



Thank you for using our i3CONNECT products!

Below you will find the improvements and changes we made in the firmware. If you have any suggestions, found a bug or want to inform us about how we can make our displays even better, please send an e-mail to pm@i3-connect.com

WARNING: You need to use the correct firmware-version in order to prevent damage to your display. Please look at support.i3-connect.com for more information.

Release notes Riva R2

FIRMWARE 3001 (2026/07)

Note: This firmware is only available as manual USB update and will update your device to the new i3CONNECT environment. When loading the new firmware via USB, all data will be wiped from your device. If you have important documents stored on your device, please copy them to an external storage prior to the USB update. In case of any question, please contact our support team for more information.

- New: i3CONNECT Studio
- New: i3CONNECT Whiteboard
- New: i3CONNECT Cortex Remote Management
- New: i3CONNECT AllSync Wireless Presenting
- New: i3CONNECT i3Store
- New: i3CONNECT CAIR

FIRMWARE 2001 (2025/05)

- New: Gynzy Interactive Teaching application integrated
For more information on Gynzy: <https://www.gynzy.com/>
- New: Updated End User Service Terms
- New: Updated Privacy statement Android based IFPD
- New: Preferred UHD@30Hz feature added to dealer menu
- Improved: UboardMate3 sensitivity big/small pen detection
- Improved: Video stability with Clickshare CX30
- Improved: Video stability with document scanner and IP/HDMI converters
- Fixed: Eshare code shows dashes instead of the code
- Fixed: Eshare UI scaling
- Fixed: Sound of OPS sometimes cut for first ~1-2s
- Fixed: RS232 over IP
- Fixed: Background picture scaling
- Fixed: Preferred FHD resolution feature not stored after reboot

MCU/STM32 FIRMWARE 1005 (2025/04)

- New: Added 4 new RS232 commands
- Improved: CTOUCH button lock feature now also locks switching on

- Fixed: Smart On/Off sometimes not switching on from standby/backlight mute*

* Feature options depending on hardware revision

FIRMWARE 2000 (2024/10)

- New: Android 13
- New: Option to hide all Eshare moderator buttons on home screen
- New: Wi-Fi security support for WPA3
- New: Sleep option for use with MTR
- New: Firefox version 125
- New: Updated Privacy & EULA documentation linked in wizard
- New: Android security patches
- Improved: Eshare Miracast and Chromecast
- Improved: Security on typing passwords
- Improved: Disabling touch functionality in Dealer Menu
- Fixed: DRM played content sometimes caused playing issue
- Fixed: UboardMate3 Text Recognition
- Fixed: Mute microphone dealer menu muting sound
- Fixed: PowerPoint presenter mode when screen starts
- Fixed: Screenshot automatic storage USB/Mainboard
- Fixed: Annotations visible on HDMI Out
- Fixed: Startup WOL/RS232 sometimes ends in white LED, no video
- Fixed: Hotspot automatic On/Off
- Fixed: Volume control when using Microsoft Teams for Android
- Fixed: Translation improvements

Note: This firmware update can only be performed when the display is connected and registered into CTOUCH Sphere.

TOUCH FRAME FIRMWARE 1007/4812 (2024/10)

- Fixed: Wiping in Microsoft Word

FIRMWARE 1006 (2024/07)

- New: Preparation for Android 13 update
- New: Advanced Over the Air Update
- New: Added new UBoardmate3 background
- New: Possibility to skip Sphere registration
- New: Sphere app 2.6.1
- Fixed: Static IP setting when there is no DHCP server
- Fixed: Lock touch & lock CTOUCH button
- Fixed: Translation improvements
- Fixed: Max volume setting Dealer Menu

- Fixed: Android Limited source switching

Note: This firmware is a mandatory preparation update to be able to upgrade to firmware 2000 which incorporates Android 13. Updating from FW1005 and earlier directly to FW2000 with Android 13 is NOT possible.

FIRMWARE 1005 (2023/11)

- New: Android Limited option in dealer menu which enables only Eshare and blocks other Android functionality
- New: Option to hide default text on external input when no signal is connected
- New: UBoardMate3 with new design including text and shape recognition
- New: Eshare simplified design
- New: Eshare shows native share options (when enabled in settings menu)
- New: Eshare includes Miracast
- New: Eshare settings are now part of the general display settings
- New: Multi-User (locally managed)
- New: Option in Dealer Menu to disable Network out via USB-C
- New: Option to enable Bluetooth audio streaming
- Improved: OTA robustness against network disconnects
- Improved: Language improvements
- Improved: Sphere 2.5 application for improved connectivity
- Improved: Help Tool update mechanism
- Improved: Startup mechanism with 11th Gen CTOUCH OPS
- Improved: HDMI Signal Locking timing (Clickshare C10/CX30, ...)
- Improved: Human Presence Detection and now called Smart On/Off
- Fixed: Radius connection when using Wi-Fi certificate
- Fixed: Static IP Address/Subnet Mask/Gateway & DNS value fields
- Fixed: Annotations over Miracast
- Fixed: Sometimes Digital distortion noise on video input
- Fixed: RS232 On command on other IDs than ID0
- Fixed: Default value HDP on in dealer menu
- Fixed: Backlight Mute via remote mutes also sound
- Fixed: Power off command via Sphere
- Fixed: General improvements

FIRMWARE 1004 (2023/06)

- New: Network Certificates/Encryption option
- New: Default EDID now 1.4 instead of 2.0
- New: Keyboard tapping sound default off
- New: Sphere app v2.4
- Fixed: Switch on command via RS232
- Fixed: Preferred input resolution FHD in dealer menu

- Fixed: Device data export towards Sphere
- Fixed: Stability device JSON API
- Fixed: Lenovo ThinkSmart Hub incompatibility
- Fixed: 'No Input' pages incorrect static and dynamic information
- Fixed: German translation UBoardMate2

TOUCH FRAME FIRMWARE 1006/4808 (2023/06)

- Fixed: Wiping in UBoardMateCC
- Fixed: Poly Studio X50 pen offset on whiteboard

FIRMWARE 1003 (2023/04)

- New: Option disable build in microphone in dealer menu
- New: Option preferred input resolution FHD in dealer menu
- New: Improved UI preventing logout current user
- New: Improved Lock Touch (PIN requested prior to lock)
- Fixed: Improved translations menu, installation wizard & Miracast app (NL, DE & EN)
- Fixed: Back button remote going back to Android input
- Fixed: High sound level of the timer
- Fixed: Eshare showing 'unkown SSID'
- Fixed: Eshare improved stability on sharing to other screens
- Fixed: Parallel start OPS could lead to lower resolution OPS & no sound
- Fixed: System apps sometimes visible in the opened app overview
- Fixed: FileCommander not able to login to Google Drive
- Fixed: CTOUCH Store app with wrong naming in some languages

FIRMWARE 1002 (2023/03)

- New: Radix application v25 integration
- Fixed: Helptool not updating files
- Fixed: CTOUCH Store not able to install apps
- Fixed: Eshare not able to activate via Wi-Fi
- Fixed: RS232 Commands
- Fixed: Miracast not able to connect
- Fixed: Connectivity information missing
- Fixed: Missing Picture advanced option
- Fixed: USB-Screenshot setting dealer menu
- General fixes and improvements

FIRMWARE 1001 (2023/02)

- New: Added possibility to update firmware via USB stick
- Fixed: System ID option
- Fixed: Black screen after no signal power off
- Fixed: USB setting not working in the dealer menu

INITIAL FIRMWARE 1000 (2022/12)