

Steelcase

Software Release Notes

Overview

This document contains release notes for the Virtual PUCK receiver. This update is required for use with the VP receiver admin application

What's New

- Operating mode - enables Virtual PUCK receiver to work with and without a switcher
- Specify **standby time** and **hours of operation** for Virtual PUCK
 - Standby time - configure sleep time (1 min - never) for Virtual PUCK receivers.
 - Hours of operation - configure hours during which the display is awake. When display is awake the Virtual PUCK image and 4 digit code is on display. If content is not being shared, the display goes to sleep after the configured Standby time.

Known Defects

- HDVC compatibility is not disabled when 'Virtual PUCK only' operating mode is selected and therefore able to share to only a single monitor in a two monitor set up.
 - Workaround - manually disable HDVC compatibility when switching to 'Virtual PUCK only' operating mode
- When the operating mode is changed from 'Virtual PUCK only' to 'Virtual PUCK with switcher' ; content is not shared on the switcher.
 - Workaround - Rebooting the system will clear the problem.

Downloads and Documentation

The latest Virtual PUCK receiver firmware is available here:

<http://techsupport.steelcase.com/>

The latest Virtual PUCK software clients are available here:

<http://www.steelcase.com/virtual-puck-software-download/>

Technical Support

If you require additional assistance contact Steelcase. Steelcase support is available via the web at <http://techsupport.steelcase.com/> or:

In the Americas, contact Steelcase USA Technical Support:

- Phone: [1.800.334.4922](tel:1.800.334.4922) Support available in English and Spanish□
24-hour support Monday through Friday□
- Email: techsupport@steelcase.com

In EMEA, contact Steelcase Europe

- Phone: [+33 3 88 13 36 36](tel:+33388133636) Support available in English, French and German

Monday through Friday, 7:30 to 18:30 Central European Time

- Email: emea.techsupport@steelcase.com

In APAC, contact Steelcase Asia Pacific

- Phone: [+60 3 2027 6161](tel:+60320276161) Support available in English and Mandarin
Monday through Friday, 8:00 to 17:00 KL Time
- Email: AP_TECH_PROD_SUPP@steelcase.com