

# AJA U-TAP – Release Notes v1.5.2

## Updater/Firmware for AJA U-TAP SDI and U-TAP HDMI

### Introduction

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U-TAP Updater v1.5.2 follows and replaces v1.2. There are no other versions between v1.2 and v1.5.2. All users of U-TAP SDI and U-TAP HDMI are encouraged to update to v1.5.2 for feature enhancements and bug fixes.

### Features, Updates and Improvements in v1.5.2

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- Mac Updater application now compatible with macOS Catalina.
- Windows Updater application now upgraded to an .msi installer (previously an .exe).
- Added 3G-SDI Level B support (B-DL) for U-TAP SDI.
- Changed default frame rate of U-TAP to 60 Hz.
- Fixed issue where green line would show for some users on edge of raster.
- Minimum and Recommended host-system specifications added to the U-TAP SDI and U-TAP HDMI Manual, to reflect the fact that Mac or PC capabilities/performance will govern what video formats are possible.

### Features, Updates and Improvements in previous releases

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#### Version 1.2

- Fixed Support for Linux operating systems:
  - CentOS 6.8,
  - CentOS 7.0,
  - Ubuntu 14.04
  - Ubuntu 16.04
- New GUI Software Updater programs for Windows and Mac.
- Correctly recognizes and updates pre v1.0 versions.
- Fixed L/R audio channel swap.
- Augmented the enumerated USB device name with the product serial number.

#### Version 1.0

- Introduction of U-TAP SDI and U-TAP HDMI for Windows, macOS and Linux.

## Known Issues

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- With macOS only, sometimes when using video conferencing/sharing software including, but not limited to Google Hangouts, MS Teams, OBS, Skype, Zoom, etc. an audio problem can occur when muting your camera (i.e. going into audio-only presentation mode) or, by deleting the video input (OBS). The U-TAP status light will turn amber when this occurs and until video input is re-engaged. A potential workaround is to deselect the U-TAP audio input when not using the U-TAP as a video input.
- Intermittent inconsistency with detecting audio when using OBS. Workaround is to proceed within OBS to “Advanced Properties” and then toggle “Active Sources Only”.
- In some cases U-TAP HDMI is unable to properly detect SD video (PAL and NTSC). Workaround would be to upconvert the SD video to HD upstream of the U-TAP HDMI, or use U-TAP SDI if available.
- PsF formats are not supported with U-TAP SDI.

## Troubleshooting

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- For troubleshooting it is highly recommended to try at least two different USB cables and two different USB ports, to make sure the problem is not a damaged cable or unreliable USB port.
- Not all USB hubs or extenders properly support video devices. If there is a USB hub or extender between U-TAP and the host-system and difficulties are being experienced, try connecting U-TAP directly to your computer using a known good cable.
- If problems occur with U-TAP not being recognized by your host-system, most often this can be resolved by unplugging and re-plugging the U-TAP.
- It is recommended to disable system sleep and hibernation when using U-TAP, to avoid loss of connection and/or behavior that requires an unplug and re-plug in order to put U-TAP back into a functional state for Video Capture.
- If problems cannot be resolved by unplugging and re-plugging the U-TAP, a host-system system shut-down and restart may be required.
- Check to make sure the most powerful GPU available to the U-TAP host-system is in use. For example, some systems have both an onboard/embedded graphics adapter as well as a (more powerful) third party GPU.
- Be aware of how many applications are running and consuming resources (CPU cycles, RAM) on your host-system. If you are running multiple software applications, try closing some to see if a point can be found where U-TAP is not having to compete for the system resources necessary for Video Capture.
- From time to time OS updates may cause issues that have to be addressed via a firmware update. If you have recently updated to a new host-system OS and are now experiencing problems, please contact AJA Technical Support with the previous and current OS versions.
- Occasionally, for some computers it may be necessary to update the USB chipset driver. Check with the manufacturer of the host-system (or your IT department) to see if you have the latest version installed.

## Downloading and Applying Updater/Firmware from AJA.com

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Although U-TAP products come from the factory pre-installed with the latest firmware at the time of manufacture, it may be necessary to update U-TAP with new firmware that has been posted on the AJA website. This is done via the U-TAP Updater application, which is bundled with the necessary firmware, meaning a single package to download.

The steps required to upgrade AJA U-TAP Updater/Firmware are as follows.

### Download the Latest Updater/Firmware package

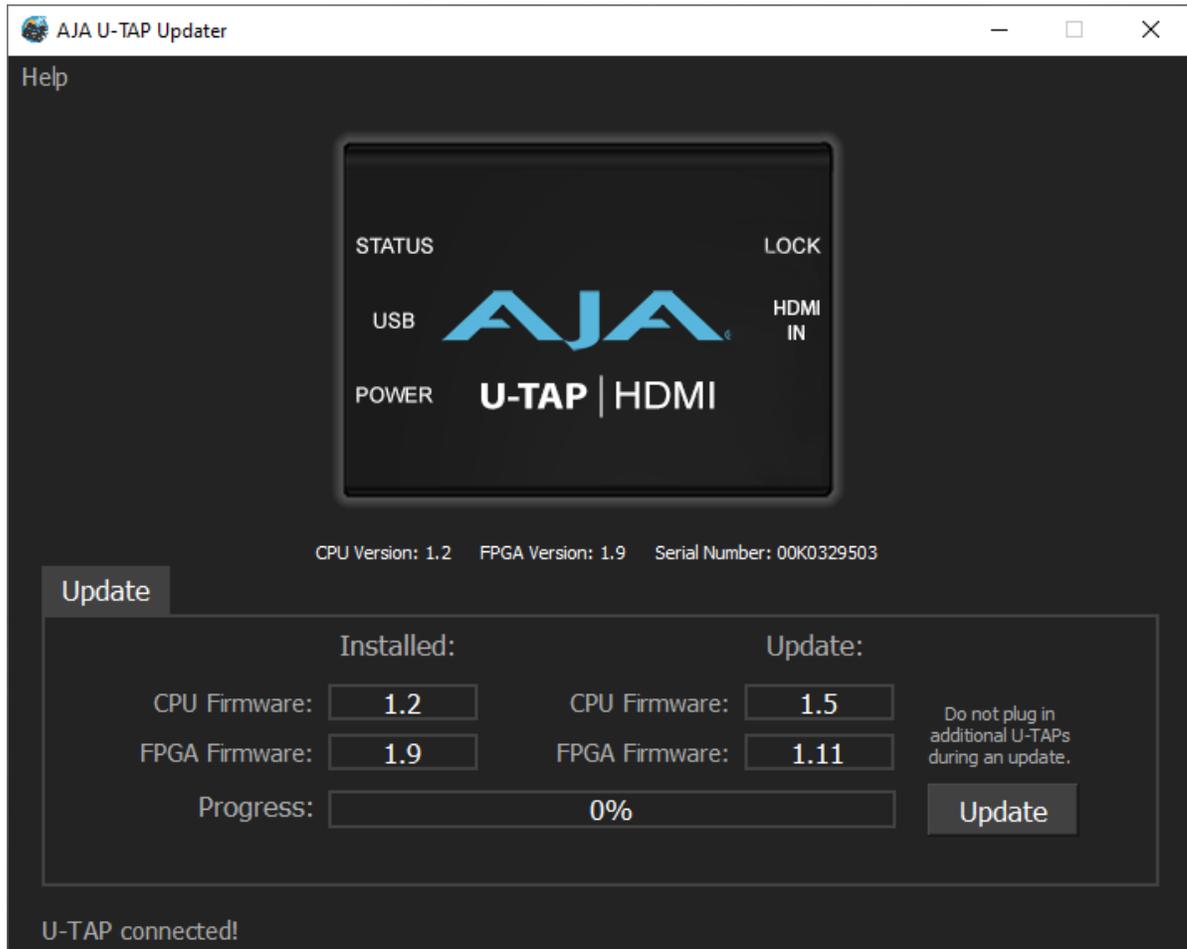
- Current and past releases of U-TAP firmware are available on AJA's website:
  - <https://www.aja.com/products/u-tap-sdi#support>
  - <https://www.aja.com/products/u-tap-hdmi#support>
- On either of the above pages, under the Software heading, the U-TAP packages for either Mac or Windows can be selected for download.
  - AJA\_U-TAP\_Win\_v1.x.zip.
  - AJA\_U-TAP\_Mac\_v1.x.zip.
- Download the required package(s) to the host-system where you will perform the U-TAP update.
- The update can be performed with a Mac or Windows computer with a USB 3.0 or USB 2.0 port.

### Unpack U-TAP Updater/Firmware

- The Updater package downloaded from AJA.com is a “ZIP” file which can be opened with OS tools or third party applications.
- Extract the contents of the ZIP file (unzip). This will present a folder containing the U-TAP Product Manual, Release Notes, and appropriate Updater (.dmg for Mac and .msi for Windows).

### Follow this procedure to update the firmware

1. Connect U-TAP to the host-computer with the supplied 1 meter USB 3.0 cable.
2. Wait approximately 3-5 seconds for the U-TAP to boot up.
3. Ensure that only one U-TAP is connected during this procedure.
4. Run the previously extracted .dmg or .msi file and install the U-TAP Updater application.
5. Launch the AJA U-TAP Updater application. If a connected U-TAP is found, a window opens reporting the current firmware versions installed and the versions available for update.  
*NOTE: If a U-TAP is not detected, a No Module Connected message is displayed. Choose Scan to enumerate recently attached U-TAP devices.*
6. Click on the Update button to update the U-TAP firmware.
7. A progress bar will report the progress of each firmware update.  
*NOTE: Macs typically require 2 or 3 minutes to install the U-TAP firmware. Windows machines typically install the U-TAP firmware in about a minute.*



*NOTE: While updating firmware, do not attach more than one U-TAP to your computer at the same time.*

- When complete, a message indicates the U-TAP must be rebooted.
- Reboot the U-TAP by disconnecting and reconnecting the USB cable.
- U-TAP will now be operational with the newly loaded firmware.

## Manual and Additional Information

The U-TAP Manual is available via the U-TAP Updater application, under the Help menu.

Please refer to the U-TAP section of the AJA website for more information:

<https://www.aja.com/products/u-tap-sdi>

<https://www.aja.com/products/u-tap-hdmi>

## Technical Support

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AJA Technical Support is free and available to help answer questions or resolve issues with any of your AJA products.

**To contact AJA Technical Support:**

Email: [support@aja.com](mailto:support@aja.com)

Phone: +1-530-271-3190

Fax: +1-530-274-9442

Web: <https://www.aja.com/support/contact>

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