

## 3.3: UltraSync Service Release Notes

Edition 01  
December 13<sup>th</sup> 2017

### 1. New Features and Changes for UltraSync SR 3.3

#### UltraSync+ Mobile App

- **Hub Setup Wizard**
  - A new setup wizard is available to make installation simpler.
  - The hub setup wizard will walk the installer through initial setup including, but not limited to the items below.
    - Connect Mobile Phone to Hub directly to begin setup.
    - Provision and Update Hub Firmware.
    - Connect Hub via IP, Cellular, or Dual Path
    - Test End-to-End Cloud Connection.
    - Program Basic Settings
- **BETA Testing Mode (MUST ENABLE BETA IN THE GLOBAL APP SETTINGS FOR THESE FEATURES!)**
  - **Several new BETA features have been added to the UltraSync Mobile App for Video.**
    - **Record Now Button in Live Video**
      - This feature allows the user to trigger a video clip while in Live Video.
      - Once pressed, the panel will send a notification to the camera to trigger the clip.
      - Pre/Post Clip timing, resolution, etc. is standard.
    - **Night Vision Toggle in Live Video**
      - This feature allows the user to change the camera between day mode (No IR), Night Vision (IR) and Auto.
    - **HD/SD Toggle in Live Video**
      - This feature allows the user to toggle between standard resolution and High Definition.
      - If the user is experiencing choppy video or audio quality due to a poor connection or network speed, it is recommended they toggle to the SD video quality.
      - If the user needs more clarity, and has a good connection and good network speed, they may toggle to high definition.
      - This toggle does not impact the quality of recorded clips.
    - **Live Video Zoom**
      - This feature allows the user to double-tap, or pinch to zoom the video 2X.
      - Double-Tap or pinch a second time and the video will go back to 1X.
      - Once Zoomed, the user may scroll to view other areas of the video.
    - **Two-Way Video Audio**
      - This feature allows the user to use cameras with microphones and speakers as an intercom.
      - To enable this feature, the user must press the microphone icon in Live Video.
      - To disable this feature, the user must press the microphone icon in Live Video a second time.
      - The cameras must support two-way audio and must have audio enabled in the camera.
    - **Enable Video Motion in UltraSync Mobile App**
      - This feature allows the user or dealer to enable camera motion, as well as sensitivity level for the motion, by enabling a single toggle.

- In the UltraSync Mobile App, the user must simply go to the cameras tab and select the gear icon. Once there, a new selection on the bottom of the screen will be shown to enable motion.

## UltraSync Self-Contained Hub

- **Camera Notification/Chime/Record**
  - The UltraSync will now support a more simple way to send notifications, chime the panel, and record clips when the camera has a motion event or when a video doorbell's button is pressed.
  - Six new selections will be available on the CAMERAS section of Settings.
    - Send Chime on Button Press
    - Send Notification on Button Press
    - Trigger Video Clip on Button Press
    - Send Chime on Motion
    - Send Notification on Motion
    - Trigger Video Clip on Motion
  - These new features remove the need to setup an Automation to do these functions.
  - These new features will work with Generation 2 or later cameras.
  - After motion has been triggered, the panel will block out all other motion events for a 20 second period to prevent over notifying the user.
- **Silent Panic**
  - The panel will no longer display any change in LED's when a silent panic is initiated.
- **LTE Module Support**
  - To use the LTE Radio Module for the UltraSync Self-Contained Hub, the SR3.3 firmware must be downloaded.

## \*NEW – UltraSync LTE Module for Self-Contained Hub

- A new version of the Cellular Module will be available in early Q1 that supports LTE.
- Support for Verizon, AT&T and T-Mobile, as well as 3G Fallback.
- Includes Module, New Wallplate and Antenna.

## UltraSync Modular Hub

- Video BETA features available on the UltraSync Mobile App available to test on Modular Hub in SR3.3.
- New Modular Hub training videos located within the 'Videos' section of the Content Library on the web portal.

## UltraSync 7" Secondary Touchscreen

- No Feature Updates in SR3.3

## UltraSync Web Portal

- **New Path Supervision Options**
  - New Service Grade options for shorter path supervision intervals
  - 1-hour and 6-hour options have been implemented for use with IP and Dual Path Service Grades.
  - Additional charges apply (contact your Interlogix representative or Central Station Reseller of UltraSync Services to learn more).
- **Content Library**

- (NEW) 15 UltraSync Web Portal training videos have been posted to the Content Library
  - These videos are educational in nature and provide you with the opportunity to better educate yourself on functionality that you may not use every day like “How to Change a Service Grade” or “An Overview of the Site Details page.”
- **UltraSync Reports**
  - The user’s login name now defaults when running an UltraSync Report.
  - UltraSync Services Distributors now have the ability to run these reports as well. Data retrieved will include all Dealer companies and/or sub-distributors linked to the Distributor.
  - Within the App Usage Report, 2 column headers have been updated to more accurately reflect the description of the data being presented.
  - The output file name has been improved.
- **Operational Status Page**
  - Any enabled add-on services can now display as a new column within Operational Status if it has been selected using ‘Preferences’.
  - Users can now select ‘Next’ at the top of pages so they don’t have to scroll to the bottom to make this selection.
  - The maximum number of records that can display has been increased to provide the option to show 100 records. This will be consistent across all pages where multiple records display.
- The ‘Firmware Versions’ menu has been renamed to ‘Batch Upgrades’.
- A bug found while using Chrome in the Site Details page has been fixed. Refreshing the window will no longer take you back to the Operational Status page.
- Dealer L2 login levels now have the ability to create additional Dealer L2 logins.
- Distributor L3 login levels now have the ability to create additional Distributor L3 logins.
- When exporting customers from either the Operational Status or Event History pages, the output will now display all columns, regardless of the ‘Preferences’ that have been selected.
- API Improvements for the MASTerMind/UltraSync integration.
- When deleting/deactivating a site, you can now find the site by Account Number in addition to the SID.
- Activation Date can now be displayed within the Operational Status page. Setup which fields display from the Preferences section that can be found in the top right corner by clicking on the User Section.
- General web portal stability, performance, and enhancements
- **Video Verification to the Central Station (BETA)**
  - You now have the option to send recorded and triggered video clips to your central station.
  - When adding a new site, select the add-on service of Video Verification (VV). You must update the format to use XSIA.
  - Prior to enabling, make sure to contact your central station to ensure that their automation provider supports this functionality with UltraSync.
  - Confirmed automation providers currently supporting UltraSync’s video verification include;
    - MASTerMind
    - SIMs
    - DICE (in progress)
  - If your central station’s automation provider is not currently supporting this functionality, please encourage your central station to contact them.

## DLX900 Downloader Software (v. 5.10.4)

- The latest version of DLX900 will be posted to the Content Library on the UltraSync Web Portal and also at the Interlogix website within the Download Library at <http://www.interlogix.com/library>.
- Implemented code to check for synchronization of serial numbers on the Modular Hub
- Fixed issue with printing event log on NetworX panels
- Corrected issue where the cursor movements became misaligned
- New options added for both the self-contained and Modular Hubs
- Added Z-Wave module support for the Modular Hub
- Destination character limit (email or notification) now up to 64
- Fixed issue causing a disconnect during auto-enroll on Modular hub

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- Removed supervision option for the NX-595E
  - Removed 'SSL Port' option for the NX595 Network tab
  - New camera options added for UltraSync self-contained Hub
  - Fixed an issue which caused a crash during the copy of data in menus
  - Added list display to sensor menu for the self-contained and Modular Hubs

## **2. Versions**

The following firmware version is provided in this release:

<b>Firmware:</b>	<b>12-13-2017 Service Release 3.3 (B0403001A58P002009-30)</b>
<b>iOS Rev:</b>	<b>2.9.0</b>
<b>Android Rev:</b>	<b>2.9.0</b>
<b>Touchscreen Rev:</b>	<b>N/A</b>

The latest firmware will show on top when you upgrade and the file name includes the date of the release. The previous firmware version will display on the bottom and shows the date it became available.