Nuendo SyncStation

Version history
Known issues & solutions

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Steinberg Media Technologies GmbH

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About

Congratulations and thank you for using Nuendo SyncStation!

This document lists all update changes, fixes and improvements as well as known issues and solutions for the Nuendo SyncStation.

Please make sure to read through this section before contacting Steinberg / Yamaha support.

Enjoy using Nuendo SyncStation!

Your Steinberg team

SyncStation firmware update D823

This version contains all improvements from previous firmware releases as well as the following improvements and issue resolutions.

Improvements

This firmware update introduces the following improvements:

Internally improved synchronization process.

New option for reference video frame edge. When set to "Normal" SyncStation will lock to the normal frame edge of video reference signal.
When set to "Mid Frame" SyncStation will lock the second half frame of progressive segmented frames (PsF).

Newly added options in SyncStations menu.

Unit: 05-Reference Video Frame Edge

P2Out: 07-Stop Command

This enables the use of the machine command 'Stop' or 'Jog@Zero', which corresponds to the option "Send 'Still' instead of 'Stop'" in Nuendos Project Synchronization Setup.

Issues resolved

The following table lists all issues that have been resolved in this version.

ID #	Issue
SYNC-15	**OCCASIONAL 1 FRAME SHIFT:** Occasional one frame shift using video tape machines feeding LTC to SyncStation is solved.
SYNC-18	**TIMECODE OFFSET:** A timecode offset that could appear when using Nuendo/SyncStation as timecode master sending timecode at the LTC ouput and receiving time-code at the LTC input at the same time is solved.

SyncStation firmware update D123

This version contains all improvements from previous firmware releases as well as the following improvements and issue resolutions.

Improvements

This firmware update introduces the following improvements:

Sample accurate synchronization

Sample rates up to 192 kHz can now be used for sample accurate synchronization over VST System Link.

Issues resolved

The following table lists all issues that have been resolved in this version.

ID #	Issue
HW	**TRI-LEVEL SYNC:** Nuendo now runs smoothly when tri-level sync is used together with 23.98 frame rate.

SyncStation firmware update C106

Issues resolved

The following table lists all issues that have been resolved in this version.

ID #	Issue
HW-8	TRI-LEVEL SYNC: ½ or 1 field offset no longer occurs when tri -level sync with a frame rate of 59.94 is used as video reference input.

Known issues and solutions

Changing time-related settings in the "Project Synchronization Setup" dialog by typing (e.g. Transport position, Project Length, Bar Offset)

Always finish the action by pressing [Return/Enter]. Otherwise Nuendo freezes (Nuendo version 4.3, does not occur with later Nuendo versions).

Uploading SyncStation firmware

Please ensure Nuendo is closed during firmware update.

When SyncStation is clock generator and word clock master for the audio device (no other word clock generator is used), this word clock signal is sent to the audio device.

The initial clock rate of SyncStation should equal the Nuendo project sample rate. Please change the clock rate via SyncStation's front panel. It will not be set automatically. Please enter the "Clock 02-System Clock Rate" menu and change to the matching rate.

Please refer to the SyncStation manual for information on how to proceed (see Menu Reference > Clock Menu > Clock 02 >W/C).

The SyncStation is not properly recognized by Windows.

Windows users should always connect the USB cable first and then power on the SyncStation. If you unplug the SyncStation's USB connector while Windows is running, the unit might not be recognized correctly when plugging it in again. Before reconnecting the USB cable, always power off the SyncStation.

SyncStation firmware upload failed or firmware corrupt due to other reasons.

Keep the down arrow key on the SyncStation pressed while powering on the unit. The SyncStation enters a special "restricted" mode allowing you to perform a firmware upload. You can then launch the firmware uploader again and install

the new firmware. (This is described in detail in the Updating the SyncStation Firmware Read Me file.)

Nuendo starts playback although the Tascam MX2424 is winding.

Setup: SyncStation TC Source = MTC

Machine Control Output Destination = SyncStation

Machine Control Destination = MIDI Out

When using a Tascam MX2424 please use a RS422 connection instead of MIDI and apply the following settings:

- SyncStation TC Source = RS422-Out
- Machine Control Output Destination = SyncStation
- Machine Control Destination = RS422-Out

Nuendo's project cursor jumps to the beginning of the project (or to the timecode position 00:00:00:00). When the Tascam MX 2424 is in Stop/Pause mode, it does not send a valid timecode position via LTC.

Please use a RS422 connection instead.

The failure message "Configuration data request failed" appears when starting Nuendo. Nuendo cannot load the SyncStation's internal configuration settings. In this situation, the "Use SyncStation's Setting" option will not work, because it would lead to an unusable configuration of the SyncStation.

Please select the "Use Nuendo's Settings" option at the prompt and reconfigure the SyncStation (if necessary).

Note: If you accidentally selected the "Use SyncStation's Settings" option, proceed as follows: please close Nuendo and enter the "SyncStation Settings" Menu by pressing the down arrow key on the SyncStation panel for more than one second. Navigate to page Unit 07 to restore the factory settings. Please refer to the SyncStation manual for information on how to proceed (see Menu Reference > Unit Menu > Unit 07).

When using RME HDSP driver version 3.081, the extended System Link connection might be 1-2 frames off.

Please update your HDSP driver.

There is an offset of 32 samples between 2 Nuendo workstations if the System Link connection to the second Nuendo workstation is routed through the SyncStation.

Please connect both Nuendo workstations directly via System Link (not routed through the SyncStation) and make the following settings on the first Nuendo workstation:

In the "Device Setup" dialog ("VST System Link" page) set the ASIO Output. Please leave the ASIO Input set to "Not connected". In the SyncStation Settings pop-up window, the "Precision Time Alignment" setting must be set to a different ASIO output than in the "Device Setup" dialog.

Certain video tape machines cause a one-frame offset.

Two additional SyncStation menus have been added to set a dedicated frame offset.

- "P2Out 05-Dynamic Offset": This will apply a frame offset when the connected machine is in playback.

- "P2Out 06-Edit Offset": This will apply a frame offset when the connected machine is in Edit/Record or when tracks on the machine are record enabled.

Nuendo 5.5.2 or earlier: Please set all values only via the front panel of SyncStation.

Nuendo 5.5.3 or later: All values can also be set from the Nuendo SyncStation Settings window.

Video machine does not swith to record.

To send a Record command to a dedicated output only, three menu entries have been added:

- "P2Out 02-Record Cmd": Enables/disables sending the Record command to the P2out

- "MIDI 04-Midi Out-Record Cmd": Enables/disables sending the Record command to MIDI out

- "USB 04-Record Cmd → Nuendo": Enables/disables sending the Record command from SyncStation to Nuendo

NOTE: These three additional options are disabled by default.

Nuendo 5.5.2 or earlier: Please set all values only via the front panel of SyncStation.

Nuendo 5.5.3 or later: All values can also be set from the Nuendo SyncStation Settings window.

The "Edit Frame Offset" value +4 and +5 in Nuendo's SyncStation settings are not transferred correctly to SyncStation from Nuendo 6.0.6 or earlier.

If needed set these values +4 and +5 on SyncStation's front panel. This must be set again at each Nuendo launch. Also verify the "Dynamic Frame Offset" value on SyncStation's frontpanel.

Nuendo 6.0.7 and later: All values can be used and set from the Nuendo SyncStation Settings window.