

## Contacting Technical Support

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## Firmware Release 2/22/13 Details

<b>Release Date:</b>	2/22/2013		
<b>Firmware Version/ Applies to Products:</b>	Model	Firmware	Configuration Utility
	B-100-HDMATRIX-4x4	98.01.07	1.00.17
	B-100-HDMATRIX-8x8	98.01.16	1.00.22
	B-300-HDMATRIX-4x4	98.01.15	1.00.19
	B-300-HDMATRIX-8x8	98.01.16	1.00.25

It is recommended that this software release only be installed where the feature enhancements and fixes listed below are desired.

## Supporting Documents (on the SnapAV website)

- B-100-HDMATRIX Manual
- B-300-HDMATRIX Manual
- HD Matrix Firmware
- HD Matrix PC Configuration Utility Software

## Changes in this Release

### New Features

NOTE: The following feature additions require the use of Configuration Utility versions listed above or higher.

- **Firmware Update Procedure**  
The Software Configuration Utility no longer needs to be “Connected” to complete an update. This allows a firmware update to be performed on any unit that has been rendered unresponsive during a previous update attempt. See the Configuration Utility Manual for instructions.

### Improvements

- **Improved handling of HDCP**  
This change in the firmware resolves various HDCP issues (pink screen, green screen, flashing, black screen) when connected directly to displays and also when going through an AVR. The entire switching and sync process has been improved to be faster and more reliable.
- **Improved Feedback for On and Off commands**

On and off commands now return the same information to a controller regardless of state. If the switcher is already on and an “On” command is sent, the unit will now send a confirmation of the “On” state and an “Input/Output” status report instead of not responding. This increases the speed and reliability of switching.

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## Firmware Release 5/31/12 Details

**Release Date:** 5/31/2012

<b>Firmware Version/ Applies to Products:</b>	<b>Model</b>	<b>Firmware</b>	<b>Configuration Utility</b>
	B-100-HDMATRIX-4x4	1.06.05	1.00.11
	B-100-HDMATRIX-8x8	1.01.05	1.00.12
	B-300-HDMATRIX-4x4	1.03.08	1.00.11
	B-300-HDMATRIX-8x8	1.01.05	1.00.13

It is recommended that this software release only be installed where the feature enhancements and fixes listed below are desired.

## Supporting Documents (on the SnapAV website)

- B-100-HDMATRIX Manual
- B-300-HDMATRIX Manual
- HD Matrix Firmware
- HD Matrix PC Configuration Utility Software

## Changes In this Release

### New Features

NOTE: The following feature additions require the use of Configuration Utility versions listed above or higher.

- **HDMI Input EQ Setting**

Advanced setting to compensate for HDMI signal level issues such as video noise and artifacts that can occur during switching or viewing some HDMI sources or displays.

- **Enable/Disable Front Panel and System IR Receivers**

Allows disabling Front Panel IR receiver and Rear Panel System IR input when IR emitters/blasters, lighting or other sources of IR interference prevent reliable IR control of the HD Matrix. Requires use of RS232 or IP to control the HD Matrix.

- **Enable/Disable Front Panel Power Button**

Allows disabling the Front Panel Power Button to avoid the HD Matrix being accidentally turned off from the front panel. Automation systems can still place the unit in Standby using IR (when enabled), RS232 or IP commands.

## **Known Bugs**

- **RS232 feedback when Front Panel Power Button is Enabled and Power Button is Out (Off)**

**Note: Applies to B-100/B-300-HD Matrix-8x8 Only**

When the B-100/B-300 HD Matrix 8x8 Front Panel Power Button is Enabled and the Power Button is Out (HD Matrix is in Standby/Off mode), the HD Matrix will not execute incoming RS232 commands but will still provide RS232 feedback as if the HD Matrix were On.

This situation will provide RS232 feedback to automation systems that does not reflect the current status and operation of the HD Matrix.

We recommend setting the Front Panel Power Button to Disabled when using an Automation System to control an HDMatrix. This will allow the HDMatrix to remain ON for control from the Automation System.