



# Matrox<sup>®</sup> Release Notes

## Matrox<sup>®</sup> Extio 3 Series

Software version 1.00.06

20265-401-0004  
February 4, 2019

[www.matrox.com/graphics](http://www.matrox.com/graphics)

**matrox<sup>®</sup>**  
Graphics for Professionals

---

# Overview

This document describes the current release (version 1.00.06) of the Matrox Extio 3 firmware, OSD (On-Screen Display), and Extio Central Manager software. Matrox provides these notes to describe new features, bug fixes, and improvements to Extio 3 Series hardware and software.

## First-time setup of point-to-point mode

When using your devices *out of the box* and setting them up for the first time, the on-screen display (OSD) on the Receiver (Rx) device show an initial log-in screen.

To enable point-to-point mode, click **Enable Point-to-Point mode** on the log-in screen. (Point-to-point uses a direct link between the Transmitter (Tx) and Receiver (Rx) devices, without going through a network switch.) Selecting this option reboots your devices to complete the configuration process.

For more information on performing a configuration reset, see your Matrox Extio 3 Series User Guide.

## Notes and limitations

- **Point-to-point** – Once a point-to-point connection is established, the two Extio 3 devices are paired, can only communicate with each other, and must remain as a pair to work properly. To change that pairing, you need to do a configuration reset and reconfigure your point-to-point connection.
- **Firmware** – Update your Tx and Rx devices to firmware version 1.00.06.029 before using your devices. To update new units or units already configured in network mode, use the **UpdateOverNetwork** program to update your units. You can then configure new units in the configuration of your choice. If you're updating units already configured in point-to-point mode, use the **UpdaterOverHost** program to update your units.
- **Firmware** – To ensure proper functioning of your devices, the firmware version installed on your Tx and Rx devices must match.
- **Firmware** – Version 1.00.06 is released software. The following features aren't yet enabled in Extio Central Manager:
  - Local output support on the Tx device is disabled in this release.
- **Power management** – When using an XTO3-N3408CTX or XTO3-N3208CTX card, power management on the host system isn't currently supported. [1076]

- **Mura IPX Series** – This firmware release isn't compatible with Mura IPX Series software version 3.00.00 or older.
- If all of your devices are seen and configurable in Extio Central Manager, but the OSD of an RX device doesn't reflect the connections that were configured in the Connection Broker, verify that the devices all have a valid IP address.
- **Dell™ Precision™ Rack R7920 Workstation or PowerEdge™ R740** – If your XTO3-N3408CTX or XTO3-N3208CTX card is installed in PCIe slot 1, that slot may not work. We recommend using a slot other than slot 1. If you need to use slot 1, you need to disable that slot. To disable the slot, enter the **System Bios**, then click **Integrated Devices** → **Slot disablement**, and make sure the slot is marked as **Disabled**. When you're done, save your changes and reboot your system. [803]
- **USB Limitation** – Some older keyboards and mice combos that use a Bluetooth mini-receiver aren't supported in Networked mode. These devices may be used in point-to-point mode but need the manufacturer's device drivers. [1262]
- On some GPUs, outputs may have temporal dithering enabled. This may result in blocky images. To avoid this make sure your GPU settings are configured to use RGB as the output color format and the maximum level (i.e. Full) as the output dynamic range. [1632]

## Known issues

- After adding a new Tx device and configuring it using Extio Central Manager software, it can take up to 45 seconds for the new Tx device to appear in the OSD as an available connection option for the Rx.
- **USB** – Switching while using USB 2.0 devices (ie. USB keys, hard drives, scanners, etc...) isn't supported and may result in lost data or devices (need to unplug/replug device to redetect). We recommend stopping all USB 2.0 transfers before switching.
- **USB** – Loss of connection between Tx and Rx (power interruption, network failure or fiber failure) while doing USB 2.0 transfers may result in lost devices (need to unplug/replug device to redetect) or lost data.
- **Firmware Updater** – When the Updater has completed, a message may appear stating that not all Extio 3 Series devices were properly updated. If this occurs, close the updater and re-launch it. If the devices report that they need an update, proceed with the update. If the update fails again, please contact Matrox Technical Support.

- **Firmware Updater** – While performing an update in point-to-point mode using firmware version 1.00.06.026 and higher, your displays will go blank (black). The displays should return once the update process is complete.
- After updating your firmware, one of the displays connected to your Rx may be lost. To fix this, we recommend you turn off the monitor and then turn it on again.
- After rebooting your Tx or Rx, one of your displays may be lost. To fix this, we recommend you turn off the monitor, and then turn it on again.
- Unplugging/replugging or turning off/on your monitors may result in loss of video streams (displays) when switching between Tx devices. [1379]
- **Point-to-point mode** – When rebooting your source system or host system, the connection between the Tx and Rx devices may be lost. To fix this, we recommend you use the **Refresh connection** option in the OSD.
- **Point-to-point mode** – Turning your host system power on and off repeatedly with an XTO3-N3408C-TX or XTO3-N3208C-TX installed may cause the Rx to lose displays on the Rx device. To recover the missing displays, we recommend you turn the affected monitors off and turn them on again. [801]
- **Point-to-point mode** – Selecting the **No Monitor** option may lead to the loss of keyboard and mouse functionality. To restore this functionality, we recommend you reboot your Extio 3 Series devices. [1507]
- **Point-to-point mode** – Selecting the **No Monitor** option with a single display isn't supported. Selecting this leads to the loss of display and keyboard/mouse functionality. To fix this, we recommend you perform a factory reset on both Extio 3 Series devices and reconfigure your point-to-point connection. [1426]

---

## Contact us

The Matrox web site has product literature, press releases, technical material, a sales office list, trade show information, and other relevant material. Visit us at [www.matrox.com/graphics](http://www.matrox.com/graphics).

If you have any questions or comments about our products or solutions, contact us at [www.matrox.com/graphics/contact](http://www.matrox.com/graphics/contact).

Matrox values your business and offers professional support for your Matrox product. For more information, contact your Matrox representative or our technical support at [kvmsupport@matrox.com](mailto:kvmsupport@matrox.com).

---

# Disclaimer

Information in this document may contain technical inaccuracies or typographical errors. Information may be changed or updated without notice. Matrox reserves the right to make improvements and/or changes in the products, programs and/or specifications described in this information at any time without notice. All trademarks and trade names, service marks and logos referenced herein belong to their respective owners.

Dell, Precision, and PowerEdge are trademarks or registered trademarks of Dell Inc. or its subsidiaries.

Copyright © 2019 Matrox is a trademark of Matrox Electronic Systems Ltd. All rights reserved.

**Matrox Graphics Inc.**

1055 Saint Regis Boulevard  
Dorval, Quebec, Canada  
H9P 2T4

(514) 822-6000

[graphics@matrox.com](mailto:graphics@matrox.com)  
[www.matrox.com/graphics](http://www.matrox.com/graphics)

**matrox**<sup>®</sup>  
Graphics for Professionals