tony_chiu@diva.com.tw

寄件者: anderson_wei <anderson_wei@diva.com.tw>
寄件日期: 2026年7月30日星期四 上午 9:40
收件者: tony_chiu@diva.com.tw
主旨: FW: Monograme Audio

fyi

Warm regards,
Anderson Wei

DIVA Laboratories, Ltd. | R&D Dep.
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A: 9F., No.351, Sec. 2, Zhongshan Road, Zhonghe District , New Taipei City 235602, Taiwan R.O.C.

From: William Peterson <william.peterson@canvys.com>
Sent: Thursday, July 30, 2026 8:33 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>; 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:

- The anticipated timing for implementing Revision D in production..
- Whether there are any manufacturing, documentation, or BOM updates required to support the Revision D release.
- 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

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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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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

This message needs your attention

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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
Field Application / Electrical Engineer
Canvys – Visual Technology Solutions
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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
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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
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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

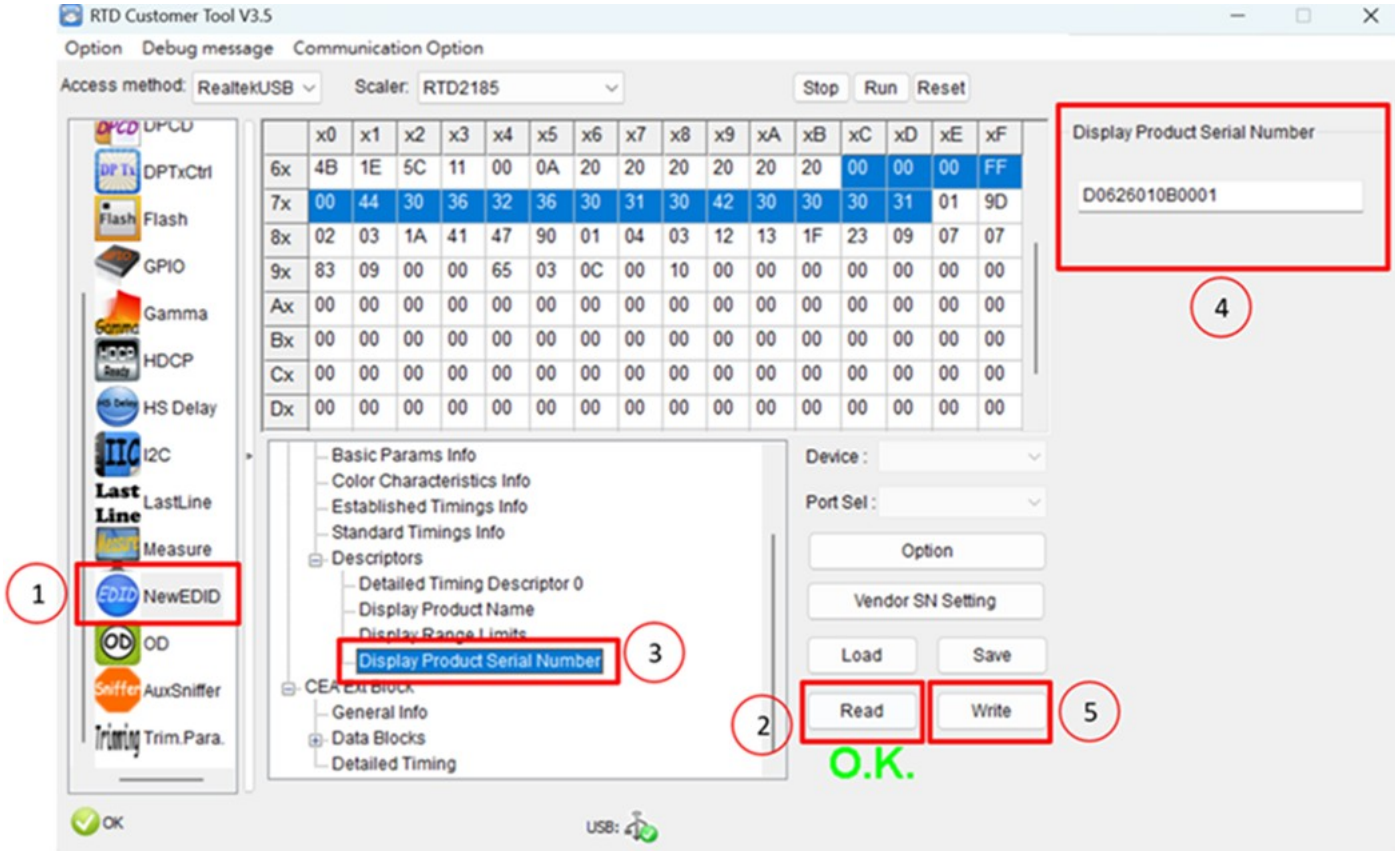
Hi William,

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

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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
A Division of Richardson Electronics

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Phone: 508.460.5430 | Mobile: 508.801.6266
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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
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: 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
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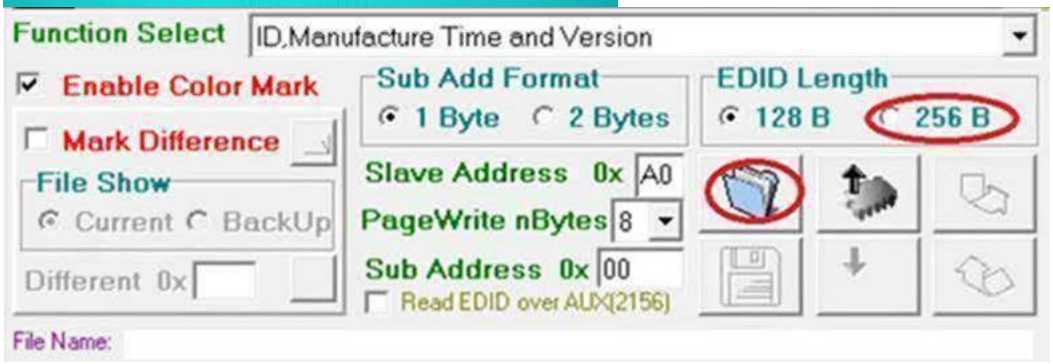
From: kevin_chen@diva.com.tw <kevin_chen@diva.com.tw>
Sent: Tuesday, June 23, 2026 2:58 PM
To: William Peterson <william.peterson@canvys.com>; 'Morris_Pan' <morris_pan@diva.com.tw>; Peter Nadeau

<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

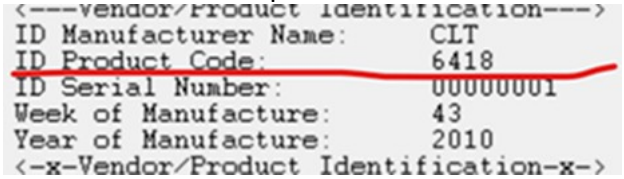
Hi William,

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
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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