

# Steelcase Virtual PUCK

Software Release Notes

## 12 March, 2018

### 3.2.0 (release)

#### Overview

- Adds audio support to Virtual PUCK receiver. (Requires Virtual PUCK Client v3.2.0 for Windows)
- Supports backwards compatibility with all Virtual PUCK clients.
- **Software patch v3.0.1 must be applied before updating to v3.2.0**

#### Known Issues

- Update process fails if the browser is refreshed or closed during the 'uploading' phase.
- Firmware uploads using Windows 7 + Internet Explorer to fail with media:scape Manager if the browser security settings are set to disable 'include local directory path when uploading'.

## 28 November, 2017

### 3.0.1 (patch)

#### Overview

- This update allows the Virtual PUCK Receiver to accept firmware update v3.1.0 and above.

#### Updates

- Improve ability to accept future firmware updates.

#### Known Issues

- Update process fails if the browser is refreshed or closed during the 'uploading' phase.
- Firmware uploads using Windows 7 + Internet Explorer to fail with media:scape Manager if the browser security settings are set to disable 'include local directory path when uploading'.
- Sharing from a freshly installed Virtual PUCK client v1.3.3 may fail.

### 3.1.0 (release)

#### Overview

- This update addresses multiple security vulnerabilities.
- **Software update v3.0.1 must be applied first.**

#### Updates

- Updated Virtual PUCK Receiver OS version.
- Applied important security patches.

#### Known Issues

- Update process fails if the browser is refreshed or closed during the 'uploading' phase.
- Firmware uploads using Windows 7 + Internet Explorer to media:scape Manager fail if the browser security settings are set to disable 'include local directory path when uploading'.
- Sharing from a freshly installed Virtual PUCK client v1.3.3 may fail.

# Technical Support

## Downloads & Documentation

<http://techsupport.steelcase.com>

## Software Update Email Notifications

<http://info.steelcase.com/technologyproductsregistry>

## USA & Canada

Monday–Friday, 8:00am to 8:00pm Eastern Standard Time

**Phone** 888.783.3522 (English and Spanish)

**Email** [techsupport@steelcase.com](mailto:techsupport@steelcase.com)

## EMEA

Monday–Friday, 8:00 to 18:00 Central European Time

**Phone** 00800 2000 4000 DACH, France, Benelux, UK and Ireland (English, French and German)  
+49 8031 405 111 all other EMEA countries (English, French and German)

**Email** [lineone-en@steelcase.com](mailto:lineone-en@steelcase.com)

## APAC

Monday–Friday, 8:00 to 17:00 KL time

**Phone** +60 3 2027 6161 (Support available in English and Mandarin)

**Email** [apac.techsupport@steelcase.com](mailto:apac.techsupport@steelcase.com)