



Firmware Revision Information

Product Code(s): EMD4000T & EMD4000R

Product Name(s): *Emerald 1.4.0*

Date Modified: 13 Feb 2020

This document outlines:

1. Product Description
2. The initial version of Emerald firmware and key features
3. Firmware Installation
4. Notes on Release

For further information please review the www.blackbox.com/emerald

Product Description:

Emerald is a high-performance KVM matrix switching solution, connects to both Physical and Virtual Machines. The zero-client IP-based KVM platform delivers pixel-perfect 2K/HD or 4K/UHD video resolution over an IP network.

Firmware Versions

EMD4000R/T : 1.4.0_r6644 This is the latest release to all Emerald 4K Appliances.
Boxilla : BXA_3.4.1_r5118.bbx The Boxilla version compatible with this release

Key Features include:

- View only mode
- Improved Error Messaging
- Resolution to Hotkey failure issue

For further information on Emerald please click on www.blackbox.com/emerald

The firmware can be downloaded from the Black Box website by entering the Part Number (i.e. EMD4000R) and going to the Support Tab.

Firmware Installation

When upgrading, the Transmitter must be upgraded before the Receiver

1. Download the Receiver image to the root of a memory stick. Please ensure the memory stick is formatted to a FAT file system.
2. Power up the Receiver and plug in the memory key.
3. Login and select the following menu options: Control > System > Upgrade
4. A list of .fit files located in the root of your memory stick will be displayed. Select the appropriate image file Select OK.
5. The files will be copied to the unit and a message will appear. Select OK.
6. The upgrade will begin and the Receiver will reboot once completed.
7. Once completed, log in and select the Information tab to review the software version.

Repeat the steps for the Receiver with the corresponding Receiver .fit file

Supported upgrade paths:

The following previously released version can be upgraded to V1.4.0_r6644

- V1.3.1_r5639
- V1.3.2_r6411

Notes on this Release

- NTFS formatted drives are currently unsupported.
- 10 G Network or point to point connection required between Transmitter and receiver
- Static IP addressing must be implemented on Receivers and Transmitters to allow them to be managed.
- Network Administrators should reference the User manual for Shared Mode configuration setting.
- In RDP VM connections the audio quality experience can degrade when playing video.
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Links below can also be used to access Manuals

For support in US, Australia, New Zealand and Canada – Go to: www.Blackbox.com

For support in all other countries please go to: www.black-box.eu/supportcenter