

Matrox Monarch HD

Release Notes

January 25, 2019

matrox[®]
Digital Video Solutions

Y11272-401-0223

Trademarks

Matrox Electronic Systems Ltd.	Matrox [®] , Monarch [™]
Apple Inc.	Apple [®] , Mac [®] , Mac OS [®] , QuickTime [®]
Microsoft Corporation.....	Microsoft [®] , Windows [®]
USB Implementers Forum, Inc.	USB [®]
VideoLAN	VLC [™]
Wowza Media System, Inc.....	Wowza [®] , Wowza Media Server [®] , Wowza Streaming Engine [™]

All other nationally and internationally recognized trademarks and tradenames are hereby acknowledged.

Copyright © 2019 Matrox Electronic Systems Ltd. All rights reserved.

Disclaimer Matrox Electronic Systems Ltd. reserves the right to make changes in specifications at any time and without notice. The information provided by this document is believed to be accurate and reliable. However, no responsibility is assumed by Matrox Electronic Systems Ltd. for its use; nor for any infringements of patents or other rights of third parties resulting from its use. No license is granted under any patents or patent rights of Matrox Electronic Systems Ltd.

Unauthorized recording or use of broadcast television programming, video tape, or other copyrighted material may violate copyright laws. Matrox Electronic Systems Ltd. assumes no responsibility for the illegal duplication, use, or other acts that infringe on the rights of copyright owners.

Matrox Electronic Systems Ltd.

1055 St. Regis Blvd., Dorval, Quebec, Canada H9P 2T4

Tel: (514) 685-2630 Fax: (514) 685-2853 World Wide Web: www.matrox.com

Contents

About these release notes	1
Visit our website for the latest downloads	1
What's new in this release?	1
Known issues	1

Your notes

About these release notes

These release notes provide a list of known issues applicable to Matrox Monarch HD firmware version 2.2.3 (build 0005). This information supplements the *Matrox Monarch HD User Guide*, which is provided in PDF format in the Matrox Monarch HD Support section of our website at www.matrox.com/video/support.

Visit our website for the latest downloads

To ensure that you have the latest documentation available for Matrox Monarch HD, check the Matrox Monarch HD Support section of our website at www.matrox.com/video/support. Our website also offers up-to-the-minute information about Matrox products, access to our user forums, and special promotional offers.

What's new in this release?

This release resolves specific customer issues, provides compatibility with the latest supported applications, and improves on overall product stability.

Known issues

This release includes the following known issues:

- When streaming in **RTSP** mode, set QuickTime's streaming transport protocol to UDP mode. QuickTime's HTTP streaming transport protocol mode is currently not supported. (VPG-13482)
- While streaming, do not connect/disconnect a USB media device to/from a USB port on Monarch HD. Doing so may cause dropped/inverted frames in your stream. (VPG-7774 and VPG-8666)
- If you want to use Monarch HD in Static IP mode, please note that the default static IP address (169.254.1.11) is designed primarily for the initial setup of Monarch HD using a point-to-point connection (direct connection between your computer and Monarch HD). The default IP address is not recommended for a traditional network setting.

If you wish to use Monarch HD in Static IP mode over a network, after the initial setup we recommend that you change the static IP address of the Monarch HD device to an address that is better suited to your network.

- When using QuickTime Player 10 to view an RTSP stream on a Mac OS X Mavericks or Mountain Lion system, you may experience interruptions in the stream. We recommend using VLC media player or QuickTime Player 7 for a better viewing experience. (VPG-9067 and VPG-9956)
- If the Monarch HD stream settings are set to stream at a **Quarter** of the source video's frame rate, video may be missing from the stream when using

VLC media player, and the stream may not start when using QuickTime media player. If this occurs, perform the following steps:

- **VLC media player** GPU accelerated decoding must be enabled in VLC media player. To do so, in VLC media player choose **Tools > Preferences**, click **Input and Codecs**, and then select **GPU accelerated decoding**.
- **QuickTime media player** Direct3D video acceleration must be disabled in QuickTime media player. To do so, choose **Edit > Preferences > QuickTime Preferences**, and clear the **Enable Direct3D video acceleration** option in the **Advanced** tab. (VPG-7201 and VPG-7202)
- When using QuickTime Player 7 to play back recorded files in Windows, you may experience audio/video synchronization issues. We recommend using VLC media player or Windows Media Player to play back recorded files in Windows. (VPG-9874)
- Occasionally, when using the file switching feature while recording at a high bit rate, the audio switch occurs before the video switch, resulting in a slight de-sync in the file. Bit rates may need to be reduced from maximum settings to ensure audio/video sync of files. See the Matrox Monarch HD forum at http://www.matrox.com/video/en/support/monarch_hd/forum/ for more details. (VPG-9907)
- If you experience corrupted recorded files when recording to a drive that was formatted to the NTFS file system using Windows 7, re-formatting the drive from the Windows 7 Disk Management console may correct the issue. To do so:
 - a Choose **Start > Control Panel**, click **System and Security**, click **Administrative Tools**, and then double-click **Computer Management**.
 - b In the **Computer Management** window, in the left pane under **Storage**, click **Disk Management**.
 - c Right-click the volume that you want to format, click **Format**, select **NTFS** as the file system, and then click **OK**. (VPG-7597 and VPG-7657)



www.matrox.com/video