

TruVision TVN 11 Firmware 1.0e Release Notes

P/N 1073548-EN • REV A • ISS 04OCT18

Introduction

This is the TruVision TVN 11 Firmware 1.0e Release Notes document with additional information not covered in the user manual. For the latest information on the TruVision NVR 11 (TVN 11), please visit:

Americas: www.interlogix.com/videoupgrades

EMEA: www.firesecurityproducts.com

Australia: www.interlogix.com.au

Overview

The TVN 11 is a network recorder that can work with cameras up to 8 MPX (4K). The recorder supports H.264 and H.265 encoding and also features the signature built-in TruVision intrusion integration functionality.

Enhancements

- Support for Series 6 IP varifocal cameras, including zoom/focus.
- The download speed for downloading files from the recorder to the PC has been increased. The backup speed to backup media (like a USB drive) stays the same.

Known issues

- When a TVN 11 is updated with this firmware and was using push notifications to TVRMobile 3.0 before, the push notifications will stop working.

To receive push notifications again, the recorder will need to be restored to default settings. The recorder needs to be removed from TVRMobile, then

added again and push notifications need to be enabled again. This is an issue of TVRMobile and will be fixed in a next version.

- When using push notifications in TVRMobile for alarm inputs of IP cameras, the wrong name for the camera is displayed. This is an issue of TVRMobile and will be fixed in a next version.
- The drawn area for VCA detection cannot be erased if you click 'Cancel' before clicking 'Stop Draw'.

This is seen for Intrusion Detection, Region entry/exit, and Object removal/left behind.

The area can be erased by clicking 'Stop Draw' before clicking 'Cancel'.

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 *Support/Contact Us* at www.firesecurityproducts.com

Australia

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