

# Genesis Microchip Customer Resource Center

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**GENESIS MICROCHIP  
INC.**

[www.gnss.com](http://www.gnss.com)

## Introduction

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

A link to the Resource Center login page is available on the Genesis Microchip Web site <http://www.gnss.com>.

## Getting Access

**CRC access is provided on an individual basis, not by company.** Send an email to your Sales Representative requesting CRC access. The email should include your name, company/group name, title, a phone number and a valid business email address.

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 Genesis Microchip Inc. In addition to the NDA, a **Software License Agreement (SLA)** must be established between the company you represent and Genesis Microchip Inc. prior to gaining access to reference firmware source code and other software tools. Work with your Genesis Sales Representative to establish an NDA or SLA where appropriate. **The NDA or SLA must be in effect prior to materials being made available on the CRC.**

**IMPORTANT: DO NOT share account information. Sharing account information may violate NDA and/or SLA agreements. Genesis 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.**

## Logging In

After an account has been created, you will receive account login information via email; go to the Genesis Microchip Web site <http://www.gnss.com> and click on the **Resources** or **Customer Resource Center** link under the **Resources** heading to go to the **CRC Login** page.

Enter your login information and click on the **Log On** button to enter the Customer Resource Center.

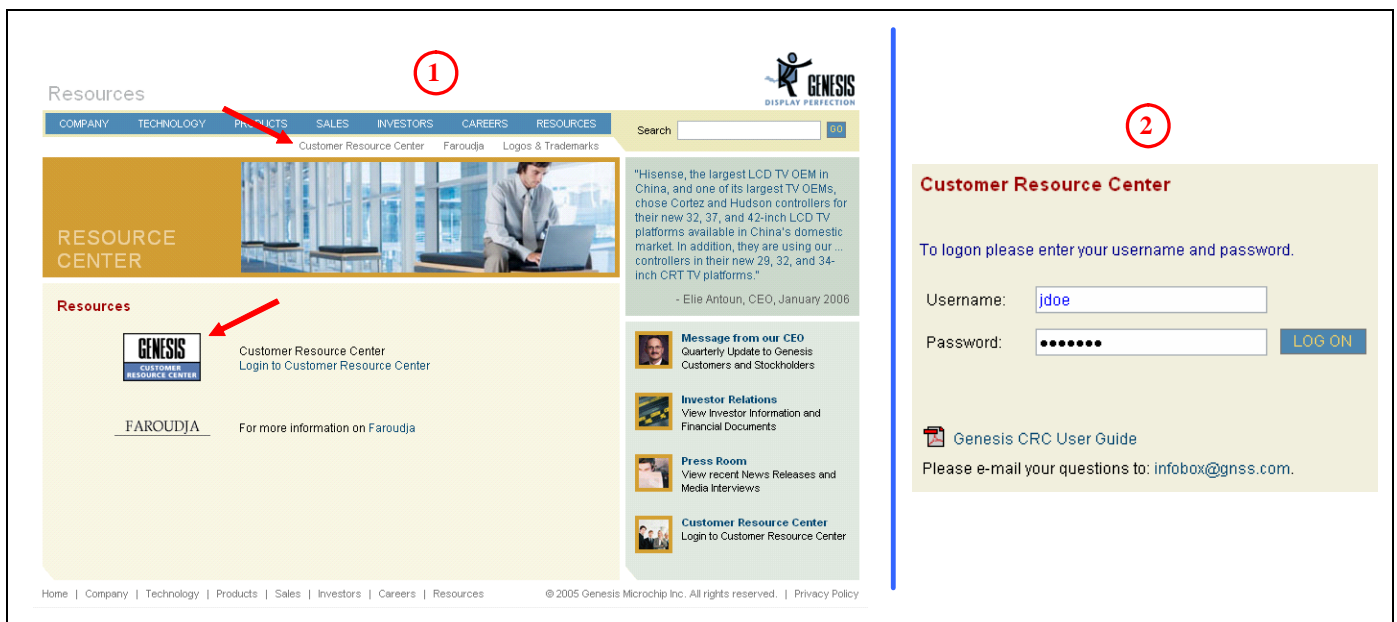


Figure 1. Customer Resource Center Login

## Customer Resource Center Overview

The CRC **Products** page is divided into two sections: **Products**, **User Tools**.



Figure 2. Products Page

## Products

### Products List

Product resources (e.g., firmware, documentation, schematics, etc.) 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 (i.e., 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; forward one page, back one page, 1<sup>st</sup> page and last page.

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

### Software Tools

Genesis 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 Genesis products; check the “readme” for recommended tool version and product support.

## User Tools






User Tools:	
Name:	Description:
 File Exchange	Browse, upload and download files.
 Search Documents	Find a document by name, title or type (Not File Exchange).
 Change Password	Alter your password.
 Notifications Manager	Set up automatic e-mail notifications.
 Reports	Updates, mail and products reports.

Figure 3. User Tools

### File Exchange

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

### Search Documents

This utility searches all available products. This provides quick access to resources that you may already be familiar with. This utility does not search the File Exchange area.

### Change Password

A password is provided when a new account is opened. Users should change their passwords to something that is secure and easy to remember. Genesis 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 Genesis at [infobox@gnss.com](mailto:infobox@gnss.com).

### 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 (e.g., firmware, documentation, etc.)

### 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 has taken place for the product during the date range selected.

*User Mails:* Provides an online log of emails containing supplemental product information provided by Genesis.

## Downloading Product Resources

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

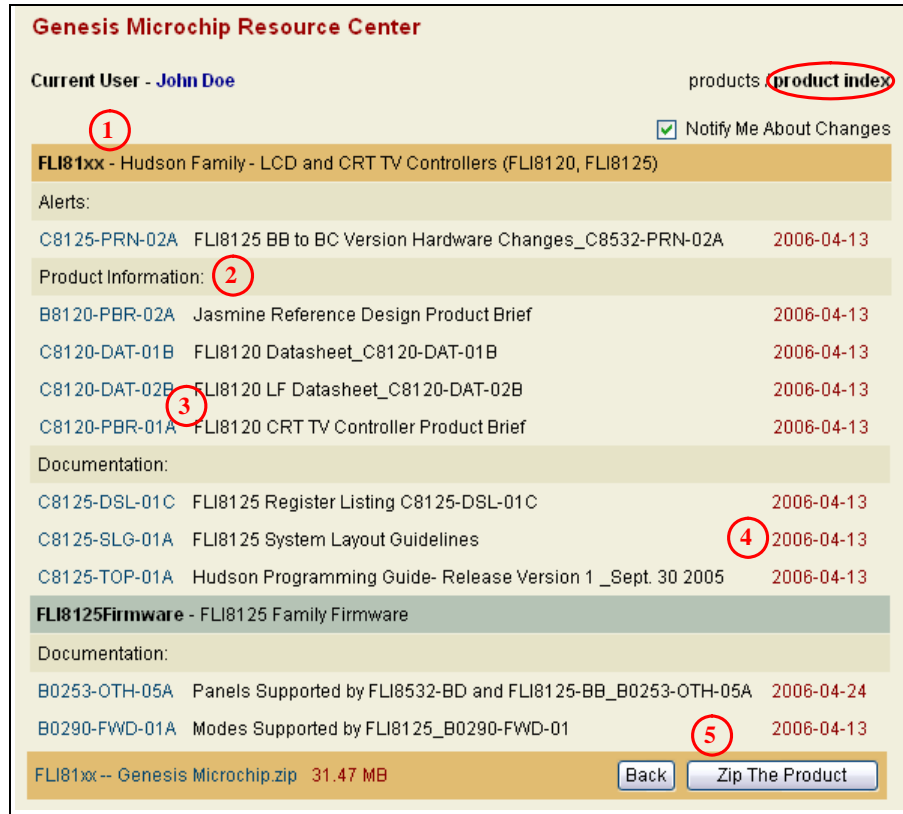


Figure 4. Product Index View

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, etc. Some projects may support multiple products (these projects are available under multiple products).
2. Resource Group – This provides categories that help to identify the type of material you are looking at (e.g., Product Information, Documentation, Firmware, etc.).
3. Link to individual resources followed by description
4. Date resource was last modified
5. Creates a ZIP file of all resources listed

**NOTE:** If you select a product and there are no visible files or only a few files visible in the product index, then the NDA restrictions may not be 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 resource link in the package index to bring up the File Manager. To continue with download, click on the filename.

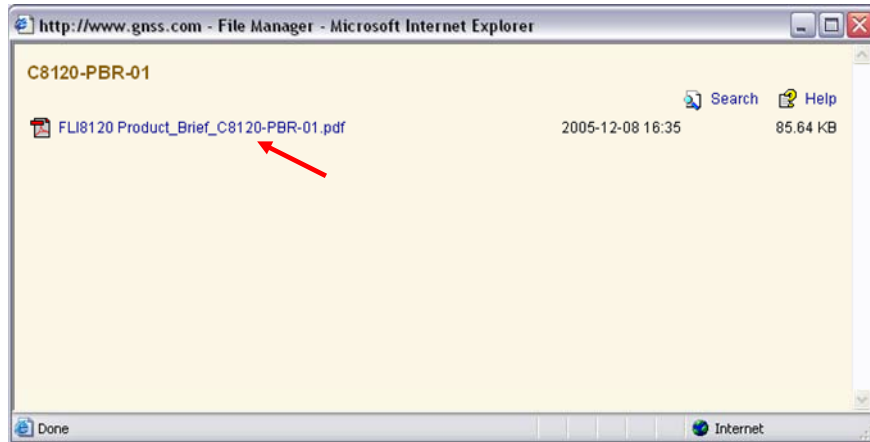


Figure 5. File Manager

## File Exchange

The File Exchange area is a working directory shared between your company and Genesis. 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

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.

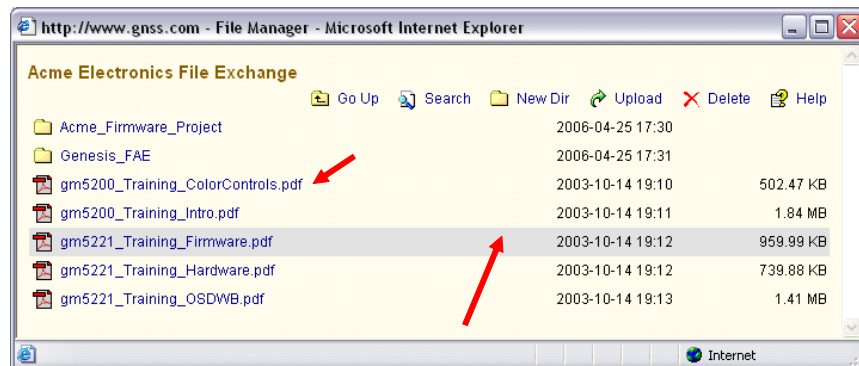


Figure 6. File Exchange

**Download File** – Click on the file name to download file.

**Browse Directory** – Click on folder name to go to sub-directory, click on Go Up to return to parent directory.

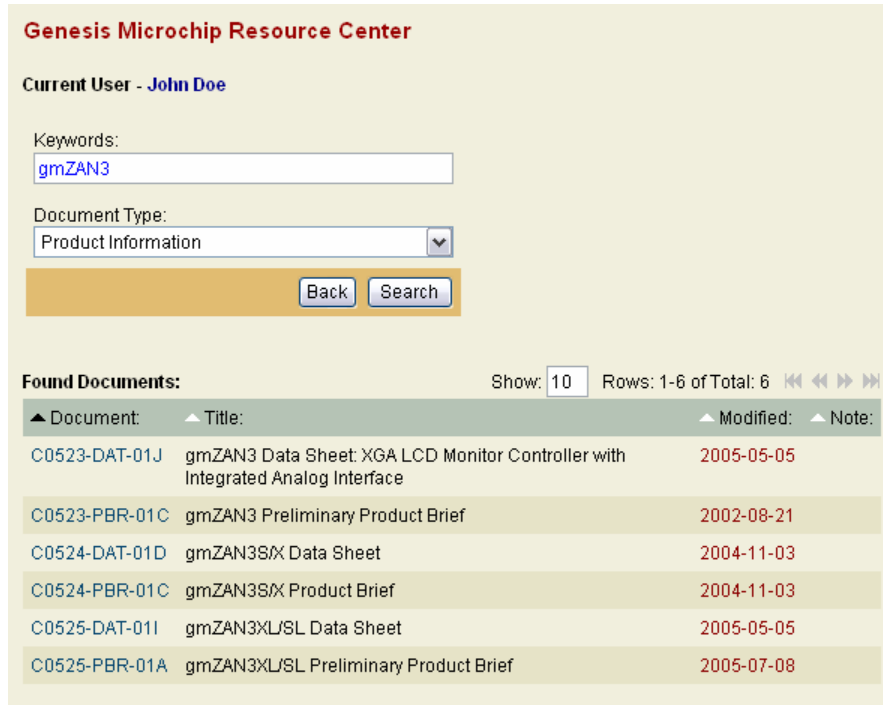
**Upload File** – Click on Upload File and browse your computer for desired file.

**Create Directory** – Click on 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, use the Delete key on your keyboard to delete the entry. **Caution: deleted items cannot be recovered.**

## Search Documents

Search Documents queries all available products that you have access to. Click on the **Search Documents** link under **Finder** and enter desired search criteria.



**Genesis Microchip Resource Center**

Current User - **John Doe**

Keywords:

Document Type:

**Found Documents:** Show:  Rows: 1-6 of Total: 6

Document	Title	Modified	Note
C0523-DAT-01J	gmZAN3 Data Sheet: XGA LCD Monitor Controller with Integrated Analog Interface	2005-05-05	
C0523-PBR-01C	gmZAN3 Preliminary Product Brief	2002-08-21	
C0524-DAT-01D	gmZAN3SX Data Sheet	2004-11-03	
C0524-PBR-01C	gmZAN3SX Product Brief	2004-11-03	
C0525-DAT-01I	gmZAN3XL/SL Data Sheet	2005-05-05	
C0525-PBR-01A	gmZAN3XL/SL Preliminary Product Brief	2005-07-08	

**Figure 7.** Search Documents

**Name or Title Contains** – This field 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 Genesis (Ex. C0523-PRN-03A). The resource title is the proper name that describes the resource (Ex. gmZAN3 Silicon Revision – AC Errata Information).

**Type** – This field allows you to select from a drop-down list. Resources are grouped by type to keep related resources together (e.g., Product Notices, Firmware, etc.).

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

## Notifications

An automated subscription service has been added to the CRC, users can now choose to receive updates via email when materials are added or updated on the CRC.

### Genesis Microchip Products Updates

User - **John Doe**

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**FLI8532 - LCD TV Controller**

[C8532-DAT-01F - FLI8532 Preliminary Data Sheet](#)

File Added	<a href="#">Datasheet_C8532-DAT-01F125.pdf</a>	932.91 KB	2005-03-02 17:04
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Please check the updates at [Genesis Customer Resource Center](#). Please e-mail your questions to: [genesis\\_crc@gnss.com](mailto:genesis_crc@gnss.com).

**Figure 8.** Automated Email Notification Example

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

**Products:** Show:  Rows: 26-30 of Total: 39 ⏪ ⏩

▲ Name:	▲ Description:	▲ Modified:	Notify:
gm5126	Onpanel Dual Interface SXGA LCD Controller with RSDS Transmitter	2004-06-21	<input type="checkbox"/>
gm5221	VGA + DVI + Video SXGA LCD Controller	2005-02-03	<input type="checkbox"/>
gm5311	VGA + DVI Interface SXGA LCD Controller	2004-11-17	<input type="checkbox"/>
gm5321	VGA + DVI Interface SXGA LCD Controller	2004-11-17	<input type="checkbox"/>
gm5621	Dual Input LCD Controller	2005-02-03	<input checked="" type="checkbox"/>

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**gm2221 -**

Product Information:

<a href="#">C5221-APB-01A</a>	Genesis ACC / ACM-II Color Controls Application Brief	2003-09-13	
<a href="#">C5221-APB-02B</a>	Serial FLASH Device Requirements for LCD Monitor Applications	2004-10-12	

**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 the **Edit** button. You can also use the Notification Manager to add or remove subscriptions.

Notification Subscriptions:					
				Show: 10	Rows: 1-3 of Total: 3
Product	Type	Frequency	Date	X	
FLI5961	All Changes	Monthly	2006-04-12	<input type="checkbox"/>	
gm10500	All Changes	Weekly	2006-04-12	<input type="checkbox"/>	
gm1601	File Changed	Daily	2006-04-25	<input type="checkbox"/>	

**Figure 10.** Notification Manager

**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:** Allows the user to filter notifications. Include all changes, only new files, only files that have changed. This attribute can only be changed if the subscription was added using the Notifications Manager. If you need to change this, delete and re-create the subscription.

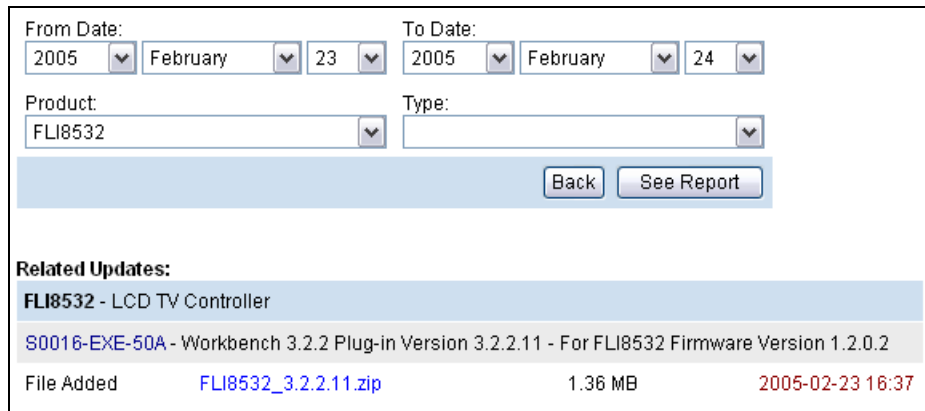
**Date:** The start date the system will use when reporting changes.

## 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. Genesis maintains a log of this information so you don't have to file or keep track of any additional email.

### 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.



The screenshot shows a web interface for the Notification Log. At the top, there are two date pickers: 'From Date' set to 2005 February 23 and 'To Date' set to 2005 February 24. Below these are two dropdown menus for 'Product' (set to FLI8532) and 'Type'. At the bottom of the filter section are 'Back' and 'See Report' buttons. Below the filters is a section titled 'Related Updates:' containing a list of updates. The first update is 'FLI8532 - LCD TV Controller'. The second update is 'S0016-EXE-50A - Workbench 3.2.2 Plug-in Version 3.2.2.11 - For FLI8532 Firmware Version 1.2.0.2'. Below this is a table with columns for 'File Added', 'Name', 'Size', and 'Date'.

File Added	Name	Size	Date
	<a href="#">FLI8532_3.2.2.11.zip</a>	1.36 MB	2005-02-23 16:37

Figure 11. Notification Log

This is the same information contained in the automated email notifications (this information is available whether or not you choose to receive automated notifications). The benefit of subscribing to notifications is that you become aware of updates without having to logon and search through the CRC.

CRC access is required to retrieve any material(s) referenced in the automated notices

### Summary

**Updates** provides the number of updated and new files by product. This 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. This 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 Genesis at [infobox@gnss.com](mailto:infobox@gnss.com).*

### User Mails

Provides an online log of emails containing supplemental product information provided by Genesis.

Genesis may periodically send out product specific information via email (e.g., updates from the Product Manager, etc.). These emails go to all customers of the specified product(s). Customers do not have to subscribe to receive this information.

**Genesis Microchip Mail**

User – **John Doe**

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<b>Subject:</b>	gm5221/5321 Update - Feb 2004
<b>Related Products:</b>	gm5221, gm5321, gm2221, gm2321

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**Message:** New gm5221 and gm2221 projects should use the gm5600 family firmware REL1.3 released on 1/28/2005.

gm5321 and gm2321 should not have any new design starts now. Please use gm5621 and gm2621 instead.

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Please check the updates at [Genesis Customer Resource Center](#). Should you have any questions please e-mail at [chuck.hudson@gnss.com](mailto:chuck.hudson@gnss.com).

**Figure 12.** Email Update Example

### Customer Feedback

If you have any questions or comments about the Customer Resource Center please send your comments to [infobox@gnss.com](mailto:infobox@gnss.com).