

PRODUCT: MediaWall® V 4K/UHD DISPLAY PROCESSOR
TITLE: VERSION 2.4.0.0 (BUILD 22811) RELEASE NOTES

DATE: 26 August 2019

NEW FEATURES

The Version 2.4.0.0 feature set is unchanged from Version 2.3.0.0.

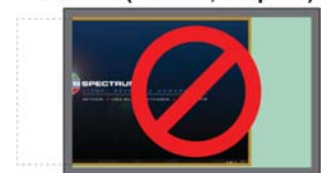
RESOLVED ISSUES

- Corrected issue that caused horizontal lines or other artifacts to appear in a window after the CLI **WInDowFReeZe <wall #> <window #> ON** command was applied to it. (7776)
- Corrected issue that caused vertical lines (or other artifacts) to appear in a window that is frozen and subsequently un-frozen, when the output timing is 3840 × 2160 @60 Hz. (7675)
- Corrected issue that prevented a 2K/HD source image from displaying correctly when routed to a window containing a frozen 4K/UHD image that is subsequently un-frozen. (7650)
- Corrected issue that prevented a 4K/UHD source image from displaying correctly when routed to a window containing a frozen 2K/HD image that is subsequently un-frozen. (7648)
- Corrected issue that prevented a frozen image from displaying correctly when you move or resize the window that contains it. (You can no longer move or resize a frozen window.) (7636)

KNOWN ISSUES AND WORK-AROUNDS
4K/UHD Input/Output

- 4K/UHD input signals must use the RGB color space.
- Using certain CLI commands (for example, **ID**, **SYStemINFO**, or **VERsion**) to poll the *MediaWall V* may not work as expected or cause the system to become unresponsive. RGB Spectrum recommends that you always use the **SYStemTIME** command for this purpose. (5513)
- Using the *MediaWall V* Web Interface to change the size or position of a window may move it in front of other, overlapping windows. If this occurs, Use the **Priority** control to restore its original priority (z-order). (5442)
- On occasion, after disabling and then re-enabling an input, the contents of a window displaying that input may appear corrupted. If this occurs, disable and re-enable the input again. (4276)
- When the output timing is 4K/UHD @60 Hz, a bordered window cannot be horizontally positioned such that it is “clipped”; that is, partially beyond the left DOM output boundary. If you do this, the *MediaWall V* may draw the borders incorrectly. (4129)

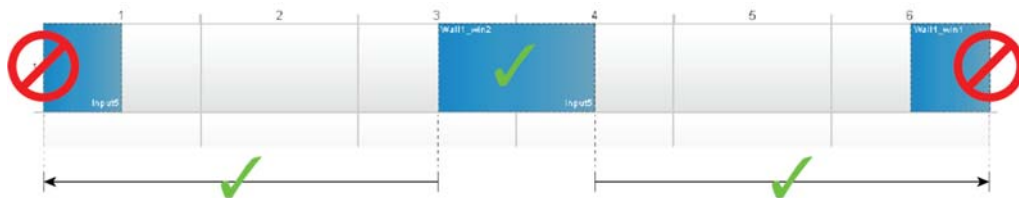
Column 1 (DOM #1, Output 1)



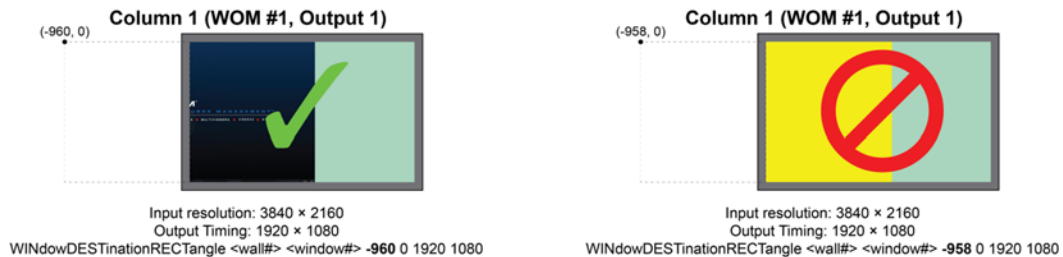
Output Timing: 3840 × 2160 @ 60Hz

KNOWN ISSUES AND WORK-AROUNDS (CONTINUED)

- When the output timing is 4K/UHD @60 Hz, a single vertical line may appear in a window under certain conditions. If this occurs, move or resize the window. (4117)
- With 4K/UHD @60 Hz output timing, when disconnecting and re-connecting a display, the output signal may occasionally not be detected. (4107)
- With 4K/UHD @30 Hz output timing, using the **Scale to Screen** or **WInDowFullScreen** command may on occasion cause a vertical line pattern to appear in the window. If this occurs when window and/or input labels are enabled, disable and then re-enable the labels; otherwise, enable and then disable labels. (3866)
- A UHD window containing a UHD source cannot be horizontally positioned such that it is “clipped,” that is, partially beyond the left or right WOM boundary (or wall boundary, in a multiple-wall system). When you attempt to do this, the *MediaWall V* replaces the source image on the wall with a yellow rectangle to indicate that this window placement is invalid. (3809, 3467)



The exception to this rule is when the clip occurs precisely at the middle of the image. For example, if the destination rectangle is 1920 pixels wide and positioned such that the left half (exactly 960 pixels) is beyond the left WOM boundary or wall boundary, the right half of the image is visible:



- On occasion, changing the output timing from 2K/HD to 4K/UHD may cause the displays connected to Outputs 1, 7, 13 and/or 19 to flash continuously until the displays are power-cycled. (3471)

KNOWN ISSUES AND WORK-AROUNDS (CONTINUED)**Window Settings and Adjustments**

- You cannot enable a frozen window. To work around this issue, un-freeze the window and then enable it. (7846)
- The **WInDowSouRCeReCTangle** command has no effect on a frozen window. (7651)
- If you route a source to a frozen window, the new source may appear distorted in the window or not appear at all. If this occurs, un-freeze the window, then route the source to the window again. (7637)
- You cannot move or resize a frozen window. To work around this issue, un-freeze the window and then move or resize it. (7636)
- When using the *MediaWall V* Web Interface with Google Chrome™, right-clicking on a window in the wall preview area of the **Routing** tab may cause the shortcut menu to be partially obscured if the window is at or near the bottom of the wall. If you encounter this issue, use Mozilla® Firefox® instead. (6671)
- Using the *MediaWall V* Web Interface to change the size or position of a window may move it in front of other, overlapping windows. If this occurs, Use the **Priority** control to restore its original priority (z-order). (5442)
- When using the *MediaWall V* Web Interface **Scale to Screen** command with Output Overlap enabled, the window may move off the wall. If this occurs, use the CLI **WInDowFullScreen** command to scale a window to fill a wall display or the entire wall. (5227)
- The **WInDowFRaMeADJust** command is currently supported for 2K/HD and 4K/UHD @30 Hz output timings only. With 4K/UHD sources, the **xoffset** argument has no effect but must be included. (4109, 3662, 3398)
- Zoom is currently supported for 2K/HD and 4K/UHD @30 Hz source windows only. (4108)
- The **WInDowFullScreen** command may not work as expected with certain reduced-blanking output timings, such as 2560 × 1440 @60 Hz or 2560 × 1600 @60 Hz. (4097)
- On a *MediaWall V* Model 550, when you route an active source to all windows using the **WInDowSouRCe <wall #> ALL [input #]** command, disable that source, then route another active source to all windows, the new source may not appear. If this occurs, route the new source to each window individually, or repeat the **WInDowSouRCe <wall #> ALL [input #]** command. (4089)
- When you enable all windows using the **WInDowENable <wall #> ALL ON** command, the *MediaWall V* automatically enables the window labels and input labels as well. Routing a new source to a window turns off the input label; moving a window turns off the window label. (4028)
- When you disable an input that is routed to a large number of windows (16 or more), it may take approximately 30 seconds to clear all windows displaying that input signal. (4005)
- Using the **WInDowFullScreen** command to scale a window to fill a wall may on occasion cause a single vertical line to appear in the window. If this occurs, reduce the window size by a few pixels. (3978)

KNOWN ISSUES AND WORK-AROUNDS (CONTINUED)

- When you disable all windows using the **WINDowENable <wall #> ALL OFF** command, then enable all window or input labels using the **WindowLaBeLEnable <wall #> ALL <WINDOW | INPUT> ON** command, the labels appear even though the associated windows are disabled. This does not occur when you disable windows individually. (3874)
- After allocating windows, setting a window's priority to 1 may not place it in front of all other windows as expected. If this occurs, reboot the *MediaWall V* after allocating windows. (3664)
- Routing an HD or UHD source to a very small window (for example, 640 × 360) may result in distorted text or other scaling artifacts. (3636)
- Under certain conditions, window and input labels do not appear following a power cycle to the *MediaWall V*. If this occurs, use the *MediaWall V* Web Interface to re-enable them. (3306)
- Horizontal (left/right) panning is currently supported for 2K/HD source windows only. (3271)
- The **GAMma** and **WINDowIDentify** commands are not currently implemented. (3051, 3015)

Presets

- Presets created on a system running firmware version 2.0.0.0 or earlier are not compatible with firmware version 2.3.0.0. You must recreate your existing presets after updating to this version. (4886, 4570, 3844)
- In a *MediaWall V* Model 550 equipped with two or more Switched Output Modules, routing an input to all switched outputs by recalling a preset may fail on occasion. This behavior was observed when using Dell P2415Q displays. To correct the issue, do one or more of the following: (4775)
 1. Recall the preset again;
 2. Re-route the input to the displays showing no content; or
 3. Power-cycle the displays showing no content.

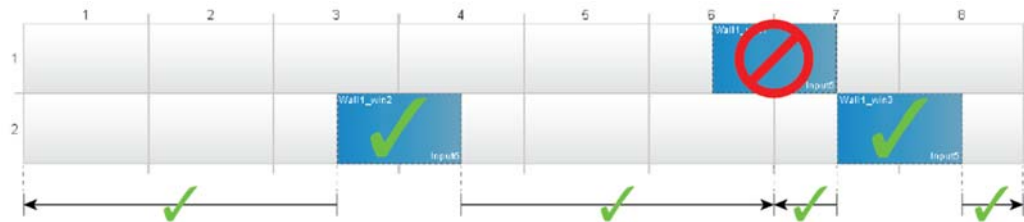
DisplayPort Output Modules (DOMs)

- The DOM card currently supports 4K/UHD @30Hz and 4K/UHD @60 Hz output timings only.
- The DOM card currently supports non-HDCP (unprotected) content only. If the *MediaWall V* is equipped with one or more WOMs, you can use those wall outputs to display HDCP-protected content. (4151, 4150)
- When one or more DOM cards are present, the system must use the *MediaWall V* internal timing generator – not EDID – as its output timing reference. (4136)

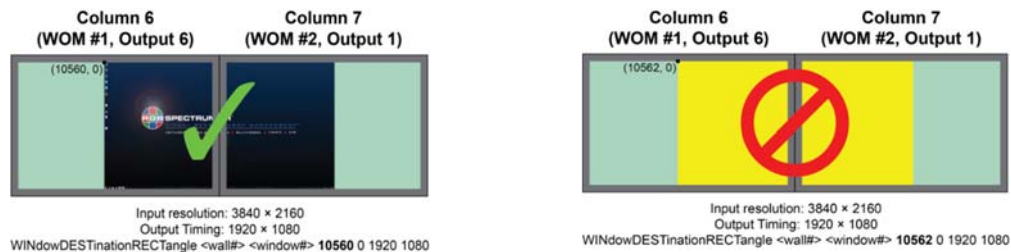
KNOWN ISSUES AND WORK-AROUNDS (CONTINUED)

Long Walls

- The **WInDowFReeZe** command is not supported on long walls. (7645)
- On a long wall, a UHD window containing a UHD source cannot be horizontally positioned such that it straddles Outputs 6 and 7 (6 and 8 @ 4K/UHD output timing), Outputs 12 and 13 (12 and 14 @ 4K/UHD output timing), or Outputs 18 and 19 (18 and 20 @ 4K/UHD output timing). When you attempt to do this, the *MediaWall V* replaces the source image on the wall with a yellow rectangle to indicate that this window placement is invalid. (3809)



The exception to this rule is when the straddle occurs precisely at the middle of the image. For example, if the destination rectangle is 1920 pixels wide and positioned such that the left half (exactly 960 pixels) is in Column 6 and the right half is in Column 7, both halves of the image are visible:



- Output Overlap is not supported on long walls. (3711, 3659)
- On a long wall, using the **Scale to Screen** or **WInDowFullScreen** command to scale a bordered window to fill a wall may cause a single vertical line to appear in the window. If this occurs, reduce the border width by a few pixels. (3646)

Export/Import Settings

- When you import system settings using the **SETTINGSIMPORT SYSTEMSTATE** command, the *MediaWall V* reboots. To restore normal operation with the imported settings, you may need to reboot the system a second time. (4581)
- When you create a settings file that includes presets (using the **SETTINGSEXPORT** command), import the settings using the **SETTINGSIMPORT** command, then recall a preset containing state information for multiple walls, only Wall 1 updates to reflect what is defined in the preset. (3854)
- Exported settings files copied to the *MediaWall V* using FTP are retained after being imported using the **SETTINGSIMPORT** command. (3269)

Other Issues

- With a *MediaWall V* Model 550, repeatedly changing the output timing of a source that is routed to multiple windows may cause the system to become unresponsive. If you encounter this issue, reboot the *MediaWall V*. (7847)
- When you route an input signal that uses the YCbCr (BT.709) color space to a switched output, the display may show incorrect colors. If you encounter this issue, disconnect and then re-connect the source. (7674)
- When connected to *MediaWall V* DisplayPort outputs, certain Dell and LG 4K displays will intermittently lose sync with the *MediaWall V* and either display distorted images or go into sleep mode. If this occurs, do one or more of the following: (4083, 4074)
 1. Use the **OutPutENable** command to disable and then re-enable all outputs;
 2. Use the **OutPutTiMingLOAD** command or the *MediaWall V* Web Interface to re-load the output timing;
 3. Power-cycle the monitor(s); or
 4. Disconnect and then re-connect the monitor(s).
- With certain 1080p output timings, a source routed to a window spanning multiple rows may exhibit tearing or other visible artifacts. (3972)

FIRMWARE UPDATE

Please refer to the *MediaWall V 4K/UHD Display Processor Technical Reference Guide* for detailed firmware update instructions.

FIRMWARE, FPGA, AND *MEDIAWALL V* WEB INTERFACE (GUI) VERSIONS

Firmware	2.4.0.0_22811
FPGA	1.3.11 (Sync Gen; unchanged from previous version) 2.0.5 (Thumbnails; unchanged from previous version) 1.2.114 (PE) 1.21.23 (Wall Output Module; unchanged from previous version) 2.6.22 (DisplayPort Output Module)
<i>MediaWall V</i> Web Interface	2.4.0.0_22811