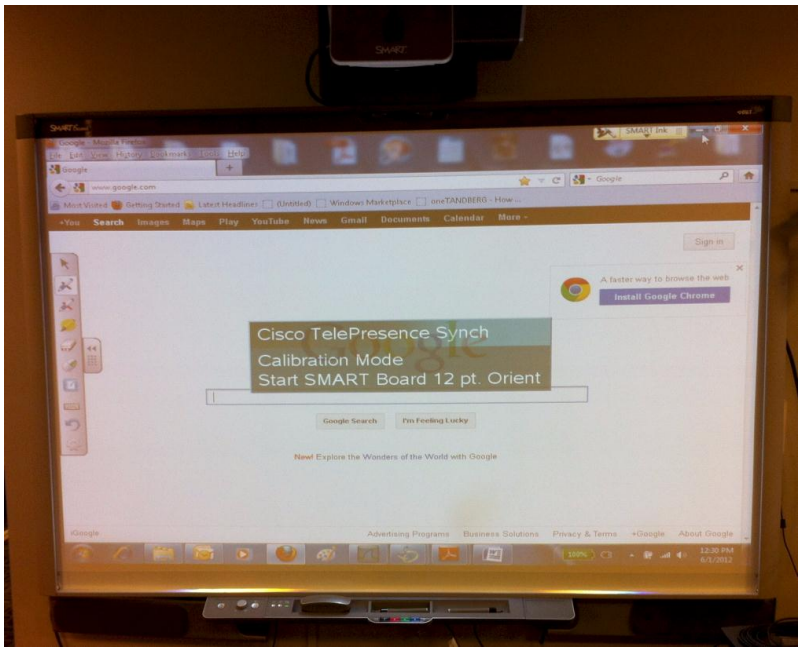
8. To start the Synch calibration process, use one of the following methods.

   - Using the IR remote control, press the "*" key 5 times quickly in session.

   - On the Smart Board press the "right click" and "keyboard" buttons on the pen tray briefly and at the same time **(for V4.00 and above Synch firmware).**

   - Newer boards have a dedicated "Calibrate" button on the pen tray. **(for V4.00 and above Synch firmware)**

   The Synch identifies the start of the calibration processes, and a message displays that you are now in calibration mode. At this time the green LED on the Synch is also flashing.



9. If V4.00 Synch firmware is installed the 12 point calibration template is automatically displayed. If not, press the **(+)** cross-hairs icon or "right-click" + "keyboard" on the SMART pen tray to display the 12-point calibration template. Now touch each crosshair in turn.

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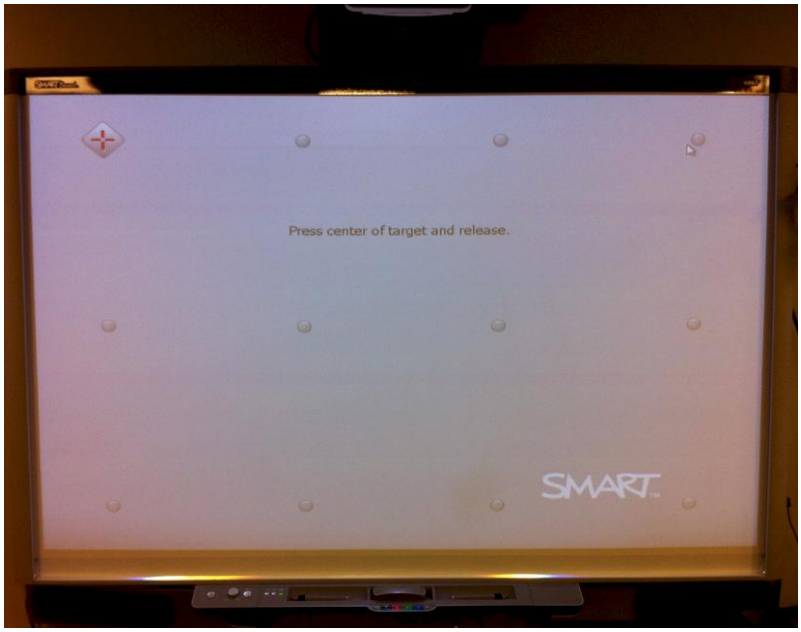
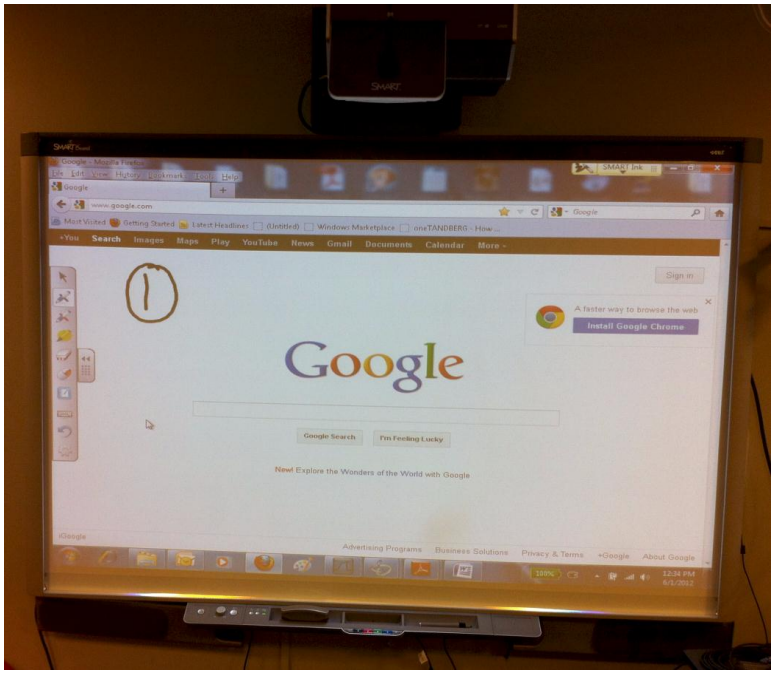


10. After a successful calibration, you may see and hear (from the computer) a temporary USB connection disconnect and reconnect of the Smart board. This is normal.
11. The calibration process is now complete and Smart board features correctly align on MXP window layouts. Test each layout to be sure of this.



Full screen layout

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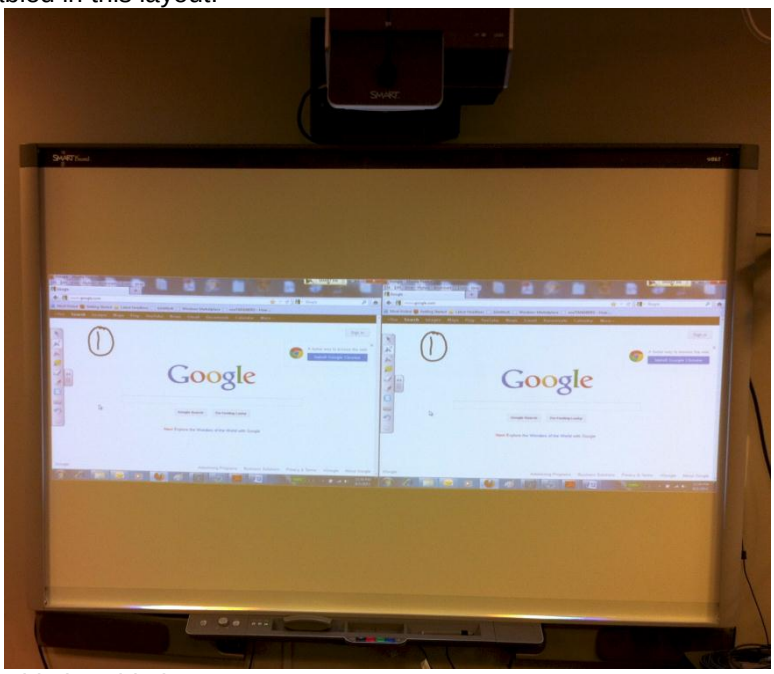
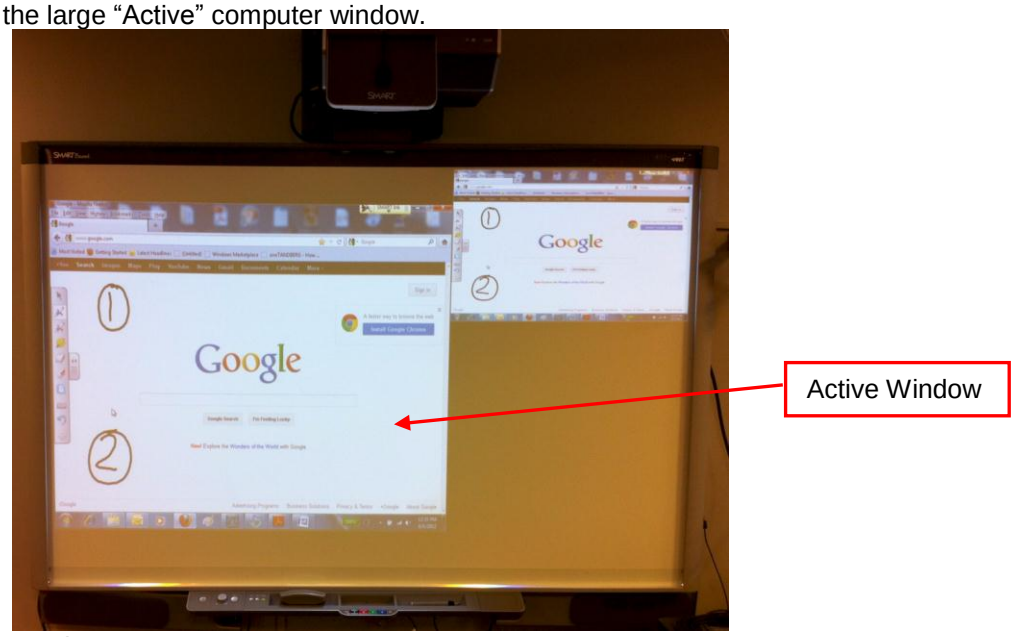
When you press the layout button the 1st time, you see the side by side layout. Computer control is disabled in this layout.



Side by Side layout

The second time you press the layout key, you will see the 2+1 layout and computer control is available for the large “Active” computer window.



2+1 layout

The third time you press the layout key, you will see the 3 + 1 layout and computer control is available for the large “Active” computer window.

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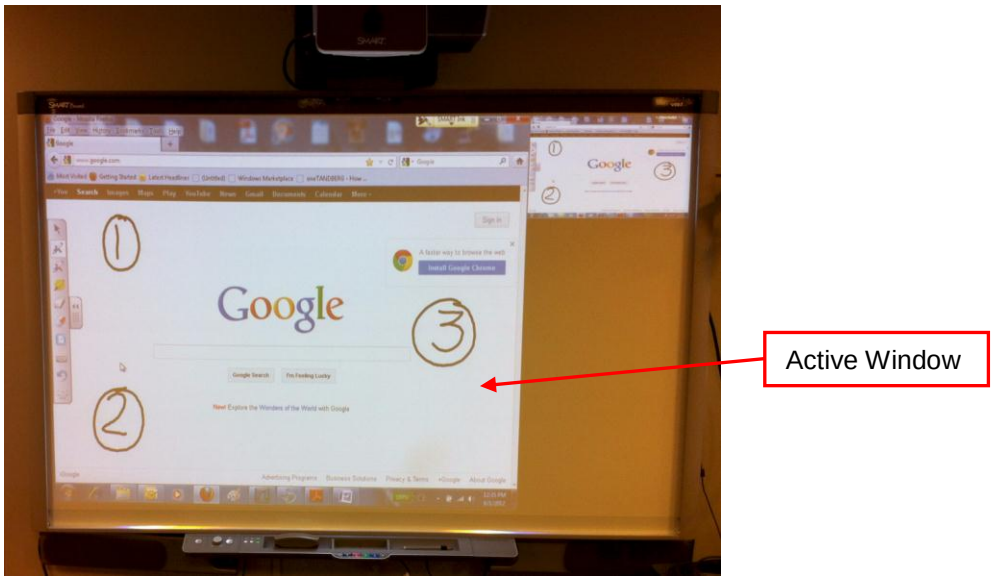

3+1 layout

You can download Smart software at http://smarttech.com
You can download Cisco TelePresence Synch software, release notes and general information at: http://www.cisco.com/en/US/partner/products/ps11653/index.html

End of Document

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