



T2™ 4K Series

DIGITAL RECORDER/PLAYER

Release Notes

Software Version 3.0.1.565 (October 2018)

Grass Valley® Product Support

For technical assistance, to check on the status of a question, or to report a new issue, contact Grass Valley Product Support via email, the web, or by phone or fax.

Web Technical Support

To access support information on the web, visit the product support webpage on the Grass Valley website. You can download software or find solutions to problems by searching our Frequently Asked Questions (FAQ) database.

- World Wide Web: <http://www.grassvalley.com/support/>
- Worldwide Technical Support: [Please use our online form](#)

Phone Support

Use the following information to contact product support by phone during business hours. After hours phone support is available for warranty and contract customers.

| | |
|------------------------------|-------------------|
| United States/Americas | +1 801 222 5204 |
| Europe, Africa & Middle East | + 44 844 338 7007 |
| Asia (except China/Korea) | +86 21 5869 8668 |

Authorized Support Representative

To locate the support representative for your country, visit the Product Support webpage on the Grass Valley website: www.grassvalley.com/support/contact.

Update History

This Service Pack fixes/improves the following issues:

- Unnecessary log is recorded into Process log while playing a clip that is being grown-up in R1 channel (Only HD / SD mode)
- Not working jog playback smoothly via RS-422 remote
- Crash recording doesn't stop automatically at 24 hours duration
- CPU load randomly increases while playing two HD streams simultaneously (Only HD mode)