

# TVRMobile v2.4 Release Notes

P/N 1073244 • REV A • ISS 21SEP16

## Introduction

This is the TVRMobile v2.4 Release Notes with additional information not covered in the user manual. For the latest information on the TVRMobile v2.4 Release Notes, please visit:

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

EMEA: [www.utcssecurityproducts.eu](http://www.utcssecurityproducts.eu)

Australia: [www.interlogix.com.au](http://www.interlogix.com.au)

## Summary of features

- Support for all new H.265 devices (recorders and cameras)
- Support for new Series 3, H.264 cameras
- Add up to 100 entries into the address book
- Sort device list by name

## Summary of fixes

- Mobile app hangs up when switching to V-stream from sub or main stream
- Camera number shows an incorrect value in the device information page
- Playback video closes when switching to a different stream
- UI does not respond when opening the app in landscape mode
- Cannot add TVN 21 with QR barcode on Nexus10
- Nexus10-Tablet: Video breaks when performing digital zoom
- In playback, full tile goes back to multi tile view when sliding the timeline bar
- User cannot switch back to previous stream on a single stream supported camera (Playback only)

- My Favorites camera titles are corrupted when creating Favorites with Device Navigator tree closed
- Android Tablet: App crashes when editing device IP address from Alarm Push Notification supported device to NON Alarm Push Notification supported device.
- In playback, audio still plays in mute mode.
- TVR 60, TVN 70: Tapping on the Alarm output icon in full screen mode toolbar will turn the alarm output 1 to enable.
- Security pin is not requested from the user to unlock phone if TVR Mobile application is running even though user has selected pin to unlock phone
- UI layout is not loaded correctly on live view page
- If the device app is opened directly in landscape orientation, the app does not load the Liveview interface correctly
- 'Abnormal remote playback' message is displayed when playback for camera ends
- Unable to Add device with Scan QR code
- Snapshot Sync issue.
- View changes to 4-up when moving the pointer to a different time
- Sorting device name does not work with devices already added as default name (Device 01, Device 02)
- Cannot play back from TVF camera when added to NVR
- 1 Up Live view switches to 4-up view after switching from Playback, Alarm, or Configuration.
- UI breaks when rotating from landscape to portrait mode.
- Viewer changes to 4-up/16-up when saving viewer in full screen
- [Intermittent] [TVN 10S and TVN 50] streams are blank when dragged and dropped
- IP Camera is not displayed under device when it has only 1 camera added.
- Notification time is 1 hour earlier than the actual time from devices or test devices.
- Unable to switch/view main stream if the user switches to substream in Remote Playback
- PTZ calls on unselected camera.
- Bi-directional Audio fails on TVN 22
- Cannot disable Alarm Push Notification or delete device
- Alarm notifications are not cleared when changing the device IP address

- Alarm notifications from all devices are cleared if any device has notifications disconnected
- Notifications does not work when the app is not running in the background
- IP camera title of Notifications is not updated on TVN 22
- Alarm notifications are not received immediately

## 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**

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### North America

T +1 855.286.8889

E techsupport@interlogix.com

W [www.interlogix.com/customer-support](http://www.interlogix.com/customer-support)

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### Europe, Middle East, and Africa

W Select *Contact Us* at [www.utcssecurityproducts.eu](http://www.utcssecurityproducts.eu)

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### Australia

E [security.tech.support@interlogix.com.au](mailto:security.tech.support@interlogix.com.au)

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