**Current Firmware Revision: 1.20**

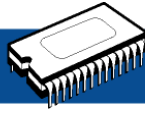
The following notes provide known firmware issues and release history for the Extron DXP series Matrix Switchers. For more information, please call your Extron Applications Engineer.

| | |
|--|----------------------------|
| Updated: | December 02, 2014 |
| Extron Products Affected: | DXP series Matrix Switcher |
| Firmware part number: | 49-100-50 |
| Current Engineering Revision: | E27921 |
| Current Firmware Revision Affected: | 1.18 |
| Current Firmware: | 1.20 |

TECH NOTES**When updating the DXP Matrix switcher firmware version 1.18, the following procedures are necessary:**

1. Save your switcher configuration first, using the Matrix Switcher Windows Control Program, then restore and re-enter your IP settings. Refer to the DXP User's Manual.
2. Update the DXP firmware to v 1.18 or higher.
 - a. Upload the new firmware using the Matrix Switcher Windows Control Program, the Extron Firmware Loader program, or the DXP Matrix internal Web pages.
 - b. Reset the DXP Matrix using the SIS command Esc ZQQQ via Telnet or RS-232.
 - c. Verify that the DXP Matrix firmware was updated by issuing it the SIS command "Q" or "q".

Note: Firmware 1.19 was never released in shipping units.



KNOWN ISSUES

The following is a list of known firmware issues found in the firmware Version 1.20

- **Occasional loss of HDCP communication during power cycle** – In rare cases after the matrix is power-cycled, some displays have been found to stop HDCP communication. This causes the DXP HDMI or DVI Pro switchers to output a green screen when an HDCP-compliant signal is routed to the display.

Workaround: Power cycle the display after the DXP has completely booted up.

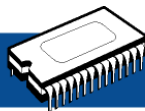
- **HDCP Authorization feature will output green screen with audio** – When the input HDCP is turned off the DXP will output black screen with or without audio depending on the source. However in some cases the DXP will output green screen with audio.

FIRMWARE RELEASE HISTORY

Firmware revision 1.20 provides support for updates to hardware that do not change the basic operation of the switchers.

The following is a list of issues found in Firmware Version 1.18 for DXP DVI Pro and DXP HDMI that are now resolved by Version 1.20.

- **Corrected the Output Noise Issue** – In prior versions of firmware, when the output is un-tied some sensitive monitors will not sleep and other products report active signal. When tied, noise may appear intermittently. This issue has been resolved in v1.20.
- **Corrected the 3D compatibility Issue** – In prior versions of firmware, the DXP cannot switch some 3D sources. This issue has been resolved in v1.20 by updating the 3D Info Frame data.
- **Corrected the SIS Input HDCP Authorization Issue** – In prior versions of firmware, when the source is looped back to the matrix or comes from an XTP or SMX matrix, the SIS input HDCP authorization (off) command is not working. It will continue to output the source. Disabling the HDCP at the main source is OK (black screen). This issue has been resolved in v1.20 by outputting a green screen when disabled.

**Current Firmware Revision: 1.18**

The following notes provide known firmware issues and release history for the Extron DXP series Matrix Switchers. For more information, please call your Extron Applications Engineer.

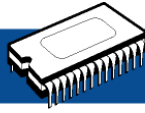
| | |
|--|----------------------------|
| Updated: | February 26, 2013 |
| Extron Products Affected: | DXP series Matrix Switcher |
| Firmware part number: | 49-100-50 |
| Current Engineering Revision: | E24992 |
| Current Firmware Revision Affected: | 1.17 |
| Current Firmware: | 1.18 |

TECH NOTES**When updating the DXP Matrix switcher firmware version 1.17, the following procedures are necessary:**

3. Save your switcher configuration first, using the Matrix Switcher Windows Control Program, then restore and re-enter your IP settings. Refer to the DXP User's Manual.
4. Update the DXP firmware to v 1.18 or higher.
 - a. Upload the new firmware using the Matrix Switcher Windows Control Program, the Extron Firmware Loader program, or the DXP Matrix internal Web pages.
 - b. Reset the DXP Matrix using the SIS command Esc ZQQQ via Telnet or RS-232.
 - c. Verify that the DXP Matrix firmware was updated by issuing it the SIS command "Q" or "q".

Note (Updated 4-23-2013): The DXP SIS tie command only gives single digit numeric response. Since most Extron matrices give two digit responses, this may cause an issue when monitoring responses using global scripts in control systems. Please take note and make the necessary adjustments.

| SIS tie command | DXP Response | Other Matrix |
|-----------------|--------------|----------------|
| 1*1! | Out1 In1 All | Out01 In01 All |



KNOWN ISSUES

The following is a list of known firmware issues found in the firmware Version 1.18

-
- **Occasional loss of HDCP communication during power cycle** – In rare cases after the matrix is power-cycled, some displays have been found to stop HDCP communication. This causes the DXP HDMI or DVI Pro switchers to output a green screen when an HDCP-compliant signal is routed to the display.

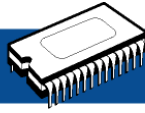
Workaround: Power cycle the display after the DXP has completely booted up.

FIRMWARE RELEASE HISTORY

Firmware revision 1.18 provides support for updates to hardware that do not change the basic operation of the switchers.

The following is a list of issues found in Firmware Version 1.17 for DXP DVI Pro and DXP HDMI that are now resolved by Version 1.18.

- **Corrected Audio Distortion Issue** – In prior versions of firmware, when using an onboard Intel Graphic 4000 card, audio signals would become distorted when an audio signal type is changed. This issue has been resolved in v1.18.

**Current Firmware Revision: 1.17**

The following notes provide known firmware issues and release history for the Extron DXP series Matrix Switchers. For more information, please call your Extron Applications Engineer.

| | |
|--|----------------------------|
| Updated: | April 10, 2012 |
| Extron Products Affected: | DXP series Matrix Switcher |
| Firmware part number: | 49-100-50 |
| Current Engineering Revision: | E24992 |
| Current Firmware Revision Affected: | 1.15 |
| Current Firmware: | 1.17 |

TECH NOTES

When updating the DXP Matrix switcher firmware version 1.15, the following procedures are necessary:

5. Save your switcher configuration first, using the Matrix Switcher Windows Control Program, then restore and re-enter your IP settings. Refer to the DXP User's Manual.
6. Update the DXP firmware to v 1.17 or higher.
 - a. Upload the new firmware using the Matrix Switcher Windows Control Program, the Extron Firmware Loader program, or the DXP Matrix internal Web pages.
 - b. Reset the DXP Matrix using the SIS command Esc ZQQQ via Telnet or RS-232.
 - c. Verify that the DXP Matrix firmware was updated by issuing it the SIS command "Q" or "q".

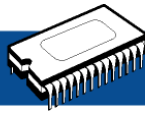
Firmware versions 1.16 was never released in shipping units.

KNOWN ISSUES

The following is a list of known firmware issues found in the firmware Version 1.17

-
- **Occasional loss of HDCP communication during power cycle** – In rare cases after the matrix is power-cycled, some displays have been found to stop HDCP communication. This causes the DXP HDMI or DVI Pro switchers to output a green screen when an HDCP-compliant signal is routed to the display.

Workaround: Power cycle the display after the DXP has completely booted up.



FIRMWARE RELEASE HISTORY

Firmware revision 1.17 provides support for updates to hardware that do not change the basic operation of the switchers.

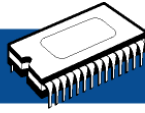
The following new feature has been added to the Series:

- Added Input HDCP Authorized On/Off** – This new feature allows the user to turn off the HDCP authorization between the source and the matrix. When Input HDCP Authorization is OFF, the source will not encrypt content that does not require encryption; any material requiring encryption will not be delivered from the source unless Input HDCP Authorization is turned ON (default).

| | <u>ASCII</u> | <u>Unit response</u> |
|--|-----------------------------------|---|
| HDCP Authorized Device On | Esc E x ₃₀₁ * 1 HDCP ← | Hdcp E x ₃₀₁ * 1 ← |
| HDCP Authorized Device Off | Esc E x ₃₀₁ * 0 HDCP ← | Hdcp E x ₃₀₁ * 0 ← |
| Query HDCP Authorized Device status | Esc E x ₃₀₁ HDCP ← | x ₃₀₁ * x ₃₀₆ Hdcp E x ₃₀₁ * x ₃₀₆ ← (Verbose mode 2/3) |
| x ₃₀₁ = input # x ₃₀₆ = 1 (allow HDCP encryption) – Default. = 0 (block HDCP encryption) | | |

The following is a list of issues found in Firmware Version 1.15 for DXP DVI Pro and DXP HDMI that are now resolved by Version 1.17.

- Corrected the SIS Rooming Issue** – In the previous firmware version v1.15, the SIS MR rooming command response was found to have changed. The current response did not contain the room name; this affected the Window Control Program, which expects to receive the room name in order to execute properly. The room name is restored and this issue has been resolved in v1.17.
- Corrected Audio Distortion Issue** – In prior versions of firmware, audio signals would become distorted when changing video resolution and/or audio signal format. This issue has been resolved in v1.17.

**Current Firmware Revision: 1.15**

The following notes provide known firmware issues and release history for the Extron DXP series Matrix Switchers. For more information, please call your Extron Applications Engineer.

| | |
|--|----------------------------|
| Updated: | October 27, 2011 |
| Extron Products Affected: | DXP series Matrix Switcher |
| Firmware part number: | 49-100-50 |
| Current Engineering Revision: | E24398 |
| Current Firmware Revision Affected: | 1.13 |
| Current Firmware: | 1.15 |

TECH NOTES**When updating the DXP Matrix switcher firmware version 1.13, the following procedures are necessary:**

7. Save your switcher configuration first, using the Matrix Switcher Windows Control Program, then restore and re-enter your IP settings. Refer to the DXP User's Manual.
8. Update the DXP firmware to v 1.15 or higher.
 - a. Upload the new firmware using the Matrix Switcher Windows Control Program, the Extron Firmware Loader program, or the DXP Matrix internal Web pages.
 - b. Reset the DXP Matrix using the SIS command Esc ZQQQ via Telnet or RS-232.
 - c. Verify that the DXP Matrix firmware was updated by issuing it the SIS command "Q" or "q".

KNOWN ISSUES

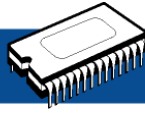
The following is a list of known firmware issues found in the firmware Version 1.15

- **Occasional loss of HDCP communication during power cycle** – In rare cases after the matrix is power-cycled, some displays have been found to stop HDCP communication. This causes the DXP HDMI or DVI Pro switchers to output a green screen when an HDCP-compliant signal is routed to the display.

Workaround: Power cycle the display after the DXP has completely booted up.

- **SIS Rooming Issue** – The SIS MR rooming command response has changed. The current response does not contain the room name; this affects the Window Control Program, which expects to receive the the room name in order to execute properly.

Workaround: Use SIS MR Rooming command serially (RS-232).



FIRMWARE RELEASE HISTORY

Firmware revision 1.15 provides support for updates to hardware that do not change the basic operation of the switchers.

The following new feature has been added to the Series:

- **Added support for OEM versions of the DXP Matrix Switcher Series** – Support has been added for select OEM versions of the DXP DVI matrix switcher series.

The following is a list of issues found in Firmware Version 1.13 for DXP DVI Pro and DXP HDMI that are now resolved by Version 1.15.

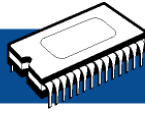
- **Corrected Cable Extender lock-up** – In the previous version of firmware, the DXP HDMI or DVI Pro would stop switching when used with certain cable extenders. Cycling power on the DXP Matrix corrected this issue. This has been resolved in v1.15.
- **Corrected video hash marks** – In prior versions of firmware, horizontal hash marks would randomly appear in the video. Cycling power on the DXP Matrix corrected this issue. This has been resolved in v1.15.
- **Corrected black screen output when changing resolutions** – With DXP HDMI or DVI Pro, if there was a resolution change on one input, video from other inputs could stop showing. This has been resolved in v1.15.
- **Corrected random “infinite snow”** – In rare cases, DXP HDMI or DVI Pro were found to output snow indefinitely when an output was routed to a display. Cycling power on the DXP matrix corrected this issue. This has been resolved in v1.15.
- **Corrected Green Screen output during boot-up** – After the DXP HDMI or DVI Pro boot’s up, if a tie had not been previously made, the board would output a green screen when the user routed an HDCP-compliant signal to an HDCP-compliant display. The workaround for this issue was tie to an unused input first and then to the HDCP-compliant input. This has been resolved in v1.15.
- **Corrected video flashing at 59.94 Hz** – Video with a refresh rate of 59.94 Hz was found to flash consistently with DXP HDMI or DVI Pro. This has been resolved in v1.15.
- **Corrected random pixilated image** – Randomly, after a switch is made with DXP HDMI or DVI Pro, there would be a pixilated video output, or no video. Cycling power on the DXP matrix corrected this issue. This has been resolved in v1.15.
- **Corrected random audio distortion** – With DXP HDMI or DVI Pro, audio would become distorted after a switch was made. Cycling power on the DXP frame corrected this issue. This has been resolved in v1.15.

USA: 800.633.9876 (inside US/Canada only) or 714.491.1500

Europe: +800.3987.6673 (inside Europe only) or +31.33.453.4040

Asia: +65.383.4400

Japan: +81.3.3511.7655



- **Corrected loss of signal when hot-swapping sources** - When using Extron DVI or HDMI extenders on the input of an DXP HDMI or DVI Pro, hot swapping the source would cause the DXP to stop passing video. This has been resolved in v1.15
- **Corrected EDID assignment when changing refresh rates or audio formats** - With DXP HDMI or DVI Pro and prior versions of firmware, if the user changed EDID for a particular resolution with stereo audio to the same resolution with multi-channel audio, or changed an EDID with a particular resolution at 50Hz to 60Hz refresh rate to a different refresh rate, the EDID assignment would not take. This has been resolved in v1.15.
- **Improved browser support for Mozilla, Google Chrome, and Apple Safari** - When using the DXP Matrix's embedded webpage, some Web browsers would not properly display the webpage. This has been resolved in v1.15.
- **Updated 576p@50Hz, 720p@50Hz, and 1080p@50Hz EDID to include audio** - In the previous released firmware, 576p@50Hz, 720p@50Hz, and 1080p@50Hz EDID files did not include audio. In v1.15, these EDID have been updated to include support for 2-channel audio.