November 12, 2024

History File CM6700

June 30, 1997

Problem: When a user exits programming mode while another user is programming a preset, the set preset screen disappears.

Work Around: Pressing the PGM key should return the user to normal operation. Discovered 6-27-97.

Fixed Rev 1.10

Problem: When a user exits programming mode while another user is programming a pattern, the pattern screen disappears.

Work Around: Pressing the ACK key should return the user to normal operation. Discovered 6-27-97.

Fixed Rev 1.10

Problem: In programming sequences it is necessary to program the sequence on the monitor the sequence is run on.

Work Around: None. Discovered 6-30-97.

Fixed Rev 1.10

Problem: If a user is using PAL video the programming menus will not be displayed.

Work Around: None. Discovered 6-30-97

Fixed Rev 1.10

Problem: The ASCII port only allows two stop bits.

Work Around: None. Discovered 7-1-97

Fixed Rev 1.10

Problem: P protocol 422 pan/tilts are only allowed to run at 2400 baud.

Work Around: None. Discovered 7-1-97

Fixed Rev 1.10

Problem: If two users are programming at the same time and one user tries to enter a menu branch where a second user is programming, the keyboard quits operation and the monitor the keyboard is on does not allow any operation.

Work Around: The only solution is a reset of the system which can be done either by popping out the ram for a few moments replacing it and powering the system, or by entering 1, 0, 3, 5, 9, UP, DOWN, ACK when in the enter password screen. When this is done any previous programming will need to be repeated as the system returns to default settings. Discovered 7-1-97

Fixed in rev 1.10

Problem: P protocol 422 pan/tilts are only allowed to run at 2400 baud.

Work Around: None. Must update to revision 1.10 or later.
Discovered 7-1-97

Fixed Rev 1.10

Problem: The version number displayed in the programming menu still shows version 1.00 for version 1.1.

Work Around: None. Discovered 7-3-97.

Fixed in version 1.11

Problem: The auxiliaries at the receiver driver sites are not working. When the user attempts to use them as described in the manual, nothing happens.

Work Around: None. Discovered 7-7-97.

Fixed in version 1.12

Problem: If a macro is launched while another person is programming. The screen being used for programming becomes garbled.

Work Around: It is necessary to exit programming mode by pressing the PGM key twice, stop the macro by selecting a camera, the user can then reenter the programming mode to continue programming. Discovered 6-27-97.

Fixed Rev 1.20

Problem: If a user is operating a pan/tilt on one monitor, and another user tries to use the PREV / NEXT keys on another monitor where the controlled camera is selected, the operation fails to take place.

Work Around: Select a different camera using the number and camera keys. Then use the PREV / NEXT keys. Discovered 7-1-97.

Fixed in rev 1.20

Problem: If the user selects MUX mode by pressing the shift key. If the user then selects a monitor the keyboard displays the monitor number it previously had control of, but actually now controls the monitor selected after entering MUX mode.

Work Around: The user should press the shift key again, the led goes off, the user should select a monitor, which is then correctly shown on the led display. Operation can then proceed as normal. Discovered 6-30-97.

Fixed in revision 1.20

Problem: If the ASCII port selects a camera on a monitor, the camera switches on the monitor, but the ASCII port winds up controlling the camera previously selected.

Work Around: To get around the problem, the ASCII device can select a monitor before controlling the camera. Discovered 7-2-97

Fixed in revision 1.20

Problem: If a user launches a sequence with a standard coaxitron receiver, and if a preset is selected for that receiver, and if the user then selects another monitor, the receiver will not go to the preset.

Work Around: If the user is making use of only one receiver driver and wants that receiver to go to different presets, the preset scan command can be used. To do this, press a dwell value between 5 and 64, then press the iris close key. The pan-tilt moves from preset to preset with the specified dwell, regardless of the monitor selected.

Fixed Version 1.20

Problem: If a user starts a sequence on one monitor, then on another monitor denies access to all the cameras in the sequence to that monitor, the system software goes into an finite loop locking the system up completely.

Work around: The only thing that can be done is to reset the system by removing the ram chip or the battery for a moment. This causes the system to return to the default settings, and forces the user to redo system programming.

Fixed in version 1.20

Problem: If the system does not contain the monitor three / four expansion card, and the user enables an alarm for either monitor three or four, after the alarm triggers no camera can be selected on either monitor one or monitor two.

Work around: Cycle power to the CM6700 MXB.

Fixed in version 1.20

Problem: If the down key is pressed after calling a preset, or running a pattern the pan/tilt will not move.

Work around: Press any other PTZ key then press down.

Fixed in version 1.20

Problem: If after an alarm triggers the user selects a camera on a monitor that is in the alarm state, the monitor displays the 'O' character meaning alarms and sequences are off. Alarms and programming mode act unpredictably following this sequence of events.

Work Around: Go through and acknowledge all 16 alarms while not in programming mode even if the monitor does not show the 'A' character. Now alarms and programming mode should function correctly, and when another alarm triggers acknowledge the alarm before switching any cameras.

Fixed in version 1.20

Problem: If four monitors have selected the same camera with 422 receiver, PTZ control is jittery.

Work Around: Select P protocol with 9600 baud rate if the receiver is able.

Fixed in version 1.20

Problem: Cm6700 gets into a state where no camera can be switched on any monitor.

Work Around: Sometimes cycling power will allow the system to begin working normally. Sometimes a software reset can be done to make the system work normally. Sometimes resetting the system memory can solve the problem. This requires powering the system down, removing the ram chip, and replacing it after a few seconds. A software, or memory reset will require reprogramming of the entire system. If power is cycled the sequence on monitor four will have to be reprogrammed, and keyboard to monitor access may need to be reprogrammed. After the system begins working again, the customer should be warned to be very careful to get access to a monitor before performing any system functions. Any customer experiencing this problem should have their software upgraded immediately.

Fixed in version 1.20

Problem: Cm6700 sequence on monitor four gets altered while system is operating. Related to no camera switch problem. See work around above.

Work Around: None

Fixed in version 1.20

Problem: The Cm6700 matrix bay communicates with, and expects even parity in communication with the keyboard.

Work Around: This problem was discovered in work with the visual switch. It turns out that neither the Cm6700 MXB nor different Cm6700 keyboards checked for parity errors. The result is that no problem appears, but if some outside vendor wrote an interface using the Cm6700 keyboard port, they would need to know that the parity is set to even for Cm6700 MXB firmware before version 1.20.

Fixed in version 1.20

Problem: While programming a pattern, if the user has selected turbo mode, the dome will tilt but not pan.

Work Around: Press the '8' key then the dome will do pan as well as tilt.

Fixed in version 1.20

Problem: System Access does not match the keyboard address.

Work Around: Cycle power to the system.

Fixed in version 1.20

Problem: If the user selects MUX mode by pressing the shift key. If the user then selects a monitor the keyboard displays the monitor number it previously had control of, but actually now controls the monitor selected after entering MUX mode.

Work Around: None. Discovered 6-30-97.

Fixed in rev 1.20

Problem: Alarm pending message appears when alarm triggers and monitor is being used for programming.

Work Around: Return from programming mode, acknowledge the alarm, and resume programming.

Fixed in version 1.30

Problem: ASCII port not working through power cycles.

Work Around: Go to the ASCII (COM2) port menu and return. This resets the port to the parameters displayed in the ASCII (COM2) port menu.

FIXED IN VERSION 1.30

Problem: Auxiliaries at the receiver drive site are not working.

Work Around: None. Discovered 7-7-97.

FIXED IN VERSION 1.30

Problem: If an alarm triggers then is acknowledged, but the alarm condition has not cleared, if another alarm triggers both alarms sequence on enabled monitors. According to spec the first alarm should not trigger again until its condition clears and the alarm triggers again.

Work Around: None.

Fixed in version 2.00

Problem: If a user is operating a pan/tilt on one monitor, and another user tries to use the PREV / NEXT keys on another monitor where the controlled camera is selected, the operation fails to take place.

Work Around: None. Discovered 7-1-97.

Fixed in rev 2.00

Problem: The 'v' command of the ASCII protocol which reports the software version number is not implemented in either version 1.00 or 1.10.

Work Around: None. Discovered 7-1-97.

Fixed in rev 2.00

Problem: If the ASCII port selects a camera on a monitor, the camera switches on the monitor, but the ASCII port winds up controlling the camera previously selected.

Work Around: The ASCII device can select a monitor before controlling the camera.

Fixed in Rev 2.00

Problem: If a user is programming a preset, then disconnects the keyboard, the preset set screen remains on the monitor.

Work Around: The user must go into programming mode and return before monitor screen returns to normal. Discovered 6-27-97.

Fixed Rev 2.00

Problem: Wrong interaction between normally open and normally closed alarms. If alarm 9 is set to normally closed and alarm 10 is set to normally open, if alarm 10 is triggered then cleared and alarm 9 is then triggered, both alarms become active. Similar behavior results when different combinations of alarms are mixed as normally open and normally closed.

Work Around: None

FIXED IN VERSION 2.00

Problem: Wrong interaction between macros, sequences and alarms 17 and 18. If alarm 17 is set to be auto reset, and an alarming monitor is running a sequence, if alarm 17 or 18 is triggered then manually acknowledged the macro will resume momentarily then stop. A similar behavior results when an alarming monitor is sequencing. If automatically clearing alarm 17 or 18 is triggered then acknowledged manually, the sequence will resume momentarily then stop.

Work Around: None

FIXED IN VERSION 2.00

Problem: Camera title and time / date row appears while in programming mode. This occurs when two keyboards are set on the same monitor. Next one of the keyboards goes into programming mode, and the other keyboard performs a camera switch.

Work Around: Exit programming mode then return.

FIXED IN VERSION 2.00

Problem: Matrix sends keyboard two negative acknowledges when one bad command is received.

Work Around: None

FIXED IN VERSION 2.00

Problem: While holding right key on one KBD-200, pressing a PTZ key on another KBD-200 which has selected the same monitor causes the 422 style pan / tilt to stop in fifteen seconds.

Work Around: None

FIXED IN VERSION 2.00

Change: Removed allowance of keyboard pan tilt bursts.

Finished IN VERSION 2.00

Change: Implement non-published pan tilt zoom command.

Finished IN VERSION 2.00

Change: Implement ignoring of real MUX mode commands.

Finished VERSION 2.00

Change: Use of 80C32 timer 0 for timing out on keyboard commands rather than using the DUART timer. The advantage is that there is more control over exactly how long a keyboard is given to respond to a poll.

Finished VERSION 2.00

Problem: Sequence not causing coaxitron pan / tilt to go to presets on monitors 2, 3, and 4.

Work Around: None

FIXED IN VERSION 2.00

PRG6700ALM200 is the name of a special version of software that has a zero time-out on automatically resetting alarms. This code was written on 2-12-98 in reference to SMR#98-031.

This special was done for Pete Peak with One Volt Associates

Version 2.10

The only change from version 2.00 to version 2.10 is the background on the programming menus is now blue.

Finished in version 2.10

Version 2.20

Problem: When running sequences, or switching monitor cameras rapidly using PAL cameras sometimes the camera title changes, but the camera does not switch.

Work Around: None

Fixed in Version 2.20

Version 2.30

Problem: Cm6700 matrix lost communication with keyboards. If the unit were powered up after a couple of hours communication was regained only to be lost again.

Work Around: None

It was discovered that a replacement part had been used for the DUART in the matrix bay. The DUART specified in the design of the product was the Phillips SCC2692 part. This part had been replace by the EXAR part XR-88C681. There is a slight difference in the parts. The Phillips part has a command for driving the output port pins OP0 and OP1. The commands ASSERT RTSN and NEGATE RTSN exist for this purpose. The software uses these commands, and they are critical for enabling the RS485 drivers. These commands do not do the same thing in the EXAR part. In the EXAR part these commands set and clear the BRG select extend bit. The output pins can be driven directly rather than by the ASSERT RTSN / NEGATE RTSN commands on both parts. This software change causes these pins to be driven directly making it possible to use either the EXAR or the Phillips part.

Fixed in Version 2.30

Version 2.40

Problem: Cm6700 matrix sends PTZ stop to 422 style receiver drivers while moving to preset.

Work Around: None

It was discovered that the ERD97P21-U receiver would begin moving to a preset, but would stop after about two seconds not allowing the pan tilt to arrive at the preset location.

Fixed in Version 2.40

Problem: Cm6700 matrix unable to start 15-bit coaxitron scan modes.

Work Around: None

It was discovered that the CX9024 receiver would not do scan modes. When PIC revision 1.21 was released this command quit functioning. It became necessary to send the scan mode command two times with the new version of the PIC.

Fixed in Version 2.40

Specification Change: Cm6700 matrix needs to match the common ASCII command set as per engineering project number 98-103. The end pattern, stop sequence, and stop macro command support was added. Also fixed problem with set titles, and set time date ASCII commands.

Changed in Version 3.00

Problem: Binary coded outputs for monitor one camera incorrect.

Work Around: None

It was discovered that the binary coded outputs for the monitor one camera would go high on camera switches for monitor one. The outputs always remained high when a new switch occurred incorrectly reflecting the monitor one camera.

Fixed in Version 3.00

Problem: Sending reserved commands to the EXAR part XR-88C681.

Work Around: None

It was discovered that two commands sent to the EXAR part XR-88C681 are **reserved**. Originally the product was designed using the Phillips SCC2692 part. This part makes use of two commands the power down mode on command and the disable power down mode command which are valid for the Phillips SCC2692 part, but reserved for the EXAR XR-88C681 part. Contacted Joseph Chiu, customer support representative for EXAR and found these commands have no effect on the part. In version 3.00 the software no longer uses these commands.

Changed in Version 3.00

Problem: Camera titles not actively refreshed.

Work Around: Switch camera one time on monitor.

This scenario was discovered. A camera was selected on a monitor. A camera switch is sent to the monitor where no camera is present. The unit is powered down and a camera added to the input that previously had no camera. Finally, the unit is powered up, and the wrong camera title appears for the camera. If the user switches cameras on the monitor one time the correct title will appear. This problem is the result of the fact that the character generator was not written when no video was present. In version 3.00 the monitor camera title and time date is refreshed once a second, so within one second the correct title should automatically appear.

Fixed in Version 3.00

Problem: Failure to receive full command from the ASCII port.

Work Around: Resend the ASCII command

Joe Curtis discovered that some ASCII commands were not processed when doing the CM6700 / CM9760 satellite software. A slight change was made to the get_kbd_bytes routine in the Keyboard.c module to ensure complete ASCII commands are received and processed.

Fixed in Version 3.00

Problem: ASCII port releasing control of pan tilt after five seconds.

Work Around: None

Joe Curtis discovered that a device using the ASCII port would release control of a camera after five seconds while doing the CM6700 / CM9760 satellite software. Changes were made in order that the ASCII port would act more like a keyboard maintaining control of a pan tilt for five seconds after a stop was received from the ASCII device.

Fixed in Version 3.00

Problem: Disallowing monitor command at power up.

Work Around: After power up, leave keyboards alone for a minute or so.

Joe Curtis discovered that on power up when keyboards are discovered, only the version command is allowed. Later as keyboards are added, either the version or the monitor commands are allowed. The effect of this problem is that if a customer continually tries to get a monitor during power up, the system disallows the command giving the appearance that the system is not functioning. In version 3.00 either the monitor or the version commands are allowed on power up when the software discovers the keyboards. I mentioned this to Alfio, and he said he thought a recent rev of keyboard software might have fixed this problem as well.

Fixed in Version 3.00

Problem: System is unable to reset the unit to factory defaults without opening the matrix bay if keyboards are not responding.

Work Around: None

By grounding alarms 1, 3, 5, 7, and 9 then performing a power cycle, the system will return to factor default settings.

ADDED to Version 3.00

Problem: Two characters blinking in the change password menu.

Work Around: None

Fixed in Version 3.00

Problem: Character editing is slow for camera, preset, and zone labels.

Work Around: None

Added a way for the characters to change quickly by holding down the character edit keys when editing labels. When the F1 or F2 key is pressed and held characters begin to change slowly at first then more rapidly in time. Before version 3.00 the user just pressed the F1 or F2 keys over and over to change characters.

Added to Version 3.00

Zone programming is introduced in Version 3.00. Zone programming is not available in theVKS16/4 or VKS16/4-E (VT German and English versions)

Added to Version 3.00

Version 1.00 of VKS-16/4 and VKS-16/4-E were released with version 3.00 of the CM6700

Released with Version 3.00

Version 3.01

Problem: ASCII port fails to release control of camera after preset call.

Work Around: Send a new monitor command or a stop to the ASCII port. Sending a stop may cause old style receiver drivers (not Spectra or Intercept) to fail to arrive at the preset location. This problem turned up after fixing the problem with the ASCII port releasing camera control too quickly in version 3.00.

Fixed in Version 3.01

Problem: User is unable to enter programming mode if the camera on his monitor is being controlled even if the camera is being controlled from a different monitor.

Work Around: None

Fixed in Version 3.01

Version 3.02

Problem: The system would only perform the first ASCII command received when multiple commands were sent. For example if "1Ma1#a" were sent to select camera 1 on monitor 1 only the 1Ma command was accepted.

Work Around: None

Fixed in Version 3.02

Version 1.01 VKS16/4 and VKS16/4-E

All fixes to CM6700-MXB version 3.02 apply to VKS16/4 and VKS16/4-E

Fixed with Version 1.01

Version 1.01 VKS16/4 and VKS16/4-E

Problem: Certain VT commands need ASCII 0 and ASCII 1 instead of hexadecimal 0 and 1.

Work Around: None. The commands affected are the illumination on / off, camera on / off, wiper washer on / off, pump on / off, auxiliary F0 on / off, and auxiliary F1 on / off.

Fixed in Version 1.01

Version 1.01 VKS16/4 and VKS16/4-E

Problem: ASCII appears in COM PORT 2 menu.

Work Around: None. Only the receiver driver protocols 485D, 485P, VT CONSTANT, and VT FIXED, and VT VARIED should appear in this menu.

Fixed in Version 1.01

Version 1.01 VKS16/4 and VKS16/4-E

Problem: ASCII port commands causing system reset and menu values to randomly change.

Work Around: None. This is a serious problem in Version 1.00 of the firmware because the system may behave randomly as a result.

Fixed in Version 1.01

Fixed in Version 1.02 (Beta firmware sent to Tomasz Majer on 4-19-99)

Problem: ASCII port not accepting camera title, time date, and preset label commands in VKS16/4 and VKS16/4-E firmware.

Work Around: None

Fixed in Version 1.02

Version 3.02, 3.03, VKS16/4 1.02, and VKS16/4-E 1.02 were sent as beta firmware to Rick Peterson with Prism Video, Bruce Winter with Advantor Corporation, Don Hicky with Central Florida Safe and Lock, Bill with Unlimited Electronics, Ken Massrey, and Thomas Majer with Videor Technical. Each of these customers, with the exception of Videor Technical, was making use of the Prism Video interface and needed the version 3.02 ASCII port fix. CM6700 version 3.02 and VT version 1.02 or later are needed for the Prism interface.

Version 3.03 CM6700-MXB

Problem: It was discovered that when the time date is positioned on the bottom of the monitor of the KBD300V-X the characters appeared to be cut in half. The CM6700-MXB firmware was altered to allow finer control of character placement in PAL mode.

Work Around: None

Note: The characters can still be adjusted so that the characters appear cut off at the bottom of the screen. This is due to the fact that the KBD300V-X monitor cuts off several lines of video at the bottom of the screen. With the finer adjustment, the user can place the characters very near the bottom of the KBD300V-X screen instead of one row above the bottom.

Fixed in Version 3.03

Problem: The characters would not maintain their position on monitors 2, 3, and 4 in PAL mode through power cycles.

Work Around: None

Fixed in Version 3.03

Version 3.04 Cm6700-MXB

Problem: In version 3.03 if the ASCII port received a camera title command, "Yatitle1/title2/.../title16!a" but the ASCII device failed to send the !a at the end of the command, the system will show the time date updating, but all other functionality is lost.

Work Around: Cycle Power to the unit.

Note: This problem was introduced beta version 3.03, there are only a limited number of these EPROMS in existence.

Fixed in Version 3.04

Problem: It was discovered in version 3.03 that if the ASCII port sent a pan-tilt command then sent a Start Macro command before stopping the pan-tilt, the pan-tilt would stop, and no user could gain control until the stop command was issued by the ASCII port.

Work Around: Always stop a pan-tilt before sending other commands.

Fixed in Version 3.04

Problem: It was discovered that if alarm 17 were triggered while a user was programming, the camera title time date line appeared at the bottom of the programming screen.

Work Around: Exit programming mode and the system will operate normally.

Fixed in Version 3.04

Version 3.05 CM6700-MXB 06-22-99

Problem: In order to run a macro in version 3.03, the macro needed to be called twice.

Work Around: Call the macro twice.

Note: Version 3.04 of the firmware was in the process of being released, but we found this problem before the release was implemented. No customer should ever have received version 3.04.

Fixed in Version 3.05

Version 4.00 is the version when the SPANISH menus were first introduced. In this version the user has a screen where he/she gets to select between ENGLISH and SPANISH, this allows the menus to change at runtime.

Released with Version 4.00

An option was added to the password screen where the user gets to select between ENGLISH and SPANISH.

Added to Version 4.00

In order to make room for the SPANISH menus the TIME/DATE menu was changed. The TIME/DATE menu has a SET and a DISPLAY AS part now. This menu only allows the user to

enter the date in mm-dd-yy format, but the date can be displayed in any format by just selecting the style in the DIPLAY AS part of the menu.

Changed in Version 4.00

The ALARMS menu now has two options instead of four. The options are as follow:
1. INPUT 1-16
2. INPUT 17 AND 18

Changed in Version 4.00

The alarms INPUT 1-8 and alarms INPUT 9-16 were merged into one menu (INPUT 1-16). In the INPUT 1_16 menu the user has the option of selecting which menu to display (1-8 or 9-16).

Changed in Version 4.00

The alarm INPUT 17 and alarm INPUT 18 were merged into one menu (INPUT 17_18). In the INPUT 17_18 menu the user has the option of selecting which menu to display (17 or 18).

Changed in Version 4.00

The menus for MACRO1 and MACRO2, which were located in alarm INPUT 17 and alarm INPUT 18 respectively, are now merged. For example when the user selects the alarm INPUT 18 from within the alarms INPUT 17_18 menu, the MACRO2 menu will be displayed if the user selects the MACRO PRESET MENU.

Changed in Version 4.00

Problem: It was discovered that the user can make two character blink when changing the password.

Work Around: Return to the main menu and the system will continue to operate normally.

Fixed in Version 4.00

Problem: It was discovered that if a macro is triggered from the ASCII port, then the stop macro command is sent without a macro number, the macro continued to run on monitor 1 even though the monitor did not display the 'M' indicating the macro was active

.

Work Around: Call the macro from the keyboard then end the macro with the camera switch.

Fixed in Version 4.00

Problem: It was discovered in version 4.00 that if the time date and titles were turned off for a monitor other than the monitor currently selected by the keyboard, the titles and time date remained on.

Work Around: Get out of the programming menu. Select the monitor whose display needs to be turned off. Return to the monitor menu and disable the time date display.

Note: This problem appeared in version 4.00, which was never released.

Fixed in Version 4.01

VKS16/4-E and VKS16/4 Version 1.06

Problem: Thomas Majer of Videor Techincal discovered that VKS16/4-E and VKS16/4 had a problem with lens control. If the KBD200 was used with the VKS16/4 or VKS16/4-E the VT receiver lens controls iris, zoom, and focus did not stop when the key was released.

Work Around: None.

Fixed in Version 1.06

Version 4.02

Problem: Manuel Gonzalez of the Quality Assurance Department discovered that the Preset Set and Zone Menus appear garbled when the time date and camera title lines are positioned to the top of a monitor. If the video is PAL format when the time date and camera title lines are moved to the bottom of a monitor the Preset Set Menu and Zone Menu characters appear very large. This problem first appeared in CM6700 version 4.00. This problem is also present in the VKS/16-4 and VKS/16-4-E versions 1.05 and 1.06.

Work Around: For PAL video, move the camera title and time date 3 lines up from the bottom then program zones and presets. Finally move the time date a title line. With NTSC video move the time date and title line to the bottom, program all presets and zones, the move the camera title and time date line.

Note: This problem appeared in CM6700 version 4.00, which is the first version with Spanish menus. This problem was not in any version prior to version 4.00.

Fixed in Version 4.02

Problem: Tomasz Majer of Videor Technical sent email explaining that version VKS-16/4 and VKS-16/4-E version 1.07 has a problem when controlling VT pan tilts via the ASCII port. We also found that version 1.07 would begin to behave unpredictably after several ASCII commands were sent.

Work Around: None

Fixed in Version VKS16/4 and VKS16/4-E Version 1.08
