

Contacting Technical Support

Phone: (866) 838-5052

Email: Techsupport@snapav.com

Firmware Release 6/15/2014 Details

Model	Tx Firmware	RX Firmware
B-500-EXT-330-RS-IP	UpdateTX_308E-0.bat	UpdateRX_308E-0.bat

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)

- Firmware Update Procedure

Changes in this Release

Improvements

- This firmware revision resolves “HDBaseT Sleeping”, an issue where HDBaseT Ports on extender 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 the HDBaseT chip manufacturer.