
**The Avocent® LongView™ 5000 Series
High Performance KVM Extender System Release Notes
for the Avocent® LongView™ 5020 Extender
Version 3.0
March 22, 2017**

This document outlines:

1. Upgrade Instructions
2. Features and Enhancements (By Version)
3. Known Issues

1. Upgrade Instructions

NOTE: For additional product information, please refer to The Avocent® LongView™ 5000 Series High Performance KVM Extender System Installer/User Guide.

The Avocent® LongView™ extenders are flash upgradeable. The upgrade pack consists of one binary file (LV5020P_V3.00.2238.bin). The same upgrade file is used to upgrade both the transmitter and receiver units, but they are upgraded separately. As a result, you must connect to and upgrade the transmitter and the receiver individually.

NOTE: Because the transmitter and receivers require upgrading separately, the firmware version must be the same at both ends. This firmware version (version 3.0) does not have backward compatibility, so if the receiver has been upgraded to 3.0, then the transmitter must also be at version 3.0.

WARNING!! During the upgrade process, ensure that power is not interrupted as this may leave the unit in an inoperable state.

To upgrade the extenders:

1. Download the upgrade file.
2. Connect a serial cable between the computer and the options port of the extender to be upgraded.
3. Using a straightened-out paper clip, press and hold the recessed reset button on the front panel until the indicators begin pulsing. The LEDs (front panel indicators) on the outside will flash first, then the flashing will move inward.
4. With the unit in download mode, transfer the upgrade file using an XMODEM file transfer via any terminal emulator program. Use the following settings: 115200 baud, 8 bit word, no parity, 1 stop bit (8N1) and no flow control.
5. After the download completes, the extender firmware is upgraded. The LED lights (front panel indicators) will flash from left to right. Then, when this process is complete, the unit will reboot.

2. Features and Enhancements (By Version)

This section highlights features and/or enhancements available with each version/update of the Avocent® LongView™ extender system. The initial release of the extender system was version 1.0.

Version 1.01

- 4K video resolution support was added.
 - Internal video buffering was also increased so that it became possible to use the extender with 3840 x 2160@ 30Hz and 4096 x 2160@ 30Hz (4K video resolution options).
- Blue screen timeout was added.
 - When the computer goes into sleep mode, the blue screen is displayed for 10 seconds, then will time out to allow the monitors to also go into sleep mode.
- Balanced mode was added [only available in high rate (HR) mode].
 - Balanced mode allows you to share the available video bandwidth equally between two video displays, regardless of the EDIDs being reported. For example, previously it was only possible to use one 2560 x 1600 monitor on the receiver. Now, you can connect two 2560 x 1600 monitors and run both at 1920 x 1200, sharing the bandwidth. See the installer/user guide for information on the hotkey option for selecting this mode.
- Priority mode was added (default mode).
 - Video link 1 takes priority, allowing it to display resolutions greater than 1900 x 1200 (the limit for the video 2 link). See the installer/user guide for information on the hotkey option for selecting this mode.
- Dynamic mouse polling was added to the USB A ports.
 - This addition allows the extender to alter its mouse polling rate if a non-standard mouse that polls at a different rate to the USB standard is used in the system.

Version 1.02

- With this version, support for 4K video resolutions was enhanced.
 - Support for monitors capable of displaying high bit rate 2 (HBR2- 5.4Gbps) video was added.
 - Blanking was reduced with 3840 x 2160@ 30Hz and 4096 x 2160@ 30 Hz 4K video resolutions.

Version 1.03

With this release, there were minor behind-the-scenes firmware improvements made to synchronize with hardware updates.

Version 2.0

- The extenders provide hotkey features to allow you to check and adjust certain operational aspects such as monitoring link quality using the dashboard, choosing the preferred link rate mode and choosing between line-in and microphone modes at the receiver. When using a USB keyboard attached to a USB A port on the receiver, pressing **CTRL** three times causes the keyboard indicators to flash, and then you can choose a hotkey. Previously, there were times when these keyboard indicators (Num Lock, Caps Lock and Scroll Lock) would not flash when the CTRL key sequence was activated. This has been fixed.
- Support for EIZO 4K monitors was added. These monitors support 4K@ 30Hz with reduced blanking. Previously, the extender only transferred the non-reduced blanking EDID. Now, however, the extender will send both the reduced blanking and the non-reduced blanking EDIDs.

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- Previously, it was not possible to display the On-Screen Display (OSD) menu on a 4K monitor. This has been fixed.

Version 3.0 (This Release)

- Support for display port audio was added, allowing the extender to pass audio over the display port connector.
- High Dynamic Range (HDR), or 10 bit color depth, was added. When enabled, the extenders will support 1.06 billion pixels. The graphics card and the monitor must be capable of supporting 10 bit color depth for this feature to work. Pressing the **CTRL** key three times to activate the hotkeys, then pressing **8** will enable HDR mode.
- A new reminder banner was added. The On-Screen Display (OSD) banner now alternates between showing the high/low rate of operation or showing the priority/balanced/HDR operation mode.
- Key combinations other than the default keys were allowing configuration changes. For example, it was possible when pressing **CTRL**, the extender would enter configuration mode when the next key was pressed. This has been fixed; the only way to enter configuration mode (activate hotkeys) is by pressing **CTRL** three times.
- Previously, the Caps Lock LED light on the Apple® Macintosh® keyboard was not working. This has been fixed.

3. Known Issues

Resolutions to the following known issues will be addressed in later releases.

- NVidia FX3800 graphics cards are not supported, so it is not possible to display any video if this card is used.
- There is an issue with an LG29EA93 monitor. If the graphics card goes to sleep, no video is displayed after it wakes up. To display video again, this monitor must be turned off, then back on again.
- There is an issue with a HP Z30W monitor. If the computer is restarted, no video will be displayed until this monitor has been power cycled.

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