Ergotron Tablet Management Cart 32, 48
Ergotron Tablet Management Desktop Module 16
Ergotron Tablet Management Wall Mount 10
Ergotron Tablet Management Station 16

Ergotron Product Update

Recommended Computers for Syncing

Since the launch of the Tablet Management Desktop and Cart products in 2011, Ergotron has recommended the use of either a Macintosh or PC laptop for syncing iPad devices using iTunes based on extensive testing of both options. Recent changes made by some PC manufacturers have required us to change this recommendation. Some PC manufacturers have started to limit the number of USB devices that can be connected to one laptop with their new hardware designs. This is a limitation of the functionality of the PC, not a problem with the Tablet Management product. Since the Tablet Management products are acting as a large USB hub, this can impact the functionality by limiting the number of iPad devices that can be connected to the syncing laptop at any one time. Charging capability of the Tablet Management product is not affected at all.

Problem Symptom: If the PC laptop being used for syncing does not recognize more than 5-10 iPad devices when connected for syncing, this could be a sign that the PC laptop is not designed to connect a large number of USB devices.

Due to these changes, Ergotron recommends using a Macintosh computer with the latest iTunes or Apple Configurator software.
- Mac OS X v 10.5.8 or later
- iTunes 9.1 or later (download from http://www.itunes.com/download) or Apple Configurator (download from the Mac App store). Apple Configurator is only available for the Macintosh platform.

If you must use a PC with a Tablet Management product to sync your iPad devices, please check with the PC manufacturer to verify that it is designed to handle as least the following number of USB devices:

Ergotron Product	PC Capability – Number of USB Devices*
Tablet Management Desktop 16	21
Tablet Management Cart 32	41
Tablet Management Cart 48	60
Tablet Management Wall Mount 10	15
Tablet Management Station 16	21

Update (October 30, 2013): New Macbook Air computers were released in June 2013 designed with the new 4th Generation Intel Core vPro Processors (Intel Core i5 and Intel Core i7), also known by the code name "Haswell". These processors have a maximum limit of 25 USB devices, so a maximum of 25 iPad devices will be recognized when syncing with this laptop. This will be reduced if other USB devices are attached to the laptop for other reasons (keyboards, mice, etc). Please note this will not affect charging functionality at all, so a 48 unit cart will be able to charge 48 units at one time and a 32 unit cart will be able to charge 32 units at one time. Ergotron is expecting to see the same issue with new Macbook Pro laptops introduced in October 2013 since they also include the new Intel processors, but this has not been confirmed yet. It is unknown at this time whether there will be a fix from Apple for this problem. If a customer has one of the new MacBook models, syncing can still be completed, but it will have to be done in groups of 25 units or less at a time.

Update (February 10, 2013): Apple has created a software patch that will resolve the issue with the new MacBook Air, MacBook Pro, and Mac mini computers (any Apple product shipped after June 2013) that limits the number of devices the computer will recognize for syncing.

To install the patch, follow the instructions below. You will have to access the Terminal application built into the Macintosh operating system.
1. Open Terminal.
2. Enter this command and press Return: sudo nvram usb-options="%01%00%00%00"
3. You will be prompted to enter your administrator password.
4. After entering this command, restart your Macintosh computer for the change to take effect.

This command will allow more than 30 devices to be recognized when you connect the devices to a USB 2.0 hub. Do not use a USB 3.0 hub if you need to support 30 or more devices.

To verify that this command was successful, open System Information and under **Hardware** select **USB**. You should see at least one USB Hi-Speed Bus listed in addition to the USB 3.0 Hi-Speed Bus and USB 3.0 SuperSpeed Bus. You are now ready to connect to the Ergotron Tablet Management Cart to begin syncing.

Important: Using this command may reduce the length of time you can run your Macintosh notebook on the battery between charges. Using the command is only recommended if you're using a notebook on a charging cart where A/C power is readily available.

Additional Information
To undo this change and restore your computer to its default configuration, enter the following command in a Terminal window:
sudo nvram -d usb-options

If you have any questions, please do not hesitate to contact Ergotron at customerservice@ergotron.com and reference this Product Bulletin.

Best regards,

Cathi Vergin
Sr. Product Manager
Education Products
cvergin@ergotron.com
+1(651)681-7707

America Sales & Corporate HQ	EMEA Sales	APAC Sales	Worldwide OEM Sales
St. Paul, MN USA	Amersfoort, The Netherlands	Tokyo, Japan	www.ergotron.com
(800) 888-8458	+31 33 45 45 600	www.ergotron.com	info.oem@ergotron.com
+1-651-681-7600	www.ergotron.com	info.apac@ergotron.com	
www.ergotron.com	info.eu@ergotron.com		
sales@ergotron.com			