Release Notes

Product Name: **WP-20**

Current Version:

Type	Number	Date
Firmware	3.13.63857	August 2023
Software	–	–
Web	3.0.81	August 2023
Hardware	–	–

RN Date: August 7, 2023
Reference: 18849

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
WP-20	Any	Yes	Yes

Summary:

- Updated Brand

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Product Name:	**WP-20**		

Type	Number	Date
Firmware	3.13.63857	August 2023
Software	–	–
Web	3.0.81	August 2023
Hardware	–	–

RN Date: August 7, 2023
Reference: 18849

Modifications:

ID	Modification Description
	FW includes updated logo

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
10619	Web-UI: Unlimited values for video/audio timeouts setup.
10662	Manual switching to a disconnected input causes the 5V cut-off delay to be shorter than the configured value.
10680	During audio-only mode, VGA disconnection may stop sink audio play-out. Workaround: Pause and re-play audio-player.
10684	Rarely, VGA signal may cause 1-2 second flickering display post power-up.
10688	Macbook Pro source with input HDCP ON may cause audio output noise.
11101	Web-UI: VGA audio is not auto-muted on analog audio input disconnection.
11110	On exiting audio-only mode, the sink may power-off, without setup delay.
11125	Web-UI: VGA Phase improper setup change.
11140, 15714	Acquiring EDID with native 4K60 4:4:4 resolution may cause no signal display. Workaround: Via Web-UI lock an acquired displayable EDID.
12151	Color Space issue on switching from HDMI YcbCr to VGA (RGB), when audio input is disconnected.
10597, 13328	Web-UI: Following power-up, a few web parameters may not be retained.
13534	Analog audio output play-out stops after 15 minutes of HDMI source disconnection.
16383	Web-UI: Speaker icon shows unmuted following audio input disconnection.
16404	Returning TCP port to default value is not saved.

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QC ID	Deferred Bug Description
	Workaround: Save non-default port, then resave default port.
17075	Rarely, active audio output signal may disappear after long duration. Workaround: Power-up device.
17553	Rarely, Wake-on-LAN action may not work. Workaround: Define 2-3 such consecutive actions.

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
6021	Web-UI: Device supports a single browser connection only.
6022	Web-UI: Some window resize actions may work improperly.
6027	A VGA signal of 1024x768 @60Hz resolution may cause flickering display on a few sink types.
6030	Web-UI: Some features may not be supported on Mobile/Tablet devices, but only work on laptops.
6037	WEB-UI: Some issues with DHCP setting.
11086	Proper FW version must be loaded/upgraded to WP-20 US and WP-20 EU devices, as their FW versions differ.
12822	No Step-In and sink on/off activation commands in parallel.
15064	No FW downgrade from V2.x FW version.
16268	Few audio clicks may be heard during auto-switching after connecting an input.
16269	Cables plug/replug during power-up cycle may lead to improper signal display. Workaround: Re-power-up with no cable replug.
16290	Maestro room automation settings are not retained during FW upgrade to release 3.0.
16291, 16340	FW upgrade from V2.x to R3.0 is supported via K-Upload or Kramer Network tools only, and not via Web-UI.
16303	Web-UI: Use Chrome for custom EDID import.
16305	Web-UI: A few actions are supported via Chrome browser only.
16494	Web-UI: Reload page to view changes done via a few P3K-commands, for example: FCT-MAC.
17208	On rare occasion, the HDCP negotiation fails with no signal display. Workaround: Unplug & replug HDMI input.

Preceding Version: 3.11.61904

Release Notes History

Product Name:	**WP-20**		

Current Version:

Type	Number	Date
Firmware	3.11.61904	January 2022
Software	–	–
Web	–	–
Hardware	–	–

RN Date: January 6, 2022
Reference: 18044

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
WP-20	Any	Yes	Yes
WP-20E	Any	Yes	Yes
DIP-20	Any	Yes	Yes
DIP-31	Any	Yes	Yes
DIP-31M	See note below*	Yes	Yes

ⓘ WP-20 US FW and WP-20 EU FW differ. Please validate HW per FW upgrade to load the proper FW version.

ⓘ *Please contact your local Kramer office before upgrading DIP-31M to this firmware.

Summary:

- Firmware update
- Bug fixes

Codependency with Other Products and Software:

- There is no codependency with other products or software.

Release Notes History

Product Name: **WP-20 DIP-20 DIP-31**

Current Version:

Type	Number	Date
Firmware	3.11.61904	January 2022
Software	–	–
Web	–	–
Hardware	–	–

RN Date: January 6, 2022

Reference: 18044

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
WP-20	Any	Yes	Yes
WP-20E	Any	Yes	Yes
DIP-20	Any	Yes	Yes
DIP-31	Any	Yes	Yes
DIP-31M	See note above*	Yes	Yes

Enhancements:

Topic	Modification Description
Maestro	Activity suspend support Action, script, and trigger capacity limit to 50 each Robust operation improvements, such as: Proper scheduler triggering on long-duration setups Proper test operation Default configuration validity checks support

Release Notes History

Bugs Fixed:

Case ID	Fixed Bug Description
17691	Proper ROUTE command feedback response.
17697 17719 17743	Video input delivery with audio playout per audio setup, post power up.
18050	No actions delay post panel buttons clicking.
18126	720p resolution on default EDID (1080P).
18128	Proper Factory restart & Reset handling.
19435	Proper K-Upload burning of new device.
17722	Proper volume up/down operation via contact closure ports.
79528 63695	Proper NTP server setup saving and monthly/year change handling with no 'Time Drift' issue.

Bugs to Fix in Future Versions:

Case ID	Deferred Bug Description
10619	Web-UI: Unlimited values for video/audio timeouts setup.
10662	Manual switching to a disconnected input causes the 5V cut-off delay to be shorter than the configured value.
10680	During audio-only mode, VGA disconnection may stop sink audio play-out. **Workaround:** Pause and re-play audio-player.
10684	Rarely, VGA signal may cause 1-2 second flickering display post power-up.
10688	Macbook Pro source with input HDCP ON may cause audio output noise.
11101	Web-UI: VGA audio is not auto-muted on analog audio input disconnection.
11110	On exiting audio-only mode, the sink may power-off, without setup delay.
11125	Web-UI: VGA Phase improper setup change.
11140, 15714	Acquiring EDID with native 4K60 4:4:4 resolution may cause no signal display. **Workaround:** Via Web-UI lock an acquired displayable EDID.
12151	Color Space issue on switching from HDMI YcbCr to VGA (RGB), when audio input is disconnected.
10597, 13328	Web-UI: Following power-up, a few web parameters may not be retained.
13534	Analog audio output play-out stops after 15 minutes of HDMI source disconnection.
16383	Web-UI: Speaker icon shows unmuted following audio input disconnection.
16404	Returning TCP port to default value is not saved. **Workaround:** Save non-default port, then resave default port.

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Case ID	Deferred Bug Description
17075	Rarely, active audio output signal may disappear after long duration. **Workaround:** Power-up device.
17553	Rarely, Wake-on-LAN action may not work. **Workaround:** Define 2-3 such consecutive actions.

Known Limitations (including compatibility limitations):

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6030	Web-UI: Some features may not be supported on Mobile/Tablet devices, but only work on laptops.
6037	WEB-UI: Some issues with DHCP setting.
11086	Proper FW version must be loaded/upgraded to WP-20 US and WP-20 EU devices, as their FW versions differ.
12822	No Step-In and sink on/off activation commands in parallel.
15064	No FW downgrade from V2.x FW version.
16268	Few audio clicks may be heard during auto-switching after connecting an input.
16269	Cables plug/replug during power-up cycle may lead to improper signal display. **Workaround:** Re-power-up with no cable replug.
16290	Maestro room automation settings are not retained during FW upgrade to release 3.0.
16291, 16340	FW upgrade from V2.x to R3.0 is supported via K-Upload or Kramer Network tools only, and not via Web-UI.
16303	Web-UI: Use Chrome for custom EDID import.
16305	Web-UI: A few actions are supported via Chrome browser only.
16494	Web-UI: Reload page to view changes done via a few P3K-commands, for example: `FCT-MAC`.
17208	On rare occasion, the HDCP negotiation fails with no signal display. **Workaround:** Unplug & replug HDMI input.

Preceding Version: 3.7.56157

Release Notes History

Product Name:	**WP-20**		

Current Versions per Product:

Type	Version	Date
Firmware	3.7.56157	February 2020
Software	–	–
Web	–	–
Hardware	–	–

RN Date: February 6, 2020
Reference: 16244

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
WP-20	Any	Yes	Yes
WP-20E	Any	Yes	Yes
DIP-20	Any	Yes	Yes
DIP-31	Any	Yes	Yes
DIP-31M	See note below*	Yes	Yes

ⓘ WP-20 US FW and WP-20 EU FW differ. Please validate HW per FW upgrade to load the proper FW version.

ⓘ FW upgrade from V2.x to V3.7 is supported via K-Upload or Kramer Network tools only, not via web-UI. Future FW release upgrades will be supported via the web UI too.

ⓘ *Please contact your local Kramer office before upgrading DIP-31M to this firmware.

Release Notes History

Technical Notes:

 This is the first Release Notes in which these products are combined into one document. Previous Release Notes for any of the individual products is available at: https://k.kramerav.com/support/downloads.asp

- FW update highlights (details are described in the updated User Manuals):
  - o Maestro R1.5 support.
  - o Feature enhancements.
  - o Improved operation and stability performance.
  - o Fixed multiple bugs.
- Device has been tested with the latest versions of each of the following market popular browsers:

Windows	IE / Edge
	Firefox
	Chrome
	Safari
Android	Chrome
Mac, iOS	Safari

Codependency with Other Products and Software:

- There is no codependency with other products or software.

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Release Notes History

Product Name:	WP-20, WP-20E, DIP-20, DIP-31, DIP-31M		
Current Versions per Product:	**Type**	**Version**	**Date**
	Firmware	3.7.56157	February 2020
	Software	–	–
	Web	–	–
	Hardware	–	–
RN Date:	February 6, 2020		
Reference:	16244		

The following changes were made in this version:

New Features:

New Feature	Description
Maestro Schedule-based Trigger	Schedule events and actions based on the time of the day.
Maestro Script Execution	Create and run a sequence of actions when a trigger event is detected.
Maestro Enhanced Script Items	Support of additional ports, commands, actions, and trigger types.

Modifications:

Modification	Description
Flexible Remote Button Operation	Configurable operation associated with remote buttons pressing.

Fixed Bugs:

QC ID	Deferred Bug Description
6025	Slow switching performance.
6353	Reset during web-UI refresh.
7312	Some specific resolution changes results in audio output noise.
8300	Improper VGA phase correction settings storing.
9265	Faulty switching upon MacBook Pro sleep mode entry.
10529	Slow performance of audio volume full min-to-max or max-to-min changes.
10563	Issues when using MAC Safari v10.0.3 for web-UI.
10576	Faulty VGA switching on a few specific laptop models.

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Release Notes History

10660	Rare reset issues during FW upgrade.
10984, 10986	No signal display on specific TV models and certain scenarios.
10988	Device issues following DIP-20 upgrade from ver 1.17 to ver 2.5.
10998	Reset following HDBT serial setting change.

-Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
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16383	Web-UI: Speaker icon shows unmuted following audio input disconnection.
16404	Returning TCP port to default value is not saved. **Workaround**: Save non-default port, then resave default port.
17075	Rarely, active audio output signal may disappear after long duration. **Workaround:** Power-up device.
17553	Rarely, Wake-on-LAN action may not work. **Workaround:** Define 2-3 such consecutive actions.
17722	Long press of contact-closure volume up/down button drives max/minimum volume level.

Release Notes History

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
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11086	Proper FW version should be loaded/upgraded to WP-20 **US** and WP-20 **EU** devices, as their FW versions **differ**.
12822	No Step-in and sink on/off activation commands in parallel.
15064	No FW downgrade from V2.x FW version.
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16303	Web-UI: Use Chrome for custom EDID import.
16305	Web-UI: A few actions are supported via Chrome browser only.
16494	Web-UI: Reload page to view changes done via a few P3K-commands, e.g. FCT-MAC.
17208	Rarely HDCP negotiation fails with no signal display. **Workaround:** Unplug & replug HDMI input.

Preceding Version: 2.19.53855