

TVR 17 Release Notes

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Product summary

This is the TVR 17 Release Notes with additional information not covered in the user manual. For the latest information on the TVR 17, please visit:

EMEA: <https://firesecurityproducts.com>

Australia: <https://firesecurityproducts.com.au/>

Firmware version 3.2.1 Build 241017

Date of release: 13/11/2024

Overview:

Bug fixes:

ID	Description
1	Fix for an issue seen when opening the webpage via the Site Manager app.
2	Cybersecurity update
3	Fix for an issue with the hard drives when upgrading the firmware

Firmware version 3.1.1, Build 240823

Date of release: 20/9/2024

Overview:

New features:

- **Configuration of log retention time**

It is now possible to specify the log retention time in the recorder. The retention time can be set between 1 and 180 days, regardless of the retention time for recordings.

This setting is only available via the webpage and can be found in the menu **Configuration > Record > Advanced Settings > Other**

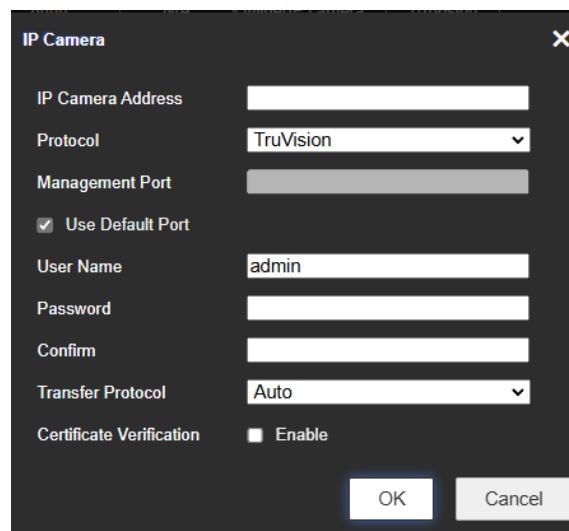
- **Use the TVR17 as an encoder**

The analog channels of a TVR17 can be added as camera channels to a TVN 23(S/P) or TVN12, so that the TVR17 can act as an encoder.

The addition of the TVR17 channels can be done via the OSD and the webpage. In both cases the TVR17 needs to be added manually to the TVN23 (S/P)/TVN12.

Webpage:

- Go to **Configuration > System > Camera Management > IP camera**
- Click **Add**.
- Enter the IP address of the TVR17 recorder as IP Camera Address and enter the TVR17 user credentials.



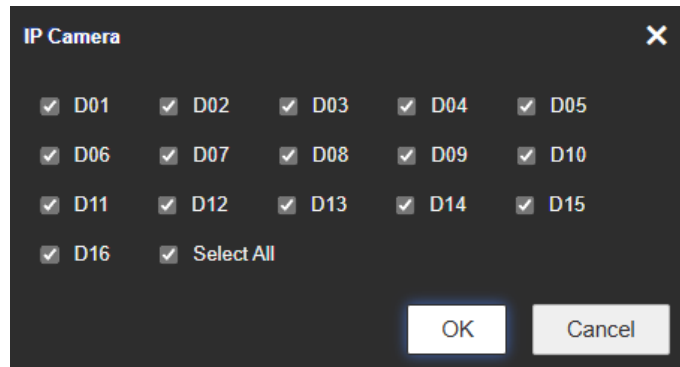
The screenshot shows a dark-themed dialog box titled "IP Camera" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- IP Camera Address: A text input field.
- Protocol: A dropdown menu with "TruVision" selected.
- Management Port: A text input field.
- Use Default Port: A checked checkbox.
- User Name: A text input field with "admin" entered.
- Password: A text input field.
- Confirm: A text input field.
- Transfer Protocol: A dropdown menu with "Auto" selected.
- Certificate Verification: A checkbox labeled "Enable" which is currently unchecked.

At the bottom right of the dialog are two buttons: "OK" and "Cancel".

- Click **OK**.
- You then need to select the analog channels that you want to add. By default, the list will show 16 channels.

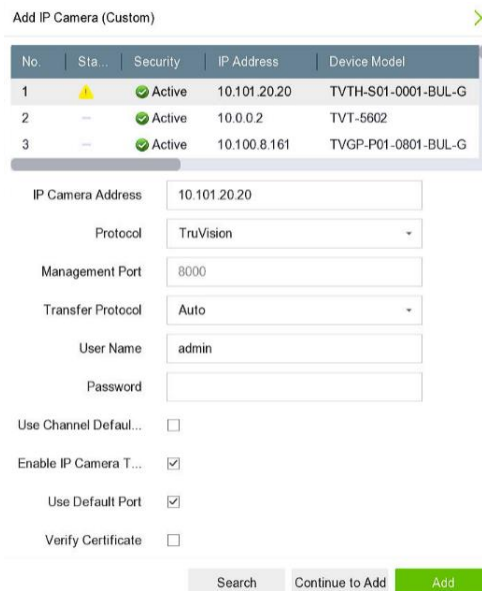
Note: you can only add the analog channels that are active in the TVR17 to a TVN23 (S/P). You cannot add the IP channels of a TVR17 to a TVN23 (S/P).



- Click **OK** to add the channels.

OSD:

- Go to **Camera > Custom Add**.
- Enter the IP address of the TVR17 recorder as IP Camera Address and enter the TVR17 user credentials.



- Click **Add**.
- You then need to select the analog channels that you want to add. By default, the list will show 16 channels.

Note: you can only add the analog channels that are active in the TVR17 to a TVN23 (S/P). You cannot add the IP channels of a TVR17 to a TVN23 (S/P).

- Click **OK** to add the channels.

You can then configure the channels in the TVN23 recorder as normal IP cameras and set the encoding settings.

The same limitations are valid for events as for a normal TVR17:

- You can use a maximum of four analog/HD analog cameras with basic/normal/smart events, regardless of the maximum number of analog cameras that the recorder supports.
- You cannot combine motion detection with smart detection (cross line/intrusion).

Bug fixes

ID	Description
1	The user name can contain special characters.

Limitations

Adding the TVR17 as an encoder to a TVN23/TVN12 results in some limitations.

- Only the following events can be set-up and used for the TVR17's analog channels in the TVN23:
 - Motion detection
 - Crossline detection
 - Intrusion detection
- Privacy mask can also be setup.

But there are limitations:

- The following events cannot be used (although no error is seen when they are set-up in the TVN23):
 - Tamper detection
 - Video loss detection
 - Alarm inputs cannot be used on the TVR17
- There are no events logged in the TVN23 for any event that is used for a TVR17 channel.

Firmware version 3.0.1, Build 240312

Date of release: 7/5/2024

Overview:

- New feature for 8ch and 16ch recorders only:
IP cameras that are connected to the recorder can be shown on the BNC monitor.

Bug fixes/Enhancements for all recorder models:

ID	Description
1	Integration added for the new TVK-610 keypad (will be released later this year)
2	Integration added for the new 360° cameras (will be released later this year)

Firmware version 2.0.1, Build 230817

Date of release: 16/10/2023

Overview

New features for UltraSync connected recorders:

- Remote webpage access for recorders for installers via the UltraSync portal.
 - Cloud firmware upgrade.
 - Show system events of the recorder in the UltraSync portal and possibility to report them to a control monitor station.
 - Support a remote admin password reset process.
- Other new features :

- TVRMobile: one QR code for adding the recorder to UltraSync that contains the SID and SCI code.
- User management by a non-admin user.
- Disable Actions: create a possibility to select the actions.
- Support for Enhanced SDK mode (can be used in combination with TruVision Navigator 9.2 and TVRMobile (most recent version) when ezDDNS is used.
- Report people/vehicle differentiation for notifications in TVRMobile.
- Support for face capture push notifications.
- Support for TruVision P Series IP cameras.
- Specific for Poland: support for features of project firmware.

For more details, please see the updated user manual.

Bug fixes

ID	Description
1	The time zone setting conflict via the recorder webpage has been fixed.
2	Able to stop a Preset Tour from PTZ view for TruVision 360° IP Cameras (TVF-520x-) when using the recorder web or OSD UI.

Firmware version 1.0.3, Build 221101

Date of release: 1st November 2022

Overview

This firmware is used in the product at release.

Known issues, to be fixed later

ID	Description
1	Time zone setting via the webpage: The TVR 17 uses the DST setting of Windows, which may result in a time zone change when 'Sync. Computer Time' is enabled. Please avoid using this sync feature.
2	Unable to stop a Preset Tour from PTZ view for TruVision 360° IP Cameras (TVF-520x-) when using the recorder web or OSD UI. The issue is seen with 360° + 3 and 4 PTZ views.
3	There is an issue when the recorder is added to the internet via ezDDNS and UltraSync at the same time, and push notifications is also used: <ul style="list-style-type: none"> - When a push notification is enabled for both ezDDNS and UltraSync, two notifications are received in the mobile app. - When a push notification is only enabled for UltraSync, no notification is received by the mobile app.

Known limitations

ID	Description
1	A preset tour cannot be used as an action for an Intrusion Integration event because the tour will not be executed when an event occurs.
2	PTZ IP cameras: only one shadow tour and up to four preset tours can be recorded via the recorder, although the camera may support more tours.
3	PTZ IP cameras: the recorder supports a maximum of 255 presets, although some TruVision PTZ IP cameras can support more presets.
4	Some new TruVision cameras have a speaker and a flash LED. The flash LED cannot be used as an Action for basic or VCA events.
5	TVF-520x cameras: live view fails when the hardware mode is set to 4 PTZ views and a non-IE browser is used without installing the local plug-in. The plug-in free solution only supports substream but the PTZ views need to use main stream. Install the local plug-in (it requires an internet connection) as a workaround.
6	When the mirror mode is used for a TruVision IP camera and the camera name then is changed, the mirror mode will be switched OFF again.

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

Europe, Middle East, and Africa

W Go to www.firesecurityproducts.com/en/contact

Australia

E cs@firesecurityproducts.zendesk.com

W www.firesecurityproducts.com.au/support