

Matrox® Release Notes

Matrox® QuadHead2Go™ Series and PowerWall™

Version 2.01.00

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Overview

This document describes the current release of the Matrox® QuadHead2Go™ firmware (v. 2.01.00) and the Matrox® PowerWall™ software (v 2.00.01). Matrox provides these notes to describe new features, improvements, known issues, and limitations with this firmware and software package.

This QuadHead2Go 2.01.00 firmware is compatible with all QuadHead2Go products: the standalone appliances (Q2G-DP4K, and Q2G-H4K) and the PCIe® cards (Q2G-DP4K-C, and Q2G-H4K-C).

The PowerWall 2.00.01 software is compatible with the Microsoft® Windows® 10 64-bit and the Windows® 11 operating systems.

What's new

- Addition of support for audio on all QuadHead2Go products when using the latest PowerWall version.

Supported features

- Audio on all outputs in the following formats:
 - PCM audio only
 - 44 to 48 kHz sampling rate
 - Mono and Stereo
- HDCP support.
- Out-of-the-box support for the following configurations (all outputs 1920 x 1080 @ 60 Hz):
 - 2x2 Landscape (3840 x 2160 @ 60 Hz input)
 - 2x2 Portrait (2160 x 3840 @ 60 Hz input)
 - 1x2 Landscape (1920 x 2160 @ 60 Hz input)
 - 1x2 Portrait (1080 x 3840 @ 60 Hz input)
 - 1x3 Landscape (1920 x 3240 @ 60 Hz input)
 - 1x3 Portrait (1080 x 5760 @ 60 Hz input)
 - 1x4 Landscape (1920 x 4320 @ 60 Hz input)
 - 1x4 Portrait (1080 x 7680 @ 60 Hz input)
 - 4x1 Landscape (7680 x 1080 @ 60 Hz input)

- 4x1 Portrait (4320 x 1920 @ 60 Hz input)
 - 3x1 Landscape (5760 x 1080 @ 60 Hz input)
 - 3x1 Portrait (3240 x 1920 @ 60 Hz input)
 - 2x1 Landscape (3840 x 1080 @ 60 Hz input)
 - 2x1 Portrait (2160 x 1920 @ 60 Hz input)
 - Clone (all outputs will display a downscaled incoming signal)
- Ability to use PowerWall in offline mode. This allows you to set up the configuration without having a physical QuadHead2Go device.
 - Ability to adjust the output resolution and detailed timings based on the attached monitor's EDID when the **Force output mode** option is disabled.
 - The following features are supported through PowerWall or the QuadHead2Go API:
 - Clone mode
 - Rotation
 - Edge overlap
 - Video scaling and cropping
 - Bezel management (supported on every edge for each output)

Notes and limitations

- When updating the firmware from QuadHead2Go 1.01.00 to 2.01.00, you may lose connection to the QuadHead2Go device. To recover, reboot your QuadHead2Go device.
- The installation of PowerWall 2.00.01 software will overwrite any configurations that were saved in previous PowerWall releases.
- Configurations saved on a QuadHead2Go device will be preserved when performing a firmware update from QuadHead2Go 1.00.00 or later. In order to preserve these configurations in PowerWall, do the following:
 1. Update the firmware on the QuadHead2Go device to 2.01.00.
 2. Perform a download from the updated device to the PowerWall 2.00.01 software.

Please contact Matrox if you have any questions.

- The **Source adjustments** feature in the PowerWall software facilitates bezel management. Access the feature by choosing the bezel management grid from the

QuadHead2Go button 1. For more information, see the **Help** section in your PowerWall software.

- Scaling is supported on the QuadHead2Go with a maximum upscale of 8x and a maximum downscale of 4x, except in the following situations:
 - When rotated to 90 or 270 degrees, AND attempting to upscale vertically, AND attempting to downscale horizontally.
 - When rotated to 90 or 270 degrees, AND attempting to upscale horizontally, AND attempting to downscale vertically.
- Display drivers for your graphics hardware must be installed and up to date before you connect to your QuadHead2Go device.
- Currently, the display resolution of your input source must match that of the selected layout for the pre-set configurations.
- When connected to the output of a graphics card, to view your system BIOS information, we recommend using the **Clone** layout. You can select a layout by pressing button 2 on your QuadHead2Go device.
- If you are capturing HDCP content, make sure all monitors and cables connected to your QuadHead2Go device are HDCP compliant.
- When creating designs or configurations in the PowerWall software, use only English alphanumeric characters.
- When creating a multi-device 1xN landscape configuration in the PowerWall software, the bezel grid lines may display different colors.
- Due to variances in source behavior, it is possible that the source device is not capable of disabling the input to QuadHead2Go and is therefore not triggering the monitors to turn off at the outputs of the QuadHead2Go.
- HDCP may not work with all adapters.
- Audio support requires the latest version of PowerWall. Some units built before June 2021 might not be fully supported.
- Some older HDMI 1.x sources might have compatibility issues that prevent audio from working. Patching the EDID file of the QuadHead2Go unit can solve this issue. Please contact support for more information.
- IPv6 is currently not supported.

Matrox QuadHead2Go REST API and PowerWall

To configure your QuadHead2Go devices, you can use the QuadHead2Go REST API (available upon request) or the PowerWall software. For more information, contact your Matrox sales representative.

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 <https://www.matrox.com/video>.

If you have any questions or comments about our products or solutions, contact us at <https://www.matrox.com/en/video/contact>.

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