



980/M41h/M41d/M42d 6.25 Release

Updated: April 23 2021

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1. Overview

This document provides information on Release 6.25 of the firmware for the 980B/M41h/M41d/M42d and for the Advanced Test Platform (ATP) GUI Manager (PC based External Manager Software).

- This release contains the following components:
 - 32 bit and 64bit Debian package for 980 Version 6.25.
 - 64bit Debian package for M41h/M41d/M42dVersion 6.25.
 - hdcp2 sink playback files deb for compliance test.
 - hdmi sink playback files deb for compliance test.
 - atp-api.zip
 - dsc-sink-test-images.zip
 - hdr-lab images deb.
 - Dolby-audio deb
 - Windows GUI installation msi.

Item	FPGA Versions (Changes compared to previous release are in RED)	
	980/M41x	
	6.20	6.25
DP 1.2 980 Protocol Analyzer Rev D	4.17.85 Build Number: 1	4.17.85 Build Number: 1
DP 1.2 980 Protocol Analyzer Rev E	4.17.85 Build Number: 1	4.17.85 Build Number: 1
DP 1.2 980 Protocol Analyzer Rev E (410)	4.18.42 Build Number: 1	4.18.42 Build Number: 1
DP 1.2 980 Protocol Analyzer Rev F	Version: 4.18.62 Build Number: 1 (06/07/2018 14:14:18 CST) PCB: 6/G rev=6, DP Product Code=2982	Version: 4.18.62 Build Number: 1 (06/07/2018 14:14:18 CST) PCB: 6/G rev=6, DP Product Code=2982
DP 1.4 980 Protocol Analyzer	Version: 4.25.241 Build Number: 1 (01/19/2021 18:18:21 CST) PCB: 2/C rev=1, DP Product Code=2983	Version: 4.25.241 Build Number: 1 (03/25/2021 09:09:21 CST) PCB: 2/C rev=1, DP Product Code=2983
DP 1.4 USB-C 98 Protocol Analyzer (980/M41d)	Version: 4.26.97 Build Number: 1 (02/01/2021 17:17:21 CST) PCB: 2/C rev=1, DP Product Code=2984	Version: 4.26.99 Build Number: 1 (03/19/2021 18:18:21 CST) PCB: 2/C rev=1, DP Product Code=2984
SDI Scope	4.33.7 Build Number: 32	4.33.7 Build Number: 32
HDMI 2.0 980 Video Generator Rev B	Version: 4.34.1 Build Number: 32 (06/19/2017 15:36:00) PCB: 594b rev. B	Version: 4.34.1 Build Number: 32 (06/19/2017 15:36:00) PCB: 594b rev. B
HDMI 2.0 980 Video Generator Rev C	Version: 5.102.2 Build Number: 45 (11/10/2020 15:36:00) PCB: 594b rev. C	Version: 6.33.0 Build Number: 46 (04/02/2021 15:36:00) PCB: 594b rev. C
HDMI 1.4 980 Protocol Analyzer	Version: 4.22.1 Build Number: 57 (05/22/2017) Gen: 3 PCB: 297b/D	Version: 4.22.1 Build Number: 57 (05/22/2017) Gen: 3 PCB: 297b/D
HDMI 2.0 980 Protocol Analyzer	4.22.7 Build Number: 43	4.22.7 Build Number: 43
HDMI 2.0 RX/TX	Version: 4.27.1 Build Number: 55 (07/12/2018) Gen: 5 PCB: 594d/C	Version: 4.27.1 Build Number: 55 (07/12/2018) Gen: 5 PCB: 594d/C
HDMI 2.1 RX/TX (980/M41h)	Dual GW: 1. Version: 5.30.1 Build Number: 203 (02/28/2021) Gen: 5 PCB: 1200a/C(980); 1200a/E(M41h) 2. Version: 5.30.1 Build Number: 100 (02/28/2021) Gen: 5 PCB: 1200b/C(980); 1200b/E(M41h)	Dual GW: 1. Version: 5.30.1 Build Number: 254 (04/10/2021) Gen: 5 PCB: 1200a/C(980); 1200a/E(M41h) 2. Version: 5.30.1 Build Number: 132 (04/10/2021) Gen: 5 PCB: 1200b/C(980); 1200b/E(M41h)
Phy and Protocol Aux Channel Analyzer	5.16.24 Build Number: 12	5.16.24 Build Number: 12
DP 2.0 USB-C (M42d)	Version: 4.27.71 Build Number: 1 (03/02/2021 23:23:21 CST) PCB: 1/B rev=1, DP Product Code=2985	Version: 4.27.98 Build Number: 1 (04/15/2021 10:10:21 CST) PCB: 1/B rev=1, DP Product Code=2985

2. Installation

Important Note: When upgrading the 980/M41x/M42d system firmware, please be sure to disconnect any video cables that are connected to the 980/M41x Protocol Analyzer / Video Generator modules. Failure to do so may result in issues during upgrade.

Always begin by installing the Windows External Manager software:

1. Download the Windows External Manager 6.25 file 980-mgr_6.25_Win32.msi.
2. Double-click or Run this file to install it.

Then install the Instrument Firmware Release.

Important Note:

For the M41d/h/M42d series, there is only one Debian file beginning with M4xx. This debian is for all M41d/h/M42d series devices.

For the 980 series, two different versions of the Instrument Firmware are available, for 32-bit and for 64-bit operating systems. Please make one or both of the following checks to determine whether you need the 64-bit firmware:

3. At the bottom of the instrument Card Control screen, check for “64 bit” indication:



4. On the product label on the back (980B) or bottom (980R) of the instrument, check for Motherboard P/N 42A0000006921 or 42A0000009220:



If the ATP version shows 64 bit, or if the label shows either of the above part numbers, then download the “980-atp-64” firmware. Otherwise, you have a 32-bit system, so download the “980-atp-32” firmware.

1. Download the release “980-atp-xx” .deb firmware file as indicated above.
2. Launch the newly installed External Manager (980 Manager) and connect to the 980 via Ethernet TCP/IP.
 - a. Note: you may see a warning about version mismatch. This is normal and indicates that you should continue with the version upgrade before using the instrument with the new version of the External Manager.
3. From the External 980 Manager program, pull down the Instrument menu and select Upgrade UI/Firmware/Gateware. Browse to and select the 980-atp-xx release file, select Open, and continue with the process. The 980 will power down at the end.

If the 980/ M41d/h/M42d is licensed for **HDR Lab** Images (License 45):

4. Download the HDR Lab Images .deb file.
5. From the External 980 Manager program, pull down the Instrument menu and select **Upgrade System Components**. Browse to and select the hdr-lab-images.deb file, select Open and continue with the process.

If the 980/ M41d/h/M42d is licensed for **HDMI HDCP CTS 2.3 Compliance Test for Sinks** (License 29):

6. Download the 980-hdcp2-sink-ct.deb file.
7. From the External 980 Manager program, pull down the **Instrument** menu and select **Upgrade CT Scripts**. Browse to and select the 980-hdcp2-sink-ct.deb file, select Open and continue with the process.

If the 980/ M41h is licensed for **HDMI CTS 1.4b Compliance Test for Sinks** (License 6) or HDMI CTS 2.0 Package 4 Sink Tests (License 27):

8. Download the 980-hdmi-sink-ct.deb file.
9. From the External 980 Manager program, pull down the **Instrument** menu and select **Upgrade CT Scripts**. Browse to and select the 980-hdcp2-sink-ct.deb file, select Open and continue with the process

If the 980/ M41h is licensed for **HDMI DSC Compliance Test of Sink, 980/M41h (License 79)**

10. Download **dsc-sink-test-images.deb** file.
11. From the External 980 Manager program, pull down the Instrument menu and select **Upgrade System Components**. Browse to and select the **dsc-sink-test-images.deb** file, select Open and continue with the process.

2.1. *Special Notice for M41h, M41d and M42d users*

6.25 release uses kernel 5.4.31 of the Linux system to allow proper communication with an HDCP 2.3 capable monitor. **This is required for this release and all subsequent releases for the M41h, M41d and M42d. Once a unit is running the new kernel, it will no longer be able to use Debian files from previous releases using the 5.39 kernel.**

To determine whether your device requires this update, view the information file on your instrument. From the ATP manager Select Instrument>Information. Look for the line that begins with OS.

```
OS      : [ Linux M4XX-0689 5.4.31 #3 SMP Tue May 5 12:08:24 CDT 2020 x86_64 x86_64 x86_64 GNU/Linux ]
```

If the version is anything less than 5.4.31, your instrument must be updated.

Applications Engineering has created a separate package that allows the user to reconfigure the M41d/h/M42d units with the new kernel using an ISO file that will install the new kernel and software while preserving the unit's licenses and identity.

To obtain this package please submit a tech service request to psgsupport@TeledyneLecroy.com using the title "Request M41x Kernel Upgrade" and one of our support engineers will provide the upgrade package and instructions and assist if there are any issues.

3. Release Notes

3.1. Resolved Issues

The table below lists the anomalies that have been resolved in this release.

Ticket No.	Description - DisplayPort
V980-4069	The M41d now supports eDP link training with NO_AUX_HANDSHAKE_LINK_TRAINING & reduced Main Link swing.
V980-4391	The 980 DisplayPort 1.4 USB-C module on some occasions would miss some video data in the capture in 8b10b SST mode. This issue has been resolved.
V980-3342	The video generation of DSC images on the 980 DisplayPort 1.4 USB-C module on some occasions would produce corrupted images when HDCP 1.3 was active. This issue has been resolved.
V980-4223	The 980 DisplayPort 1.4 modules now properly support HDCP 1.3 for repeaters.
Ticket No.	Description - HDMI
V980-4392	On the 980 48G HDMI 2.1 module and the M41h, the HFR5-2-22 test would fail under certain conditions in the 6.15 and 6.20 but would pass in earlier release. This issue has been resolved.
V980-4368	On the 980 48G HDMI 2.1 module and the M41h, the HFR1-22 test exhibited errors due to a capture pdecode error. This issue has now been resolved.
V980-4407	On the 980 48G HDMI 2.1 module and the M41h, the HFR1-82 test would fails to decode DSC properly. This issue has been resolved.
V980-4387	On the 980 48G HDMI 2.1 module and the M41h, the HF1-58 test exhibited fails which were not valid. This issue has been resolved.
V980-4365	On the 980 48G HDMI 2.1 module and the M41h, the HFR1-85 test exhibited failures for 4:2:2. This issue has been resolved.
V980-4409	On the 980 48G HDMI 2.1 module and the M41h, the HFR2-16 test indicated an error incorrectly when testing RGB 36bpp max pixel clock rate. This issue has been resolved.
V980-4149	On the 980 48G HDMI 2.1 module and the M41h, the 980B system would occasionally bhang up when attempting to capture HDCP2 encrypted data in FRL Mod. This issue has been resolved.

3.2. Unresolved Issues

The table below lists the anomalies that have not been resolved in this release.

Ticket No.	Description - DisplayPort
V980-4084	The M42d may exhibit Image flickering and HBR3 Symbol errors with a DP1.4 input stream.
V980-4083	The M42d may exhibit problems authenticating with DP 1.4 sources in both HDCP 2.3 and 1.3.
V980-4063	The M42d may show an HDCP compliance failure HDCP2.3 for the 1A-01 & 1B-01 tests with an error: AUTH:Timer Expired to receive ENC_EN.
V980-4058	On the M42d, there are cases where the Capture Analyzer utility cannot identify the LLCMP packets after successful 128b/132b link training.
V980-4049	On the M42d, part of the secondary data packets (SDP) can get lost and not shown in the capture.
V980-3844	On the M42d there are cases where the pixel error test report may indicate some false negatives (miss some pixel errors).
V980-4353	M42D does not currently support HDCP 2.x Type 1 transmission.
V980-4404	M42d not link training after upgrade to 6.20
V980-3794	The M41d Video Generator function may not detect MST topology correctly.
V980-4013	The M42D sometimes will incorrectly set the output to four (4) MST Streams when the Sink indicates supports for only a single MST stream.
V980-3958	The M42d Internal speaker and SPDIF out ports do not currently support monitoring the incoming audio.
Ticket No.	Description - HDMI
V980-3940	On the 980 48G module and M41h, when running the QMS compliance test, the timing values are unstable initially but soon stabilize to provide correct value.
V980-3993	The 980 DP 1.4 modules and the M41d indicate decoding errors in 1 or 2 lane mode errors from a source when HDCP 1.3 is in use.
V980-4046	The 980 48G HDMI 2.1 module and the M41h may indicate an improper failure for the HFR1-28 compliance test "No GCP packet with non-zero CD bits in frame N."
V980-3940	On the 980 48G module and M41h, when running the QMS compliance test, the timing values are unstable initially but soon stabilize to provide correct value.
V980-3939	On the 980 48G module, some of the TMDS source compliance tests require that the user re-initiate the selection of the video format.
V980-3937	On the 980 48G module, the HF1-66 compliance test shows inconsistent test results.
V980-3839	On the 980 48G module, the VRR signal may become unstable after about 10 minutes.
V980-3801	The 980 18G HDMI 2.0 Video Generator module does not properly test VESA formats greater than 340 MHz pixel rates.
V980-4024	The 980 18G HDMI Video Generator module does not properly run the HF2-94 test.
V980-3452	The 980 18G HDMI analyzer does not show CEC transactions in Aux Channel Analyzer (ACA).
V980-3308	The 980 48G HDMI 2.1 module and the M41h the eARC RX: Selecting "SPDIF Output" "ON" on M41h gives extraneous errors.
V980-3928	On the 980 48G HDMI 2.1 module and the M41h the +5V line current load increases to an improper value.
V980-4028	On the 980 and M4 series products, the Aux Channel Analyzer (ACA) utility may improperly indicate time gaps between the Rx and Tx ports. timing shows several hours gap between RX & TX ports.

3.2.1. Special Notice: HDMI Source Compliance Test HF1-10.

Jira Ticket 980-3432: Some recent devices being tested for compliance using test HF1-10 on the QD 980 with the original HDMI 2.0 analyzer board or the HDMI 1.4 board may fail incorrectly. The devices that fail are checking SCDC registers to verify that the sink has detected scrambled data. This is legal but is outside of the scope of the test and the older 980 boards don't support that functionality, so the source device may not complete the test and be given a failure indication. Devices under test that don't use that mechanism should be judged correctly. We recommend using either the 980 HDMI 2.0 Rx/Tx Analyzer, the HDMI 2.1 Analyzer/Generator boards or the M41h to run compliance test HF1-10.

3.2.2. Special Notice: M42D PD Controller Issue

Jira Ticket 980 4053: There is a known issue with PD controller locking up with a HPD of only 4 ms to <5ms on M42D USB-C port when connected to another M42D only. An Alpha build will be made available through your local Applications Engineering contact as soon as it is available.

3.2.3. Special Notice: HDMI2.1 circular buffer capture will not have FEC error correlated in the capture.

3.3. *New Display Port Features/Enhancements in 6.25*

New Display Port Related features

M42d now supports the following:

- DP2.0 Src LL CT with Java GUI
- DP 2.0 batch #1 CT: src link training CTs (Java GUI) - requires updated SCR link training
- New UHBR link training
- SPDIF audio routing on M42d

3.4. *New HDMI Features/Enhancements in 6.25*

New Display Port Related features

980 HDMI 2.1 and M41h now supports the following:

- HDMI CT updates
- HDMI FRL source gaming tests
- HDMI - change training patterns from the GUI (RX)
- HDMI - added clickable list of pre-compressed DSC images in the GUI
- HDMI - control max FRL in the GUI
- HDMI 2.1 FRL manual trigger

3.4.1. HDMI Compliance Test Updates

- Decoding Fix for HFR1-22
- HF1-57,58 & 60 enabled FRL captures

3.4.2. HDMI FRL Gaming Tests

The FRL source gaming tests have now been implemented. HF1-57,58 & 60 all have FRL support in the test EDID's the source determines which mode is run.

3.4.3.HDMI FRL Ability to Change Link Training Patterns

This release provides the user with the ability to adjust the link training patterns on the RX side. This panel manipulates the SCDC to affect how a source link trains. The user can choose a valid link training pattern per lane

The screenshot displays the 'Tools' menu in the 48G Protocol Analyzer HDMI RX interface. The 'Link Train' option is selected, opening a 'Link Training Pattern' configuration window. The window shows four lanes (Lane 0 to Lane 3) with four LFSR options (LFSR 0 to LFSR 3) for each. The selected LFSR for each lane is highlighted in dark blue: Lane 0 (LFSR 0), Lane 1 (LFSR 1), Lane 2 (LFSR 2), and Lane 3 (LFSR 3). Below the lane settings are two buttons: 'HOTPLUG (FORCE LINK TRAINING)' and 'RESET TO DEFAL'. A 'CLOSE' button is located at the bottom right of the window. The background shows a grid with a red circle and various status indicators at the top.

Port: 48G Protocol Analyzer HDMI RX - Card 6
Update Cnt: 15 Type: FRL 6 Char Rate: 297.00 HDCP: NONE PassTh: N
FRL STATS Active: 1920 x 2160 Total: 2640 x 2250 H-Sync: F:0 W:0 P: V-Sync: F:8 W:10 P:+ Progressive
CTA VIC=106: 3840x2160p @ 50 Hz 64:27 3840 x 2160 Progressive 8 bpc, RGB Not Encrypted DSC

Tools

Link Status
Link Train
Hot-Plug
5-Volts
SCDC
HDCP

Link Training Pattern

Lane 0 LFSR 0 LFSR 1 LFSR 2 LFSR 3

Lane 1 LFSR 0 LFSR 1 LFSR 2 LFSR 3

Lane 2 LFSR 0 LFSR 1 LFSR 2 LFSR 3

Lane 3 LFSR 0 LFSR 1 LFSR 2 LFSR 3

HOTPLUG (FORCE LINK TRAINING) RESET TO DEFAL

CLOSE

Home
Back
Port
6.02.07
Stop
Timing
Color
Scale
AVI-IF
GCP
VS-IF
AUD-IF
HDR-IF
EMP
CVTEM
ACA
Mode
Tools

3.4.4. HDMI FRL DSC Sink Test Cached Images

This release includes a library of cached images a user can apply to avoid the processing time required to compress the image for faster more efficient manual testing. First the user must download the image file from our website under 980 Optional packages. Select HDMI DSC Sink Test images and install the package onto the 980/M41h using the ATP Manager function Instrument>Install>Install system components. Once installed, from the DSC panel under Tools, the user simply selects the VIC along with colorimetry, frame rate and FRL Rate desired and presses Apply. Also note that if this package is installed, the DSC Sink compliance test will use these images, greatly reducing overall test time.

The screenshot displays the ATP Manager interface for the DSC Sink Test. The top status bar shows: MODE:FRL, FRL:4/12G, FMT:DMT0660, P-Rate:594.00MHz, F-Rate:50.00Hz, INTF:HDMI, DSC:Yes, IMG:Acer2, H-Rate:112.50kHz, Output (green light), and (106) 3840x2160p @ 50 Hz 64:27. The main interface is divided into several sections:

- Control/Status:** Includes buttons for Encoding (RGB, YCbCr-444, YCbCr-422, YCbCr-420), Color Depth (8 bpc, 10 bpc, 12 bpc), Frame Rate (Hz) (50), and FRL Rate (3 Gbps @ 3 Lanes, 6 Gbps @ 3 Lanes, 6 Gbps @ 4 Lanes, 8 Gbps @ 4 Lanes, 10 Gbps @ 4 Lanes, 12 Gbps @ 4 Lanes). An APPLY button is located at the bottom of this section.
- Formats:** A list of cached images with their respective resolutions, frame rates, and aspect ratios. The selected image (106) is highlighted in grey.
- Cache:** A list of cached images with their respective resolutions, frame rates, and aspect ratios. The selected image (106) is highlighted in grey.

Format	Resolution	Frame Rate	Aspect Ratio
96	3840x2160p	@ 50 Hz	16:9
97	3840x2160p	@ 60 Hz	16:9
101	4096x2160p	@ 50 Hz	256:135
102	4096x2160p	@ 60 Hz	256:135
106	3840x2160p	@ 50 Hz	64:27
107	3840x2160p	@ 60 Hz	64:27
114	3840x2160p	@ 48 Hz	16:9
115	4096x2160p	@ 48 Hz	256:135
116	3840x2160p	@ 48 Hz	64:27
117	3840x2160p	@ 100 Hz	16:9
118	3840x2160p	@ 120 Hz	16:9
119	3840x2160p	@ 100 Hz	64:27
120	3840x2160p	@ 120 Hz	64:27
124	5120x2160p	@ 48 Hz	64:27
125	5120x2160p	@ 50 Hz	64:27
126	5120x2160p	@ 60 Hz	64:27
127	5120x2160p	@ 100 Hz	64:27
193	5120x2160p	@ 120 Hz	64:27
194	7680x4320p	@ 24 Hz	16:9
195	7680x4320p	@ 25 Hz	16:9
196	7680x4320p	@ 30 Hz	16:9
197	7680x4320p	@ 48 Hz	16:9
198	7680x4320p	@ 50 Hz	16:9

3.4.5. HDMI FRL EDID Max FRL Value Override

In this release there is a newly added the option for the user to override the max FRL value set in the EDID. The user simply clicks on the button for a dropdown menu and selects the value desired to override the Max FRL value set in the EDID of the DUT

The screenshot displays a software interface for configuring HDMI FRL settings. At the top, a status bar shows: **Modes** (dropdown), **MODE:FRL**, **FRL:4/12G**, **FMT:DMT0660**, **P-Rate:594.00MHz**, **F-Rate:50.00Hz**, **INTF:HDMI**, **DSC:Yes**, **IMG:Acer2**, **H-Rate:112.50kHz**, **Output** (green indicator), **Home**, **(106) 3840x2160p @ 50 Hz 64:27**, **3840x2160**, **Progressive**, **RGB-8bpc**, **Back**, **Close**, **Refresh**, **18G Generator HDMI Card 2**, **18G Playback HDMI Card 4**, **eARC Master TX Card 6**, **48G Generator HDMI Card 6**.

The main interface is divided into four tabs: **Format**, **Pattern**, **Audio**, and **Tools**. The **Tools** tab is active, showing:

- Link Train** (selected)
- HDCP**
- EDID Decode**
- EDID Comp**
- SCDC Editor**
- DSC**
- 3D**
- AFC**
- InfoFrame**
- Image Shift**
- Image Ctrl**
- CEC Ping**

Current Status

- State :LTS_P
- Lanes :4
- Rate :12 Gbps
- FFE :0
- FRL PLL LOCKED:YES

Auto-Train on Hot-Plug

- On Off

EDID Max FRL Rate Override

- Use EDID Value (dropdown menu)
- Use EDID Value
- 3 Lanes / 3 Gbps
- 3 Lanes / 6 Gbps
- 4 Lanes / 6 Gbps
- 4 Lanes / 8 Gbps
- 4 Lanes / 10 Gbps
- 4 Lanes / 12 Gbps

Additional options visible in the interface:

- 3 Lanes / 6 Gbps
- 4 Lanes / 8 Gbps
- 4 Lanes / 10 Gbps
- 4 Lanes / 12 Gbps

3.4.6. HDMI FRL Capture Trigger

This release adds triggers to the HDMI FRL capture tool. A new panel has been added. FRL + Trigger. There are two modes on this Panel, FRL Decode and Data Island only, similar to the standard TMDS and FRL Captures. Use the Trigger dropdown to select the desired trigger mode.

Capture Control Close Navigator Home Back

Capture Port **Select** Quantum Data, Inc. 48G RX/TX: Port 60

TMS **FRL** **FRL+Trigger** **AVMute Test (TMDS)** **Audio Test (TMDS)**

Trigger Mode:

First Event **After TP** **Immediate** Trigger on first trigger event to occur.
% of Buffer Size before TP = 0 to TP
% of Buffer Size after TP = 100 - TP

Buffer Size: 409.60 MB

5.000%

Trigger Position (TP) within the Buffer: 0.00 MB

0.000%

Video Check: On

Mode: FRL Decode **Analysis:** Data Decode

Trigger: Manual

START CAPTURE

Capture Control Close Navigator Home Back

Capture Port **Select** Quantum Data, Inc. 48G RX/TX: Port 60

TMS **FRL** **FRL+Trigger** **AVMute Test (TMDS)** **Audio Test (TMDS)**

Manual
HDCP 2.3 Encrypted Frame Detected **Immediate** Trigger on first trigger event to occur.
% of Buffer Size before TP = 0 to TP
% of Buffer Size after TP = 100 - TP

HTotal Change

HActive Change

HSync Change

HFront Change

VTotl Change

VActive Change

VSynC Change

VFront Change

Trigger: Manual

START CAPTURE

4. Support

For further information on the quantumdata 980/M41h/M41d/M42d products and the ATP Manager please see the Quick Start and Users guides available on our website at: <https://www.quantumdata.com>

For support on the quantumdata 980 or other Teledyne LeCroy PSG products, please send an email to: psgsupport@teledynelecroy.com

Please include your full contact information and a detailed description of the problem, including product model number, serial number, firmware version, software version, and any trace files pertaining to the issue.

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