

Vertiv™ Avocent® LongView™ 5500/5520 High Performance KVM Extender System Release Notes

VERSION 1.13, JUNE 2026

Release Notes Section Outline

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1. Features and Enhancements

This version of the Vertiv™ Avocent® LongView™ 5500/5520 high-performance KVM extender system adds the following features and enhancements:

- 5K resolution support (XD641/642)
- Video Loss Indication
- Audio routing (DP, USB to analog)
- 10G Cu/RJ45 SFP support (where hardware allows)

2. Version Information

APPLIANCE/PRODUCT	CODE VERSION
Vertiv™ Avocent® LongView™ 5520	V1.13
Vertiv™ Avocent® LongView™ 5500	V1.13

3. Upgrade Instructions

To upgrade the firmware:

1. Obtain the firmware upgrade file.
2. Rename the file to **upgrade.bin**, then copy the file to the top level of an FAT32-formatted USB stick.
3. Ensure the receiver and transmitter are linked together by a copper or fiber network cable, then ensure each is powered on and the LINK LED is lit green.
4. Press and hold the receiver reset button until the Status LED flashes blue and red.
5. Release the receiver reset button and wait for the link to re-establish video, USB and audio connections.
6. Insert the USB stick into the left USB port (port 1) on the receiver front panel; the upgrade process is automatically initiated for both the transmitter and the receiver.

NOTE: The right USB port cannot be used to apply upgrades; this port is for the transparent USB.

7. If you wish to monitor the upgrade status, the On-Screen Display (OSD) provides a progress indicator. Press the CTRL keyboard three times to display the OSD. The status LEDs on the transmitter and receiver flash red/green as the upgrade takes place, and a progress indicator displays on the OSD. After approximately eight minutes, the transmitter and receiver reboot, and the LEDs light green to indicate a successful upgrade.

NOTE: The video screen output may flicker during the reboot process, but this settles and re-displays video output after a minute or so.

4. Resolved Issues

The following table details the issues resolved by this release of the Vertiv™ Avocent® Longview™ 5500/5520 extender systems.

AREA	ISSUE DESCRIPTION
Audio	• Audio goes into sleep mode. • Audio input can cause the receiver to lock up.
Keyboard	• Keyboard issues in BIOS. • Hotkeys are passed through to the host operating system.
LED	• LED commands are allowed to target all LEDs.
OSD	• The OSD is not in a consistent position. • The OSD may close unexpectedly. • The OSD automatically shows warnings and errors.
Upgrade	• The upgrade hangs at 99%. • The upgrade failed on the Vertiv™ Avocent® Longview™ 5500/5520 extender systems. • The upgrade is likely to fail if video streams change. • Forced upgrades of external Flash devices are allowed. • Video freeze OSD indication was updated.
USB	• The WACOM PTH-660 touchpad does not work. • The OSD is delayed when using USB mass storage devices. • Enable USB mass storage support by default. • Disable the USB mass storage emulation. • Import USB fixes. • Support was added for virtual USB device drivers.
Video	• Video can be lost when rebooting the transmitter or disconnecting displays from the receiver. • The video loss detection does not always trigger. • The video loss indicator sometimes causes a red screen. • DP link oversubscribed - Dual 4K, 3840 x 2160@46 on second head. • The 4K DCI monitor resets the receiver when switched to DP1.1 mode, and the video does not return. • The Extended Display identification Data (EDID) preferred timing may be incorrect. • Support was added for attaching EDIDs directly in debug builds. • DP audio to analog mapping was added. • Video freeze detection feature. • Limited capabilities exist for the EDID to report to the DPCD receiver. • The Dell P2418HT touch screen is intermittent.

5. Known Issues

The following table details the known issues in this release of the Vertiv™ Avocent® Longview™ 5500/5520 extender systems.

AREA	ISSUE DESCRIPTION
Audio	• Audio goes into sleep mode. • Audio input can cause the receiver to lock up.
USB	• Mac function/media keys are mapping incorrectly. • Disconnecting the USB drive can cause the receiver to crash. • Infrequent USB dropouts occur with Windows 11. • WACOM DTH2420 - USB is lost when power cycling the receiver.
Video	• The receiver intermittently fails to display one head after reset (~1/10). • Video display issues occur when using a DP-to-HDMI adapter.