

TruVision TVK-600 FW1.0 Release Notes

P/N 1073681-EN • REV A • ISS 20AUG19

Introduction

This is the TruVision TVK-600 FW1.0 Release Notes document with additional information not covered in the user manual. For the latest information on the TVK-600, please visit:

Americas: www.interlogix.com/videoupgrades

EMEA: fireandsecurityproducts.com

Australia: www.interlogix.com.au

Overview

The TVK-600 is a keypad that can connect and control supported TruVision recorders, PTZ cameras, encoders and decoders.

Summary of known defects and limitations

The following defects and limitations are present in TVK-600 FW 1.0. Some of them are listed for resolution in future development:

Limitations

Device	Connection mode	Limitation
TVR 40	RS-485	Unable to the open the TVR 40 recorder menu when using <i>DVR by RS-485</i> mode.
TVN 22	IP	TVN 22 via <i>Keyboard</i> mode or <i>DVR by IP</i> mode: Shadow Tour does not work. Issue will be fixed in FW 2.4 of the TVN 22
TVP-2403	RS-485	Use Preset 95 to open the menu.

Device	Connection mode	Limitation
Analog domes	RS-485	Dome by RS-485: Shadow tour works instead of the Preset tour for older PTZ cameras.
Recorders	RS-485	The keypad can only connect to one recorder via RS-485. So the user cannot create a RS-485 network with one keypad and multiple recorders.
Device Manager	IP	Opening the webpage using Device Manager does not work because the browser tries to open a HTTP session but the keypad uses only HTTPS.
Device Manager	IP	To recover a TVK-600 password, use Device Manager 4.0.
Recorders	IP	The recorder menu does not open in <i>Keyboard</i> mode. You need to use <i>DVR</i> mode.
All	IP	The HTTPS connection returns a certificate error. However, no certificate is needed to use the webpage.

Defects

- **Web interface - Search&Add:** Empty search result displayed intermittently when about 100 devices are online

Contacting support

For help installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, contact us during business hours (Monday through Friday, excluding holidays).

Note: Please be ready at the equipment before calling.

Table 1: Technical support

North America

T +1 855.286.8889

E techsupport@interlogix.com

W www.interlogix.com/customer-support

Europe, Middle East, and Africa

W Select *Contact Us* at www.firesecurityproducts.com

Australia

E security.tech.support@interlogix.com.au