



WD TV[®] Live Hub[™] Media Center Firmware Release Notes

These release notes provide information on the latest posting of firmware (FW) for the WD TV Live Hub HD Media Center.

These release notes provide information on the following:

- *Version 3.01.19*
- *Version 3.00.28*
- *Version 2.08.13*
- *Version 2.07.17*
- *Version 2.06.10*
- *Version 2.05.08*
- *Version 2.04.13*
- *Version 2.03.24*
- *Version 2.02.19*
- *Version 2.02.16*
- *Firmware Installation Procedure*
- *Problems during or after FW upgrade*



Version 3.01.19:

Resolved Issues:

- Supports adding network share folders into “My Media Library” (Use options button).
- Supports “WD TV Remote” control application for iDevices (Download Application from iTunes).
- Supports Vudu movie service (US only).
- Supports SnagFilms indie movies service.
- Supports Flixster video movie review and trailer service.
- Supports Yota Music streaming service (Russia only).
- Supports XOS Digital college sports service.
- Supports SEC Digital Network college sports service for Southeastern Conference.
- Supports Watch Mojo pop culture and infotainment video streaming service.
- Supports ComedyTime stand-up comedians and funny videos streaming service.
- Resolved content playback issues with MPEG2 and MPEG4 BluRay ISO, M2TS and .TS.
- Resolved issues in Flango where videos do not fling using Safari web browser.
- Resolved AAC audio lag when playing from network share.
- Resolved audio lip sync issue if media is paused several times.
- Resolved user interface issue of subtitle and audio info not displaying when buttons are pressed on remote.
- Resolved issue with Blockbuster and CinemaNow does not reconnect to network share upon reboot.
- Resolved issue with user added Meta-Source does not clear after factory reset.
- Resolved Auto Play issues
- Resolved NFS issue where it would take 10 seconds to see the IP address.
- Resolved issue with resuming music file longer than 15 minutes once file is stopped.
- Resolved issue of not being able to select subtitles through options.
- Resolved Spotify issue where albums do not play in order.
- Resolved Spotify issue where full artist biography does not display.

General Info:

- Note: After upgrading to the latest firmware, the Media Library entry for the NAS maybe lost. To add a share folder to the Media Library, press “Option” when highlighting a share folder and select the “Add to Media Library” button. Or, go to Setup/Systems/Media Library Manager for Network Share to add a specific share folder to the Media Library.
- Note: Media library functionality of the NAS will be only available when using the “My Media Library” as the content source. When the source is a Network share the Media library functionality on the NAS will not be available.
- Note: The network content sources will be listed under Windows shares for SMB/CIFS shares and under Linux shares for NFS.



Version 3.00.28:

Resolved Issues:

- Supports Vimeo.
- AccuWeather supports video news and multi-city favorites.
- Supports PlayJam.
- Supports media library function for network share folders; SMB/CIFS.
- Supports RSS feeds.
- Supports Meta-Source Manager.
- Supports Auto Get Content Info.
- Supports parental control hide option.
- Supports screen capture feature.
- Supports video information in preview mode.
- Supports powered USB hubs. For list of tested USB hubs, please refer to our WD Knowledge Base at http://wdc.custhelp.com/app/answers/detail/a_id/5688/ (Article 5688).
- Resolved Picasa unable to download photos to NAS device.
- Resolved issue music stops playing when user moves or deletes a file.
- Resolved 10 minute skip feature not working.
- Resolved several general user interface alignment and functional issues.
- Resolved issue get content info with Dutch language causes reboot.
- Resolved photo slideshow screen saver stops music playback in Pandora.
- Resolved issue playing photo slideshow from USB drive when media library is turned off.
- Resolved Spotify song skipped to song track when attempting to play current song.
- Resolved Spotify issue playlist not playing continuously.
- Resolved several Spotify user interface issues.
- Resolved favorite folder via network share under dashboard doesn't work.
- Resolved several user interface and functional issues with Hulu Plus.
- Resolved Facebook issue displaying high-resolution photos.
- Resolved several Facebook user interface and functional issues.
- Resolved several Daily Motion user interface and functional issues.
- Resolved issue multichannel PCM is outputted as stereo PCM.
- Resolved issue cannot play back video playlist.

Version 2.08.13:

Resolved Issues:

- Supports Dailymotion.
- Supports Spotify.
- Supports YouTube Leanback.
- Resolved device hangs when playing certain BD rip files.



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- Resolved firmware upgrade fails to download bi2 file by using 3rd party wireless USB dongle.
 - Resolved Flickr causes device to reboot.
 - Resolved Hulu Plus videos fail to play after pressing mute.
 - Resolved issues with built-in subtitles in MKV.
 - Resolved long term music playback over wireless by using 3rd party wireless USB dongle.
 - Resolved Picasa "People I'm Following" is cut off by overscan.
 - Resolved several AccuWeather user interface issues.
 - Resolved AccuWeather displays incorrect time at midnight.
 - Resolved several general user interface alignment issues.
 - Resolved several translation issues.
 - Resolved several TuneIn Radio user interface alignment issues.
 - Resolved several Deezer user interface alignment issues.
 - Resolved YouTube incorrect cursor placement when selecting related video.
 - Resolved VCD files bad playback performance.
 - Resolved Gallery View gets stuck waiting for backdrops.
 - Resolved Pandora album art icon missing from now playing.

Version 2.07.17:

Resolved Issues:

- Supports Hulu Plus - content streaming service.
- Supports SHOUTcast – music streaming service.
- Supports Czech, Dutch, Swedish, Norwegian and Hungarian languages in the user interface.
- Supports store demo mode.
- Supports search - auto complete.
- Supports text entry field on web user interface.
- Supports user download of photos and videos directly from Facebook.
- Supports Facebook photos used in screensaver or as background.
- Supports Facebook as a menu source for playing photos and videos.
- Resolved Facebook not playing YouTube video from Newsfeed.
- Resolved Facebook issue with certain videos causing unit to reboot.
- Resolved CinemaNow badly rendered video and audio drop issue.
- Resolved CinemaNow corrupted thumbnails.
- Resolved audio (optical) issue with WMA Pro not syncing with video after fast forwarding.
- Resolved MKV flags from being ignored.
- Resolved photo scaling issue (stair-step effect).
- Resolved random playback is not random.
- Resolved Samsung Galaxy Mini picture causes unit to reboot.
- Resolved Deezer issue requiring pressing play/pause twice to resume playback.
- Resolved issue with network sync where synced content does not display in media library.
- Resolved issue where Folder lock causes locked folder to never re-appear.
- Resolved Flickr issue where shuffle and repeat all is missing.

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- Resolved Flingo issue where some videos freeze during playback.
 - Resolved issue with DVI – TV turns florescent green when selecting HDMI auto.
 - Resolved Mediafly where selecting Now Playing tab in main menu does not bring user back to Mediafly.
 - Resolved Mediafly not being able to switch between different users.
 - Resolved issue where modified content info XML files crashe the Live Hub during video playback.
 - Resolved issue where Live Hub does not acquire IP when connected to Netgear N 300 router.
 - Resolved Pandora missing delete station and sort alphabetically buttons.
 - Resolved Picasa issue of thumbnails loading slowly.
 - Resolved Picasa issue where users with 400+ albums and 10k photos report Picasa reboots.
 - Resolved Picasa issue where the screen does not refresh after writing a comment.
 - Resolved issue where filter function is disabled if user selects ok to browse by folder.
 - Resolved issue of 12 bit HDMI Deep color mode missing from menu.
 - Resolved Parental Control issue where some services were not on the list.
 - Resolved no optical audio from specific online services.
 - Resolved Files issue where there sort and filter is not present.
 - Resolved TuneIn issue auto exiting after playing for 30 minutes on a specific channel.
 - Resolved TuneIn issue where you couldn't add a station to favorites.
 - Resolved Preview View not showing genre or file type after meta-data is retrieved.
 - Resolved various French user interface translation issues.
 - Resolved Hebrew subtitles include non-Hebrew characters.
 - Resolved various user interface alignment issues.

Version 2.06.10:

Resolved Issues:

- Supports WD Photos - mobile access application.
- Supports Picasa - web albums application.
- Supports casual games: Cosmox, Memory, Rockswap Adventures and Sudoku.
- Supports USB hard drives greater than 2TBs.
- Resolved user interface brightness issue introduced with last release.
- Resolved Hebrew subtitles not displaying correctly.
- Resolved several Facebook user interface issues.
- Resolved several TuneIn Radio user interface issues.
- Resolved several CinemaNow user interface issues.
- Resolved MKV files causing the picture to disappear when subtitles enabled.
- Resolved DVD resume is broken if media library is off.
- Resolved Deezer green filter hot-key not responding.
- Resolved several folder lock issues.

General Info:



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- If upgrading online from firmware less than 2.05.08, the online update will automatically update to 2.05.08 before upgrading to the currently released firmware.

Version 2.05.08:

Resolved Issues:

- Supports Arabic, Hebrew and Polish languages user interfaces.
- Supports Netflix for U.S.A & Canada users, Search, Subtitle, and Dolby Digital 5.1 surround sound feature.
- Supports CinemaNow Application.
- Supports folder locking (Parental Control).
- Supports search auto complete in search function.
- Resolved playback problems with certain .m2ts files.
- Resolved playback problems with .vob files.
- Resolved YouTube problem where user playlists don't display.
- Resolved playback problem where the info bar does not hide in DVD on pause/resume/chapter skip.
- Resolved problem with Flingo stability.

General Info:

- Netflix users are required to re-register their device for this update.
- We have temporarily blocked USB mounting of Advanced Format (4k sector) HDD greater than 2TBs.

Version 2.04.13:

Resolved Issues:

- Supports Tune-In radio application.
- Supports Deezer music application.
- Supports Flingo media application.
- Supports 7.1 channel audio passthrough.
- Updated audio passthrough options menu.
- Corrected various general menu and options wording issues.
- Incorporated corrected language translations.
- Corrected various Netflix user interface functionality problems.
- Corrected various Facebook user interface wording and functionality problems.
- Corrected various Live365 user interface wording and functionality problems.
- Corrected various Pandora user interface wording and functionality problems.
- Corrected various Mediafly user interface wording and functionality problems.
- Resolved problem with some HD files from Mediafly becoming out of sync.
- Corrected various Blockbuster user interface wording and functionality problems.
- Resolved various Blockbuster download issues



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- Resolved digital audio passthrough problem playing on both HDMI and optical at the same time.
 - Resolved problem with Auto-play feature not automatically playing content.
 - Resolved problem with Auto-framerate not working with some 24FPS WMV files.
 - Resolved problem with Belkin F7D2101 v1WiFi adapter not connecting to network.
 - Resolved “Clear login info” from Network Share not clearing the login info.
 - Resolved problem where filenames that begin with the same name as a folder will not show up.
 - Resolved problem where HDMI resolution could not be forced if not supported by the EDID.
 - Resolved meta-data problem where “/” character in the title makes the system reboot.
 - Resolved problem of no video playback after using Netflix.
 - Resolved problem with ISO playback not working – except through preview mode.
 - Resolved problem where driver would not install on Windows Vista.
 - Resolved problem where high sample rate audio was being downsampled to 48KHz.

General Info:

- Known issue with playback of .VOB files over network share.
- We have temporarily blocked USB mounting of Advanced Format (4k sector) HDD greater than 2TBs.

Version 2.03.24:

Resolved Issues:

- Added ability to turn on/off Auto Update Notification. Setup/System/”Auto Detect New Firmware”
- Added copy and move capabilities to Samba (Network Share).
- Supports Enhanced Video Playback (detect frame rate). Setup/Audio/Video Output (Set HDMI and everything else Auto). This setting will force 8 bit color.
- Added “Reset all settings except online service accounts” option in settings.
- Added easy access to recently viewed (video, photos and music) on the dashboard.
- Supports Flickr photostream.
- Supports additional search criteria capabilities (Director, Actor, Title).
- Resolved the problem of not being able to remove metadata info.
- Resolved screensaver doesn't activate after video playback.
- Resolved Samba (Network Share) issue where a NAS device cannot be seen if PC is not on the network.
- Resolved Samba (Network Share) issue with Windows Live Essential 2011.
- Changed mute icon to always display when mute enabled.
- Changed music filter name from “All” to "All albums".
- Resolved the issue with Play On media server not working with latest firmware.
- Resolved USB keyboard response performance issue.
- Resolved several Dashboard user interface graphics issues.
- Resolved “Audio Digital-Passthru Optical Only” plays music on both HDMI & optical.
- Resolved issue where the checkbox would not show up at “Get Content” page sometimes.
- Resolved Wifi adaptor "AR9170" unable to get site survey list randomly.



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- Resolved Facebook issue where the Wall and Newsfeed page does not refresh after posting a comment.
 - Resolved Facebook issue where Video/Photo page does not sync with FB website.
 - Resolved Facebook issue not displaying notification viewing options.
 - Resolved Facebook issue where the highlight is lost when viewing someone's comment on someone else's status.
 - Resolved issue where cities outside of United States of America were not listed in AccuWeather.com.

General Info:

We have temporarily blocked USB mounting of Advanced Format (4k sector) HDD greater than 2TBs.

Version 2.02.19:

Resolved Issues:

- Resolved HDMI negotiation issue found in previous firmware release.
- Resolved issue with no sound after switching TV source from Component to HDMI.
- Resolved issue with metadata tagging info only displaying N/A.

Version 2.02.16:

Resolved Issues:

- Resolved various user interface deficiencies.
- Resolved BLOCKBUSTER unable to play downloaded movies.
- Resolved BLOCKBUSTER only allowing one download per license.
- Resolved BLOCKBUSTER not being able to activate account.
- Resolved BLOCKBUSTER estimated time to download movies always shows 0H 0Min.
- Resolved Facebook not able to view second page of messages.
- Resolved Facebook not refreshing most recent comments under Friends page.
- Resolved Facebook problem with uploading photos.
- Resolved Facebook Like and Unlike buttons not working.
- Resolved Sort/Filter button not present during and after content aggregation system runs.
- Resolved system crash when trying to filter on "Artist" after meta-data retrieved.
- Resolved off-center display of video in Preview Mode.
- Resolved Network Shares and device folders not refreshing.
- Resolved poor photo quality during playback.
- Resolved iTunes service failed with iTunes10.
- Resolved slow user interface response within Gallery View containing meta-data.
- Resolved file copy interruption while network sync is active.
- Resolved movie meta-data not retrieving the data correctly.
- Resolved video output always displaying HDMI(Auto) after resetting the device.



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- Resolved video resume function not working.
 - Resolved the problem in Photos where a black screen is displayed when an unsupported photo is selected.
 - Resolved HDMI video output modes not working for 24Hz and 50Hz.



Installing the Firmware Update

Firmware is an important set of instructions that tells your WD TV Live Hub Media Center how to operate and what the interactive screens look like, as well as ensures accurate functionality. Upgrading the firmware is important because WD continues to develop tools that update your WD TV Live Hub Media Center's capabilities and promotes ease of use.



Important: Make sure the WD TV Live Hub Media Center's AC power adapter remains connected during the firmware update. A power disruption during the update process can corrupt the system firmware. Also, make sure that you do not unplug the USB storage device

To update the firmware via a USB device:

1. Go to <http://support.wdc.com> to download the latest firmware update compressed file for your WD TV Live Hub Media Center.
2. Click "Downloads" then the product name (or photo).
3. Extract the four files (.BIN, .BI2, .VER, and .FFF files) to the root (top level) of a portable USB drive.
4. Connect the USB drive to the WD TV Live Hub Media Center's USB port.
5. Press HOME, and then select the Settings bar.
6. Select the firmware upgrade icon, and press ENTER.
7. You are prompted to perform the firmware upgrade.
8. Select OK on the firmware update prompt, and then press ENTER. This will restart the system.
9. After restarting, the system automatically enters firmware upgrade mode.
10. Once the update process is completed, the WD TV Live Hub Media Center will restart again.
11. Once the WD TV Live Hub Media Center restarts, the new firmware is automatically loaded.

Important product update notes:

Make sure the only USB drive connected to the WD TV Live Hub Media Center contains the product update files.

To update the firmware via the online update tool:

Once firmware is available through the online update tool, you will be automatically prompted to update. Simply click "Okay," and the update will be downloaded and applied.

Alternatively, users may manually check for an online update at any time by going to the "Check for updates" section within the device settings menu, while the device is connected to the Internet.



Problems during or after firmware upgrade

Before you rollback to an earlier Firmware (KBA # 5860) or contact Product Support, please try some of these methods to resolve the problem you are experiencing. Try each method to see if it fixes your issue before progressing to the next method.

The WD TV does not complete firmware upgrade:

1. Retry by using the upgrade FW on a different USB drive.
2. Load an earlier FW (KBA # 5860) onto a different USB drive to downgrade, and then try upgrading again using a different USB drive.
3. Load an earlier FW (KBA # 5860) and then try upgrading via online update.

Network specific issues:

1. Redo Network Setup: Setup/Network Settings/Network Setup.
2. Clear your Network Shares logins: Setup/Network Settings/ "Clear login info for Network Share." Then re-login.

All issues:

1. Restart your unit through the user interface: Setup/System/"Device Restart."
2. Reset your unit through the user interface: Setup/System/Reset/"Reset all settings except online service accounts."
3. Hard reset by momentarily pressing a pin in the "Reset" hole on the bottom of the WD TV unit. (This will reset the unit back to defaults without eliminating any media or personal files)
4. Clear the Content Media Library: Setup/System/Media Library/"Clear Media Library"

