Read Me

SYNC I/O

This Read Me documents compatibility details and known issues for using SYNC I/O with Pro Tools HD 10.0 and Pro Tools|HD or HD Native hardware.

SYNC I/O Firmware Version 1.1.4 Requirement

⚠ *If you are upgrading from Pro Tools HD 7.4 or lower, Pro Tools HD 10.0 requires that you update your SYNC I/O firmware.*

When Pro Tools is installed, new firmware for the SYNC I/O is automatically installed in the Pro Tools Utilities folder within the Digidesign folder. When you launch Pro Tools for the first time, you will be prompted to update your SYNC I/O firmware.

To update your unit with SYNC I/O Firmware v1.1.4:

1 Ensure your SYNC I/O is connected to your Pro Tools system, and that Pro Tools is not running.

2 Launch the DigiTest application.

3 Click the Synchronizer Firmware tab, and choose the slot containing the HD Core card in the pop-up menu.

4 Select DigiSerial Port and click Begin Update.

5 Navigate to the SYNC I/O Firmware file (located in the Pro Tools Utilities folder) and open it (either by choosing open or double-clicking on the file).

6 Follow the on-screen instructions to complete the update.

⚠ *If you receive a message that the SYNC I/O firmware update aborted, do the following: Make sure the SYNC I/O is properly connected to the DigiSerial Port on the HD Core card and that the slot containing the HD Core card is selected in DigiTest. Power cycle the Sync I/O and repeat the update steps.*

Known Issues

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

Pro Tools Generates Timecode Only at Video Reference Frame Rate when SYNC I/O Locked to Video Reference

When the SYNC I/O clock source is locked to video reference, Pro Tools can only generate timecode at the frame rate of the video reference. To generate timecode at a frame rate other than that of your video reference, set the SYNC I/O Clock Source to a non-video reference source, or "Internal."

SYNC I/O 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 I/O 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.)

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

When recording, and Pro Tools is chasing timecode with Delay Compensation on, 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.