

TruVision NVR 10 Firmware 2-1I Release Notes

P/N 1073463-EN • REV B • ISS 13APR18

Introduction

This is the TruVision NVR 10 Firmware 2-1I Release Notes document with additional information not covered in the user manual. For the latest information on the TruVision NVR 10 (TVN 10), please visit:

Americas: www.interlogix.com/videoupgrades

EMEA: www.firesecurityproducts.com

Australia: www.interlogix.com.au

Overview

TruVision NVR 10 (TVN 10), is a Network Video Recorder (NVR) for 4/8/16 IP cameras with a built-in PoE switch. Firmware 2.1I includes enhancements and bug fixes that were found in previous firmware versions.

Enhancements

- When playback is done via TruVision Navigator and video is searched for a time/date for which no video exists, the playback will start for the next available video clip.
- When ONVIF cameras are used in the recorder, you can create a camera name in the recorder. That camera name will be shown in the OSD, the webpage of the recorder and in TruVision Navigator. The name will not be pushed to the camera.

Bug fixes

- After upgrading the recorder firmware to FW 2.1k, the 'Plug&Play' status of the cameras on the PoE ports changed to 'manual'. This has been fixed.
- Fix for an issue with complex passwords: in FW2.1K, a complex password couldn't contain special characters.
- Fix for a stream type mismatch issue with Series 3 wedge cameras.

Add IP cameras to the recorder

The following section describes all possibilities for adding cameras to the recorder.

IP cameras and their passwords

When you add an IP camera to the recorder via the LAN or PoE ports (for TVN 10S models), the system automatically checks the camera's password to ensure that it is the same as that of the recorder or that it is 1234. There are two scenarios:

Camera already has a password (activated):

The recorder automatically detects the camera and checks its password to see if it is the same as that of the recorder or if it is 1234. If it is either, then the camera is successfully added to the recorder.

If the camera password is not the same as that of the recorder, nor 1234, it will be added to the recorder but will appear as offline. You can then change the camera password in the **Camera Setup** menu.

New camera without a password (not yet activated):

The recorder detects the camera and pushes its admin login and password to the camera.

Adding IP cameras

There are two ways to connect an IP camera:

- The recorder can connect to IP cameras on the LAN network
- The IP cameras can be connected to the PoE ports at the back of the recorder

◆ LAN network:

There are two ways to connect an IP camera to the LAN network:

To automatically add an IP camera via the LAN network:

1. From the menu toolbar, click **Camera Setup > IP Camera Status**.
2. Click **Device Search/Add** to search for any supported IP cameras located in the recorder LAN. A list of the cameras found is displayed in the *Add IPC* window.
3. Select the checkboxes of the cameras that you want to add to the recorder.
4. Click **Add** to add the selected cameras to the list of devices in the recorder. Click **Back** when complete in order to return to the main window.

Note: The maximum number of IP cameras that can be added is shown in the *IP Camera* tab.

The cameras are added to the end of the list of devices in the *IP camera* window.

5. To test if a camera connection is operational, select the desired camera from the list of devices connected to the recorder and click **Live**. A pop-up window will appear showing the camera's live view.

Note: If cameras still have default settings, they might have the same IP addresses. This creates an IP conflict. Use the Edit button to assign a different IP address to each camera. Ensure that for each camera to successfully connect the cameras.

6. Click **Exit** to return to live view.

To manually add an IP camera on the LAN network:

1. From the menu toolbar, click **Camera Setup > IP Camera Status**.
2. Click **Manual Add**. In the pop-up window, enter the camera details such as the IP camera address/domain, protocol, management port, user name and password. Click **OK**.

The camera is added to the end of the list of devices.

Note: Only one camera can be manually added at a time.

◆ PoE ports:

You do not need to search for IP cameras connected to PoE ports as they are automatically recognized when plugged in. However, they are only recognized if their password is the same as that of the recorder or is 1234. If their password is different, follow the instructions below to add the IP camera.

To add an IP camera with a different password or which is not 1234 to the recorder:

1. Connect the IP camera to a network and set the camera's IP address to 192.168.254.x (where "x" is between 1 and 254).

Note: The camera's IP address must be in the same subnet as the internal NIC IPv4 address of the recorder (under *Network Settings*). The recorder's default NIC IPv4 address is 192.168.254.1. However, you can use another IP address, if desired.

2. Plug the IP camera into the PoE port of the recorder.

The Plug and Play function cannot detect the camera as the passwords are different. It cannot detect the IP address given to the camera.

3. From the menu toolbar, click **Camera Setup > IP Camera Status**.
4. Select the IP camera and click **Edit**. Change it from *Plug and Play* to *Manual*.
5. Change the IP address to the address set up in step 1 and enter the password for the camera.
6. Save the settings. The camera will be recognized and come online.

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* at www.firesecurityproducts.com

Australia

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