Technical Advices + Issues & Solutions   2010/01/29

Nuendo SyncStation

The following table describes advices how to perform in various situations.

Issue ID	Situation	Advice

	The SyncStation is a machine control (9-pin) master controlling a VTR that feeds back LTC to which the SyncStation is chasing (via Timecode In).	The Timecode Source setting on the SyncStation should not be set to "LTC". For the use case described above, the appropriate settings are as follows:
		    Set the SyncStation Timecode Source setting to "RS422-Out".
		    In the "SyncStation Settings" pop-up window in Nuendo, activate the "Position from RS422-Out + LTC" checkbox.

	You are 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 4.3 freezes (does not occur with later Nuendo versions).
	Uploading SyncStation firmware.	Do not use the SyncStation Firmware Uploader while Nuendo is running. In this case the upload fails, resulting in a corrupt firmware.
24462	Machine does not enter 'Stop' mode if it is controlled by the SyncStation. The machine always enters 'Pause' mode instead.	*Information*: The SyncStation always sends 'Still' instead of 'Stop' commands to 9-pin devices. It is not possible to set the player into real stop mode (Nuendo's Master Machine Control preference "Send 'Still' instead of 'Stop'" has no effect in this case).

The following table describes issues you may encounter using this software as well as possible workarounds.

Issue ID	Issue Text	Solution Text
	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.

	The SyncStation is not properly installed on Windows7.	*Information*: The automatic driver installation of Windows 7 can´t be completed successfully because of "missing driver".
		Solution:
		    Please open the windows "control panel"
		    open the "Device Manager"
		    open "other devices"
		    select "Nuendo SyncStation by Colin Broad"
		    right click on that entry and choose "update driver software"
		    choose "Browse my computer for driver software"
		    click "Browse" button
		    select the Nuendo 4.3 DVD
		    click "next" and wait until the installation has finished successfully

	SyncStation firmware upload failed or firmware is 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 Firmaware" readme 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).	*Information*: When the Tascam MX 2424 is in Stop/Pause mode, it does not send a valid timecode position via LTC. *Solution*: Please use a RS422 connection instead.
In rare cases, the error message "Configuration data request failed" appears when starting Nuendo.	*Situation*: 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. *Solution*: 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: Close Nuendo and enter the SyncStation Settings Menu by pressing the down arrow key on the Sync-Station 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.	*Information*: The SyncStation applies a delay of 32 samples to the System Link output. *Solution*: 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.