

# Technical Review

---

**September 2019**

© 2019 VIVOTEK Inc. All Right Reserved

VIVOTEK may make changes to specifications and product descriptions at any time, without notice.

The following is trademarks of VIVOTEK Inc. and may be used to identify VIVOTEK products only: VIVOTEK.

Other product and company names contained herein may be trademarks of their respective owners.

No part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from VIVOTEK Inc.

### ***Revision History***

| <b>Version</b> | <b>Issue date</b> | <b>Author</b>     | <b>Comment</b>       |
|----------------|-------------------|-------------------|----------------------|
| <b>1.0</b>     | <b>2019/9/23</b>  | <b>Harvey Liu</b> | <b>First Release</b> |
|                |                   |                   |                      |
|                |                   |                   |                      |

## ***Tables of contents***

---

|                                     |   |
|-------------------------------------|---|
| Knowledge Sharing .....             | 4 |
| New Firmware/Software Release ..... | 5 |

VIVOTEK Confidential

Dear Valued Customers,

A pleasant good day to you!

The VIVOTEK Technical Support team would like to share with you some important incidents for the Month of September, 2019.

### **Knowledge Sharing**

#### **[Article]**

##### **(1) Subject**

[FE8181FE8181V/FE9182-H/FE9382-EHV/FE9391-EV/FE9582-EHNV] How to install the AM-520 using mounting plate in FE series?

##### **Solution**

If you want to install the AM-520 with the following FE series, please remember to install the mounting plate in order to be able to use it.

Please also refer the following FAQ link:

<https://vivotek.force.com/Customers/s/article/FE8181-FE8181V-FE9182-H-FE9382-EHV-FE9391-EV-FE9582-EHNV-How-to-install-the-AM-520-using-mounting-plate-in-FE-series>

##### **(2) Subject**

[iViewer] Why I cannot find NVR recorded videos on iViewer but NVR playback on IE browser is workable?

##### **Solution**

If NVR time sets to 2018 and the time of mobile phone is 2019, iViewer will not find videos in 2019 but find videos in 2018 when iViewer plays NVR recorded videos

Please also refer the following FAQ link:

<https://vivotek.force.com/Customers/s/article/iViewer-Why-I-cannot-find-NVR-recorded-videos-on-iViewer-but-NVR-playback-on-IE-browser-is-workable>

**New Firmware/Software Release****[Firmware]**

We released many new firmware for many models, please click the following link to select a category and refer the "Issued Date" to get the new firmware version:

<https://www.vivotek.com/downloads/product>

VIVOTEK Confidential