

Release Notes

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

Kramer Product Affected:

| Product Name | Minimum FW Version for Upgrade | Recommended for All Units | Only if Added Features are Required |
|-----------------|--------------------------------|---------------------------|-------------------------------------|
| VIA ConnectPLUS | 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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E-mail: info@kramerav.com

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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: <ul style="list-style-type: none"> • 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: <ol style="list-style-type: none"> 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: <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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. |
| | |



Release Notes

| | New Feature Description |
|-------------|---|
| API: | |
| | 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

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. |
| | <p>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:</p> <p>https://www.dropbox.com/sh/wvmjrvn2veudcd6/AAAACfOuQoK72tETeBnLDc qFa?dl=0</p> <p>Download the drivers according to your laptop type:</p> <ul style="list-style-type: none"> • 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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Web: www.kramerav.com

Release Notes History

Product Name: VIA ConnectPLUS

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 ConnectPLUS | 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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| 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 ConnectPLUS>

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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