

TruVision NVR 21 Firmware 3.1 Release Notes

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Introduction

This is the TruVision NVR 21 Firmware 3.1 Release Notes document with additional information not covered in the user manual. For the latest information on the TruVision NVR 21 (TVN 21), please visit:

Americas: <http://www.interlogix.com/videoupgrades>

EMEA: www.utcssecurityproducts.eu

Australia: www.interlogix.com.au

Overview

The TVN 21(P/S) series is a Network Video Recorder capable of managing up to 8, 16 or 32 IP camera channels. Firmware 3.1 includes a list of new functionalities as well as several bug fixes.

Summary of new features and key enhancements

- Support for diagonal movement of a PTZ dome camera connected to the TVN 21 (in combination with TVK-800 FW1.2)
- **OH integration:** the Osborne-Hoffman alarm receiver software module has been added to the TVN 21. This permits SIA and XSIA events to be reported from Interlogix intrusion panels via IP and to be linked to recorder actions.
- **Push Notifications towards TVRMobile:** Events (such as motion detection, OH events, ...) can be received by TVRMobile. This is

supported with version 2.3 (or higher) for Android or iOS of the mobile app.

- The layout of the V-Stream can be set-up via the webpage
- The Recorded Time information has been moved to System Information
- A VCA event can now also trigger a PTZ preset
- The playback stream in TruVision Navigator 6.0 can now also show the motion metadata
- Security enhancements

Summary of defects fixed

The following defects have been resolved in firmware 3.1:

- PTZ control does not work reliably when adding multiple PTZ cameras to the TVN 21
- Axis Q1602/Q1604 does not work with TVN 21 using the new Axis protocol feature
- Once the "HDD Full" notification is triggered, it keeps triggering even after free space becomes available using auto deletion
- When the user switches to Monitor B, sequencing fails to stop on the event monitor when the "Seq" button is pressed
- Snapshots cannot be uploaded to the FTP when motion detection is triggered with "Upload Snapshots to FTP" and "Trigger Alarm Output" actions
- The substream video recorded under "Dual Streaming" storage mode cannot be deleted by the auto delete settings under "Quota" and "Group" storage mode
- Text search gives incorrect results on the TVN 21S unit
- User cannot mount/unmount the eSATA HDD via the web
- The Playback timeline bar is out of sync with the playback video and it will eventually stop playing video when in DST. The issue occurs on some channels
- Server port range starts at 2000. It should start at 1024

Summary of known issues/limitations

- OH integration:
 - When a first alarm event of a zone is reported to the recorder and a second alarm of the same zone is triggered while the first is still being processed, it will not be shown in the recorder
 - OH events cannot be searched for on the OSD
- A user cannot access the webpage of cameras connected to the POE ports of a TVN 21S via a remote access connection

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.utcssecurityproducts.eu

Australia

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