tony_chiu@diva.com.tw

寄件者: Morris_Pan <morris_pan@diva.com.tw>
寄件日期: 2026年8月27日星期四 上午 10:11
收件者: Daniel_Huang 黃國哲
副本: tony_chiu@diva.com.tw; Ryan_Wang 王志維; DanielSue 蘇宏垚
主旨: FW: Monograme Audio
附件: Engineering SPEC_PC270529R rev. D_20260821 signed.pdf; Engineering SPEC_PC270522R rev. D_20260821 signed.pdf

Hi 國哲 and 小Tony,

後續訂單出貨為 D版,另外請更新NAS上與移交資料

另外由於客戶已經簽回承認EDID更新,請確認EDID更新的EC完成,謝謝

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Tuesday, August 25, 2026 11:06 PM
To: Morris_Pan <morris_pan@diva.com.tw>; 'Dennis' <Dennis_liu@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Morris,

Thank you for the quick response - signed copies are attached for your records.

Can you confirm if there is a 'last time buy date' for the additional touch sensors? The customer is asking how much time they have to get a specific quantity defined and purchase order to us.

I am ok with saying that there is no guaranteed availability to push the customer to buy ASAP, but I want to confirm with you as to what the 'real' availability is.

Thanks!

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, August 25, 2026 4:24 AM
To: Jonathan Koeller <jonathan.koeller@canvys.com>; 'Dennis' <Dennis_liu@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維'

<ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Jon,

Please check enclosed file which removed protective films already.
Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Tuesday, August 25, 2026 4:02 AM
To: Morris_Pan <morris_pan@diva.com.tw>; 'Dennis' <Dennis_liu@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Morris,

The description of the EDID updates look fine – thank you. I think it would make more sense to have that within section 3, but if that's not possible, then I guess it is ok at the end.

Will noticed that the PC270529R spec still references the protective film (sections 8.6 and 8.8), which has not been approved yet. Can you please remove that?

I'd also appreciate you confirming that the units that are in transit do not have the protective film.

The customer is concerned that the first unit that they tried with the film (SN RD260410001) is the unit that had the bad image. This is the unit being returned on RMA 268005.

I'm not sure if there is a correlation, but as you know, they are very concerned about change management.

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Monday, August 24, 2026 2:03 AM
To: Jonathan Koeller <jonathan.koeller@canvys.com>; 'Dennis' <Dennis_liu@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Jon,

Please check the enclosed for your reference. Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Friday, August 21, 2026 8:34 PM
To: Morris_Pan <morris_pan@diva.com.tw>; 'Dennis' <Dennis_liu@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Thank you.

😊

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Thursday, August 20, 2026 9:01 PM
To: Jonathan Koeller <jonathan.koeller@canvys.com>; 'Dennis' <Dennis_liu@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

OK..

I would put the “Under the Ubuntu OS environment, additional HDMI/DP audio information has been added to the EDID Data Block to improve audio compatibility.” With below picture

SPEC will be updated no later 08/24. Thanks.

DP (before)

8x	02	03	11	41	4C	90	14	05	13	04	12	11	16	15	02	03
9x	06	11	2B	A8	A0	60	C0	1C	30	30	20	25	00	56	50	21
Ax	00	00	1A	2C	33	48	A0	70	1A	1E	40	30	20	25	00	56
Bx	50	21	00	00	1A	1A	36	80	A0	70	38	1F	40	30	20	25
Cx	00	56	50	21	00	00	1E	00	00	00	00	00	00	00	00	00
Dx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Ex	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Fx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	A8

Function Select Ext: Data Block:Audio, Video, Vendor, Speaker

HDMI (before)

8x	02	03	11	41	47	90	01	04	03	12	13	1F	65	03	0C	00
9x	05	05	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Ax	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Bx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Cx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Dx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Ex	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Fx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	08

Function Select Ext: Data Block:Audio, Video, Vendor, Speaker

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Thursday, August 20, 2026 9:32 PM
To: Dennis <Dennis_liu@diva.com.tw>; 'Morris_Pan' <morris_pan@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Dennis,

That is excellent news – thank you.

We will work on getting feedback from the customer to get an order ASAP.

One thing that we still need is to resolve the documentation for the Rev D (new EDID). Did you get a chance to update the specification?

I like the updated description you came up with:

Under the Ubuntu OS environment, additional HDMI/DP audio information has been added to the EDID Data Block to improve audio compatibility.

Are the EDID tables the best way to show the delta or is there a 'string' of characters that we can reference in the spec?

I'm ok with whatever makes sense for a 'before / after' that can be documented / defined.

Thanks again for the support!

Jon

From: Dennis <Dennis_liu@diva.com.tw>
Sent: Wednesday, August 19, 2026 2:13 AM
To: 'Morris_Pan' <morris_pan@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hello Jon,

After checking with our team, the old boot IC is still available, and we can provided 100 pcs per your order requirement.
The estimate lead time is around 24 weeks after order confirmed.

Thanks & Best Regards
Dennis Liu

DIVA Laboratories, Ltd. | Sales & Marketing Dep.
T:+886-2-2226-8631#245 | E: dennis_liu@diva.com.tw
F:+886-2-2226-2423 | W: www.diva.com.tw
M: +886-937-314-799 | Skype ID: willowdenis
A: 9F., No.351, Sec. 2, Zhongshan Road, Zhonghe District , New Taipei City 235602, Taiwan R.O.C.

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, August 18, 2026 1:55 PM
To: 'Jonathan Koeller' <jonathan.koeller@canvys.com>
Cc: 'Vincent Cheung' <vincent.cheung@canvys.com>; 'Charles Chen' <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維'

<ryan_wang@diva.com.tw>; 'Benjamin Lee' <benjamin.lee@canvys.com>; 'Jingle Lin' <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; 'Kyle Stuckey' <kyle.stuckey@canvys.com>; 'William Peterson' <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Understand.
So.. Customer need 100 pcs each for PC270522/PC270529?

Hi Dennis,

Please help to check with PMC about ability of old boot IC for this Project? Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Monday, August 17, 2026 8:28 PM
To: Morris_Pan <morris_pan@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Morris,

Thanks for your follow up.

My apologies – I made a mistake in my email. We would like the units updated with the new EDID to be Rev D.

We would like the new boot IC on the PC270529R to be Rev E.

Can you confirm if we can purchase more of the Rev D? As noted last week, the customer is looking to get through FDA before that next change. They are asking for as much as 100. I know they missed the LTB but I'm hoping we can get lucky and there is still some available. Please let me know either way.

Thanks!

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Sunday, August 16, 2026 11:24 PM
To: Jonathan Koeller <jonathan.koeller@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson

<william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi John,

Regarding the before/after comparison of the EDID, your explanation gave us a very clear reminder. We agree that the previous wording could create confusion for both Canvys and DIVA.

For the EDID comparison, we believe the description should be revised to clearly state that:

Under the Ubuntu OS environment, additional HDMI/DP audio information has been added to the EDID Data Block to improve audio compatibility.

Regarding your comment about continuing to purchase **Rev. C**, we would also like to discuss how the EDID change should be managed.

From DIVA's side, we can continue producing **Rev. C** for Canvys. However, we need to clarify how the updated EDID should be handled:

1. **Keep Rev. C unchanged:**
   In this case, would Canvys or the end customer need to manually update the EDID after production/shipment?
2. **Rev..... C with updated EDID:**
   Alternatively, should DIVA directly program the updated EDID into Rev. C during production, but **without changing the product SPEC revision**?

We would prefer to clarify this point because it directly affects revision control and future product traceability.

In addition, **PC270529 also includes a Boot IC EC**, which DIVA originally planned to incorporate into **Rev. D**. Therefore, even if the customer continues ordering Rev. C, this component change will eventually require a revision update.

We would appreciate your feedback on the preferred approach so that DIVA and Canvys can maintain consistent revision and change management for future shipments.

Thank you.

Best regards,

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Friday, August 14, 2026 11:16 AM

To: Morris_Pan <morris_pan@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Morris,

Thanks for the clarification. I understand it's not easy to show 'before' and 'after' for this change.

My understanding was that the speakers worked in some, but not all, host systems. I also had read that a device EDID can define many different audio formats / CODECs. Since **some** host systems worked, is the fix that we updated the EDID audio format / CODEC definitions to be recognized by more host systems?

You used the phrase:
Add audio function and speaker allocation directly after the video data block following (DP / HDMI) EDID rules

That makes it seem like we didn't follow the rules in the past. Is that accurate? Or did we have audio function / speaker function defined but are now updating it to be recognized by more host systems?

We will work with whatever you finalize on as the 'before' and 'after'. It will be important that you will be able to validate the difference.

As I noted previously, the customer is happy with the updates. They did, however, ask for a favor. They are in the middle of getting FDA approvals – and it is taking more time and effort than they anticipated.

Because they are so focused on FDA, they are concerned that they can't go back to test agencies to evaluate the Rev D. Is there a chance that we can buy another 10, 20, 25 or up to 100 of the Rev C products?

I understand if not – but they wanted me to ask 😊

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, August 11, 2026 5:44 AM
To: Jonathan Koeller <jonathan.koeller@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Jon,

Sorry for the late response.

Since the EDID contains multiple configuration items**,** we took some additional time to review and discuss internally to ensure the differences can be clearly identified and properly managed.

Please refer to the comparison table below for the detailed differences.

DP (before)

8x	02	03	11	41	4C	90	14	05	13	04	12	11	16	15	02	03
9x	06	11	2B	A8	A0	60	C0	1C	30	30	20	25	00	56	50	21
Ax	00	00	1A	2C	33	48	A0	70	1A	1E	40	30	20	25	00	56
Bx	50	21	00	00	1A	1A	36	80	A0	70	38	1F	40	30	20	25
Cx	00	56	50	21	00	00	1E	00	00	00	00	00	00	00	00	00
Dx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Ex	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Fx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	A8

Function Select: Ext: Data Block:Audio, Video, Vendor, Speaker

→ Add audio function and Speaker Allocation directly after the

HDMI (before)

8x	02	03	11	41	47	90	01	04	03	12	13	1F	65	03	0C	00
9x	05	05	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Ax	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Bx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Cx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Dx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Ex	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Fx	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	08

Function Select: Ext: Data Block:Audio, Video, Vendor, Speaker

→ Add audio functions and Speaker Allocation directly after the
the Vendor Specific Data Block.

In principle, DIVA plans to add an EDID-related item to the product SPEC to clearly document and differentiate the EDID configuration between revisions for future reference and traceability.

If it is workable, let me know, I would please Team to put it on SPEC. thanks.

Best regards,

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Monday, August 10, 2026 8:59 PM
To: Morris_Pan <morris_pan@diva.com.tw>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Subject: RE: Monograme Audio

Hi Morris,

Do you have an update on this?

We need to finish our documentation for the update. The customer is going through their FDA validation process and needs have some 'before / after' information as part of their rationale for the 'fix'.

Thanks!

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Friday, August 7, 2026 1:29 AM
To: Jonathan Koeller <jonathan.koeller@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi Jon,

Copy that.. let me discuss with FW Engineer and back to you soon.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Friday, August 7, 2026 5:47 AM
To: Morris_Pan <morris_pan@diva.com.tw>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson

<william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

A quick update - Will was able to successfully update the EDID information for units at one of the customer locations – the customer was **very** happy with the support.

Thank you for providing the Rev D specs. Can you clarify (within in the spec) as to what changed, such as a 'before' and 'after'?

I know that 'Update EDID (DP & HDMI Audio on Linux)' was added in the change history, but we need something to have in the spec to show what was changed.

We need it for tracking purposes and the customer specifically asked Will for it.

Thank you for all the support on this – I know it's been a long process.

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, August 4, 2026 2:11 AM
To: Jonathan Koeller <jonathan.koeller@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi Jon,

Please check the enclosed for your reference.
Anything need to change, please let me know. Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Tuesday, August 4, 2026 5:09 AM
To: Morris_Pan <morris_pan@diva.com.tw>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

Can you please let me know when you will have a revised spec to show Revision D (with updated EDID) for the PC270522R / PC270529R?

The customer is now quite anxious to get the paperwork resolved so we can update units for them.

Let us know what kind of timeline you expect it to be available – thanks!

Jon

From: Jonathan Koeller
Sent: Thursday, July 30, 2026 11:15 PM
To: 'Morris_Pan' <morris_pan@diva.com.tw>; kevin_chen@diva.com..tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

Yes, your understanding is perfect. Thank you for your help.

I agree next shipment will be D. We can provide serial numbers of all units that we update the EDID – we will be updating our paperwork to track that the units will be Rev D.

Can you provide a rev D spec that notes the updated EDID?

Yes, IC and protective film will be Rev E after approval / the next order.

For the unit that the customer is reporting an issue – SN RD260410001 – this was a sample with the protective film.

We can try to get the unit back from the customer for evaluation, or it'd be great if you have suggestions for testing.

We will likely be visiting the customer in Texas to update some of their units within the next 2 weeks.

Jon

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Thursday, July 30, 2026 10:11 PM
To: Jonathan Koeller <jonathan.koeller@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi John,

First, I'd like to clarify that all currently shipped PC270522 and PC270529 units are Rev. C. Therefore, none of the units shipped to date include the protective film.

At that time, due to the EETI ECN, we proposed providing a Rev. D sample of PC270529 for the customer to evaluate.

Based on the email discussion, may I confirm that my understanding is correct?

- PC270522 will be updated to Rev. D, including:
  - Updated EDID
- PC270529 will also be updated to Rev. D, including:
  - Updated EDID

These Rev. D versions will then be used for future production and shipments. According to DIVA's current production plan, we have shipment demand scheduled for September.

Regarding the DC/DC IC change from APW7137 to M3Tek and Protective film my understanding is that this change will be implemented in Rev. E after receiving customer approval. Could you please confirm if this is correct?

The above Rev control i think is feasible and easy to understand.

Regarding the reported display issue, could you please provide the serial number (S/N) of the affected unit(s)? In the meantime, I'll ask Kevin Chen to assist with the investigation so that we can first determine whether this is a hardware-related issue.

Thank you.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Jonathan Koeller <jonathan.koeller@canvys.com>
Sent: Friday, July 31, 2026 5:51 AM
To: Morris_Pan <morris_pan@diva.com.tw>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Kyle Stuckey <kyle.stuckey@canvys.com>; William Peterson <william.peterson@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

We had a call with the customer today. They have confirmed that they would like Rev D to be updated EDID for both models

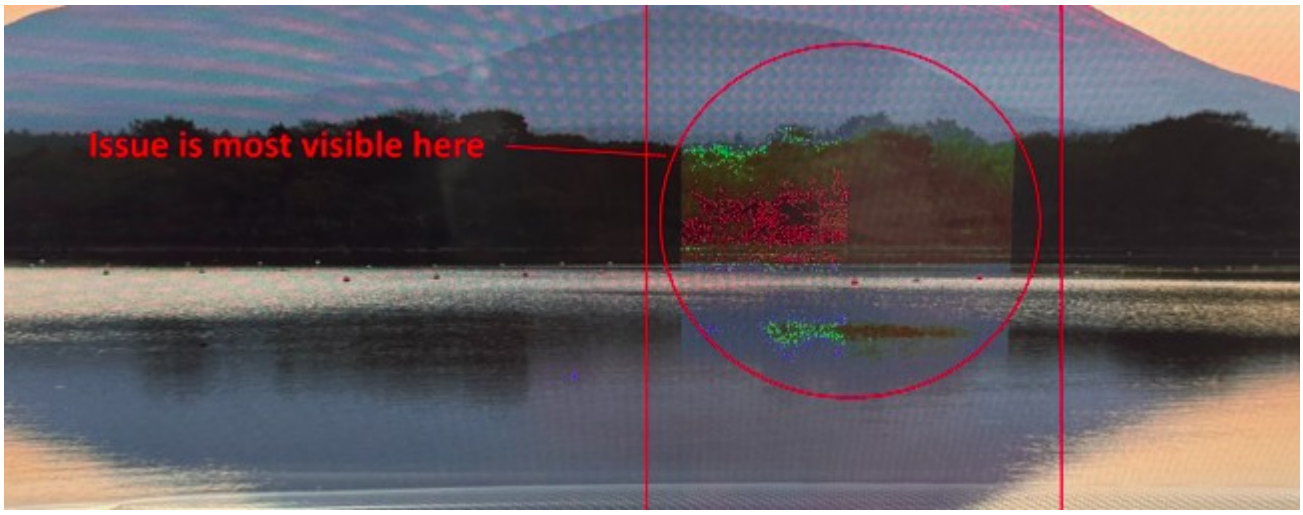
We will be updating all the units that are at the customer to be the new EDID.

Did the film get implemented on the units that are currently in transit? Is it possible to have the units with the film be called rev E since they will be different from the units that we update?

We will update the units that are in transit to include the updated EDID once they arrive.

Let me know what you think is the best approach for revision control.

Also – the customer reported that at least one unit had an issue with 'a bad image' at different times on a unit. A full picture is attached, but here is a portion showing the problem.



It looks like it is a vertical stripe of the image that is not fully accurate. We are wondering if it could be:

- Damage to the panel
- Internal cable damage or pin not seated properly (LVDS cable?)
- Something else?

I look forward to your feedback on both the revision information as well as the image issue.

Jon

From: William Peterson <william.peterson@canvys.com>
Sent: Wednesday, July 29, 2026 8:33 PM
To: Morris_Pan <morris_pan@diva.com.tw>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>; Kyle Stuckey <kyle.stuckey@canvys.com>
Subject: RE: Monograme Audio

Hello Morris and Diva team,

I'm pleased to report that the customer has completed their evaluation of the updated EDID and has confirmed that the solution successfully resolves the audio issue over both HDMI and DisplayPort in Windows and Linux. Thank you for all your efforts and support in resolving this issue!

Based on this successful validation, the customer would like to implement this change for all future deliveries.

Our intent is to incorporate the updated EDID into future production and release the affected products to **Revision D** as the new production baseline. Since the EDID is not being treated as a firmware change, this approach should allow us to implement the update while minimizing the customer

validation effort. Please confirm the anticipated implementation timing and any actions required to support the Revision D release.

For units already produced or currently in the field, we are planning to update the EDID using the RTD EDID programming tool. To maintain configuration control and traceability, our current plan is to track these updated units by serial number until they can be transitioned to the new production revision. Please let us know if you have any recommendations or standard practices for documenting these updates on your side.

Additionally, could you please advise:

- ?η The anticipated timing for implementing Revision D in production.....
- ?η Whether there are any manufacturing, documentation, or BOM updates required to support the Revision D release.
- ?η Your recommended method for tracking units updated via the RTD EDID programming tool prior to the Revision D implementation.

Thank you again for your support throughout this investigation. We appreciate your collaboration and look forward to finalizing the implementation plan.

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
A Division of Richardson Electronics

753 Forest Street | Marlborough, MA
Phone: 508.460.5430 | Mobile: 508.801.6266
William.Peterson@canvys.com | https://www.canvys.com



From: William Peterson
Sent: Tuesday, July 14, 2026 8:18 AM
To: 'Morris_Pan' <morris_pan@diva.com.tw>; Peter Nadeau <peter.nadeau@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>
Subject: RE: Monograme Audio

Thank you for that clarification Morris,

We will work with the customer to determine the best path forward for units in the field, as well as units that are currently on order.

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
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Phone: 508.460.5430 | Mobile: 508.801.6266
William.Peterson@canvys.com | https://www.canvys.com



From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, July 14, 2026 3:18 AM
To: William Peterson <william.peterson@canvys.com>; Peter Nadeau <peter.nadeau@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>
Subject: RE: Monograme Audio

Hi William,

Sorry if my previous explanation caused any confusion.
Let me clarify how DIVA manages firmware and EDID.
Under DIVA's current manufacturing process, the firmware and EDID are managed as two independent items and programmed separately.
The firmware defines the product functionality and is controlled by the approved firmware revision specified in the product specification. Therefore, all units of the same model are programmed with the same firmware version.
The EDID, on the other hand, contains the display identification and capability information, including the product serial number. Since each monitor has a unique serial number, the EDID must be programmed individually during production according to the manufacturing traveler.

This manufacturing process allows DIVA to maintain complete product traceability. Using the serial number stored in the EDID, we can trace each unit back to its manufacturing records, including material lot numbers, inspection records, and assembly information.
Therefore, while it may be technically possible to package EDID together with firmware, DIVA intentionally manages them separately to maintain manufacturing flexibility and product

Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: William Peterson <william.peterson@canvys.com>
Sent: Tuesday, July 14, 2026 5:01 AM
To: Morris_Pan <morris_pan@diva.com.tw>; Peter Nadeau <peter.nadeau@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

Thank you for the clarification. Earlier in the project we had understood that the firmware image included the EDID. Can you confirm whether that was a misunderstanding, or has the product architecture or programming process changed? We want to make sure our documentation accurately reflects how the product is configured.

One additional question: Is the separation of firmware and EDID the standard architecture across your display products, or is it implementation-specific? In other words, do some DIVA projects package the EDID as part of the firmware image while others maintain it as a separate programmable item?

Regards,

William Peterson
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From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Sunday, July 12, 2026 11:20 PM
To: William Peterson <william.peterson@canvys.com>; Peter Nadeau <peter.nadeau@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>
Subject: RE: Monograme Audio

Hi William,

Apologize for late reply.

- Is the EDID stored separately from the firmware and therefore cannot be updated through a firmware package?
  Yes. The EDID is stored separately from the firmware and is programmed independently during production.
- Are there hardware, bootloader, or programming limitations that prevent field firmware updates from modifying the EDID?
  the firmware and EDID are managed and programmed as two independent items. The firmware update process is designed to update only the firmware image and does not include the EDID.
- Is the current EDID programming method the only reliable approach for units already in the field
  Yes. For units that have already been shipped, updating the EDID using the RTD EDID programming tool is currently the most reliable and recommended approach.
  This method allows the updated EDID to be programmed while, if required, the original serial number can be manually restored to maintain product traceability.

Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: William Peterson <william.peterson@canvys.com>
Sent: Wednesday, July 8, 2026 8:39 PM
To: Peter Nadeau <peter.nadeau@canvys.com>; Morris_Pan <morris_pan@diva.com.tw>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>; Jonathan Koeller <jonathan.koeller@canvys.com>
Subject: RE: Monograme Audio

Hello Morris,

I have successfully updated the EDID on all (3) units we have in house, and will be sending them to the customer for testing and approval shortly.

As we've been working through the audio issue on the PC270522R and PC270529R, I wanted to better understand the options for updating units that are already in the field.

The current solution uses two direct EDID updates, and we've confirmed that this restores audio functionality over both HDMI and DisplayPort in Windows and Linux. For future production, I understand that these changes will be incorporated into a new firmware, pending customer approval.

My question is whether it would also be feasible to deliver these changes to existing Revision C units through a firmware update instead of the current EDID programming process.

If that is not practical, could you help us understand the technical or manufacturing constraints? For example:

- Is the EDID stored separately from the firmware and therefore cannot be updated through a firmware package?
- Are there hardware, bootloader, or programming limitations that prevent field firmware updates from modifying the EDID?
- Is the current EDID programming method the only reliable approach for units already in the field?

Understanding these limitations will help us determine the best path forward with the customer while maintaining proper configuration control and traceability.

Thank you, and I look forward to your feedback.

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
A Division of Richardson Electronics

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From: Peter Nadeau <peter.nadeau@canvys.com>
Sent: Tuesday, June 30, 2026 8:16 AM
To: Morris_Pan <morris_pan@diva.com.tw>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>
Subject: RE: Monograme Audio

Hi Morris,

Thank you for the information. This is very helpful.

I will work with the customer and the team here at Canvys to see how we will proceed.
The first step will be to get an updated unit back to the customer for testing. We plan on shipping one or two when Will returns next week.

Sincerely,

Pete Nadeau
Program Manager II – North America
Canvys – Visual Technology Solutions
A Division of Richardson Electronics

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From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, June 30, 2026 5:42 AM
To: Peter Nadeau <peter.nadeau@canvys.com>; William Peterson <william.peterson@canvys.....com>; kevin_chen@diva.com.tw

Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>; 'dennis_liu 劉証瑋' <dennis_liu@diva.com.tw>
Subject: RE: Monograme Audio

Loop Dennis in the mail loop.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Tuesday, June 30, 2026 10:55 AM
To: 'Peter Nadeau' <peter.nadeau@canvys.com>; 'William Peterson' <william.peterson@canvys.com>; 'kevin_chen@diva.com.tw' <kevin_chen@diva.com.tw>
Cc: 'Vincent Cheung' <vincent.cheung@canvys.com>; 'Charles Chen' <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; 'Benjamin Lee' <benjamin.lee@canvys.com>; 'Jingle Lin' <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi Pete,
Technically, the EDID and firmware (FW) are independent and programmed separately.
The audio enhancement is achieved by updating the EDID, not by modifying the firmware itself. Therefore, releasing a new FW version is primarily for revision control and specification management, allowing both DIVA and Canvys to clearly identify units that incorporate the updated EDID.
DIVA is willing to release a new FW version for identification and traceability purposes, and we agree that this is the preferred approach.
A. **For monitors that have already been shipped**
We recommend updating the EDID only. This approach minimizes the impact on products already deployed in the field while resolving the audio compatibility issue.
Please note that if Canvys would like to retain the original serial number, the serial number will need to be manually re-entered during the EDID programming process, as programming a new EDID will overwrite the existing serial number.
B. **For future production orders**
Once Canvys confirms the proposed solution, DIVA will implement the change during production by programming each unit with the new FW version together with the updated EDID.
Although the EDID and FW are programmed separately, the new FW revision will be released for revision control and traceability, allowing both DIVA and Canvys to easily identify products incorporating the updated EDID.
From DIVA's perspective, releasing a new FW version together with updating the SPEC is the preferred approach for future change management and product traceability, while manually restoring the original serial number ensures continuity of the shipped product records.
Please let us know if this approach works for you.

Morris Pan
Product Management Dept.

DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Peter Nadeau <peter.nadeau@canvys.com>
Sent: Monday, June 29, 2026 8:38 PM
To: Morris_Pan <morris_pan@diva.com.tw>; William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

Canvys would like a firmware update so we can track the change once the customer tests and approves. It would be difficult to track the change by only the serial number.

From what I am reading, the EDID settings and firmware are separate. Is it possible to get a firmware update that solves the EDID issue and then we can update the serial number with the EDID tool ?
I assume we would update the PC270522R & PC270529R specification to list the change and the new software version.

I understand if we need an extra step to update the serial number in the monitor EDID.

Sincerely,

Pete Nadeau
Program Manager II – North America
Canvys – Visual Technology Solutions
A Division of Richardson Electronics

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Our Data Privacy Notices for our clients/suppliers…

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From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Monday, June 29, 2026 6:50 AM
To: William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

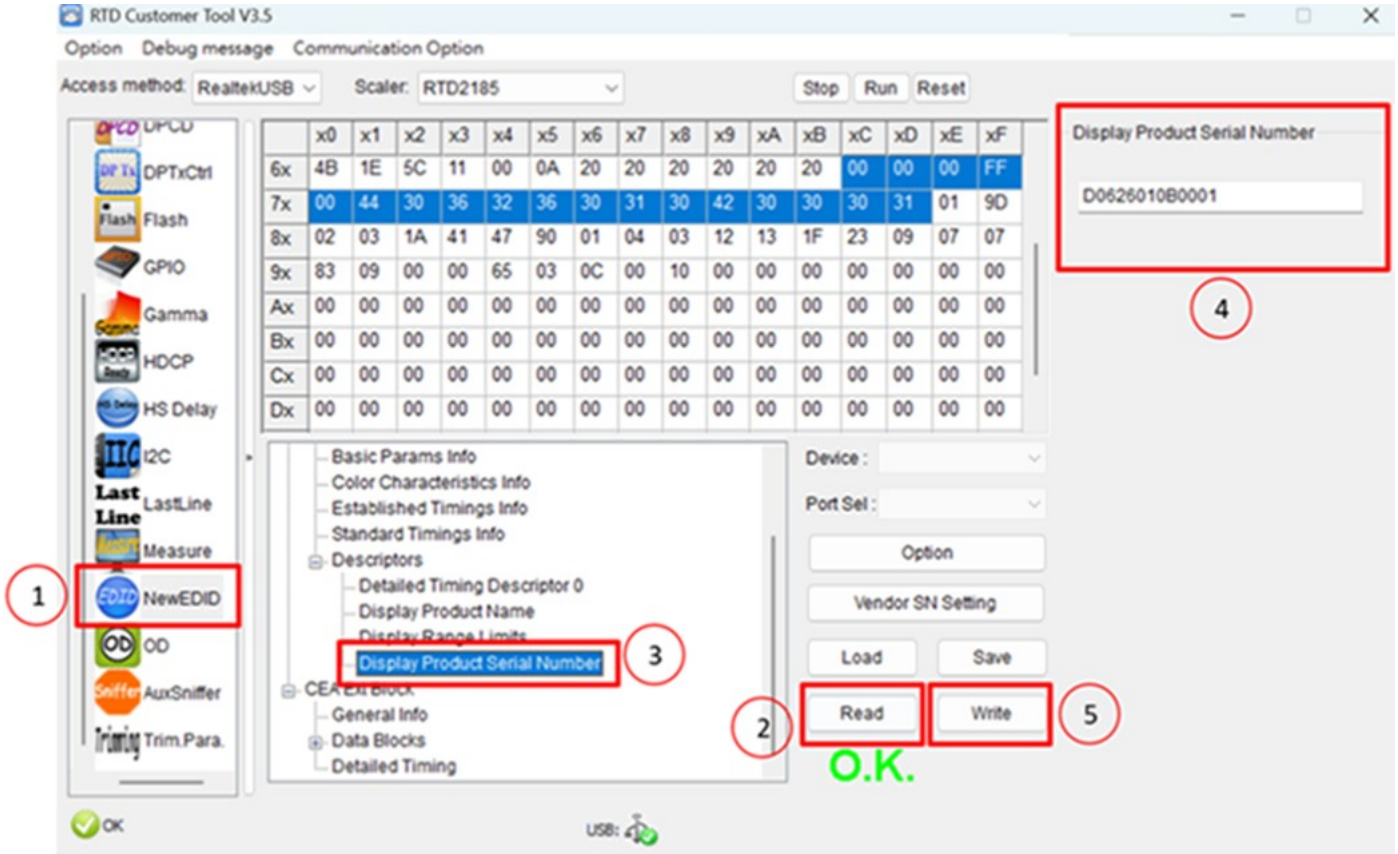
Hi William,

After further internal discussion, we found that if the original serial number needs to be retained, the only solution is to manually modify the serial number during the EDID programming process.

Please follow the steps below using RTD Tools v3.5:

1. Select "NewEDID" from the list on the left.
2. Click "Read" to load and display the current EDID content.
3. Select "Display Product Serial Number" from the lower section.
4. Enter the desired serial number in the field at the upper-right corner.
5. Click "Write" to program the updated EDID with the modified serial number.

This procedure will allow the EDID to be updated while preserving the unit's original serial number.



Hi Kevin,

Please help to assist if Canvys need any help. Thx.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Friday, June 26, 2026 2:39 PM
To: 'William Peterson' <william.peterson@canvys..com>; 'kevin_chen@diva.com.tw' <kevin_chen@diva.com.tw>; 'Peter Nadeau' <peter.nadeau@canvys.com>
Cc: 'Vincent Cheung' <vincent.cheung@canvys.com>; 'Charles Chen' <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; 'Benjamin Lee' <benjamin.lee@canvys.com>; 'Jingle Lin' <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi William,
Sorry for providing the incorrect information earlier.
In DIVA's production process, the FW and EDID are programmed separately. Based on your request, there are two items to address:
A.Device Name
B.Retaining the original serial number
Regarding the Device Name, this is relatively straightforward. We can provide a dedicated PC270522 EDID file for programming.
However, regarding retaining the original serial number, the serial number is stored within the EDID. Programming a new EDID will overwrite the existing serial number with the new one contained in the EDID file.
We will discuss this internally to determine the best approach for preserving the original serial number while updating the EDID. We will get back to you once we have a feasible solution.
Thank you for your patience.....

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: William Peterson <william.peterson@canvys.com>
Sent: Friday, June 26, 2026 4:49 AM
To: Morris_Pan <morris_pan@diva.com.tw>; kevin_chen@diva.com.tw; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Good afternoon Kevin,

I want to thank you for taking the time to call me and work through the EDID updates for the display.

Per our conversation, we were able to successfully update one display and now have audio functionality across HDMI and DisplayPort on Windows and Linux.

I was also able to update a second unit as discussed, and that also has full audio functionality. The monitors now look like this:

Model	Serial Number	Firmware	Windows HDMI	Windows DisplayPort	Linux HDMI	Linux DisplayPort
PC270529R*	D0622320B0004	231225R0V01	Yes	Yes	Yes	Yes

PC270529R	RD260410002	231225R0V01	Yes	Yes	No	No
PC270522R	RD231208008	231225R0V01	Yes	Yes	Yes	Yes

Note that the EDID update now calls the PC270522R a PC270529R internally, and it has a different Serial Number. Hopefully we can adjust this as needed.

As discussed, it would be great to have those updates implemented into a firmware update, and I will use the third display to test, since I have not updated that unit at all – it will serve as a good baseline for a firmware update.

From there, we can discuss with the customer the best way to implement the changes in the displays they have on hand and future orders.

Thank you for your time and consideration,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
A Division of Richardson Electronics

753 Forest Street | Marlborough, MA
Phone: 508.460.5430 | Mobile: 508.801.6266
William.Peterson@canvys.com | https://www.canvys.com



From: William Peterson
Sent: Thursday, June 25, 2026 9:31 AM
To: 'Morris_Pan' <morris_pan@diva.com.tw>; kevin_chen@diva.com..tw; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Thank you for those files Morris.

@kevin_chen@diva.com.tw – I'm having some trouble getting confirmation that these EDID files are being uploaded correctly. The RTD v2.4 does not want to connect, but v3.5 does. However, I'm not seeing any changes after performing the updates now.

If possible, could we schedule a video call for this afternoon? I can set up the camera to view the setup and tools we are using, and we can ensure that all the steps are being followed correctly.

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
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753 Forest Street | Marlborough, MA
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William.Peterson@canvys.com | https://www.canvys.com



From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Wednesday, June 24, 2026 11:41 PM
To: William Peterson <william.peterson@canvys.com>; kevin_chen@diva.com.tw; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi William,

Could you please update the EDID using the attached EDID file?
DIVA has revised the HDMI/DP audio descriptors in this new EDID version to improve audio compatibility.....
Please help program this EDID into the units and verify the HDMI/DP audio functionality.

Hi Kevin,

Please help to check and let us know anything need to modify. Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: William Peterson <william.peterson@canvys.com>
Sent: Thursday, June 25, 2026 2:24 AM
To: kevin_chen@diva.com.tw; 'Morris_Pan' <morris_pan@diva.com.tw>; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Good afternoon Kevin,

Please find the attached EDID information. Note that the 2 monitors that wer updated appears to have an identical EDID now.

Please advise of next steps.

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
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From: William Peterson
Sent: Wednesday, June 24, 2026 9:03 AM
To: 'kevin_chen@diva.com.tw' <kevin_chen@diva.com.tw>; 'Morris_Pan' <morris_pan@diva.com.tw>; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Good morning Kevin,

I was able to update one of the monitors (PC270522R) using the VGA cable, and I now have an interesting change. Previously, audio worked over both HDMI and DisplayPort for Windows, but not Linux. Now, audio works over DisplayPort for either system, but not HDMI.

Before Update:

Model	Serial Number	Firmware	Windows HDMI	Windows DisplayPort	Linux HDMI	Linux DisplayPort
PC270529R*	D0622320B0004	231225R0V01	No	Yes	No	Yes
PC270529R	RD260410002	231225R0V01	Yes	Yes	No	No
PC270522R	RD231208008	231225R0V01	Yes	Yes	No	No

After Update:

Model	Serial Number	Firmware	Windows HDMI	Windows DisplayPort	Linux HDMI	Linux DisplayPort
PC270529R*	D0622320B0004	231225R0V01	No	Yes	No	Yes
PC270529R	RD260410002	231225R0V01	Yes	Yes	No	No
PC270522R	RD231208008	231225R0V01	No	Yes	No	Yes

I'll read the EDID on all 3 of these later today, but I would be interested in any feedback on this change as we work toward a solution.

I will note that I'm using the RTD Customer Tool V3.5 – and the EDID length is not a selectable option for that tool. If there is a different one that is available that we can use, I'd like to try using that as well.....

Thank you for your time and consideration,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
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753 Forest Street | Marlborough, MA
Phone: 508.460.5430 | Mobile: 508.801.6266
William.Peterson@canvys.com | https://www.canvys.com



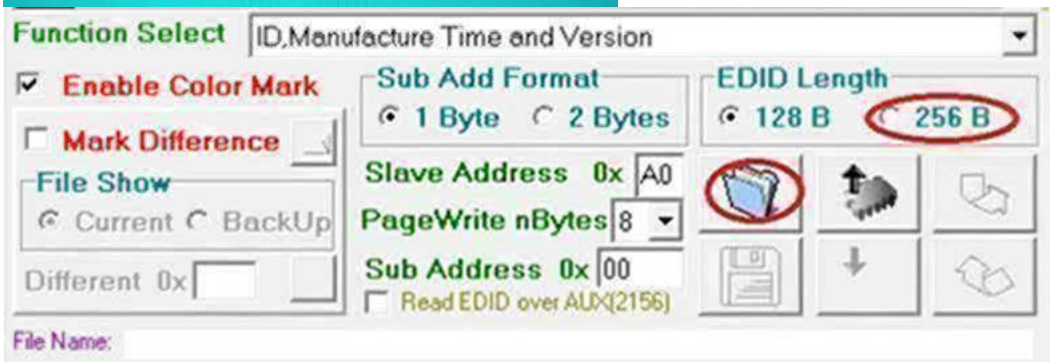
From: kevin_chen@diva.com.tw <kevin_chen@diva.com.tw>
Sent: Tuesday, June 23, 2026 2:58 PM
To: William Peterson <william.peterson@canvys.com>; 'Morris_Pan' <morris_pan@diva.com.tw>; Peter Nadeau

<peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

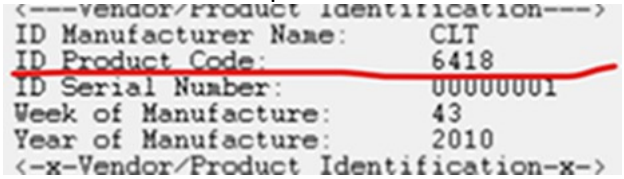
Hi William,

Could you confirm that you updated the DP EDID via the VGA port? Also, DisplayPort + HDMI must be selected (under factory mode) when updating the DP EDID, and the EDID length must be 256B.





If possible, could you use the software in the link to read EDID from all three monitors?
[EDIDW2K.EXE]
And let us know the product code



Thanks,
Kevin

From: William Peterson <william.peterson@canvys.com>
Sent: Tuesday, June 23, 2026 8:55 AM
To: Morris_Pan <morris_pan@diva.com.tw>; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; kevin_chen@diva.com.tw; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi Morris,

I have a total of (3) Units:

Model	Serial Number	Firmware	Windows HDMI	Windows DisplayPort	Linux HDMI	Linux DisplayPort

PC270529R*	D0622320B0004	231225R0V01	No	Yes	No	Yes
PC270529R	RD260410002	231225R0V01	Yes	Yes	No	No
PC270522R	RD231208008	231225R0V01	Yes	Yes	No	No

*This is the older unit we've had in our facility for original testing. Note that per the attached images, I cannot select 'Digital' in the OSD menu.

These results are after the EDID update based on the attached file.

Please let me know if you have any other recommendations for next steps.

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
A Division of Richardson Electronics

753 Forest Street | Marlborough, MA
Phone: 508.460.5430 | Mobile: 508.801.6266
William.Peterson@canvys.com | https://www.canvys.com



From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Monday, June 22, 2026 10:36 PM
To: William Peterson <william.peterson@canvys.com>; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; kevin_chen@diva.com.tw; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi William,

About D0622320B0004
The issue I am most concerned about is the inability to transmit audio through the HDMI interface.
Could you please confirm whether the FW version on this unit is 220408R0V01?
About RD231208008 & RD231208006
Please assist in updating the EDID and verifying the DP Audio function on both units.

If the end customer confirms that the updated EDID resolves the audio issue and the functionality is acceptable, DIVA will release a new FW version incorporating the updated EDID and update the corresponding SPEC accordingly.
This will help clearly differentiate future shipments and avoid confusion regarding FW and EDID versions.

Hi Kevin,

Please help check with William regarding the current status of D0622320B0004 and provide any findings or feedback.
Thanks.

Morris Pan
Product Management Dept.
DIVA Laboratories , Ltd.
Tel: (02)2226-8631 EXT: 236

From: William Peterson <william.peterson@canvys.com>
Sent: Monday, June 22, 2026 11:31 PM
To: Morris_Pan <morris_pan@diva.com.tw>; Peter Nadeau <peter.nadeau@canvys.com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; kevin_chen@diva.com.tw; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monogram Audio

Good morning Morris,

I wanted to confirm if the EDID updates are serial-number specific.

I was able to perform an update on one unit, and now have audio over DisplayPort on Linux Ubuntu 24.....04 (Serial Number: D0622320B0004). I will note that the unit cannot do audio over HDMI.

I have two other units, Serial Numbers: RD231208008 & RD231208006 – will these need specific EDID updates as well, or is there a standard firmware update that we can implement?

Regards,

William Peterson
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
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From: Morris_Pan <morris_pan@diva.com.tw>
Sent: Monday, June 1, 2026 5:30 AM
To: Peter Nadeau <peter.nadeau@canvys.com>; William Peterson <william.peterson@canvys..com>
Cc: Vincent Cheung <vincent.cheung@canvys.com>; Charles Chen <charles.chen@canvys.com>; kevin_chen@diva.com.tw; 'Anderson_Wei 魏品倫' <anderson_wei@diva.com.tw>; 'RexWang 王寶源' <rexwang@diva.com.tw>; 'Ryan_Wang 王志維' <ryan_wang@diva.com.tw>; Benjamin Lee <benjamin.lee@canvys.com>; Jingle Lin <jingle.lin@canvys.com>
Subject: RE: Monograme Audio

Hi William and Pete