



Product Name: WP-5VH2
Current Version: F – 1.11.21215
Version Date: July 2015 (ver. 2)
Reference: 9052

Release Type:

Firmware Software Hardware New Product

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
WP-5VH2	N/A	Yes	N/A

Technical Notes:

- Audio and video problems were fixed.
- To upgrade the firmware, use the Ethernet connection and K-Upload software (<http://www.kramerelectronics.com/support/download.asp?f=48886>). Before connecting to the device, set K-Upload to UDP and default port 50000.

Codependency with Other Products and Software:

Product Name	Comments
PSE-1	POE power supply
PSE-2	POE power supply



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The following changes were made in this version:

Fixes:

- There was no picture or a distorted picture with certain resolutions on the VGA input.
- Audio was clipped after pauses in the audio signal.

Known Issues:

- The Web does not display using Internet Explorer 11.

Workaround:

- Go to Settings
- Choose “Compatibility view settings”
- Unselect “Display intranet sites in compatibility view”
- A short low noise occurs when the analog audio input is disconnected.
- Note: The device can be controlled from the Ethernet connection. RS-232 commands sent from a remote receiver/matrix switcher to control the WP-5VH2 are currently not supported.
- When upgrading the FW, the user must first set the signal detect timeout to “0” and only then update the FW.
- The new FW does not support the previous pre-set files (those files cannot be loaded to a device after he was upgraded to the new FW).
- Sometimes the FW update can fail.
Workaround: reset the device and perform the update again.

Preceding Version: NP – 1.0



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Product Name: WP-5VH2
Current Version: NP – 1.0
Version Date: July 2015 (Ver 2)
Reference: 6348

This is a release note for a new product.

Known Issues:

- The Web does not display using Internet Explorer 11.
Workaround:
 - Go to Settings
 - Choose “Compatibility view settings”
 - Unselect “Display intranet sites in compatibility view”
- A short low noise occurs when the analog audio input is disconnected.
- Note: The device can be controlled from the Ethernet connection. RS-232 commands sent from a remote receiver/matrix switcher to control the WP-5VH2 are currently not supported.
- When upgrading the FW, the user must first set the signal detect timeout to “0” and only then update the FW.
- The new FW does not support the previous pre-set files (those files cannot be loaded to a device after he was upgraded to the new FW).
- Sometimes the FW update can fail.
Workaround: reset the device and perform the update again.

Preceding Version: N/A



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