

## Contacting Technical Support

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## Firmware Release 11/30/2015 Details

Model	Configuration Utility	Main Firmware	Daughter Board	HDBaseT
B-500-MTRX-230-8x16	1.00.22	1.00.46	1.00.11	0x07_SnapAV_HDBaseT_230_Source_308E.Hex
B-500-MTRX-230-16x16	1.00.22	1.00.46	1.00.11	0x07_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

When a control system initiates a new Telnet session request in response to a network interruption, this updated firmware (1.00.46) will close the current open Telnet session on the Matrix and open a new Telnet session as requested by the control system.

## Firmware Release 08/19/2014 Details

Model	Configuration Utility	Main Firmware	Daughter Board	HDBaseT
B-500-MTRX-230-8x16	1.00.20	1.00.40	1.00.08	0x07_SnapAV_HDBaseT_230_Source_308E.Hex
B-500-MTRX-230-16x16	1.00.20	1.00.40	1.00.08	0x07_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 update adds a new feature for communication with Control4: Simple Device Discovery Protocol (SDDP). SDDP automatically locates the matrix, when connected to Control4 via an IP network. The latest Control4 driver must be installed in Composer. You can find the latest driver on our website, under the support tab of the product page, or visit the Control4 library.

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## Firmware Release 07/09/2014 Details

Model	Configuration Utility	Main Firmware	Daughter Board	HDBaseT
B-500-MTRX-230-8x16	1.00.13	1.00.11	1.00.01	0x07_SnapAV_HDBaseT_230_Source_308E.Hex
B-500-MTRX-230-8x16	1.00.13	1.00.11	1.00.01	0x07_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.

## 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.