# Contacting Technical Support

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| --- | --- |
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| Email: | techsupport@snapav.com |

Firmware Release 6/15/2014 Details

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| --- | --- | --- | --- | --- |
| **Model** | **Configuration Utility** | **Main Firmware** | **Daughter Board** | **HDBaseT** |
| B-500-MTRX-230-4x4 | 1.00.27 | 1.00.18 | 1.00.08 | 0x05\_SnapAV\_HDBaseT\_230\_Source\_308E.Hex |

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

# Supporting Documents (on the SnapAV website)

* B-500-MTRX-230 Manual
* Configuration Utility Software
* Configuration Utility Manual

# Changes in this Release

## Improvements

* This firmware revision resolves “HDBaseT Sleeping”, an issue where HDBaseT ports on matrix switcher products designed using HDBaseT 230 chip technology have no video output, but the HDBaseT link light will be lit and appear to have full functionality. The HDBaseT chip enters into a lock-up state due to corrupted/noisy TMDS data. SnapAV identified this issue by reviewing dealer issues from the field and drove its resolution with HDBaseT.

**Firmware Release 6/15/2014 Details**

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| --- | --- | --- | --- | --- |
| **Model** | **Configuration Utility** | **Main Firmware** | **Daughter Board** | **HDBaseT** |
| B-500-MTRX-230-4x4 | 1.00.27 | 1.00.18 | 1.00.08 | 0x05\_SnapAV\_HDBaseT\_230\_Source\_3072.Hex |

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-500-MTRX-230 Manual

 Configuration Utility Software

 Configuration Utility Manual

**Changes in this Release**

**Improvements**

 This new firmware addresses additional bug fixes and enhancements.