TVRMobile Release Notes

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Content

Product summary

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

EMEA: https://firesecurityproducts.com

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

TVRMobile version 3.2.9 for Android

Date of release: 19/6/2024

Enhancement

- Upgrade the Android app push message mechanism, based on a recent Firebase notification service API depreciation.

  IMPORTANT: As a consequence of this update, the user will need to disabled and enable the push messages in then app for each device. Go

to the main menu, select **Alarm** and disable enable the alarm setting for each device.

If push messages cannot be received, relaunch the app or delete and add the device again.

TVRMobile version 3.2.6 for iOS/version 3.2.3 for Android

Date of release: 16th October 2023

Bug fixes:

- iOS version: fixed an issue with streaming video.
- Android: adapt version to new Google requirements.
- Fix for the TruVision P series IP cameras for the VCA graphics that are blocking the video display.

Known issues with this version:

- **TVRMobile and TruVision P Series IP cameras:**

  - Push notifications are not supported when the camera is added directly to the mobile app.

- **TVRMobile(iOS) and TruVision M Series Full Color IP cameras:**

  - Wrong description is appearing in the app for video tampering notifications.

  - Duplicate notification is seen for an intrusion event.

TVRMobile version 3.2.4 for iOS/version 3.2.2 for Android

Date of release: 4th September 2023

New features and enhancements

- Support for the new UltraSync services.
  - Approval mechanism for remote webpage access by installers.
  - Notification of available new firmware.
- People/vehicle differentiation for supported event notifications.
- Added warning message for UltraSync server selection.

- New recorders that are newly added to this app version and connect to UltraSync, cannot be added with the admin user. An account with Operator/User permissions has to be used.

Bug fixes

- Android:
  - Push notifications can now be enabled for the TVGP-P01-0401-PTZ camera.
  - Push notifications can be received if a device is added via UltraSync and ezDDNS.
- iOS:
  - Object removal detection notification is shown as attended baggage TVGP-P01-0401-PTZ-G (V24.1.2).
- Both Android and iOS:
  - Account is locked after 3 incorrect logins: an updated error message is now shown.
  - Temperature notifications can be received for S Series thermal cameras.

Known issue and workaround

- iOS: Using the app frequently without closing it, might result in a situation where the app times out to show live/playback video for any camera.

  The workaround to see the video again is to close the app completely and open it again. Calling up cameras shall then be possible again.

  If that still does not work, a restart of the phone is needed.

  The issue will be fixed in the next version of the app.

TVRMobile version 3.2.3 for iOS/version 3.2.1 for Android

Date of release: 24th October 2022

Bug fixes

- This version fixes an issue with live streaming for legacy recorders (TVR 10, TVR 40, and TV 60).

TVRMobile version 3.2

Date of release: 21st September 2022

New features and enhancements

- TVRMobile supports the addition of TruVision recorders that connect to UltraSync.

TVRMobile version 3.1

Date of release: 11th June 2019

New features and enhancements
- Synchronized playback support for up to four cameras.
- Access to the third stream from the main stream or substream.
- Thumbnail view support on the channel list and favorites list.
- Touch and face ID password protection support for iOS 8 or later.
- VCA alarm events (e.g., the line in live view and playback if line crossing is enabled) now appear on the device screen.
- Support for adding a device using auto-discovery.
- 360° camera dewarping.

Bug fixes
- The "No permission" error was changed to "You do not have permission to view this device, check with the system administrator."
- Error code 153 was changed to "Due to multiple incorrect login attempts, your account has been locked."

Known limitations
- The 360° camera button is not supported for the TVN21 recorder.
- Not all devices are auto-discovered when using Android.

TVRMobile version 3.0.2

Date of release: 19th July 2018

Bug fixes
- Fixed an issue with the Android app crashing.
- Fixed an issue with iPhone X UI corruption.
- Fixed issues with IPV6 that were causing TVRMobile not to connect.
- Fixed an issue with the camera number appearing as 0 on TVN10 in iOS.
- Fixed an issue with camera names not matching the name on the OSD in iOS.
- Fixed an issue with setting push notifications in Android and iOS.

Known limitations
- All devices must be re-entered when updating a tablet.

- Using push notifications requires an update to TVRMobile 3.0.
- After upgrading to 3.0, all push notifications are set off. To continue to receive push notifications, turn them back on.
- Push notifications are not supported on series 1 cameras.
- TVN70 does not support push notifications.

TVRMobile version 2.4

Date of release: 21st September 2016

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

Bug fixes
- Mobile app hangs up when switching to V-stream from sub or main stream.
- The camera number shows an incorrect value on 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, the full tile returns to multi tile view when sliding the timeline bar.
- User cannot switch back to the previous stream on a single stream supported camera (Playback only).
- My Favorites camera titles are corrupted when creating Favorites with the 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 a phone if TVR Mobile application is running even though the user has selected pin to unlock the phone.
- UI layout is not loaded correctly on the live view page.
- If the device app is opened directly in landscape orientation, the app does not load the Live view interface correctly.
- 'Abnormal remote playback' message is displayed when playback for the 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 names do not work with devices already added as default names (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 the 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 cameras.
- 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 do not work when the app is not running in the background.
- The IP camera title of Notifications is not updated on TVN 22.
- Alarm notifications are not received immediately.

TVRMobile version 2.3.3

Date of release: 10th May 2016

Bug fixes
- The app does not respond when more than 35 devices are added (iOS 9.3.1).
- The app should display "Not supported by device" instead of "(Connection Failed)" when enabling Alarm Push notification on non-supported push alarm devices.
- An update from the old version of the TVR Mobile app causes an issue (on Samsung -10- P5113).
- Time lag in live view when compared to the recorder's browser.
- Time delay seen when PTZ operations are performed on TVN 50 with TVP-1104.
- "Receiving data from the device timed out" error message is displayed when operating live view PTZ controls.
- Performing digital zoom causes an issue.
- Alarm notifications are not received immediately.
- DVSR/DVSRxU device not supported by TVRMobile app (V2.30.04) Android.

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