

Contacting Technical Support

Phone:

866.838.5052

Email:

For SnapAV customers, snapav.com

Firmware Release 3/26/2019 Details

Affected Sku	Firmware Revision
AU-MMS-1e	6.1.20190206.2
AU-MMS-3e	6.1.20190206.2
AU-MMS-5e	6.1.20190206.2

Changes in this Release

1. Improve TuneBridge performance
2. Improve stability for multiple streamers in one system (Wolfpack)
3. Improve OvrC performance and stability
4. Improve stability and performance
5. Improve streaming service performance and stability

Details

- General speed improvements
- Improve stability in wireless mode
- Improve Wolfpack stability and performance
- Improve inter-wolfpack credential synchronization
- Improve OSD stability
- Fix erroneously muted outputs
- Add ability to add custom radio station
- Prevent logs filling the disk
- Improve log submission
- Improve Airplay and Spotify Connect broadcast
- Fix issue causing volume changes while muted to show unmuted state
- Fix issue where Airplay would not start streaming
- Improve post-factory reset stability
- Remove device from DealerZone account upon factory reset
- Add option to disable physical outputs if there are eAudioCast amplifiers present

- Fix inverted reporting of mute state
- Improve handling of incredibly busy network traffic
- Improve coverart in the queue
- Show IP on OSD until content plays or two minutes go by
- Improve OAuth support
- Add missing service tokens
- Auto-resume stability improvements
- Fix issue where mute state is ignored on auto-resume after system reboot
- Fix recalling presets from other wolfpack members
- Handle saving preset with the same name as a preset from another wolfpack member
- Fix issue preventing connecting to players on other wolfpack members
- Fix issue preventing removing devices on configuration page
- Fix issue preventing queueable content from playing while playing station based content
- Fix issue where deleting a track from a playlist would delete the subsequent track instead

TuneBridge

- Fix issue where user would receive error message when selecting albums from search
- Fix issue where songs from search do not play
- Improve large playlist performance
- Fix issue preventing Actions on now playing items
- Fix issue preventing playback of stations from search

OvrC/DealerZone

- Improve OvrC and DealerZone reporting for network information in wireless mode
- Reduce erroneous false offline reports

KP6

- Add configuration for custom button functionality using number buttons on keypad

Control4

- Improve stability and performance
- Reduce configuration page functionality when in Control4 mode

Crestron

- Add Amazon Music support in Media Player
- Allow configuration of eAudioCast only outputs for Media Player

Lutron

- Update available sources list
- Properly display custom commands on configuration page
- Improve controller connection logic

Amazon Music

- Fix issue causing Amazon to be erroneously removed from configuration page
- Fixed removal of accounts from Web UI
- Fix issue where playlist items have incorrect album art

Deezer

- Now available in Israel

iHeartRadio

- Fix infinite sign in loop when user tries to cancel

Napster

- API improvements
- Now available in Canada
- Fix issue where tracks would not play

SiriusXM

- API improvements
- Retry authentication upon failure
- Remove stations that cannot be streamed from browse
- Improve metadata stability
- Improve OnDemand episode playback

Spotify

- Allow Spotify login with email address
- Fix issue causing incorrect content to play
- Fix 50 item limitation in My Music
- Improve Spotify playlist update speed
- Improve Spotify Connect stability and performance
- Fix issue preventing some library songs from appearing
- Improve wolfpack Spotify preset synchronization

Firmware Release 5/09/2018 Details

Affected Sku	Firmware Revision
AU-MMS-1e	6.1.20180502.1
AU-MMS-3e	6.1.20180502.1
AU-MMS-5e	6.1.20180502.1

Changes in this Release

1. Fix for Spotify Login Issues
2. TuneBridge App Compatibility
3. Amazon Music Service Introduction
4. Stability Fixes for Multiple Streamers in One System
5. Global Search Improvements

Details

General Software Improvements

- OSD logic improvements
- Multiple user functionality
- Volume control logic improvements
- Updated service icons
- Scene and schedule functionality

Airplay

- Multiple bug fixes and improvements

Amazon Music

- Service now available

C4

- Allow configuration through control security

Crestron Pyng

- Napster and Rhapsody recognition fix
- Output configuration logic fix

Pandora

- Multiple bug fixes and improvements

Deezer

- Searching improvement

Elan

- Support for latest E-cast driver on latest Elan production controller release

Napster

- Missing artwork fixes
- Search improvements

Network attached storage

- Make available for global searching

OvrC

- Improved connection logic

Slacker

- Multiple bug fixes and improvements

Spotify

- Spotify Connect bug fixes and improvements