



**Product Name:** VP-728  
**Current Version:** F – 1.26H (master), 2.30 (audio)  
**Version Date:** August 2013  
**Reference:** 6167

**Release Type:**

☒ Firmware ☐ Software ☐ Hardware ☐ New Product

**Kramer Product Affected:**

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VP-728	Any	Yes	N/A

**Technical Notes:**

- A problem of missing audio from some DVDs was fixed.
- Audio gain was corrected.

**Codependency with Other Products and Software:**

- There is no codependency with other products or software.



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**Product Name:** VP-728  
**Current Version:** F – 1.26H (master), 2.30 (audio)  
**Version Date:** August 2013  
**Reference:** 6167

The following changes were made in this version:

**Fixes:**

- A problem of missing audio with some DVDs (for example, Pioneer) was fixed.
- The accuracy of audio gain was corrected. Now with gain of 0dB, the outputs are equal to the input.

**Known Issue:**

- There may be an increased delay (in extreme cases, up to 20 seconds) after switching to an HDMI input connected to a Blu-Ray player.

**Preceding Version:** F – 1.26H (master), 2.29 (audio)



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**Product Name:** VP-728  
**Preceding Version:** F – 1.26H (master), 2.29 (audio)  
**Version Date:** July 2013  
**Reference:** 5740

The following changes were made in this version:

**Fixes:**

- Clicks and distortions were eliminated from the outputs.

**Known Issue:**

- There may be an increased delay (in extreme cases, up to 20 seconds) after switching to an HDMI input connected to a Blu-Ray player.

**Preceding Version:** F – VTB1.25



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**Product Name:** VP-728  
**Preceding Version:** F – VTB1.25  
**Version Date:** February 2013  
**Reference:** 5150

The following changes were made in this version:

**Fixes:**

- A problem was fixed with certain Blu-ray players (for example, the Pioneer XL55) that did not display an HDMI image after switching to them from another HDMI input.

**Modifications:**

- The HDMI EDID was modified to fix an audio problem with specific PCs:
  - Monitor Range Limits was removed from Detailed Timing #4.
  - VP-7xx was added to the Monitor Name descriptor.

**Known Issues:**

- There may be an increased delay (in extreme cases, up to 20 seconds) after switching to an HDMI input connected to a Blu-Ray player as mentioned above.

**Preceding Version:** F – VTB1.24



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**Preceding Version:** F - VTB1.24 (master)

**Version Date:** March 2012

**Reference:** 2747

The following changes were made in this version:

**Added:**

- A new setup was added for the Recall Settings command.

RS-232 now sends the response (Z 0 73) before completing the power up/reset process.

RS-232 normally responds after a command is executed. But for this "Recall Settings " command, it sends a response first and executes it afterword.

**Known Issues:**

- There are no known issues.

**Preceding Version:** F - 1.23 (master)



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**Preceding Version:** 2.18 (audio)  
**Version Date:** January 2012  
**Reference:** 2152

The following changes were made in this version:

**Fixes:**

- When polling commands were sent continuously via RS-232 the audio stopped working and the information menu showed an audio version of 0.0.

**Known Issues:**

- There are no known issues.

**Preceding Version:** 2.15 (audio)



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**Preceding Version:** 1.23 (master)

**Version Date:** October 2011

**Reference:** 1227

The following changes were made in this version:

**Fixes:**

- When selecting a different audio source to embed into the HDMI video source, pressing the +/- for the input audio level causes the unit to go into a mute state.
- When switching from an HDMI source to an analog source with audio, there was no audio output.

**Known Issues:**

- There are no known issues.

**Preceding Version:** 1.22 (master)



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**Preceding Version:** 1.22 (master)

**Version Date:** June 2011

**Reference:** 6726

The following changes were made in this version:

**Modifications:**

- The known audio issue in version 1.21 was fixed – when switching to an HDMI source with embedded audio; a pop/click sound was heard.

**Known Issues:**

- When switching from an HDMI source to an analog or S/PDIF source, there is no audio output. (The audio works properly when switching between any sources that are not an HDMI source). To recover the audio, switch momentarily to any other analog source then back to the desired one.

**Preceding Version:** 1.21 (master)



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**Preceding Version:** 1.21 (master)

**Version Date:** April 2011 (rev. 2)

**Reference:** 6685

The following changes were made in this version:

**Added Features:**

- New resolutions were added to the output resolution list:

720x480p@59.94	1920x1080p@23.98
1280x720p@59.94	1920x1080p@29.97
1920x1080i@59.94	1920x1080p@59.94

- The EDID file is now read from any acceptor (through the HDMI) and stored as a custom output resolution. This allows automatic handling of LED screens that support very low non-standard resolutions.
- An option was added to select any audio source for the HDMI inputs. This allows the embedding of any other audio source into the HDMI video (besides the original HDMI audio source).
- HDCP support can now be enabled and disabled. This allows the source to transmit a non-HDCP signal if required.

**Modifications:**

- HDCP timing and handling was improved.

**Known Issues:**

- There is a small audible click when switching to HDMI sources with embedded audio.

**Preceding Version:** 1.20 (master)



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**Preceding Version:** 1.20 (master)

**Version Date:** February 2011

**Reference:** 6578

The following changes were made in this version:

**Fixes:**

- Error messages were created for large files – "File too big"; and for small files – "File too small".
- For any input switch command, only one response, the new input, is sent through the RS232/ETHERNET port.  
(In the previous version, when any input button was pressed, the unit sent the mute command before the input command. The mute command is sent internally from the main board to the audio board. In the new firmware version, this command is not sent through the RS-232 port anymore.)
- A 15 second timeout was cancelled so that the unit responds immediately to any new command preceding any command sent through the RS232 or ETHERNET ports.  
(In the previous version, when sending a command through the RS-232 port, there was a 15 second protection timeout for text overlay usage. During that timeout, when an input button was pressed on the front panel, the unit did not send the status command through the RS-232 port. This timeout protection is cancelled in the new firmware version.)

**Known Issues:**

- There are no known issues.

**Preceding Version:** 1.19 (master)



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**Preceding Firmware Version:** 1.19 (master)

**Version Date:** September 2010

**Reference:** 6288

The following changes were made in this version:

**Fixes:**

- A VCR source problem was corrected – when a cassette was run in fast forward mode, the scaler output picture lost sync.

**Modifications:**

- The default aspect ratio parameter was modified to “Follow Output”.
- The “Follow Output” parameter was enabled for all input and output resolutions.

**Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.17 (master)



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**Preceding Firmware Version:** 1.17 (master)

**Version Date:** July 2010

**Reference:** N/A

The following changes were made in this version:

**Fixes:**

- A problem was fixed when switching from/to HDMI: the input picture was not shown or flashed during switching period.

**Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.16 (master)



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**Preceding Firmware Version:** 1.16 (master)

**Version Date:** June 2010

**Reference:** N/A

The following changes were made in this version:

**Modifications:**

- “Frame Lock” function – when set ON, the vertical frequency of the output is automatically set according to selected input.
- “Overscan” function – when hardware limitations do permit this function it is grayed out in the OSD.
- “Pan” function – when zoom is set to 100% (pan cannot be used) it is grayed out in the OSD.
- Remote control functionality – when a command is sent via any channel (front panel or IR or RS-232 or Ethernet) the reply is returned to both RS-232 and Ethernet.
- Default settings for “Detail Enhancement” function. For VGA and HDMI inputs it is set to “Off”. For CV/YC/YUV inputs it is set to “Medium”.
- EDID files for both VGA and HDMI inputs were updated with new resolution 1366x768@60Hz. EDID data for HDMI inputs is included as part of master firmware file. Updating EDID settings for VGA inputs requires using separate firmware file and special software. Current version of EDID file is 1.04.

**Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 2.15 (audio)



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**Preceding Firmware Version:** 2.15 (audio)

**Version Date:** June 2010

**Reference:** N/A

The following changes were made in this version:

**Fixes:**

- Incorrect audio volume after switching inputs was corrected.

**Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.15 (master)



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**Preceding Firmware Version:** 1.15 (master)

**Version Date:** April 2010

**Reference:** N/A

The following changes were made in this version:

**Fixes:**

- When a “Lock” command was sent via RS-232, and a different input button was pressed on the front panel and an “Unlock” command was sent via RS-232, the unit switched to the input that was pressed during the Lock state.
- When Slideshow was set to OFF after changing the input selection from USB and back to USB, the input did not show the selected picture but the first picture in the list.
- Power ON/OFF commands (Y 0 91 1/0) did not execute properly.

**Modifications:**

- The minimum limitation in custom output resolution was removed. Custom resolutions can be created down to 1x1.
- The maximum horizontal size of a PIP window was increased to 960 pixels.
- Default input resolution for Mode 1 (Setup>Advanced Setup>Mode Set) was changed from 1400x1050 @60Hz to 1680X1050 @60Hz.
- If during Freeze mode the output resolution is changed, Freeze is cancelled to prevent picture distortion.

**Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.14 (master), 2.13 (audio)



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**Preceding Firmware Version:** 1.14 (master), 2.13 (audio)

**Version Date:** February 2010

**Reference:** N/A

The following changes were made to 1.14 (master):

### Added Features:

- New resolutions 1366x768/1280x768 and 1440x900 were added to the internal table of the input resolutions.
- In the OSD under Setup>Advanced Setup>Mode Set, a new Mode 3 option was added that allows selecting between input resolutions 1366x768 and 1280x768.

### Fixes:

- Swapping between Main and PIP sources didn't work correctly.
- When a USB source was selected as the Main source, activating the Freeze function did not freeze the PIP window.
- For input 1080i@60Hz and output 1366x768 with Zoom ratio 225% and Overscan ON, the image froze.

### Modifications:

- EDID files for both VGA and HDMI inputs were updated with new resolution 1080p@24Hz. EDID data for HDMI inputs was included as part of the master firmware file. Updating EDID settings for VGA inputs still requires a separate firmware file and special upgrade tool.
- Default setting for Picture> Detail Enhancement was changed to OFF.
- When the "Slide show file error" message appears, it now stays on the screen only for 1 second.
- Picture parameters (brightness, contrast, etc.) and output parameters except output resolution (aspect ratio, zoom, etc.) are now saved individually for each input.
- The default setting for Setup>Advanced Setup>Overscan was changed to OFF.



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The following changes were made to 2.13 (audio):

### Fixes:

- If the unit was powered ON from a standby mode (via IR or Ethernet or RS-232), there was no audio output.

### Modifications:

- To eliminate inaudible parts of the volume scale, output volume steps were modified according to the following table:

Output Volume Value in OSD	Audio Firmware V2.11	Audio Firmware V2.13	Output Volume Value in OSD	Audio Firmware V2.11	Audio Firmware V2.13	Output Volume Value in OSD	Audio Firmware V2.11	Audio Firmware V2.13
Audio gain in DB			Audio gain in DB			Audio gain in DB		
-100	-100	-100	-58	-58	-29	-16	-16	-8
-99	-99	-90	-57	-57	-28.5	-15	-15	-7.5
-98	-98	-80	-56	-56	-28	-14	-14	-7
-97	-97	-70	-55	-55	-27.5	-13	-13	-6.5
-96	-96	-65	-54	-54	-27	-12	-12	-6
-95	-95	-60	-53	-53	-26.5	-11	-11	-5.5
-94	-94	-58	-52	-52	-26	-10	-10	-5
-93	-93	-56	-51	-51	-25.5	-9	-9	-4.5
-92	-92	-54	-50	-50	-25	-8	-8	-4
-91	-91	-52	-49	-49	-24.5	-7	-7	-3.5
-90	-90	-50	-48	-48	-24	-6	-6	-3
-89	-89	-49	-47	-47	-23.5	-5	-5	-2.5
-88	-88	-48	-46	-46	-23	-4	-4	-2
-87	-87	-47	-45	-45	-22.5	-3	-3	-1.5
-86	-86	-46	-44	-44	-22	-2	-2	-1
-85	-85	-45	-43	-43	-21.5	-1	-1	-0.5
-84	-84	-44	-42	-42	-21	0	0	0
-83	-83	-43	-41	-41	-20.5	1	1	1
-82	-82	-42	-40	-40	-20	2	2	2
-81	-81	-41	-39	-39	-19.5	3	3	3
-80	-80	-40	-38	-38	-19	4	4	4
-79	-79	-39.5	-37	-37	-18.5	5	5	5



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Output Volume Value in OSD	Audio Firmware V2.11	Audio Firmware V2.13	Output Volume Value in OSD	Audio Firmware V2.11	Audio Firmware V2.13	Output Volume Value in OSD	Audio Firmware V2.11	Audio Firmware V2.13
-78	-78	-39	-36	-36	-18	6	6	6
-77	-77	-38.5	-35	-35	-17.5	7	7	7
-76	-76	-38	-34	-34	-17	8	8	8
-75	-75	-37.5	-33	-33	-16.5	9	9	9
-74	-74	-37	-32	-32	-16	10	10	10
-73	-73	-36.5	-31	-31	-15.5	11	11	11
-72	-72	-36	-30	-30	-15	12	12	12
-71	-71	-35.5	-29	-29	-14.5	13	13	13
-70	-70	-35	-28	-28	-14	14	14	14
-69	-69	-34.5	-27	-27	-13.5	15	15	15
-68	-68	-34	-26	-26	-13	16	16	16
-67	-67	-33.5	-25	-25	-12.5	17	17	17
-66	-66	-33	-24	-24	-12	18	18	18
-65	-65	-32.5	-23	-23	-11.5	19	19	19
-64	-64	-32	-22	-22	-11	20	20	20
-63	-63	-31.5	-21	-21	-10.5	21	21	21
-62	-62	-31	-20	-20	-10	22	22	22
-61	-61	-30.5	-19	-19	-9.5	23	23	23
-60	-60	-30	-18	-18	-9	24	24	24
-59	-59	-29.5	-17	-17	-8.5			



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**Preceding Firmware Version:** 1.13 (beta)

**Version Date:** November 2009

**Reference:** N/A

The following changes were made in this version:

**Fixes:**

- When HDMI-2 input was selected, audio did not work.

**Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.12 (master), 2.10 (audio)



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**Preceding Firmware Version:** 1.12 (master), 2.10 (audio)

**Version Date:** October 2009

**Reference:** N/A

The following changes were made in 1.12 (master):

**Added Features:**

- Auto Image function in the OSD under Setup – Has manual and auto options. When Auto is selected Auto Image operation is automatically performed when the scaler is switched to VGA input and when input resolution is changed.
- Slide Show function in the OSD under Setup – Runs JPEG files from a memory device connected to the USB input at different time intervals.
- Switching Mode function in the OSD under Setup – Allows selection between Seamless and Fast modes. When Fast mode is selected, the switching between analog sources is done immediately with no seamless switching to reduce switching time. This option doesn't apply to HDMI sources.
- Supports the 1440x900 input resolution.

**Fixes:**

- PIP swapping from IR remote didn't work.
- When selecting Input 1 as audio for USB, the audio didn't work unless it was selected again.
- RS-232 command Y 0 0 8 did not switch to the USB input.
- When there was no source signal for PIP or PIP could not be shown, a black rectangle was shown on the screen.

**Modifications:**

- When PIP mode is set to Picture + Picture, the background is changed to Black instead of Blue.
- Input timing parameters for several resolutions were improved/corrected.



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- An audio noise/mute issue in several scenarios (supported by the audio firmware correction) was corrected:
  - When powered ON, the unit with HDMI with embedded audio was connected.
  - Disconnecting and reconnecting to an HDMI source.
  - Using an external switcher to switch between 2 HDMI sources with embedded audio sources.
- PIP size adjustment accuracy was increased to 256 steps instead of 32. The change doesn't affect the actual size of PIP window.
- Improved functionality of Frame Lock option: when set to ON, the scaler outputs the same refresh rate as the selected input. For example, if the input signal is PAL the output refresh rate is changed automatically to 50Hz. If the input is switched to an NTSC source, the output refresh rate is changed to 60Hz.
- Improved functionality of Freeze mode: when Freeze is set to ON, the last outputted frame is seen on the screen even if the input signal is disconnected.
- Parameters of the Capture function have the following limitations:
  - Max input resolution: 1920x1200
  - Output resolution must have number of horizontal pixels less than 1400 (e.g. 1366x768). A prompt message appears.
  - Can't capture with PIP set to ON. A prompt message appears.
- All parameters under the Picture submenu are now set and saved for each input individually.
- In the information section of OSD, the word "Audio" was added next to audio version number.
- EDID files for both VGA and HDMI inputs were updated with new timing to improve aspect ratio handling. EDID data for HDMI inputs is included as part of master firmware file. Updating EDID settings for VGA inputs still requires using a separate firmware file and special upgrade tool.

The following changes were made in 2.10 (audio):

**Fixes:**

- The information section of OSD showed xx instead of audio firmware version.



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- When changing one of the audio menu parameters continuously, the output audio signal sometimes dropped to zero for a short time.
- If both an HDMI source with embedded audio and a separate S/PDIF audio source were connected during powering ON, the S/PDIF source was briefly heard even if the HDMI source was playing.
- After recycling the power on the scaler, the delay time for the HDMI inputs was not implemented correctly.
- When disconnecting and reconnecting an HDMI source with embedded audio, the output signal level (analog or digital) did not return to the previous level. The same occurred when switching from HDMI source to CV source.
- When changing the balance for a digital audio input only, it affected the opposite side.
- When switching between HDMI sources using an external switcher, the output audio signal volume sometimes changed.

### **Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.09 (master)



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**Preceding Firmware Version:** 1.09 (master)

**Version Date:** September 2009

**Reference:** N/A

The following changes were made in this version:

### **Added Features:**

- The master firmware file now includes EDID settings for HDMI inputs. Updating EDID settings for VGA inputs still requires using separate firmware file and special upgrade tool.

### **Fixes:**

- When the USB input was selected audio did not work.
- After powering up with an HDMI input with embedded audio selected and preset, the audio output corrupted.
- After disconnecting and reconnecting HDMI input with embedded audio there was no audio output.
- The scaler sent incorrect replies to RS-232 commands 8 (Input V position) and 103 (Get main input status).
- If audio output was muted and the input was switched using IR remote, the audio stayed muted.
- If RS-232 commands were sent with short intervals, the device did not execute some of them. The scaler now has buffer memory that stores up to 16 commands that it now executes one by one.

### **Modifications:**

- Audio/video dependency: audio output is now enabled even if video on the selected input is not connected or present.

### **Known Issues:**

- There are no known issues.



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**Preceding Firmware Version:** 1.07 (master)



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**Preceding Firmware Version:** 1.07 (master)

**Version Date:** June 2009

**Reference:** N/A

The following changes were made in this version:

**Added Features:**

- The following resolutions were added to the list of resolutions in the default EDID information block:  
1920X1200@60Hz, 1280x800@60Hz, 1280x720@60Hz on the VGA input and 1080p@24Hz the HDMI input.  
**Note:** The EDID information block is updated via the VGA input connector using a separate firmware file and special upgrade tool.

**Fixes:**

- Under PIP>Type functionality of “Split” and “Picture + Picture”, options were swapped.
- If after switching the unit ON, a volume up/down command was sent via RS-232 (commands 96, 97), the volume graphic display stayed on the screen indefinitely until any button was pressed or a different command was sent.
- RS-232 volume increase/decrease command Y 0 48 -111/111 – instead of increasing/decreasing the volume by one step, it sent the volume to the maximum/minimum value.
- The scaler sent wrong replies to the RS-232 volume increase/decrease command Y 0 48 -111/111.
- If the Frame Lock option was set to ON and the HDCP Setting was set to Follow Output, switching from a non-HDCP HDMI source to a VGA source sometimes showed no picture.
- USB input – if the picture has an aspect ratio was different from the selected output, the aspect ratio of the picture proportions was distorted.
- If RS-232 commands were sent at short intervals, the device sometimes hung.
- If Input 1 was selected before powering down, there was no audio from this input after power up.



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### **Modifications:**

- In the OSD Info section, the audio board firmware version (x.x) appears next to the Master Firmware revision (VTB x.xx). This feature requires audio board firmware version 2.2 and higher.
- In the OSD under Setup>Advanced Setup, the Misc Background function was restored. If an input without a signal is selected, it allows selecting what is seen on the screen.
- In the OSD under Setup>Advanced Setup, the Misc Capture function is operational. If the background function is set to custom, it allows capturing a picture presented on the output of the scaler to be used as background (see above).
- RS-232 volume increase/decrease Y 0 133/134 commands were restored.

### **Known Issues:**

- There are no known issues.

**Preceding Firmware Version:** 1.05 (master)



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**Preceding Firmware Version:** 1.05 (master)

**Version Date:** N/A

**Reference:** N/A

The following changes were made in this version:

### Added Features:

- It is now possible to change the PIP source directly from the front panel, by holding the PIP button and pressing appropriate input button.
- Additional RS- 232 volume up/down commands: "Y 0 133" and "Y 0 134".
- The following resolutions were added to the input/output: 1280x720, 1920x1200 and 1280x800.
- In the OSD under Setup>Advanced Setup>Misc Overscan option was added. This option allows stretching the output picture to fill the screen. This option is available only for HDMI input with HDTV resolutions.
- The 1080P@24Hz resolution was added to the HDMI input.

### Fixes:

- When the main picture was sourced from the CV input and the PIP was sourced from VGA input; when the PIP was turned OFF and ON, the PIP picture flashed.
- When the PIP was turned off, it froze for a short time before closing.
- Pressing INFO on the IR remote control a second time closed the INFO display.
- After reselecting the same output resolution, the picture flashed.
- Switching to an HDMI source was accompanied by audio noise.

### Modifications:

- Reset button functionality – pressing this button the first time for 2sec resets the output to XGA; pressing this button a second time for 2 seconds resets the output to 720P. The reset occurs while the button is still pressed.
- IR LED functionality – was constantly ON. Now it reacts only upon receiving an IR signal from remote control.



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- In the OSD under Output>Aspect Ratio a "Best fit" option was added. When this option is selected, an internal algorithm calculates the best possible compromise between input and output aspect ratios.
- OSD default location – the default was modified to be at the center.
- Freeze text box – when the Freeze option is active, the "Freeze" text box is not shown on the screen.
- Switching speed – was decreased to 3 sec and the input button LED responds immediately.
- In the OSD under Setup>Advanced Setup>Misc>HDCP setting, "Follow input" and "Follow output" options were added
- When "Follow input" option is selected, the device outputs a picture without HDCP protection both on VGA and HDMI outputs if the input signal is not HDCP protected. It outputs a picture with HDCP protection on HDMI output only (VGA output is blocked) if the inputted signal is HDCP protected. This option is recommended if connected to an HDMI output receptor that is not HDCP enabled.
- When "Follow output" option is selected the device outputs a picture on the HDMI output without HDCP protection if the receptor connected to the HDMI output is not HDCP enabled. It outputs a picture with HDCP protection on the HDMI output if the receptor connected to the HDMI output is HDCP enabled. VGA output continues to work as under "Follow input" option. This option is recommended if connected to an HDMI output receptor that is HDCP enabled.
- In the list of output resolutions there are four Custom resolutions. Each of the Custom resolutions is defined under Setup>Advanced Setup> Output.
- The default value of Detail Enhancement under Picture> Detail Enhancement from USB input was set to Off. From other inputs default setting was set to Medium.
- The default value of Input Lock under Setup>Advanced Setup>Misc> Input Lock was changed from OFF to ON.
- The settings adjusted under Picture are now saved individually for each input (except USB).

#### Known Issues:

- There are no known issues.



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