

Release Notes

Product Name: VIA Connect PLUS

Current Version:

Type	Number	Date
Firmware	2.5.0719.1034	July 2019
Software	–	–
Web	–	–
Hardware	–	–

RN Date: July 2019

Reference: 15627

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PLUS	Any	Yes	Yes



This version can be applied ONLY to a VIA Connect PLUS unit running FW version 2.3.0418.964 and up.

If you are running a lower version, please install either the 2.3.0418.964 or a more recent release before updating your device to 2.5.0519.1034.

Technical Notes:

- New features and enhancements are described in the updated User Manual.
- Device has been tested with the latest versions of each of the following market popular browsers:

Windows	IE / Edge
	Firefox
	Chrome
	Safari
Android	Chrome
Mac, iOS	Safari

Codependency with Other Products and Software:

- There is no codependency with other products or software.



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Type	Number	Date
Firmware	2.5.0719.1034	July 2019
Software	–	–
Web	–	–
Hardware	–	–

RN Date: July 2019

Reference: 15627

The following changes were made in this version:

New Features:

	New Feature Description
Web Interface:	
	Zoom™ and BlueJeans™ client aps for video conferencing have been integrated into VIA and can be enabled in VIA Settings > Third Party Collaboration.
	Welcome Page Editor: Upload custom background images (wallpaper) Freely add and position custom text and widgets Customize font size and color
	Using predefined variables for Screen Editor and Digital Signage features, such as: #airplayname# (name used for AirPlay) #roomname# (name used for room) #roomcode# (code generated for room connection) #appass# (Access Point password) #apname# (Access Point name) #ipaddress1# (IP address of Primary network) #ipaddress2# (IP address of Secondary network)
	Direct Digital Signage Request – Enables you to request a Digital Signage Demo license (3 months) directly from the VIA web pages. If the device is entitled to a full license, an unlimited license is activated for the device.
	It is required to configure your network to support the online Digital Signage activation and the VIA Discovery: Allow domain https://discovery.wowvision.com and open Port 443.
	Moderator Standby – When using Moderator mode, the session does not start until a Moderator connects to the session. All connected clients see their features disabled and the following message is displayed on the main display: “Thank you for joining. The session will begin once a Moderator connects to VIA.”



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	New Feature Description
	ZIP File Pop-up – A message appears when using the Web Interface > Utilities web page to inform users to upload ZIP files only.
	Web Interface > Digital Signage > Manage Content: added option to create fixed text by setting scrolling speed to zero.
	VIAcast can be set to work either at 2.4Ghz or 5Ghz bandwidth
Client:	
	Network Monitoring Tool – This feature is available in the MAC/Windows Client Settings, accessible from the taskbar shortcut menu. It shows a graphical representation of the live traffic (bi-directional) between the client and VIA.
	Room Name Broadcast – When enabled from the web interface, this feature enables Client apps to auto-discover and list the Meeting Spaces available on the network, enabling a one-click connection. Note: Bonjour Service is required to support this feature. Please refer to IT Deployment Guide for more details.
	New Login Screens for Client Apps – The Room List Manager has been replaced by these new login screens. If the Room Name Broadcast feature is enabled, Meeting Spaces available on the network are listed for one-click connection.
	New and improved VIA client supported as a URL for ChromeBook devices and Chrome web browser with added supported features (depending on VIA specific device features' set). Only requires installing an extension to Present. Update from previous Chrome client extension to this new one is automated. Remote collaboration is also possible for distance participants.
	VIAcast can run 4 simultaneous Miracast connections
API:	
	API command for starting/stopping Digital Signage playback.
	API command for launching/closing BlueJeans™ and Zoom™.

Modifications:

QC ID	Modification Description
	For Windows client app, the option to present either the Primary or the Secondary display has been moved to the main UI.
	YouTube player improvements.
	Web Interface > Global Settings > Session Settings – The tab name has been changed to “Session & Broadcast”.
	Web Interface > Global Settings > Upload Certificate – Added the following note: “Password protected certificate is not supported.”
	Web Interface > VIA Management > Calendar:



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QC ID	Modification Description
	Microsoft Exchange server support added Support for Impersonate and Delegate calendar options
	API for Emergency Messages now switches the main display to the VIA source (if set to a different source) and flashes the emergency message on the main display.
API:	
	Some API commands have been removed and are not supported anymore: RoomCode set RoomName set DateTime set QR set 24hour

Dropped Features:

	Dropped Feature Description
	In the client app, when Moderator Mode is active, usernames containing “#” character are no longer supported

Bugs Fixed:

QC ID	Fixed Bug Description
	On login, the System Information page displays VIA details more quickly.
	In Moderator Mode / Active Directory mode, passwords containing special characters (such as '<>,") are now supported for client login.
	File Sharing “drag & drop” action is now not possible when the feature is disabled on all clients and on the VIA side.
	Digital Signage feature: When creating a campaign composed of 2 URLs, the second one is now displayed properly on the display.
	Calendar widget no longer displays with distortion when connected to a 4K display.
	For Chinese language: Username in Chinese is now displayed properly in the client app login window.
	When using AirPlay for mirroring an iOS client device and YouTube app is playing a video, it is now possible to control the audio volume using the iOS device volume buttons.
	When using Dual Network configuration, the settings of the second network cannot be switched from Static to DHCP on the VIA Settings interface. You must use the embedded web pages to apply this change.



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Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
	In Dual Network configuration, when using the Chrome app to connect to the secondary VIA network, the page redirects to the primary network IP.

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
	Miracast feature is supported on Android devices only if the Room Name has a maximum of 30 characters.
	When using Airplay feature from a MAC OS or iOS device, if the user stops mirroring his device and tries to re-connect to the same unit, the room code won't prompt again on the main display.
	In Screen Editor, when creating a customized Room Name to be used with the Broadcasting feature, if this name uses a space character, the space is ignored on the screen
	In Screen Editor, it is not possible to delete multiple templates at one time.
	When the View Main Display feature is activated on a client device, the highlighter tool for private annotations does not work properly in some specific conditions.
	For Windows client, when using the View Main Display feature and clicking on the "maximize" icon, it shifts the image to the lower left side of the laptop.
	When using Moderator mode, the session will not start until a Moderator connects to the session, except if a user connects using a VIAPad. He will be able to present anyway.
	For VIA clients running on Windows 10 Enterprise on devices equipped with an AMD A9 GPU, there is a delay in presenting the content to the main display.
	Audio issue with HP Elite/Zbook laptops: Sound is heard on both the presenter's and receiver's speakers during a remote presentation. Issue reported by HP and they have released new drivers. For easier search, we are publishing them here: https://www.dropbox.com/sh/wvmjrvn2veudcd6/AAAACfOuQoK72tETeBnLDcqFa?dl=0 Download the drivers according to your laptop type: G4/G5 laptops – 2017/2018 Platform Elite x2 1012 G1 laptops – 2015 Platform
	For French language: wrong mapping of virtual AZERTY keyboard in collaboration mode from MacBook devices running VIA client app.
	Languages are not yet fully updated to reflect the latest changes in the UI and web pages. This is a work in progress.

Preceding Version: 2.4.0918.996



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Release Notes History

Product Name: VIA Connect PLUS

Current Version:

Type	Number	Date
Firmware	2.4.0918.996	October 2018
Software	–	–
Web	–	–
Hardware	–	–

RN Date: October 2018

Reference: 14619

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PLUS	Any	Yes	Yes



This version can be applied ONLY to a unit running FW version 2.3.0418.960.

If you are running a lower version, please install the 2.3.0418.960 release before updating your device to 2.4.0918.996

Technical Notes:

- Enhancements and improvements.
- New features are described in the updated User Manual.

Codependency with Other Products and Software:

- There is no codependency with other products or software.



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Release Notes History

Product Name: VIA ConnectPLUS

Current Version:

Type	Number	Date
Firmware	2.4.0918.996	October 2018
Software	–	–
Web	–	–
Hardware	–	–

RN Date: October 2018

Reference: 14619

The following changes were made in this version:

New Features:

	New Feature Description
Gateway:	
	Miracast® mirroring from Windows 10 and Android clients when your VIA device is equipped with the Kramer VIAcast dongle (sold separately).
	Room Calendar Integration – shows the room occupancy schedule on the main display.
	Volume icon on the gateway dashboard menu for quick access to volume level selection.
	New Whiteboard tools: Basic shapes, such as circle, rectangle and straight line Highlighter pen
	When using Dual Network configuration, you can now use the QR code to log in to VIA from either of the two networks.
	The default video output resolution of the VIA device is set to a maximum of 1920x1080 even if connected to a higher resolution display.
Web Interface:	
	Enable Miracast mirroring: 1. Plug the VIAcast dongle into one of the USB ports of your VIA device. 2. In VIA Management > VIA Settings > System & iOS, under Miracast settings, click ON .
	Activate the Room Calendar display: 1. In VIA Management > Calendar, select the Show Calendar on VIA checkbox. 2. Enter your Office 365 or Google Calendar credentials.
	Connectivity to VSM section on the System Information page – indicates if a connection to the VSM can be established.



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	New Feature Description
	VIA device activation even when the device is locked. To activate your VIA device: On the Utilities > Upload License page, click Activate License . The VIA device reboots automatically at the end of the process.
	Date & Time Settings now have options to be set in 24-hours format.
	Setting the default presentation encoding format to H.264 or JPEG from VIA Management > VIA Settings > Advanced tab. This setting overrides any client-side encoding settings.
	Reset VIA Session button – enables you to apply changes made through the embedded web pages without the need to reboot the VIA device. Only changes made to Date & Time settings require a full reboot.
	Setting a default volume output level for the VIA device from the VIA Management > VIA Settings > Advanced tab. The device returns to the default volume after Reset or End of Session.
	Session Timeout Alert pop-up – appears if the web page session is about to expire. Click OK on the pop-up to continue the session. Configure the Default Timeout length from VIA Management > Global Settings > Session Settings.
	The option to offer the “Reset Session” functionality to the users (in client interface) can be disabled from VIA Management > VIA Settings > Advanced tab.
	Captcha code disabling – enable/disable from VIA Management > Global Settings > Session Settings.
	Digital Signage features: RSS feeds can be added as a Media Type If a webpage is set as content for Digital Signage, it is refreshed automatically to reflect any change applied to this webpage.
	RTP streaming protocol – added to the already supported TCP and UDP protocols.
Client:	
	When a gateway is configured to a VSM server, the VIA client Room List Manager automatically fetches all Room Names of all VIA devices configured to that same VSM server.
	Volume icon on the client taskbar menu – for quick access to volume level selection
	The whiteboard on main display can be closed using the whiteboard icon from the client interface and an indicator has been added to the whiteboard icon to reflect the current status of the whiteboard (open or not).
	Debugging logs for Windows client – can be enabled from the client Settings Menu and logs can be downloaded for further analysis by tech support.
API:	



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	New Feature Description
	API command has been created to allow an emergency message to be pushed to the VIA display.

Modifications:

QC ID	Modification Description
Gateway:	
	In whiteboard, the "Font" selection option has been moved under the "Text" button.
	In whiteboard, the "Previous Page" and "Next Page" selection options have been moved under the "Current Page" button.
	The YouTube feature has been removed from the Multimedia tab and now appears as a stand-alone feature from VIA Main Menu.
Client:	
	YouTube player appears now as a stand-alone feature, under main client menu
	Videos which are not supported by the YouTube player return an error message to the user with details on the root failure

Bugs Fixed:

QC ID	Fixed Bug Description
00178585	Reverse control issue from VIA touch screen has been fixed
00183428	Setup Wizard supports wider range of resolutions.
	MAC clients running OSX 10.13 can now minimize the app using the " _ " icon.
	During Login process, the Login button doesn't switch back to "Logging In..." before connecting.
	In Whiteboard, the "Save" dialog box doesn't disappear if someone clicks anywhere else on screen.

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
	None listed.



Release Notes History

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
	Special characters such as “@”, “#” and “_” are not supported for naming the mirroring devices.
	Live Channel is not working in YouTube AirPlay mirroring.
	Digital Signage: Some of the font families are not centrally aligned in text.
	Audio issue with HP Elite/Zbook laptops: Sound is heard on both the presenter's and receiver's speakers during a remote presentation. Issue reported by HP and they have released new drivers. For easier search, we are publishing them here: https://www.dropbox.com/sh/wvmjrvn2veudcd6/AAAACfOuQoK72tETeBnLDc qFa?dl=0 Download the drivers according to your laptop type: G4/G5 laptops – 2017/2018 Platform Elite x2 1012 G1 laptops – 2015 Platform
	When using AirPlay for mirroring iOS client device and YouTube app is playing a video, it is not possible to control the audio volume using the iOS device volume buttons.
	VIA dashboard allows spaces in the Hostname, while the embedded web pages do not.
	In Digital Signage module: when previewing an RSS feed, the window shows images and text. It should show text only, as our player cannot play images.
	While mirroring using VIAcast/Miracast, some green frames may appear from time to time on the main display.
	While mirroring using VIAcast/Miracast, the main display may show a black screen for few seconds while additional users are connecting.
	Languages are not yet fully updated to reflect the latest changes in the UI and web pages. This is a work in progress.
	File upload progress is shown as “completed” even if the selected USB Drive directory is full.
	A maximum of 4 devices can simultaneously present to a VIA Connect PLUS. However, in any scenario, a maximum of 2 Chromebook users can simultaneously present among the total possible number of presenters.

Preceding Version: 2.3.0418.964



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Release Notes History

Product Name: VIA Connect PLUS

Current Version:

Type	Number	Date
Firmware	2.3.0418.964	May 2018
Software	–	–
Web	2.3.0418.656	May 2018
Hardware	–	–

RN Date: May 2018

Reference: 14037

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PLUS	N/A	N/A	N/A

Technical Notes:

- This is a release note for a new product.
- The features are described in the User Manual (to be released soon).
- Resolutions up to 1080p60 are supported on the HDMI Input of the VIA Connect PLUS.

Codependency with Other Products and Software:

- There is no codependency with other products or software.



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Release Notes History

Product Name: VIA Connect PLUS

Current Version:

Type	Number	Date
Firmware	2.3.0418.964	May 2018
Software	–	–
Web	2.3.0418.656	May 2018
Hardware	–	–

RN Date: May 2018

Reference: 14037

This is a release note for a new product. For a list of new product features see:

<http://www.kramerav.com/manual/VIA Connect PLUS>

Note: Resolutions up to 1080p60 are supported on the HDMI Input of the VIA Connect PLUS.

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
	Sleep Mode is not functioning properly if a device is connected to the HDMI input.
	When connecting the device to an output display having a resolution lower than 1080p, the Wizard does not work.

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
	Special characters such as “@”, “#” and “_” are not supported for naming the mirroring devices.
	Live Channel is not working in YouTube AirPlay mirroring.
	Digital Signage: Some of the font families are not centrally aligned in text.
	VIA client app for MAC OS 10.13 cannot be minimized using the “_” icon: https://bugreports.qt.io/browse/QTBUG-64994
	Audio issue with HP Elite/Zbook laptops: Sound is heard on both the presenter's and receiver's speakers during a remote presentation. Issue reported by HP at following link https://support.hp.com/en/document/c05851794
	A maximum of 4 devices can simultaneously present to a VIA Connect PLUS. However, in any scenario, a maximum of 2 Chromebook users can simultaneously present among the total possible number of presenters.
	When using AirPlay for mirroring iOS client device and YouTube app is playing a video, it is not possible to control the audio volume using the iOS device volume buttons.



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Release Notes History

Preceding Version: N/A



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