

SYNC HD

This Read Me documents known issues for using SYNC HD with Pro Tools|HD.

Known Issues

The following section documents known issues you may encounter in using SYNC HD, along with workarounds if they exist.

When Updating Firmware Using DigiTest, User Must Select Correct Peripheral Type (Item #85818)

The firmware updater does not automatically recognize the connected hardware, so you must select the connected hardware in the Firmware Update dialog. Failure to do so will result in a “Firmware Update Aborted” message. Follow the instructions in the dialog to power cycle the hardware while holding the Set switch, then restart the firmware update process and choose the correct hardware in the Firmware Update dialog.

Progress Display Freezes when Updating Firmware Using Windows XP (Item #85555)

The on-screen progress display may freeze during a firmware update, particularly if you attempt another task on the computer during the update. When this occurs, the firmware update will continue; only the on-screen display is frozen. You should allow up to three minutes for the update to complete; when complete, the system will report “Firmware Update was Successful.”

On Mac Systems, DigiTest is Only Compatible with Mac OS X 10.4 or Higher (Item #85064)

If installing DigiTest on a Mac computer other than the one running the Pro Tools application (for example, to update the firmware on a SYNC HD interface), that Mac computer must be running Mac OS X 10.4 or higher.

Record Correction when Syncing and Using Delay Compensation (Item #53679)

When recording and chasing time code with Delay Compensation on in Pro Tools, make sure the following options are selected in the I/O Setup dialog (Setup > I/O):

- Compensate for Input Delays after Record Pass (located on the Input tab)
- Compensate for Output Delays after Record Pass (located on the Output tab)

After recording, audio displays earlier in the timeline than when Delay Compensation is off, but should closely match the time code location of the source material.

Pro Tools Generates Time Code Only at Video Reference Frame Rate when SYNC HD Locked to Video Reference

When the SYNC HD clock source is locked to video reference, Pro Tools can only generate time code at the frame rate of the video reference. To generate time code at a frame rate other than that of your video reference, set the SYNC HD Clock Source to a non-video reference source, or “Internal.”

SYNC HD 9-Pin Serial Port Performance when Using MachineControl Serial Deck Control

There have been some reports of inconsistent behavior using MachineControl Serial Deck Control via the SYNC HD serial ports. More reliable performance may be achieved by using a Keyspan USA28X USB Serial Adapter on a USB port to control the 9-pin device. (On Windows systems you would use a COM port to control the 9-pin device.)