



# Acappella

ROUTING SYSTEM

Release Notes Addendum  
Software Version 3.3.3

# Contacting Grass Valley

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## Grass Valley Web Site

The [www.grassvalley.com](http://www.grassvalley.com) web site offers the following:

**Online User Documentation** — Current versions of product catalogs, brochures, data sheets, ordering guides, planning guides, manuals, and release notes in .pdf format can be downloaded.

**FAQ Database** — Solutions to problems and troubleshooting efforts can be found by searching our Frequently Asked Questions (FAQ) database.

**Software Downloads** — Download software updates, drivers, and patches.



## END-OF-LIFE PRODUCT RECYCLING NOTICE

Grass Valley's innovation and excellence in product design also extends to the programs we've established to manage the recycling of our products. Grass Valley has developed a comprehensive end-of-life product take back program for recycle or disposal of end-of-life products. Our program meets the requirements of the European Union's WEEE Directive, the United States Environmental Protection Agency, and U.S. state and local agencies.

Grass Valley's end-of-life product take back program assures proper disposal by use of Best Available Technology. This program accepts any Grass Valley branded equipment. Upon request, a Certificate of Recycling or a Certificate of Destruction, depending on the ultimate disposition of the product, can be sent to the requester.

Grass Valley will be responsible for all costs associated with recycling and disposal, including freight. However, you are responsible for the removal of the equipment from your facility and packing the equipment to make it ready for pickup.



For further information on the Grass Valley product take back system please contact Grass Valley at + 800 80 80 20 20 or +33 1 48 25 20 20 from most other countries. In the U.S. and Canada please call 800-547-8949 or 530-478-4148, and ask to be connected to the EH&S Department. Additional information concerning the program can be found at: [www.thomsongrassvalley.com/environment](http://www.thomsongrassvalley.com/environment)



# Acappella Release Notes Addendum

## Software Issues Corrected in Release 3.3.3

Area	Problem	ID
System	Corrected an issue where the Acappella freezes or restarts.	114915
System	Corrected an issue where the video output is interrupted when Acappella reboots..	114549
System	Corrected an issue where the Acappella freezes or restarts.	113986
System	Corrected an issue where the Acappella freezes or restarts.	113726

## Known Software Issues

Area	Problem	ID
System	Protection is still indicated by the Prelude panels after the Remote system (Encore & SMS) has been rebooted but the protections performed by the Remote system are cleared.	114759
System	The prelude UI will crash when the connector number that is assigned to a destination or source exceeds the maximum limit of 256.	114705
System	The destination status will not be properly shown if the source connector number on the destination is greater than the NP Matrix maximum of 96.	114849
TCI Interface	Acappella status on the TCI interface for remote levels takes 1 to 2 seconds. Workaround: Use Ethernet interface.	68434
TCI Interface	Acappella TCI interface CPO command cannot remove a Protect set by an Acappella remote panel unless the TCI CPO command previously set or removed a protect on that destination. Work around: use Prelude software in Acappella remote panel with force unlock/unprotect enabled.	78337

