



# ST WAVE division Customer Resource Center (CRC)

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User guide

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## 1 Introduction

The Customer Resource Center (CRC) provides direct web access to information, firmware, and other resources for products used by the ST WAVE division customers.

A link to the CRC login page is available on the Faroudja web site [www.faroudja.com](http://www.faroudja.com).

The direct login page is available at: [www.gnss.com/user\\_page.phtml](http://www.gnss.com/user_page.phtml).

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## 2 Getting access

CRC access is provided on an individual basis, not by company. Send an email to your ST Regional Sales Representative requesting CRC access. The Sales Representative will provide a CRC Request Form to fill out and return via email.

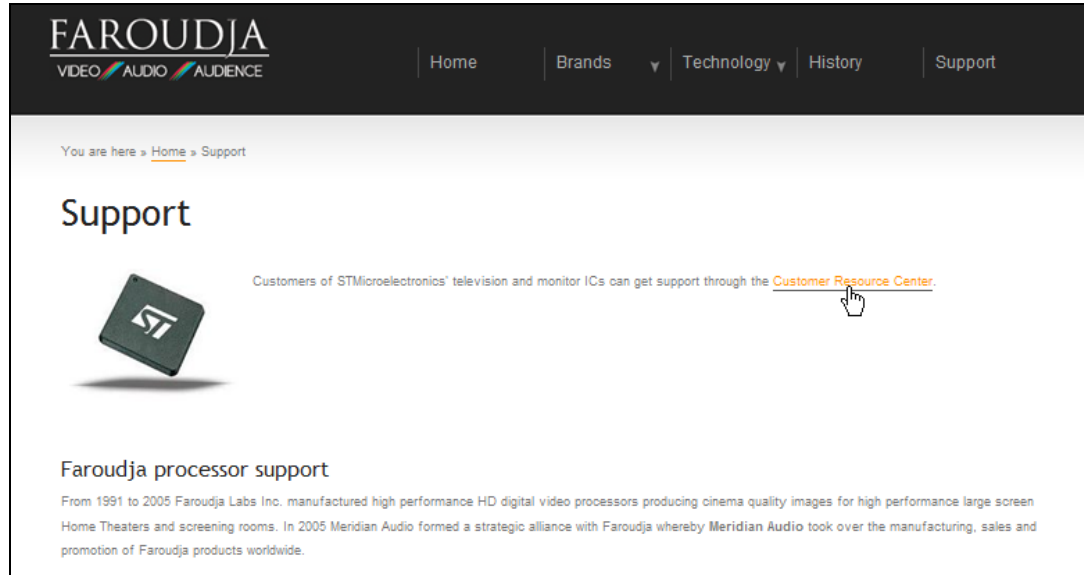
Access to most product information and other product resources (e.g. datasheet, schematics, etc.) is provided on a product-by-product basis and requires a Non-Disclosure Agreement (NDA) be in effect between the company you represent and STMicroelectronics Inc. A Software License Agreement (SLA) must be established between the company you represent and STMicroelectronics Inc. prior to gaining access to reference firmware source code and other software tools. Work with your Sales Representative to establish an NDA or SLA where appropriate. The NDA or SLA must be executed before any information can be made available on the CRC.

*Note: Do not share account information. Sharing account information may violate NDA or SLA agreements. ST tracks and monitors CRC activity to prevent unauthorized access and misuse of this site. Accounts linked to unauthorized activity will be immediately terminated and subject to further investigation.*

### 3 Login

After an account has been created, the user receives account login information via email; go to the Faroudja web site [www.faroudja.com](http://www.faroudja.com) and click Support. On the Support page, click on the Customer Resource Center link to access the CRC Login page.

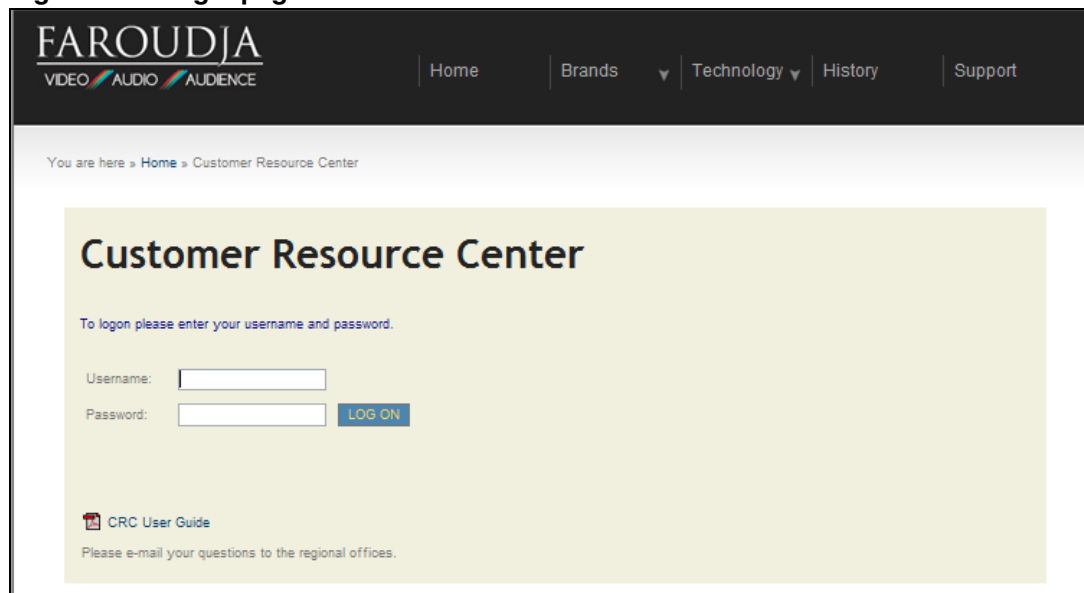
Figure 1. Support page



Alternatively, you can access the Login page directly using the link: [www.gnss.com/user\\_page.phtml](http://www.gnss.com/user_page.phtml).

Enter your login information and click Log On to enter the CRC.

Figure 2. Login page



## 4 Customer Resource Center overview

The CRC Products page is divided into two functional sections: User Tools and Products (encompassing Software Tools).

Figure 3. CRC products page



### 4.1 User Tools

There are five features in the User Tools area. Each are described in detail below.

#### 4.1.1 File Exchange

The File Exchange feature provides a secure working directory that is accessible by both ST customers and its employees. There is one File Exchange area established for each company. This area is ONLY accessible by authorized accounts established for each company and select ST personnel working with that company.

*Note: Large files of 50 MB or more may upload at a decelerated rate.*

#### 4.1.2 Search Documents

This utility searches all available products. This provides quick access to resources with which you may already be familiar.

*Note: This utility does not search the File Exchange area.*

### 4.1.3 Change Password

When a new account is created, the user is given a default password. Users should change their passwords to one that is unique, secure, and easy to remember. ST recommends changing your password periodically to avoid fraudulent use associated with your account. If you think that another user has accessed your account, change your password immediately and contact ST at [infobox@st.com](mailto:infobox@st.com).

### 4.1.4 Notifications Manager

Manage subscriptions to automated email notifications that let you know when material has been added or updated. Automated email notifications only provide information related to product resource updates.

### 4.1.5 Reports

- Notification Log: provides a continuous online log detailing updates and additions to the materials that are available on the CRC.
- Summary: provides the number of updated and new files by product. Shows the number of user downloads that have taken place for the product during the date range selected.
- User Mails: provides an online log of emails containing supplemental product information provided by the ST WAVE division.

## 4.2 Products

### 4.2.1 Products list

Product resources (e.g. firmware, documentation, schematics) have been organized into an index within each product. When full access to a product is granted, all the necessary materials for evaluation and development can be found here. A site map in the upper right corner of the page indicates the current view (e.g. products or product index).

Set the number of lines displayed on each page by changing the number in the Show box. Navigate between pages using the arrows at the top of the Products List.

Check the Notify box to the right of a product to subscribe to automated email notifications that detail updates and additions to the materials available on the CRC.

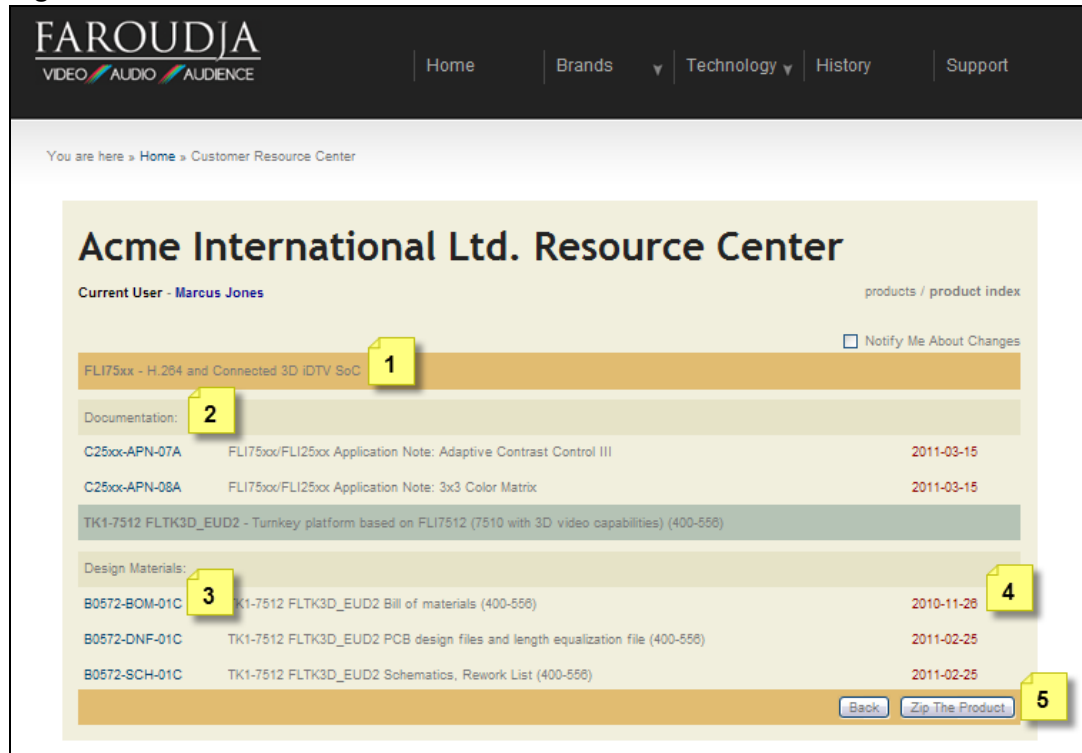
### 4.2.2 Software Tools

The ST WAVE division's software tools and other utilities used to develop and support the products accessible in your account are available here. Different versions of a tool may be available in order to provide support for multiple products; check the "readme" file for recommended tool version and product support.

## 5 Downloading product resources

Product resources can be downloaded individually or by creating a ZIP file of the entire product [ZIP The Product]. The size of a ZIP file will affect download times.

**Figure 4. Product index view**

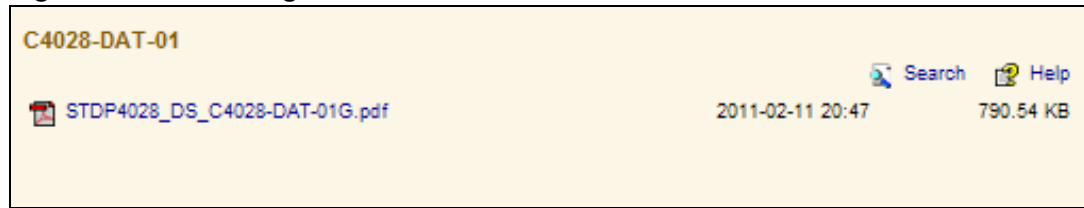


1. Product/project name and description: the first section (first gold line) outlines product specific information; subsequent sections (separated by blue lines) provide supporting project information. Supporting projects include reference designs, firmware, and other materials. Some projects may support multiple products (these projects are available under multiple products).
2. Resource Group: categories that help to identify the type of material you are looking at (e.g. Product Information, Documentation, Firmware, etc.).
3. Resource link: a link to individual resources followed by description.
4. Date: the date the resource was last modified.
5. Zip The Product: creates a ZIP file of all resources listed.

*Note: If you select a product and there are no visible files or you only see a few files in the product index, then the NDA restrictions may not have been released on your account. Contact your Sales Representative to establish an NDA or to determine the status of a new request. Follow this same procedure to complete an SLA if firmware or other software is not available to you.*

Click on the resource link in the package index to bring up the File Manager. To continue with the download, click the filename.

**Figure 5. File Manager**



## 6 File Exchange

The File Exchange area is a working directory shared between your company and ST. There are two types of access to this area:

- Read/write – browse all directories; upload, download, and delete files; create and remove directories
- Read only – browse all directories and download files

The default access is read/write; if an authorized user should only have read access to this directory, let your Sales Representative know and they can arrange this for you.

**Figure 6. File Exchange**



The different features available in this area are listed below:

- Download file: click on the file name to download file.
- Browse directory: click on folder name to go to sub-directory, click Go Up to return to parent directory.
- Upload file: click Upload and browse your computer for desired file.
- Create directory: click New Dir and enter name for directory.
- Delete directory or file: double-click in front of date for the directory or file you want to delete. The entry will be highlighted with a gray bar. Click Delete to remove the entry.

*Note: Deleted items cannot be recovered.*

## 7 Search Documents

The Search Documents feature queries all available products for which you have access. Click on the Search Documents link under Finder and enter desired search criteria.

Figure 7. Search Documents



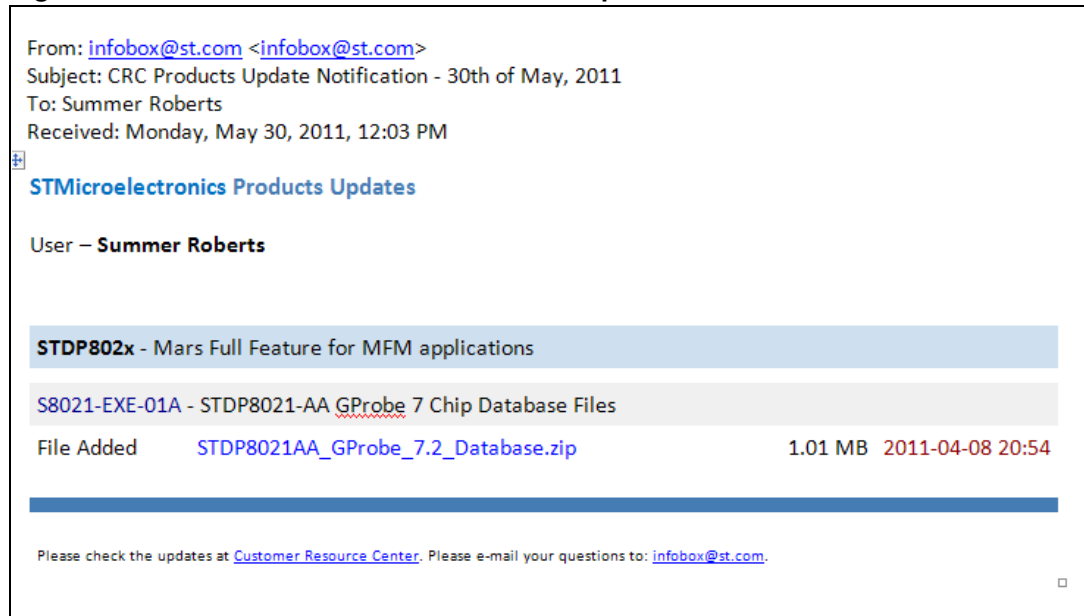
- Keywords: allows you to enter all or part of a resource name or title. The resource name is the ISO number that is assigned to all resources by the ST WAVE division (e.g. C0523-PRN-03). The resource title is the proper name that describes the resource (e.g. gmZAN3 Silicon Revision AC Errata).
- Type: allows you to select from a drop-down list. Resources are grouped by type to keep related resources together (e.g. Product Notices, Firmware).

Provide more information in your search criteria to further limit search results. Enter less information to broaden the search and return more results.

# 8 Notifications

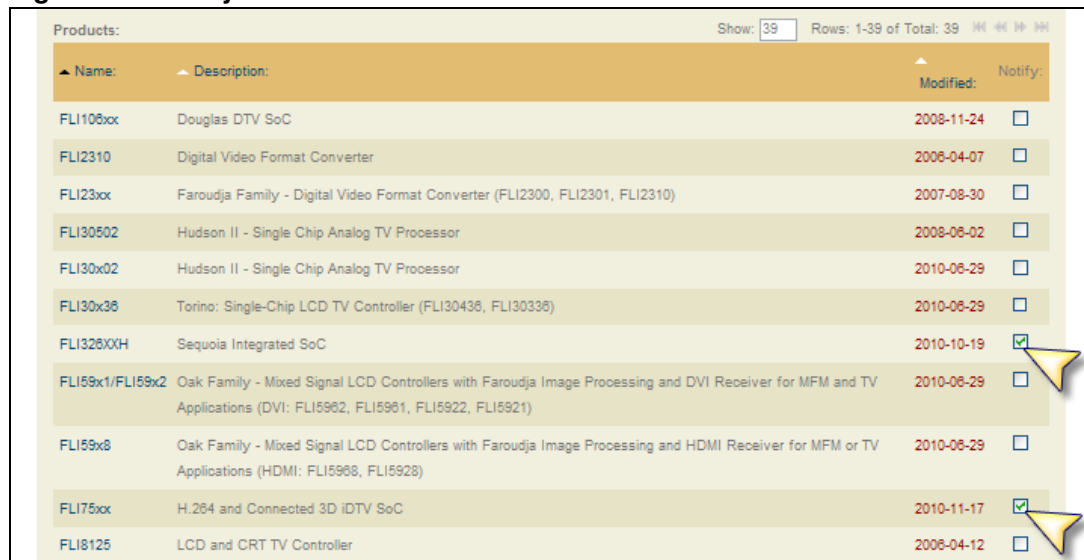
An automated subscription service to the CRC is available. Users can choose to receive updates via email when materials are added or updated on the CRC.

**Figure 8. Automated email notification example**



To enable notifications for a particular product, check Notify for the desired product(s). You can unsubscribe from notifications at any time by un-checking each box.

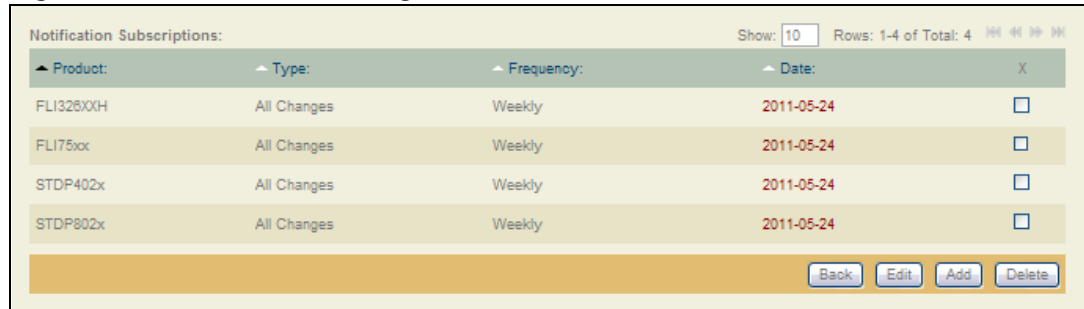
**Figure 9. Notify check box**



Notifications are sent out weekly (subscription default). Modify the frequency and type of subscription using the Notifications Manager under User Tools. Check the box for the

desired product and click Edit. You can also use the Notification Manager to add or remove subscriptions.

**Figure 10. Notifications Manager**



The screenshot shows a web interface titled "Notification Subscriptions:". It features a table with the following columns: Product, Type, Frequency, Date, and an action column with a checkbox and an 'X' icon. The table contains four rows of data. Below the table are buttons for "Back", "Edit", "Add", and "Delete".

Product	Type	Frequency	Date	
FLI326XXH	All Changes	Weekly	2011-05-24	<input type="checkbox"/>
FLI75xx	All Changes	Weekly	2011-05-24	<input type="checkbox"/>
STDP402x	All Changes	Weekly	2011-05-24	<input type="checkbox"/>
STDP802x	All Changes	Weekly	2011-05-24	<input type="checkbox"/>

- Frequency: defines how often a notification is sent (Daily - 11:00 pm EST; Weekly - every Saturday; Monthly - last day of each month). If no changes occurred in the defined time frame, a notification will not be sent.
- Type: set to All Changes.
- Date: the start date the system will use when reporting changes.

## 9 Reports

The Reports link under User Tools enables access to three reports provided for your convenience. Information available in these reports may have already been sent to you via email if you chose to receive notifications. ST maintains a log of the report information so you do not have to file or keep track of any additional email.

### 9.1 Notification Log

The Notification Log provides a continuous online log detailing updates and additions to the materials that are available on the CRC. Use the notification log to quickly identify updated or new material that may not have been viewed. Select a product and date range to review changes.

**Figure 11. Notification Log**

The screenshot shows a web interface for a Notification Log. At the top, there are filters for 'From Date' (2011 April 1) and 'To Date' (2011 May 24). Below these are filters for 'Product' (STDP402x) and 'Type' (All Changes). There are 'Back' and 'See Report' buttons. The main section is titled 'Related Updates:' and contains a list of updates with the following details:

Update Title	File Name	Size	Timestamp
C4020-APA-01A - Application alert: STDP4020/STDP4010 Cold temperature startup issue	STDP4020_4010-ColdTempStartupIssue_AppAlert_C4020-APA-01A.pdf	46.74 KB	2011-04-07 00:54
C402x-APA-01A - Application alert: STDP4020/STDP4028 YUV limitations	STDP4020-4028_YUV_Limitation_AppAlert_C402x-APA-01A.pdf	66.21 KB	2011-04-07 16:54
B0551-SCH-01E - RD2-4028 Schematics (400-535)	B0551-SCH-01E.zip	316.94 KB	2011-05-02 16:54

The content in the Notification Log is the same information contained in the automated email notifications. CRC access is required to retrieve any material(s) referenced in the automated notices. The benefit of subscribing to notifications rather than viewing the Notification Log is that you get updates without having to log on and search through the CRC.

*Note: The information in the Notification Log is available whether or not you choose to receive automated notifications.*

## 9.2 Summary

- Updates: provides the number of updated and new files by product. The Updates summary enables the ability to very quickly determine the amount of development activity that has occurred.
- Activities: shows the number of user downloads that has taken place for the product during the date range selected. The Activities summary enables the ability to very quickly determine the volume of material that has been or needs to be retrieved from the CRC.

*Note: Activities also enables the ability to identify fraudulent use of your account. If there is a significant increase in the number of downloads that does not reflect your use, change your password immediately and contact the ST WAVE division at [infobox@st.com](mailto:infobox@st.com).*

## 9.3 User Mails

The ST WAVE division may periodically send out product specific information via email (e.g. updates from the Product Manager). The emails go to all customers of the specified product(s). Customers do not have to subscribe to receive this information. The online log of email messages containing supplemental product information is kept in the User Mails section of the CRC.

*Note: Notify the ST WAVE division of any contact information changes as soon as they occur to ensure that you receive all relevant and applicable product information.*

**Figure 12. Email update example**

<b>Acme International Ltd. Mail</b>	
User - Marcus Jones	
<b>Subject:</b>	Company update: April 2008
<b>Related Products:</b>	FLI75xx
<b>Message:</b>	Due to the recent acquisition of Genesis by STMicroelectronics Inc., all current CRC customers are required to sign a new SLA. Please contact your local Sales Manager for process details and the new ST SLA form.
Please check the updates at <a href="#">Customer Resource Center</a> .	

## 10 Customer feedback

If you have any questions or comments about the CRC, please send your comments to [infobox@st.com](mailto:infobox@st.com).

# 11 Revision history

**Table 1. Document revision history**

Date	Revision	Changes
12-Jun-2006	A	Initial release.
01-Jun-2011	B	Migrated content into ST template. Updated screen captures to align with new site design. Minor grammatical changes throughout.

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