



Firmware Revision Information

Product Code(s): EMD4000T & EMD4000R

Product Name(s): *Emerald 6.0.4_8050*

Date Modified: 30th Sept 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 :	6.0.4_8050	This is the latest release to all Emerald 4K Appliances.
Boxilla :	BXA_4.0.4_5781.bbx	The Boxilla version compatible with this release

Key Features include:

- Enables Interoperability for a EMD-4K Receiver to connect to any EMD HD transmitter (EMD2000SE-T, EMD2002SE-T, EMD2000PE-T, EMD2002PE-T, EMD200DV-T)
- Zones – ability to create access rights based on a “zone” which a Receiver can be allocated to (same login – but different rights on different Receivers)
- Power Users on unmanaged systems can access Transmitter settings & reboot Transmitters.
- Added OSD Filter to Connections List (to filter connection list case-insensitive)
- Enhanced system diagnostics
- View only mode
- Improved Error Messaging
- Resolution to Hotkey failure issue

Resolutions to defects:

1. Resolution to Hotkey failure issue
2. VM issue where VM could not be connected to via Freedom resolved
3. OSD hotkey operation improved (time-outs)
4. Occasional black screen when connection left open for hours in idle state resolved
5. Reset issue following disconnect and calling OSD resolved
6. Video distortion following multiple quick resolution changes resolved

Notes on this Release:

1. EMD-4k units do not operate over WANs as they need ~10Gbps of bandwidth (can be used if sufficient bandwidth)

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

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 V6.0.4_8050

- V1.3.1_r5639
- V1.3.2_r6411
- V1.4.0_r6644

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.
- Accessing the OSD via touchscreens may be not consistently work, this can be touchscreen dependant.

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