TVN 23 (S/P) Release Notes

P/N 1168-EN • REV A • ISS 21FEB24

Content

Product summary

This is the TVN 23 (S/P) Release Notes with additional information not covered in the user manual. For the latest information on the TVN 23 (S/P), please visit:

EMEA: https://firesecurityproducts.com

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

The TruVision NVR 23(S/P) network recorder series is a versatile recorder available in different channel and storage variations.

Firmware version 1.00.004, Build 231219

Date of release: 2024/04/15

Overview

This is the release firmware for the TVN 23 (S/P) recorder series.

Known limitations, to be fixed later

• **Integration with TVE-x20 encoders:** motion detection, used for encoder channels, is not supported.

• **Double Verification:** when Double Verification is used, TruVision Navigator cannot do playback. This will be fixed in a future version of the software.

• **Usage of TVK-600 is limted:** there are limitations when the TVK-600 keypad will be used with the TVN 23 (S/P) recorders.

Cameras can only be controlled in live view via DVR-By-IP mode. The following actions are supported:

- o Selection of cameras

- o Selection of the multi view layout

- o PTZ control

These actions are also supported, although the user is not logged into the recorder yet. This should not be possible.

Access to the playback feature via the keypad is not supported in the current firmware.

Both issues will be fixed in a future recorder firmware.

• Use of **Advisor Advanced Pro app** with the TVN23(S/P): the app works with the TVN23 (S/P), but the remote webpage access approval for the Core UltraSync service doesn't work for this recorder. This will be supported in version 1.6.3 of the app.

Known limitations

- Hard drive cloning: the size of the eSATA hard drive shall match the size of the hard drive that will be cloned.
- The hot swap function for hard drives is only supported within a TVN 23 recorder, not between other TVN 23 recorders.
- When a 360° TruVision camera is used with Intersection Analysis, and the viewing of POS text is enabled in the recorder's webpage or in TruVision Navigator, you can see the coordinates of the persons that are in the field of view.
- OSD menu: The Search by Event for persons/vehicles does not support the selection of the event type.
- OSD menu: The file size is not shown for the search results when Search By Tag is used or Search by Event.
- PTZ preset tour activation is not working for an OH event triggered by an intrusion panel. The PTZ preset tour is working fine when an alarm input trigger is used.

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