

Release Notes

Product Name: VIA Connect PRO

Current Version:

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

RN Date: July 4, 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 PRO	Any	Yes	Yes



This version can be applied ONLY to a VIA Connect PRO unit running FW version 2.3.0418.960 and up.

If you are running a lower version, please install either the 2.3.0418.960 or a more recent release before updating your device to 2.5.0519.1034.

Technical Notes:

- Bug fixes.
- Device has been tested with the latest versions of each of the following market popular browsers:

Windows	IE / Edge
	Firefox
	Chrome
Mac	Safari

Codependency with Other Products and Software:

- There is no codependency with other products or software.



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	Firmware	2.5.0719.1034	July 2019
	Software	–	–
	Web	–	–
	Hardware	–	–

RN Date: July 4, 2019

Reference: 15627

The following changes were made in this version:

Bugs Fixed:

QC ID	Fixed Bug Description
Client:	
	Improved search engine for the VIA Discovery service when searching within a large number of VIA devices.
	For Windows VIA Client app, the Primary/Secondary display selection is no longer hidden when the “Present” button is activated
	Miracast feature now starts properly when the display resolution of the VIA is changed.
Web Interface:	
	System Information page – the “Check for update” button now properly downloads the update file.

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.



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QC ID	Limitation Description
	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: 2.5.0519.1032



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.5.0519.1032	May 2019
Software	–	–
Web	–	–
Hardware	–	–

RN Date: May 2019

Reference: 15446

Kramer Product Affected:

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



This version can be applied ONLY to a VIA Connect PRO unit running FW version 2.3.0418.960 and up.

If you are running a lower version, please install either the 2.3.0418.960 or the 2.4.0918.996 release before updating your device to 2.5.0519.1032.

Technical Notes:

- New features and enhancements 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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Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.5.0519.1032	May 2019
Software	–	–
Web	–	–
Hardware	–	–

RN Date: May 2019

Reference: 15446

The following changes were made in this version:

New Features:

	New Feature Description
Web Interface:	
	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.”
	ZIP File Pop-up – A message appears when using the Web Interface > Utilities web page to inform users to upload ZIP files only.



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	New Feature Description
	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 (VIAcast feature only available for Connect PRO 2 nd generation model – 2017 and later model)
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 (VIAcast feature only available for Connect PRO 2 nd generation model – 2017 and later model)
API:	
	API command for starting/stopping Digital Signage playback.

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.”



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QC ID	Modification Description
	Web Interface > VIA Management > Calendar: 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.



Release Notes History

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
	None listed.

Known Limitations (including compatibility limitations):

QC ID	Limitation Description
	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 PRO

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 PRO	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 Connect PRO

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/AAAACfOuQoK72tETeBnLDcgFa?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.

Preceding Version: 2.3.0418.960



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.3.0418.960	April 2018
Software	–	–
Web	2.3.0418.656	April 2018
Hardware	–	–

RN Date: April 2018

Reference: 14004

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	2.0.0916.788	Yes	N/A

Technical Notes:

- Enhancements and improvements.
- The new features are described in the updated User Manual (to be released soon).

Codependency with Other Products and Software:

- This version can be applied on a unit running version 2.0.0916.788 FW or above and requires an authentication file if the unit is not running the previous 2.2.1018.918 FW.
Register your units on Kramer VIA portal to get your authentication file.
- If your device is running the 2.2.1018.918 FW, then no authentication file is required.



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.3.0418.960	April 2018
Software	–	–
Web	2.3.0418.656	April 2018
Hardware	–	–

RN Date: April 2018

Reference: 14004

The following changes were made in this version:

New Features and Modifications:

	New Feature / Modification Description
VIA Connect PRO gateway:	
	<p>VIA Setup Wizard has been introduced: New VIA gateways from the factory boot to a Getting Started Wizard that walks new users through the VIA setup process. The wizard is shown on the main display when the unit is first booted up and is navigated with a USB keyboard and mouse. Users are walked through setup of the following items: Language Network setup (including Wi-Fi) VIA Site Management Time Zone Audio Output Chromebook & Airplay setup Wallpaper Auto Reboot & Power-Off Auto-Registration of the VIA gateway to the Kramer VIA Portal (www.kramerav.com/il/partners/Products) The Wizard does not automatically appear after a FW update, but existing gateways can be reset so that it appears on the NEXT boot up. This can be done through the Maintenance Tab on the gateway's embedded web page. The Wizard does not launch if a VIA gateway has been added to a VSM through VIA Discovery. The Wizard interface is optimized for 1920x1080 display resolution</p>
	Files list on Cloud can be sorted by Name , Modified Date , Type or File Size , by just clicking on the relevant header
	Date and Time on the main display is now right justified to accommodate long text (in some languages).



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	New Feature / Modification Description
VIA Connect PRO web interface:	
	VIA Registration window pops up if the unit has not been registered at the end of the Wizard process. If you do not wish to register at this time, close the window by clicking the upper right "x". To register, enter your Kramer portal credentials in the window and your device is automatically added to your fleet of VIA devices.
	In System Information / Firmware Version: New " Check for Update " button enables connecting to the Kramer Server to check if a newer FW version is available for download. Internet access is required to ensure correct connection to the Server. The related Release Notes are also accessible. Firmware v2.4 is the first version to use this new feature.
	In System Information / VIA Discovery Service: VIA Discovery Service status shows if the connectivity of the VIA device to the WOW Vision Server is active or not. This is to ensure that this VIA device can be discovered by the VSM automatically. Success: Connection to http://cb.wowvision.com at port 443 is successful. Failure: Connection to cb.wowvision.com at port 443 failed.
	In VIA Management > VIA Settings > Advanced > File Sharing Settings: file types of .jpeg , .jpg , .png and .pdf cannot be blocked. This is to ensure whiteboard files sharing support.
	In VIA Management > Global Settings (NEW): NTP: NTP Servers can now be added to VIA for syncing the time. Upload Certificate: Custom HTTPS authentication certificates can now be uploaded
	In Digital Signage* > DSS Management > Font Management: Ability to upload custom fonts. Note: Customer fonts uploaded to DSS are deleted if the Digital Signage module is reset from the Maintenance page. <i>* Only for Connect PRO 2017 Edition and later.</i>
	DSS campaigns can be scheduled to 1 year length maximum.
	VIA Management > Display Control (NEW): Activate this feature to control your display over TCP/IP: Send HDMI Input switch command to toggle between VIA source and another source. Send Switch ON/Switch OFF command.
VIA Connect PRO client:	
	Extended Desktop feature is now supported on all client Windows laptops, after installation of the relevant drivers. The installation is triggered once the secondary display is selected from the Windows Task Bar.



Release Notes History

New Feature / Modification Description	
	Note: This feature is supported ONLY if the VIA client app is installed and not if the app is run without installing. It is required to reboot the laptop once the driver is installed.
	Ability to select the VIA app location path when installing it. By default, it is installed in C:\KRAMER\VIA.
	Touch Bar support for MAC client app (for MAC OS 10.12 and onwards only).
	For MAC OS 10.13, the client app notifies the user if the Audio driver needs to be enabled from Security & Privacy Settings.
	Room List Manager: Ability to delete a room name permanently
VIA Pad:	
	Note: After you update the firmware of your VIA, re-pair your VIAPad to ensure that it is running the latest software.
	When downloading the client application from the gateway, a download progress bar is now displayed.
	Download port has been changed from 80 to 9983
API changes:	
	Get the URL being streamed and change it if required.
	Get the status if the gateway is streaming or not.
	Wakeup the display from sleep.
	Switch the whiteboard between whiteboard mode (where the whiteboard is visible and the tools are on the top/bottom) and desktop mode (where the background is visible and a toolbar appears on the left).
	Get the display status (presenting, not presenting, waiting to present) from the gateway.
	Enable and disable room name overlay on gateway.
	Enable or disable chrome mirroring.
	Enable controllers to accept commands only over SSL connections.
	Enable or disable the feature that enables participants to deny requests to present their screens on the main display.
	Moderator can allow or deny a presentation request from a participant.

Bugs Fixed:

QC ID	Fixed Bug Description
176268	Displayed picture from iMac 5K resolution is no longer replicated twice.



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QC ID	Fixed Bug Description
174927	HP EliteBook equipped with AMD processor now presents properly.
175869	French and Spanish language texts are no longer truncated.
176267	DSS license file cannot be uploaded by mistake to a VIA unit as a license file.
179512	Fixed issue with “su” user being unable to connect to the Settings if “web admin” rights have been removed for this user.
176555	Fixed issue when 2 frames are overlaying one another and not playing properly.
177924	YouTube app is now working properly when using AirPlay mirroring.
178924	YouTube built-in player now supports new codecs.
	Files – even with names other than English – are now successfully shared with all participants when dragged and dropped on MAC client’s participants list.
	All files are now visible when the Cloud directory is opened on the gateway.

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description

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 PRO. 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.

Preceding Version: F – 2.2.1017.918



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.2.1017.918	November 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: November 2017

Reference: 13447

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	2.0.0916.788	Yes	N/A

Technical Notes:

- Enhancements and improvements have been made.

Codependency with Other Products and Software:

- This version can be applied on a unit running version 2.0.0916.788 FW or above and requires an authentication file.
Register your units on Kramer VIA portal to get your authentication file.



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.2.1017.918	November 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: November 2017

Reference: 13447

The following changes were made in this version:

New Features:

	New Feature Description
	VIA Connect PRO gateway:
	Improved iOS mirroring support for iOS9 / iOS10 / iOS11 devices and Mac OS laptops: - Video mirroring with improved lip sync - When user's phone/tablet enters into sleep mode, session can be resumed by unlocking the phone/tablet within 1 minute; after this delay, the session is closed and user is disconnected from VIA
	YouTube playback has been improved: - URL name in "YouTube and Streaming" is now optional
	When using USB to WiFi dongle, model from Linksys WUSB6300 has been approved and drivers compiled for full support of both AP and Client modes. - AP mode Password length changes: max length 50 chars, min length 8 chars - Client mode Password length changes: max length 50 chars
	Authentication file is not required anymore after installation of this build for future FW upgrade

Bugs Fixed:

QC ID	Bug Fix Description
	Reverse Control issue on Mac laptops from multi-touch display – fixed
	VMD at client side on Windows 7 specific laptops – fixed
	VIAPad not working correctly in case of second IP selection (dual network mode) – fixed
	VIAPad not working on Mac running 10.11 OS – fixed



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Release Notes History

Known Limitations (including compatibility limitations):

QC ID	Known Limitation Description
	All VIAs: Conexant audio chipset equipped PCs need to disable the HW accelerator to have audio correctly sent to the main screen
	Digital Signage: Web page is for static html pages and not for video content of any type.
	YouTube player: <ul style="list-style-type: none">- Playing list URLs are not supported in our player- Our player supports only HTML 5 compatible content- If the request for playing content contains an invalid parameter value, such as a video ID not having 11 characters, or a video ID with invalid characters (i.e. exclamation points or asterisks), then the video may not play- If the owner of the requested video to be played on our YouTube player does not allow it to be played in an embedded player, then it may not play
	iOS mirroring: Using Airplay to mirror YouTube videos running advertisements can lead to some pause on mirrored content when advertisement stops and video starts.
	Mac OS 10.10.5 mirroring: Content may freeze on main display if AirPlay is disconnected from Mac while a video is being played in QuickTime or VLC players.

Preceding Version: F – 2.2.0717.908



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.2.0717.908	July 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: July 2017

Reference: 12957

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	2.0.0916.788	Yes	N/A

Technical Notes:

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

Codependency with Other Products and Software:

- This version can be applied on a unit running version 2.1.0217.842.
- Alternatively, this version can be applied on a unit running version 2.0.0916.788 FW and requires an authentication file.
Register your units on Kramer VIA portal to get your authentication file



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.2.0717.908	July 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: July 2017

Reference: 12957

The following changes were made in this version:

New Features:

	New Feature Description
VIA Connect PRO gateway:	
	Streaming output: Share the live content of your VIA Connect PRO session to an H264 decoder (supports TCP Unicast and UDP Unicast+Multicast). Note: Applicable only to units delivered after January 2017 – with a Serial Number starting with 1216 prefix.
	Digital signage module (under license acquisition). Please contact your Sales Representative for details on how to get your license and activate it. ** Applicable only to units delivered after January 2017 – having a Serial Number starting with 1216 prefix. **
	Client screen preview displayed for Moderator before allowing it to present on main screen.
	Participant can reject presenting his screen on main display when requested by the moderator.
	System details of the VIA device are now displayed on the web interface Home Page to conveniently check the network information, Disk Space, Chrome Server connection status and iOS mirroring configuration.
	The “Configuration” menu of web interface was renamed “VIA Settings”.
	In VIA Settings / Display menu: “Customize Gateway screen” enables renaming and repositioning the Room Name, Code, and Date & Time” fields on the wallpaper.
	In VIA Settings / Advanced menu: API Settings Command option to send commands on a Secured (TLS) or non-secured port.
	Chrome server connection can be activated/de-activated from the web interface.
	New API commands added:



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Release Notes History

	New Feature Description
	<p># Start / Stop / Restart Streaming Note: Applicable only to units delivered after January 2017 – with a Serial Number starting with 1216 prefix.</p> <p># Change Streaming URL Note: Applicable only to units delivered after January 2017 – with a Serial Number starting with 1216 prefix.</p> <p># Set auto reboot timing for the VIA device</p> <p># Screen Share On/Off for individual user Note: Applicable only to units delivered after January 2017 – with a Serial Number starting with 1216 prefix.</p> <p># Display request status</p> <p># IPInfo</p> <p># IPSetting</p>
	802.1x support.
	Added security enhancements.
VIA clients:	
	EULA disclaimer must be approved upon client installation (Windows and MAC).
	Audio drivers for MAC application have been built into the installation file.
	YouTube player implemented to allow users to drag and drop a YouTube URL on their client device for a flawless video playback experience (Windows / MAC / Android / iOS).
	<p>Chrome application offers new features:</p> <ul style="list-style-type: none"> Collaboration 3rd Party Applications File sharing Files Cloud access
	Android / iOS: new drawer layout of the features.
	Android / iOS: overlay wizard.
	Start/Stop streaming feature from the client (in toolbar for Windows/MAC and in drawer list for Android/iOS).
	<p>New colors for the UI of the VMD annotation tools to distinguish from main screen annotation tool.</p> <p>Note: Applicable only to units delivered after January 2017 – with a Serial Number starting with 1216 prefix.</p>



Release Notes History

Bugs Fixed:

QC ID	Fixed Bug Description
	Session Reset: Reset button is now disabled when DND is in use. Only Moderators can reset a session.
9672	Audio level remains stable when starting iOS mirroring.
10212	Fixed issue with "SU" credentials when changing them to "password" specific password.
11041	Maintenance menu: "Reset" users does not reset Time Zone and Audio Settings.
	Single Touch gesture, when connected to a touchscreen, works properly.

Bugs to Fix in Future Versions:

QC ID	Deferred Bug Description
	If the gateway has not been correctly configured for accessing the Internet (incorrect Default Gateway of the Network settings) then the YouTube player displays a black screen and the unit stalls, requiring a Reboot.

Preceding Version: F 2.1.0217.842



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.1.0217.842	March 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: March 2017

Reference: 12163

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	2.0.0916.788	Yes	N/A

Technical Notes:

- Addition of new features, such as View Main Display
- New features are described in the updated User Manual.

Codependency with Other Products and Software:

- This version can only be applied on a unit running version 2.0.0916.788 FW and requires an authentication file.
Register your units on Kramer VIA portal to get your authentication file.



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Release Notes History

Product Name: VIA Connect PRO

Current Version:

Type	Number	Date
Firmware	2.1.0217.842	March 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: March 2017

Reference: 12163

The following changes were made in this version:

New Features:

	New Feature Description
	VIA Connect PRO gateway:
	View Main Display feature is now supported on VIA Connect PRO !!!!
	Annotations on View Main Display features a toggle option to publish them publicly
	Room Name is always on screen as an optional overlay
	WhiteBoard improvements while saving and sharing files: # "Save and Share" any work # Annotated file can be saved using a default name "CurrentDate_Time" format
	iOS mirroring participants (AirPlay) are now part of Moderation mode (needs approval to be seen on main screen)
	VIA session can be reset from the client application (new button in Tray shortcuts); a warning message has been added as well
	Enable Control feature is now accessible from the Tray shortcuts of the Client apps
	Room List Manager is offering the ability to create shortcuts (saved on your desktop) to your preferred rooms and to manage easily your rooms (Search, Delete,...); Room Name is now coming from VSM instead of IP address
	Users can now "View and Download files" from the Cloud, directly on their client device
	In Basic Moderator mode, using a password to become Moderator is now optional
	In Moderator modes (all), "Deny" option has been added
	In Moderator modes (all), iOS mirroring users must now be approved by the Moderator before being displayed (after they type in Room code).
	New logs have been added, such as "Start Session" and "Stop Session" data
	Web Interface layout changes + new configuration options # Layout of the Configuration Menu is organized in tabs



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	New Feature Description
	# Advanced Configuration now moved as a tab of the “Configuration” menu # Files’ type selection (based on extensions) for “File Sharing” feature added to “Advanced Configuration” tab # Room Name Overlay feature setting added “Configuration/Display Settings” tab # Room Name can be overridden by DNS name # VIA Pad “Auto-login to WiFi” enhancement to accommodate long passwords and special characters
	When using USB to WiFi dongle for secondary network implementation, a new menu in the web interface was added for easier configuration of the WiFi AP
	Host name details can be edited in web interface, network settings only in Fix IP mode, not in DHCP mode
	Model Name of the device has been added to the footer of the web interface home page
	New API commands added: # Serial Number of the VIA gateway # MAC address of the VIA gateway # VIA gateway version # Playing Media info # iOS User’s List # Recording Start & Stop # Restart Apache server
VIA clients:	
	Chrome application now supports Audio
	Chrome application offers new features: # Participant list # DND and Full Screen supported # Chat supported # Moderator Mode supported
	Chrome application can be downloaded from a link posted on the homepage of the VIA web interface or at this link: http://cb.wowvision.com/chrome.php

Modifications:

QC ID	Modification Description
	Apache, PHP, MySQL Server and SSL Certificates have been updated
	Change of Ports for Chrome application from 444 to 446 for all new clients. https://cb.wowvision.com:446
	Below IPs must be allowed for Chrome Application:



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	# 192.169.179.35 – turn1.wowvision.com/ port 3478 # 148.72.244.148 – turn2.wowvision.com/ port 3478
	Change of collaboration Port for mobile applications to TLS 9989 (to enhance security on Collaboration mouse). It requires users to upgrade their mobile apps to latest 2.1 version)
	Former “VIA Reveal” application for iOS devices is now merged with standard VIA application. It simplifies AirPlay deployment for VIA gateways across an enterprise network. The “Bonjour” service for AirPlay discovery of VIA gateways is no more required when using the VIA application.
	.msi file removed from the hidden address of the VIA – now published online

Bugs Fixed:

QC ID	Bug Fix Description
10212	Couldn't access VIA webpage after changing the SU user default password
8934	Web interface - The “Configuration” page of the Web interface scrolled to the top after every change applies.
9658	Chat feature using Windows device – last letter of the sent message was truncated
No ID	When downloading VIA app from the web interface using Mozilla FireFox browser, the saved file was showing a .txt extension instead of a .exe one.
No ID	Client settings were frozen to JPEG mode after enabling it without offering any way back to H264.

Known Limitations (including compatibility limitations):

QC ID	Known Limitation Description
	Only VIA Connect PRO units with a Serial Number higher than 1216xxxxxxxx support Chrome Application.
	Extended Desktop Feature support on Windows client has limitations: some Windows laptop drivers don't allow the emulation of a virtual extended display and it results in failing support for the extended mode feature when a physical second screen is not connected. Updating the graphic card drivers may help sometimes. As a result, the extended display mode is not supported on Microsoft Surface devices and on some Win10 devices.
	Some audio limitations on the Chrome application: # If using full display share mode: audio is supported only if played BEFORE starting presentation (first play the audio file and only after press on “Present”) # If using Tab share mode: local audio is not shared. # When a media file playback is complete, audio does not work if restarted.



Release Notes History

	# The audio stops if YouTube media is played while another media already plays on full screen.
	Mac users may experience issues if the resolution of their laptop changes while presenting on main screen. First stop presenting then adapt your laptop resolution.
	iOS Mirroring – we do not support video playback from AppStore or iTunes.
	iOS 9&10 Mirroring – Using YouTube, when a video has finished playing a disconnection can sometimes be observed.
	Mirroring a QuickTime Player video (MAC only) in full screen mode to the main screen may display freezing artifacts.
	If the network falls/drops while mirroring an iOS device, the presented content freezes on the main display and only a manual disconnection from the gateway participant list stops the Airplay service.
	Translations to foreign languages are not complete.

Preceding Version: F - 2.0.0916.788



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Release Notes History

Product Name: VIA Connect PRO

Preceding Version:

Type	Number	Date
Firmware	2.0.0916.788	January 2017
Software	–	–
Web	–	–
Hardware	–	–

RN Date: January 2017

Reference: 11869

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	2.0.0916.788	MANDATORY for specific units (see below)	N/A

Technical Notes:

- This patch fixes a bug in the FW upgrade process.
- It must be applied to all units with serial numbers starting with **1216**xxxxxxxxxx (see the silver sticker on the rear of the VIA Connect PRO box).
- There is no increment in the FW version, only the “Settings” module has a new version number. Once the patch is applied or the unit gets a new image file, enter the “Settings” module of the VIA Connect PRO menu and check for the following version 2.0.0117.279 as shown here:



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 PRO

Preceding Version:

Type	Number	Date
Firmware	2.0.0916.788	
Software	–	–
Web	–	–
Hardware	–	–

RN Date: January 2017

Reference: 11869

The following changes were made in this version:

Bugs Fixed:

QC ID	Description
	A bug in the upgrade FW process (for future FW releases)

Bugs to be Fixed in Future Version:

QC ID	Description
	If the SU password is changed in the Web interface to “password” specifically, then the SU credentials are corrupted. All other alphanumeric password codes are OK.

Known Limitations (including compatibility limitations):

QC ID	Description
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Preceding Version: F - 2.0.0916.788



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Release Notes History

Product Name: VIA Connect PRO

Preceding Version:

Type	Number	Date
Firmware	2.0.0916.788	September 2016
Software	–	–
Web	–	–
Hardware	–	–

RN Date: September 2016 (Ver. 2)

Reference: 11265

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	2.0.0716.774	Yes	N/A

Technical Notes:

- This version supports the iOS10 mirroring feature.
- New TCP/IP and UDP ports were added or modified.

Codependency with Other Products and Software:

- This version can only be applied on a unit running version 2.0.0716.774 FW and requires an authentication file. Register your units on Kramer VIA portal to get your authentication file.



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Release Notes History

Product Name: VIA Connect PRO

Preceding Version:

Type	Number	Date
Firmware	2.0.0916.788	September 2016
Software	–	–
Web	–	–
Hardware	–	–

RN Date: September 2016 (Ver. 2)

Reference: 11265

The following changes were made in this version:

New Features:

Description																		
Added iOS10 and MAC OS Sierra mirroring support.																		
New TCP/IP and UDP ports were added or modified:																		
<table border="1"> <thead> <tr> <th>Traffic Client to VIA</th> <th>Type</th> <th>Function</th> </tr> </thead> <tbody> <tr> <td>9987</td> <td>TCP</td> <td>Display mobile device</td> </tr> </tbody> </table>	Traffic Client to VIA	Type	Function	9987	TCP	Display mobile device												
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61875-62000	UDP	Audio data																

Known Limitations (including compatibility limitations):

QC ID	Known Issue Description
	iOS Mirroring – Does not support video playback from AppStore or iTunes.
	iOS 10 Mirroring – Playing some video from YouTube, there is a green screen for a few seconds (~5 sec) until the video starts. A delay when switching between videos can also be observed. Sometimes, once a YouTube video has finished playing, a black screen can be observed.
	iOS 9 & 10 Mirroring - Green flickering on device rotation
	MAC OS Sierra Mirroring - Audio gets muted to minimum when a MAC OS Sierra user starts mirroring while another user is already mirroring a video. Users should increase the volume by using the VIA App volume scale.
	MAC OS El Capitan Mirroring –Random disconnections can be observed.
	VIA Pad is not supported when using a WiFi dongle set in client mode.
	VIA Pad user cannot login properly when Database / Active Directory Mode is activated.
	Host Configurator: Multiple entries are visible.



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Release Notes History

QC ID	Known Issue Description
	Using a WiFi dongle set in client mode: Lenovo devices running Windows 10 as well as MAC devices running 10.10.4 cannot login.
	Sending a large file (>1GB) from the VIA gateway Cloud to a participant is displayed as a 0 byte file at the client side.
	The new Extended Display mode feature for Windows clients (to present a second display on the main screen) is not supported on Microsoft Surface devices.
	Translations to foreign languages are not complete.
	If the network falls/drops while mirroring an iOS device, the presented content freezes on the main display and only a manual disconnection from the gateway participants' list stops the Airplay service.
	After disconnecting a device from iOS mirroring, one minute must pass before trying to reconnect using Airplay.
	iOS8 devices using Airplay to mirror their content may experience (sometimes) a green screen on the main display.
	Android: When saving a picture/document received using the Cloud/File Sharing feature, it overwrites an existing file with same name without warning, resulting in a blank picture/document being saved.
	Memory overflow (causing slow response time and possible crashes of some services such as Web server, MySQL, ...) may occur if the unit is run for several days straight. Workaround: reboot the device once per day, by activating the auto-reboot feature in the web management interface.

Preceding Version: 2.0.0716.774



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Release Notes History

Product Name: VIA Connect PRO

Preceding Version:

Type	Number	Date
Firmware	2.0.0716.774	August 2016
Software	–	–
Web	–	–
Hardware	–	–

RN Date: August 2016 (Ver. 2)

Reference: 11059

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect Pro	1.9.0316.696	Yes	N/A

Technical Notes:

- Many modifications were made to enhance the features and the user's experience.
- There is a potential issue with running the VIA Connect PRO for several days straight.
The unit may be subject to memory overflow (slow response and crash of some services such as Web server, MySQL, ...).
Workaround: reboot the unit once per day to clean up all memory processes, by activating the auto-reboot feature in the web management interface.

Codependency with Other Products and Software:

- You must upgrade the client applications for your Windows and MAC computers and your Android, iOS and Windows Phone mobile applications. All must support version 1.9 (minimum). Version 2.0 is recommended.
- In order to use the VIA Pad with your VIA gateway, you must upgrade your unit to version 2.0.
- Version 2.0 FW can only be applied on a unit running version 1.9 FW
-



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Release Notes History

Product Name: VIA Connect PRO

Preceding Version:

Type	Number	Date
Firmware	2.0.0716.774	August 2016
Software	–	–
Web	–	–
Hardware	–	–

RN Date: August 2016 (Ver. 2)

Reference: 11059

The following changes were made in this version:

New Features:

	New Feature Description
	User interface skin with redesigned icons and layout.
	Reduced the available settings in the VIA menu to LAN, System Configuration and WiFi (<i>when using a USB to WiFi dongle</i>). All other settings were moved to the Web interface management UI.
	WiFi client mode now supports 802.1x Enterprise authentication.
	Audio and TimeZone settings can be adjusted from the Web interface only.
	Whiteboard toolbar can be moved up and down.
	VIA client apps for Windows and MAC now offer a Menu option: on the status bar for MAC and in the system tray for Windows.
	VIA client app for Windows devices supports Extended Display mode, for presenting a second display on the main screen. This feature is accessible from the system tray menu.
	Basic Authentication mode now requires a password. Default password is set to "supass", until reset by the user.
	The "VIA Room Manager" list was implemented to input preferred Room Names either manually, from a text file or by importing it from VSM. JPEG or H.264 encoding algorithm (to adapt to client device performance) can be chosen in VIA app client settings.
	The "Help" icon was removed from the client app and the "Minimize" icon minimizes the app to the taskbar (instead of moving it to the side).
	In Windows devices, the VIA client UI supports up-scaled size (DPI-based) when device display resolution is greater than 1920x1080.
	Web interface features were added, including: <ul style="list-style-type: none"> - Tooltips (in English only), - "Advanced Configuration" menu for defining default actions upon session end and configuring Time Zone, Audio preferences and UI scaling, VSM offline configuration - Gateway Activity logs, - Firmware upgrade requiring authentication (beginning with 2.0.XXX



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Release Notes History

	New Feature Description
	versions, only units under a SW warranty contract are eligible for FW upgrades), - and Portuguese language support (in Beta version).
	Security improvement: New Captcha and Web interface session automatically ends after 10 minutes of inactivity.
	<p>iPAD/ iPhone:</p> <p>iPhone only: 3D touch support with shortcuts to QR code, documents and login screens.</p> <p>The Photo Album feature was enhanced with new options and the photo selection counter was removed.</p> <p>Login uses device names as default.</p> <p>In the multimedia feature, “Photos” tab was removed (Photo Album feature replaces it).</p> <p>In the Multimedia feature, documents and media files can be deleted using left swipe.</p> <p>RTP/RTSP streaming player feature was added in multimedia.</p> <p>In Basic Authentication mode, “Become Moderator” now requires a password.</p> <p>The Home Page of the Web browser can be set to your preferred Website (click on Home pin icon to select it once chosen).</p> <p>The “Cloud” directory icon was renamed to “Files”.</p> <p>The “Start Collaboration” feature now shows a trackpad with left and right buttons and a “Lock” button to maintain the left-click functionality while drawing/annotating.</p> <p>The “Help” and “Minimize” icons were removed.</p> <p>In Chat mode, the keyboard disappears after clicking “Send”.</p>
	<p>Android:</p> <p>In the Multimedia feature, the “Photos” tab was removed (replaced by Photo Album feature).</p> <p>In the Multimedia feature, documents and media files can be deleted using left swipe (“undo” option available for Android only).</p> <p>RTP/RTSP streaming player feature was added in Multimedia.</p> <p>In Basic Authentication mode, “Become Moderator” now requires a password.</p> <p>Home Page of the Web browser can be set to your preferred Website (click on Home pin icon to select it once chosen).</p> <p>The “Cloud” directory icon was renamed to “Files”.</p> <p>The “Help” and “Minimize” icons were removed.</p> <p>The “Start Collaboration” feature now shows a trackpad with left and right buttons and a “Lock” button to maintain the left-click functionality while drawing/annotating.</p>
	<p>Windows Phone:</p> <p>In the Multimedia feature, the “Photos” tab was removed (replaced by Photo Album feature).</p>



Release Notes History

	New Feature Description
	<p>In the Multimedia feature, documents and media files can be deleted using a long press.</p> <p>MP4 files are now supported in multimedia streaming feature.</p> <p>RTP/RTSP streaming player feature was added in Multimedia.</p> <p>In Basic Authentication mode, “Become Moderator” now requires a password.</p> <p>Home Page of the Web browser can be set to your preferred Website (click on Home pin icon to select it once chosen).</p> <p>The “Cloud” directory icon was renamed to “Files”.</p> <p>The “Help” and “Minimize” icons were removed.</p> <p>The “Start Collaboration” feature now shows a trackpad with left and right buttons and a “Lock” button to maintain the left-click functionality while drawing/annotating.</p> <p>Moderator mode can now be activated for Windows Phone users.</p>

Bugs Fixed:

QC ID	Bug Description
7917	Logs can now be retrieved properly when the Log feature is activated.
7785	Energy saver mode is now fully-functional
8205	Auto-power off is now working
8265	When changing “su” user password to a password with special characters, it was locking the “su” account.
8305	Fixed issue encountered when using a WiFi dongle in Access Point mode and enabling Internet after reboot.
8468	CPU usage of Connect PRO was showing high load with some devices.
8239	Fixed issue that prevented right-clicking and either restarting or shutting down VIA while collaborating.
8057	Fixed disappearing VIA minimize icon
8310	“Participants”: Cannot kickoff users from Apple device list.
8515	Fixed timezone modification in the Advanced Configuration Settings Web page.
8307	An iOS Mirroring user is disconnected from mirroring once a second participant logs off.
8110	Fixed issue preventing Windows Phone users from performing a login after logging out.
	Fixed iPhone 6S layout issues when using View Main Display notes and switching from Portrait to Landscape while using Cloud services.
	Fixed Windows Phone device rotation issues.
	Fixed additional Windows Phone bugs related to the Multimedia feature.



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Release Notes History

Known Issues (including compatibility limitations):

QC ID	Known Issue Description
	VIA Pad is not supported when using a WiFi dongle set in Client mode.
	VIA Pad user cannot login properly when Database / Active Directory Mode is activated.
	Host Configurator: Multiple entries are visible.
	Using a WiFi dongle set in Client mode: Lenovo devices running Windows 10 as well as MAC devices running 10.10.4 cannot login.
	Sending a large file (>1GB) from the VIA gateway Cloud to a participant is displayed as a 0 byte file at the client side.
	The new Extended Display mode feature for Windows clients (to present a second display on the main screen) is not supported on Microsoft Surface devices.
	Translations to foreign languages are not complete.
	If the network falls/drops while mirroring an iOS device, the presented content freezes on the main display and only a manual disconnection from the gateway participants' list stops the Airplay service.
	After disconnecting a device from iOS mirroring, one minute must pass before trying to reconnect using Airplay.
	iOS8 devices using Airplay to mirror their content may experience (sometimes) a green screen on the main display.
	Android: When saving a picture/document received using the Cloud/File Sharing feature, it overwrites an existing file with same name without warning, resulting in a blank picture/document being saved.
	Memory overflow (causing slow response time and possible crashes of some services such as Web server, MySQL, ...) may occur if the unit is run for several days straight. Workaround: reboot the device once per day, by activating the auto-reboot feature in the web management interface.

Preceding Version: 1.9.0416.696

Product Name: Via Connect PRO

Preceding Version: 1.9.0416.696

Version Date: April 2016

Reference: 10541

Release Type:

Firmware Software Hardware New Product



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Release Notes History

Kramer Product Affected:

Product Name	Minimum FW Version for Upgrade	Recommended for All Units	Only if Added Features are Required
VIA Connect PRO	1.6.0215.332	Yes	N/A

Technical Notes:

- iOS mirroring and step-in mirroring on older platforms was added.

Codependency with Other Products and Software:

- There is no codependency with other products or software.

Product Name: Via Connect PRO

Preceding Version: 1.9.0416.696

Version Date: April 2016

Reference: 10541

The following changes were made in this version:

Added Features:

- iOS9 Mirroring support
- On older CPU platforms, the client app automatically reverts to previous algorithms while stepping-in to improve the desktop mirroring experience

Known Issues:

QC ID	Description
7905	<p><u>General update UM to meet all new FW features:</u></p> <p>1. Add new features.</p> <p>2. Update screen shots and tables. (reference UM for FW ver 1.7) for example:</p> <p>4.6.1 Whiteboard Functions - need to update collaborate buttons screen shot, remove file share option.</p> <p>LAN Setting - change "DNS Server 1" to "DNS Server"</p> <p>Page 27: "Activate Room Code: The Room Code is a security overlay feature that generates and updates a four digit code. It appears on the lower right of the VIA Connect PRO home page" - Should change to the left.</p>



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Release Notes History

QC ID	Description
	Activate Energy Saving Mode – the device switch to sleep mode after 5 minutes of no activity and NOT 15 minutes. iOS Mirroring: Max of users can be 2 and not 4.
7917	The log folder does NOT appear in spite of the System log being activated from the configurations tab of settings. (This feature works properly at Collage and Campus.)
7785	VIA Connect Pro energy saver mode functions one time only: The VIA Connect Pro "energy saver mode" functions one time only. When the Energy Saver mode check box is marked, (using the VIA Webpage) the unit will go sleep mode after 5 minutes more or less... The unit will wake up once (for example: when someone will try to log in to the VIA using the VIA App) but will not go to sleep again no matter what.
	Mirroring disconnects unexpectedly (iOS mobile devices and Mac Book Pro)

Known Issues:

- Embedded audio is not supported on the Mini-DP output
- YouTube does not play from iPhone 6s browser - iOS 9
- A media file played for a second time does not play
- Green background is visible while rotating iOS device
- Windows Phone – A user cannot login after logging out. Close the application, reopen it and login again.
- Windows Phone – Playing video from multimedia caused a black gateway screen
- After “Enable” – ‘Disable is Always On Top’ - The VIA minimized icon on a gateway momentarily disappears then reappears

Preceding Version: F – 1.9.0316.684

Product Name: Via Connect PRO

Preceding Version: 1.9.0316.684

Version Date: March 2016

Reference: 10282

The following changes were made in this version:



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Release Notes History

Added Features:

- Dual-network feature is supported using a USB-to-WiFi dongle offering the ability to create an Access Point for guests.
- VIA Connect PRO attaches to an existing Access Point as a client device.
- Streaming input plays video streams from a remote location on the main display.
- A new API supports the Streaming Input feature.
- All API commands sent are now receiving an answer.
- Connecting to the embedded Web admin interface now uses a CAPTCHA test to increase security.
- TLS encryption layer added for transport security from Control devices (using Port 9986)
- The device automatically generates a QR code to allow quick connection from mobile devices.
- NFC tags are supported for quick connection from Android devices equipped with NFC technology.
- A higher frame rate supports Android mirroring on devices running Lollipop (5.0) minimum.
- A Windows Mobile App is now available from Windows Store.
- Integration with VIA Site Management was finalized.
- Updated languages support new features.

Known Issues:

QC ID	Description
3642	Audio switching issue
6819	When the Via Connect Pro mini DP output is connected to the DP input of VP-773 or VP-770, there is no output signal on the scalers

Known Issues:

- Embedded audio is not supported on the mini-DP output.
- There are no other known issues.

Preceding Version: F – 1.8.0116.644



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Release Notes History

Product Name: Via Connect PRO

Preceding Version: 1.8.0116.644

Version Date: January 2016

Reference: 10050

The following changes were made in this version:

Added Features:

- IP address of the unit now displays on the screen during boot up.
- The unit settings are now accessible during boot up.

Known Issues:

QC ID	Description
7297	Loops in DHCP mode when using FW version 1.8 with the patch
7213	Follows a boot-loop sequence

Known Issues:

- If after successful upgrade the device is stuck in the screen “Please wait while the system is getting ready...”, enter the Web page of the device (using the IP address of the device) and verify under Utilities > Upload License that the status of the license is Unlimited. Otherwise again upload the license file of the device
- There are no other known issues.

Preceding Version: F – 1.8.1215.643

Product Name: VIA Connect PRO

Preceding Version: F – 1.8.1215.643

Version Date: December 2015 (ver. 2)

Reference: 9760

The following changes were made in this version:

Feature Enhancement:

- VIA Pad support
- Auto Clear CHAT history on client side
- SSL encryption on the webpage
- API command for cleaning the Cloud



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Release Notes History

- API command for closing the whiteboard with auto save of the content
- Audio support for MAC client (New El Capitan OS, as well as improvement to older OS)
- Mobile Features Configuration - Allow user to configure mobile features from web administration page
- Reset the Room Name when switching from Static to DHCP
- Rotation of Win8 touch-based laptops is now included as part of 1.8

Fixes:

- Minor bugs were fixed.

iPAD/ iPhone Fixes

- iCloud support Integration
- Improvement of the trackpad size for collaboration (trackpad is full size)

Android

- Android mirroring for devices supporting Android 5 and above
- Increase of the trackpad size for collaboration

Known Issues:

- None

Preceding Version: F - 1.7.0815.568

Product Name: VIA Connect PRO

Preceding Version: F – 1.7.0815.568

Version Date: August 2015

Reference: 9293

The following changes were made in this version:

Feature Enhancement:

- Support for Windows 10 was added.

Fixes:

- Bugs were fixed.



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Release Notes History

Known Issues:

- Rotation of Win8 touch-based laptops is not supported.

Preceding Version: F – 1.7.0715.558

Product Name: VIA Connect PRO

Preceding Version: F – 1.7.0715.558

Version Date: July 2015

Reference: 9040

The following changes were made in this version:

Feature Enhancement:

- iOS mirroring is supported.
- DHCP support for automatic network connection (in addition to static IP support).
- New “Basic” moderator mode was added.
- New “Do Not Disturb” (DND) mode was added.
- New Web-embedded landing page.
- Ability to enable/disable the Chat feature when moderator mode is activated.
- File Transfer feature is supported between all device platforms (Mac, Win, iOS, Android).
- Ability to disconnect individual participants from a session.
- Reset to Factory Defaults Settings has been added.
- New Tab called “iOS Mirror” available in the Settings menu to configure the iOS mirroring feature.
- Integration of the VIA Site Management (VSM) support (Ability to configure the unit to a specified VSM server).
- Multi-Lingual Support added for Spanish, Chinese, Japanese, French and Polish.
- Added API with more commands.
- Includes all previous released hot fixes.

Fixes:

- Minor bugs were fixed.



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Release Notes History

New iPad/ iPhone Features

- New languages support was added.

Android

- New languages support was added.

Known Issues:

- Rotation of Win8 touch-based laptops is not supported.

Preceding Version: S – 1.6.0415.332

Product Name: VIA Connect PRO

Preceding Version: F – 1.6.0215.332

Version Date: February 2015

Reference: 8549

The following changes were made in this version:

Feature Enhancement:

- Virtual Windows Client - Installation of audio drivers is not needed.
- Includes all previous released hot fixes.
- Multi-Lingual Support (German and Russian).
- Added API with more commands (launch 3rd party apps, get status list, ...).
- Video player can be controlled from main display.
- Support for touch screen mouse on Windows 8 touch-based laptops for collaboration
- Removed deletion of users in the case of switching from Presentation Mode to Freedom Mode and opposite.
- Web based administration –
- Select language for the application (English / German / Russian)
- UI Configuration – Allows you to remove icons or rearrange as desired

Fixes:

- Minor bugs were fixed.



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Release Notes History

New iPad/ iPhone Features

- The ability to view saved documents of previous meeting sessions and to share these documents through other iOS applications (Mail / Drop /...) without needing to login.
- The ability to open images from existing albums/folder structure by choosing selected files.
- Multiple language support was added.

Android

- Multimedia feature now supports video streaming
- Multiple language support was added.

Known Issues:

- If a file has a Russian name and it is shared to all participants, the file shows not found.
- Rotation of Win8 touch-based laptops is not supported.

Preceding Version: F – 1.5.1214.244

Product Name: VIA Connect PRO

Preceding Version: F – 1.5.1214.244

Version Date: December 2014

Reference: 8260

The following changes were made in this version:

Fixes:

- Minor bug fixes
- Language Corrections

Modifications:

- Network stability of the product was improved.
- All previous released hot fixes were included.
- Web-based Administration

Allows activation/deactivation of the 24hr date format

Web-based firmware update



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Release Notes History

Auto Power off timing for the device

Logs of system usage

New Web UI recognizes MAC/Windows /iPAD or Android and directs to correct client software

- Collaboration Mouse enhancements – Does not require firewall port to open at client side.
- Individual files can be deleted from cloud directory.
- “Room Code” was changed to “Code”
- Supports API commands for controlling the VIA unit.
- Dynamic room name, code and date/time size is based on the output resolution of VIA.
- Dynamic network bandwidth calculation was improved and warns the user in case speed is low.

Known Issues:

- There are no known issues.

Preceding Version: N/A



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