



Firmware Revision Information

Product Code(s): *KVXHP-200*

Product Name(s): *KVM Extender*

Date Modified: *July 27th, 2022*

Upgrade Instructions

1. Place “upgrade.bin” file in the top / root level of a FAT32 formatted flash drive.
2. Use a paperclip (*or similar item*) and insert into the recessed hole on the front left of the KVXHP and hold until the “STS” LED toggles blue / red.
3. Plug the flashdrive into RX USB port:
 - a. KVXHP-100 / KVXHP-400 plug into the front Right USB Port
 - b. KVXHP-200 plug into front Left USB Port
4. The upgrade should start automatically, you can check this by using the Left CTRL x3, then the “1” key at the top of the keyboard (CTRL, CTRL, CTRL, 1). You will see the status / version.
5. The upgrade takes about 10 minutes and when done the unit will soft reboot. If you do not get video back after the upgrade, manually reboot the RX (or TX if necessary) and the connection will come back.
6. Verify the firmware version using CTRL, CTRL, CTRL, 1.

Version 1.10 (7/26/2022)

WARNING: ONCE YOU UPGRADE TO 1.10 YOU CANNOT DOWNGRADE.

Fixes:

- Support alternate clock oscillator part; SMIC-318 instead of SMIC-210. This has no impact on the specification or performance, but requires new firmware.

Known Issues:

- KVXHP-100: Restarting a Mac Mini with OSX10.14, the USB doesn’t always resume. There is no keyboard or mouse after restarting the Mac. To recover the TX should be rebooted.
- KVXHP-100: No video on LG 24UD58 monitor when PC resumes from sleep. Turn off the monitor, then back on again.
- KVXHP-100: One Mac 4K monitor occasionally fails to resume W201 missing video error. User has to reboot PC or TX to get video to resume on both heads.
- KVXHP-100: No Video on the Samsung U28E590D Monitor after a restart of the PC when using the AMDwx4100 graphics card. Turn monitor off, then back on.
- KVXHP-400: No tall videos resume when switching between MST and SST mode using Prophecy MST hub. User has to power cycle MST hub to fix.
- KVXHP-400: Intel Iris XE graphics does not display 4096x2160 or 3840x2160 reliably in MST or SST mode.
- KVXHP-400: Dual 4K30 SST video not working with NVidia, AMD and select GPUs. User may see 201 no video error, work around is to connect monitors individually and click extend desktop.
- KVXHP-400: Flickering video on local TX port when connected to an ASUS ProArt PA249 monitor. No work around, use a different monitor.

Version 1.04.1 (12/16/2021)**Fixes:**

- Flashing red LED on power is fixed
- SiLabs programming problems are now resolved

Known Issues:

- Small amount of analog audio buzz has been detected when no sound is being transmitted
- USB ports don't recover when fiber / copper is removed, you need to reboot the unit
- About 1 in every 10 upgrades fail, just repeat the steps
- Restarting a Mac mini with OSX10.14 the USB doesn't always resume, reboot the TX
- The Mac mini with OSX 10.14 occasional fails to resume from sleep, reboot the TX