

Release Notes

Product Name: DIP-31

Current Version:

Type	Number	Date
Firmware	2.19.53855	May 2019
Software	–	–
Web	–	–
Hardware	–	–

RN Date: May 28, 2019

Reference: 15488

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
DIP-31	Any	Yes	Yes

Technical Notes:

- Added modifications.
- Fixed a bug.

Codependency with Other Products and Software:

Product Name	Comments

- There is no codependency with other products or software.



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Firmware	2.19.53855	May 2019
Software	–	–
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Hardware	–	–

RN Date: May 28, 2019

Reference: 15488

The following changes were made in this version:

Modifications:

QC ID	Modification Description
	File system stability improvement.
	DHCP mode stability improvement.
	Modification in the FW update webpage.

Bugs Fixed:

QC ID	Fixed Bug Description
	After power-on with all the inputs unplugged, there is no image when an input is plugged.

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
10119	EDID completion pops-up before the process completes
10562	When the monitor turns off, corrupted audio with noises is heard in the analog audio speakers
10563	Use Safari v10.0.3 on a MAC
10576	On a specific Lenovo Laptop VGA issues on the sink
10588	WEB: Wrong EDID copy process when dragging to all inputs
10597	VGA phase parameter wasn't kept after upgrade from ver. 1.17 to 2.1 after downgrade 2.1 to 1.17
10598	HDCP support parameter wasn't kept after upgrade from ver. 1.17 to 2.1 after downgrade 2.1 to 1.17
10600	The Port values are not kept after upgrade from 1.17 to 2.1 after downgrade 2.1->1.17
10619	WEB :There is no limit to enter timeout in Video & Audio Settings page



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QC ID	Deferred Bug Description
10626	After an output is plugged, when the EDID button is pushed it takes 7-15 sec to answer an HTTP-DOWNLOAD command
10630	Inconsistency in page position direction (horizontal/ vertical directions)
10658	In certain Android tablets, Control Settings page doesn't have a scroll bar when using Safari. Works well in Chrome
10659	In certain Galaxy tablets, a login window isn't shown before the web is opened when using Safari. In Chrome it works well
10660	Sometimes after reset during FW upgrade, the FW upgrade crashes. This action contradicts Kramer official instructions
10661	The embedded audio is heard for 2-3 seconds on speakers before being replaced by the analog audio
10662	In manual mode, switching to a disconnected input cuts off the 5V, a few seconds before the defined ~10min timeout
10666	Unsupported VGA resolution affects performance and functionality of device
10679	After upgrading the FW to 2.x, the supported syntax has changed
10680	In a certain situation, after disconnecting VGA the audio of TV turns off
10681	AAO is OFF-ON-OFF on a specific scenario
10682	AAO is ON-OFF-ON in last connected and priority modes
10684	In certain situations, the PC input picture on output flickers for a second after power cycling
10686	The AAO is ON-OFF-ON after power cycle in a specific scenario
10688	Sometimes when MacBook Pro is the input source, turning the monitor off and on produces noise on the speakers
10699	Cannot change the priority in iPad and Android tablet
10707	Device restarts after displaying the JSON file content in a specific scenario
12151	Color Space issue on switching from YcbCr to VGA(RGB).
13328	Does not keep video delay settings above 255 sec.
13843	Need to refresh the web screen to see the new EDID details, when new sink EDID details are copied.
13933	Rarely, after muting and immediately unmuting there is no AAO on speakers and sink.
13945	FW upgrade through the WEB can be done only by Chrome browser and K-upload.
13954	Changing the model name to a new one including 19 characters may cause the webpage to stall during reloading.
15033	After transition from static IP to DHCP, send P3K command "NET-IP?" to see the new IP.
15064	Cannot downgrade the FW.
15399	STEP-IN request is not sent to the Matrix (step- in master) if one or more outputs of the Matrix are already switched to a STEP-IN device.



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QC ID	Deferred Bug Description
15703	After disconnecting the VGA input (with the audio input still connected), no audio in the embedded speakers.
15748	The volume changes from min -83 dB to max +24 dB and vice versa in 22sec.

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
6035	It is possible to change the volume by button while the audio is MUTED
6132	When the volume is muted, the volume can be changed by the Remote Select terminal block - Vol Down switch contacts
6447	There is no analog Audio out with specific EDIDs that copy to the device
9505	No picture when switching to HDMI2 input in a certain configuration

Preceding Version: 2.11.47548



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Release Notes History

Product Name: DIP-31

Current Version:

Type	Number	Date
Firmware	2.11.47548	July 2018
Software	–	–
Web	–	–
Hardware	–	–

RN Date: July 2018

Reference: 14061

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
DIP-31	Any	Yes	Yes

Technical Notes:

- Added Maestro functionality.
- New features are described in the updated User Manual.

Codependency with Other Products and Software:

- There is no codependency with other products or software.



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Release Notes History

Product Name: DIP-31

Current Version:

Type	Number	Date
Firmware	2.11.47548	July 2018
Software	–	–
Web	–	–
Hardware	–	–

RN Date: July 2018

Reference: 14061

The following changes were made in this version:

New Features:

	New Feature Description
	Added Maestro functionality.

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
10119	EDID completion pops-up before the process completes
10562	When the monitor turns off, corrupted audio with noises is heard in the analog audio speakers
10563	Use Safari v10.0.3 on a MAC
10576	On a specific Lenovo Laptop VGA issues on the sink
10588	WEB: Wrong EDID copy process when dragging to all inputs
10597	VGA phase parameter wasn't kept after upgrade from ver. 1.17 to 2.1 after downgrade 2.1 to 1.17
10598	HDCP support parameter wasn't kept after upgrade from ver. 1.17 to 2.1 after downgrade 2.1 to 1.17
10600	The Port values are not kept after upgrade from 1.17 to 2.1 after downgrade 2.1->1.17
10619	WEB :There is no limit to enter timeout in Video & Audio Settings page
10626	After an output is plugged, when the EDID button is pushed it takes 7-15 sec to answer an HTTP-DOWNLOAD command
10630	Inconsistency in page position direction (horizontal/ vertical directions)
10658	In certain Android tablets, Control Settings page doesn't have a scroll bar when using Safari. Works well in Chrome
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QC ID	Deferred Bug Description
10660	Sometimes after reset during FW upgrade, the FW upgrade crashes. This action contradicts Kramer official instructions
10661	The embedded audio is heard for 2-3 seconds on speakers before being replaced by the analog audio
10662	In manual mode, switching to a disconnected input cuts off the 5V, a few seconds before the defined ~10min timeout
10666	Unsupported VGA resolution affects performance and functionality of device
10679	After upgrading the FW to 2.x, the supported syntax has changed
10680	In a certain situation, after disconnecting VGA the audio of TV turns off
10681	AAO is OFF-ON-OFF on a specific scenario
10682	AAO is ON-OFF-ON in last connected and priority modes
10684	In certain situations, the PC input picture on output flickers for a second after power cycling
10686	The AAO is ON-OFF-ON after power cycle in a specific scenario
10688	Sometimes when MacBook Pro is the input source, turning the monitor off and on produces noise on the speakers
10699	Cannot change the priority in iPad and Android tablet
10707	Device restarts after displaying the JSON file content in a specific scenario

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
6035	It is possible to change the volume by button while the audio is MUTED
6132	When the volume is muted, the volume can be changed by the Remote Select terminal block - Vol Down switch contacts
6447	There is no analog Audio out with specific EDIDs that copy to the device
9505	No picture when switching to HDMI2 input in a certain configuration

Preceding Version: F – 2.5.36329



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Release Notes History

Product Name: DIP-31

Current Version:

Type	Number	Date
Firmware	2.5.36329	March 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: March 2017

Reference: 12252

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
DIP-31	Any	Yes	N/A

Technical Notes:

- This release fixes various bugs.

Codependency with Other Products and Software:

- There is no codependency with other products or software.



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Release Notes History

Product Name: DIP-31

Current Version:

Type	Number	Date
Firmware	2.5.36329	March 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: March 2017

Reference: 12252

The following changes were made in this version:

Bugs Fixed:

QC ID	Description
6255	When setting DHCP-ON from WEB picture lost for a few seconds
6308	The STEP-IN button is a different color than DIP-20
6811	WEB: incorrect pop-up when trying to set the timers "0" and "2", less than 4sec
6826	Device resets itself intermittently
7132	Analog audio output turns on-off-on several times when changing VGA resolution

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
10119	EDID completion pops-up before the process completes
10562	When the monitor turns off, corrupted audio with noises is heard in the analog audio speakers
10563	Use Safari v10.0.3 on a MAC
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QC ID	Deferred Bug Description
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10659	In certain Galaxy tablets, a login window isn't shown before the web is opened when using Safari. In Chrome it works well
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Preceding Version: F - 1.17



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Release Notes History

Product Name: DIP-31

Preceding Version:

Type	Number	Date
Firmware	1.17	December 2016
Software	–	–
Web	–	–
Hardware	–	–

RN Date: December 2016

Reference: 9715

This is a release note for a new product. For a list of new product features see:

<http://www.kramerav.com/downloads/DIP-31>

Bugs to be Fixed in Future Version:

QC ID	Description
6245	When storing EDID from 4K monitor to VGA input the native resolution from VGA is 4K
6255	When setting DHCP-ON from WEB picture lost for a few seconds
6434	By switching between VGA and HDMI the unit sometimes switches back and forth
6435	With a specific tablet, there is green noise in black areas after a few minutes
6811	WEB: incorrect pop-up when trying to set the timers "0" and "2", less than 4sec
6815	Incorrect behavior in Priority mode
6826	Device resets itself intermittently
6847	NAME command - 19 characters are allowed
7132	Analog audio output turns on-off-on several times when changing VGA resolution
7335	After manually copying EDID on inputs, it is not updated with HP
7369	No MUTE of audio when plugging analog audio input jack

Known Limitations (including compatibility limitations):

QC ID	Description
6035	It is possible to change the volume by button while the audio is MUTED
6132	When the volume is muted, the volume can be changed by the Remote Select terminal block - Vol Down switch contacts
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Preceding Version: N/A



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