

# SYNC I/O

This Read Me documents compatibility details and known issues for using SYNC I/O with Pro Tools 6.9.

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## SYNC I/O Firmware Version 1.1.1 Requirement

**▲** *Pro Tools TDM 6.9 requires that you update your SYNC I/O firmware to run Pro Tools.*

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 v1.1.1:

- 1 Make sure your SYNC I/O is connected to your Pro Tools system.
- 2 Launch Pro Tools.
- 3 When prompted to update your SYNC I/O firmware to version 1.1.1, click OK to go to the update option.
- 4 Follow the on-screen instructions to complete the update.

You may need to navigate to the SYNC I/O firmware file (located in the Pro Tools Utilities folder), then open it (either by choosing open or double-clicking on the file).

**▲** *If you receive a message that the SYNC I/O firmware file could not be validated, do the following: Power cycle the Sync I/O, reconnect the SYNC I/O to your Pro Tools system, and repeat the update steps.*

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## 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 Time Code 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 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 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 (53679)**

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

- 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.