

# Technical Newsletter

April.2024 Service Operation Team

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### Technical Information

- Guide for IP speaker contact signal interlocking method
- Guide for multi-channel camera lens module replacement
- Wisenet mobile Ver. v2.07.03 update
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### Latest Firmware Information

## Guide for IP speaker contact signal interlocking method(1/2)

Info. Type

☐Quality

☒Settings

☐Repair

☐S/W

☐Etc

### ● Configuration condition

- When using a single IP speaker(1 unit) alone (Model: All IP speaker models)

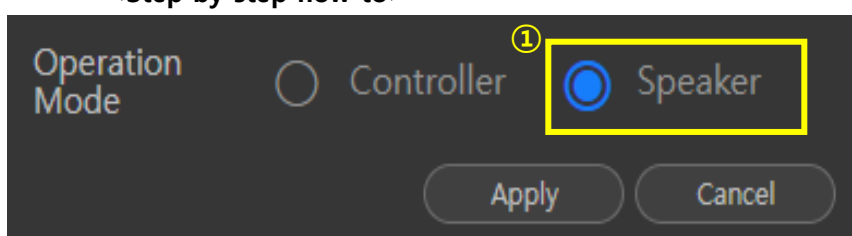
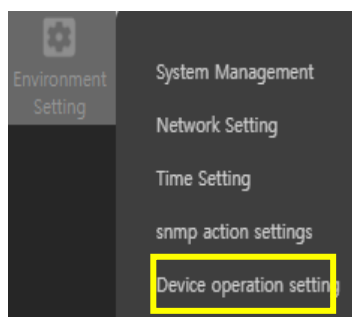
### ● Working scenario

- When a contact signal (infrared sensor, contact button, emergency bell, etc.) is delivered into the IP speaker, the pre-set sound is broadcasted

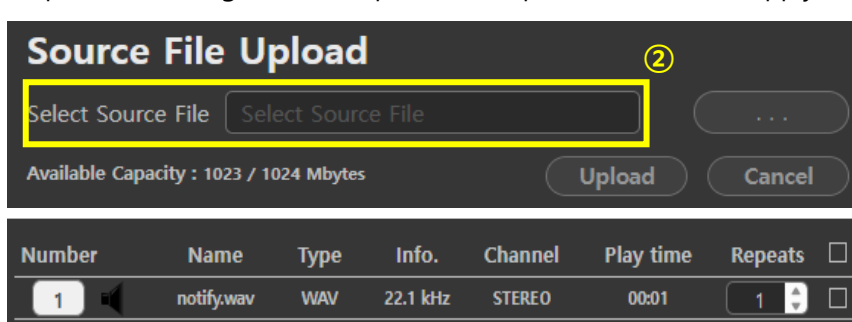
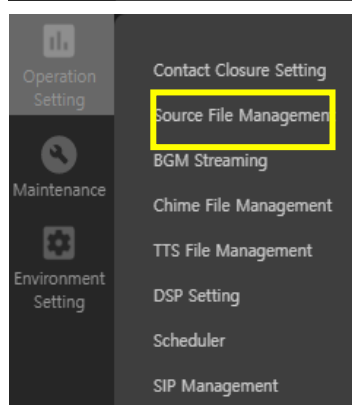
### ● Step by step how to

- ① Set as 'Speaker mode'(default) → ② Upload audio source file → ③ Set as 'controller mode'
- ④ Device registration(Speaker's IP) → ⑤ Zone registration(Speaker's IP) →
- ⑥ Set event & preset→ ⑦ Set play

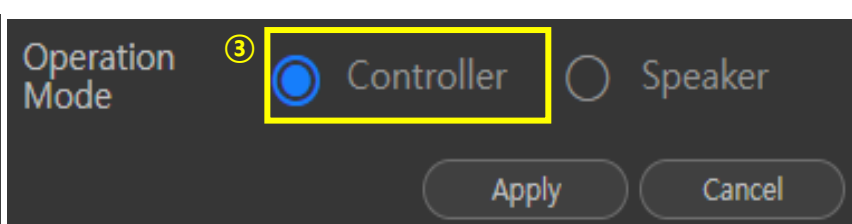
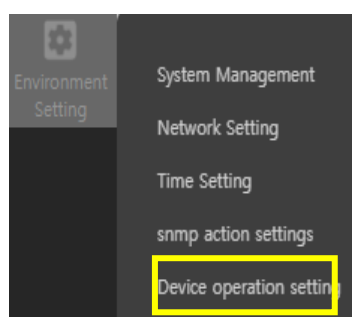
#### <Step by step how to>



- ① How to set 'Speaker mode' : Environment setting→ Device operation setting→ Select 'Speaker' in Operation mode → Apply



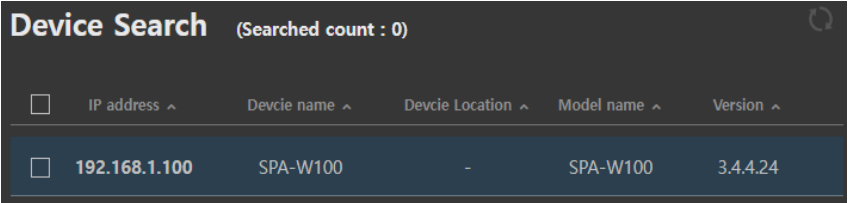
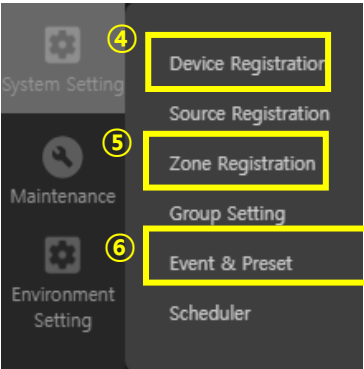
- ② Source file upload : Operation setting→ Source file management → select and upload a audio source→ Check the audio file list



- ③ How to set 'Controller mode' : Environment setting→ Device operation setting→ Select 'Controller' in operation mode→ Apply

Guide for IP speaker contact signal interlocking method(2/2)

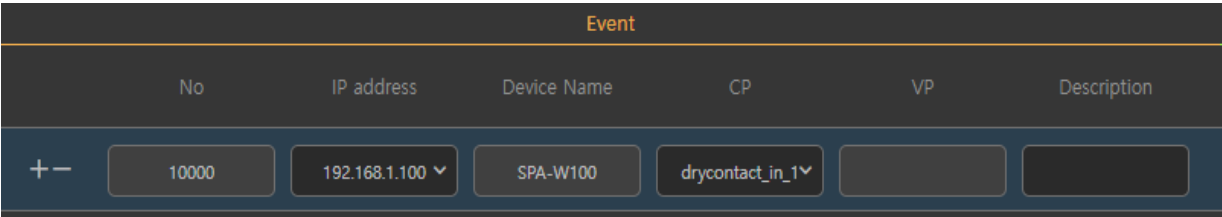
Info. Type    ☐Quality    ☒Settings    ☐Repair    ☐S/W    ☐Etc



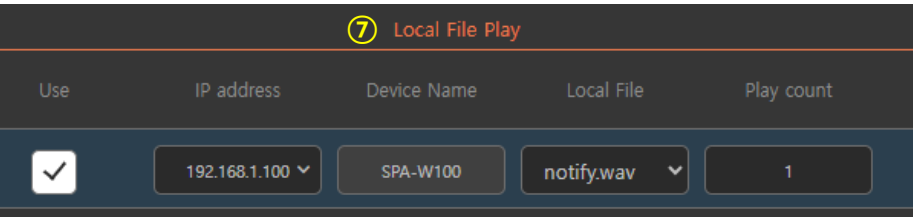
④ Device registration → Device search → Register IP address of speaker



⑤ Zone registration → Insert Zone name → Register IP address of speaker → Register channel(Output channel of speaker)



⑥ Event & Preset → Register IP address of speaker → Select CP(Contact point) of the speaker



⑦ Set local file play → Register IP address of speaker → Select audio source file → Set play count



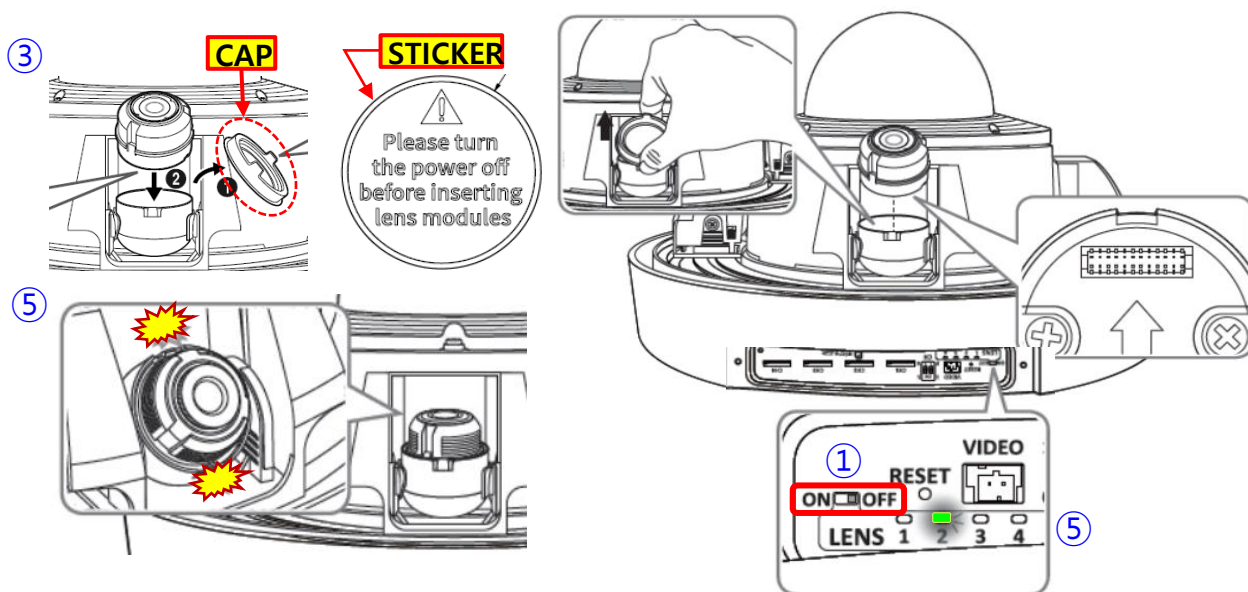
- 1. When using a single IP speaker(1unit) alone, it could have a limited use of some features as the scenario is a minimal interworking configuration
- 2. For TTS input languages, each region may have different supported languages

## Guide for multi-channel camera lens module replacement

Info. Type

☐Quality ☐Settings ☒Repair ☐S/W ☐Etc

- **Model** : 5CH, 4CH, 2CH Multi-channel camera (eg. PNM-9322VQP/9085QRZ/9000VD etc.)
- **Purpose**
  - To provide a guide for multi-channel camera lens module replacement without generating risk of PCB damage
- **How to replace lens module**
  - 1) Make sure power is not connected(HPoE) and the power switch is 'OFF'
  - 2) Remove defected lens module
  - 3) Remove the cap from the lens module and insert the lens module align with the connector until it hooks properly with 'Click' sound
    - Make sure all four channels are not flipped
  - 4) Turn the power switch 'ON' and connect power(HPoE)
  - 5) Check if lens module is attached correctly, the lens module status light will illuminate green
    - If the lens module is not attached correctly, the lens module status light will illuminate red



1. Removing and inserting the lens module without turning off the power may result in a board failure
2. PTZ calibration error occurs if any of all four lens is flipped
3. Avoid touching the lens separately, as it is shipped from the factory with the focus adjusted during the manufacturing inspection.

# Wisenet mobile Ver. v2.07.03 update

Info. Type

☐Quality

☐Settings

☐Repair

☒S/W

☐Etc

- **Model** : Wisenet mobile (iOS/Android)
- **SW version** : [v2.07.02](#) → [v2.07.03](#)
- **Updates**

Category	Contents
Improvement	<div>■ Improved Two-Way Talk howling issue(iOS)</div> <div>. Used iOS's own AEC(Acoustic Echo Cancellation) to prevent the phenomenon that mobile speaker output is re-entered through microphone</div> <div>※ For Android, Eco Cancellation feature is already applied itself</div>
	<div>■ Improved audio voice drooping during Two-Way Talk(Android)</div> <div>. Improved audio voice drooping by modifying code to ensure that the Two-way talk UI is displayed normally</div>
Bug fix	<div>■ Bug fix for Two-Way Talk disconnection(iOS)</div> <div>. Removed abnormal data which was inserted intermittently among audio data by modifying the logic for microphone audio buffer initialization</div>
	<div>■ Bug fix for the symptom that Live connection is unavailable under wi-fi when SSM is registered with local IP (Android)</div> <div>. Modified to use IP information which was inserted by customer when trying to connect RTSP URL using IP</div>

Q1) What is One-way Talk ?

One-way communication is when a sender transmits a message to a receiver in a way that does not allow the receiver to respond.  
EX) Radio

Q2) What is Two-way Talk ?

Two-way communication involves feedback from the receiver to the sender.  
EX) Telephone



# SD card recommended specification guide

Info. Type ☐Quality ☐Settings ☐Repair ☐S/W ☒Etc

● Model

- Network cameras (For SD card alarm, event recording supportive models)

● SD card operating specification

- Enable SD card status only in Device Record On state
- Overwrite Enable checked
  - . If free size is 20% or less of total capacity, secures free size by deleting the oldest data
- Overwrite Enable unchecked
  - . If free size is 20% or less of total capacity, it stops recording

[Example]

For SD card event recording, it uses only 93GB out of total 120GB and leaves 20% capacity as available space

	Device	Recording	Availble	Total	Status
<input checked="" type="radio"/>	SD Card	On <input type="button" value="v"/>	26.20 GB	119.05 GB	Installed
<input type="radio"/>	NAS	Off <input type="button" value="v"/>	0 MB	0 MB	None



Leaving 20% capacity is not an error, it is an intended operating specification for stable operation

● SD card recommended specification guide

- Recommended use of an industrial grade (or higher) SD card for reliable operation

[SD card selection]

- . SD Type : MLC Type
- . Recommended manufacturer
  - : SanDisk, Transcend
- \* Grade
  - : Above or equal to High endurance grade



[High Endurance, Industrial grade SD cards]

DVR

Model	File	Date	Ver.	Remark
ARD-410 ARD-810	ARD-810_5.31.32_230525160458	2023/05/25	5.31.32	- Addressed an issue where DDNS ID was occasionally not issued
ARD-1610	ARD-1610_5.31.32_230525165929	2023/05/25	5.31.32	
HRX-434/435	HRX-435_4.52.62_240214195734	2024/02/22	4.52.62	- Security improved
HRX-835/1632	HRX-1632_4.52.52_240112120109	2024/01/23	4.52.52	- Increased the compatibility with some 4MP cameras (only applicable to HRX-835 models)
HRX-1634/1635	HRX-1635_5.31.42_231023102331	2023/11/02	5.31.42	- Corrected an error where an analog camera intermittently displayed a channel number like a multi-directional camera (MDC)

NVR

Model	File	Date	Ver.	Remark
ARN-410S ARN-810S ARN-1610S	ARN-1610S_5.08.22_230206121706	2023/02/06	5.08.22	- HDD performance improved
PRN-1600B2 PRN-3200B2/B4 PRN-6400B4/DB4	PRN-6400DB4_5.30.72_231107202437	2023/11/14	5.30.72	- Corrected an issue that caused the [Dynamic layout] feature to malfunction - Fixed mouse-click errors in some pop-up windows - Corrected an issue that prevented you from inserting spaces in the [NVR name] entry box in the Web viewer
XRN-820S XRN-1620B2/SB1 XRN-3210 (B2,B4,RB2) XRN-6410 (B2,B4,DB4,RB2)				- Corrected the howling issue that intermittently happened when you played videos using an AAC codec on Wisenet mobile - Changed the domain name from hanwha-security to hanwhavision to reflect the new company name - Improved the backup speed of remote clients (SSM, NVR, Web viewer, SMV, etc.)
QRN-830S QRN-1630S XRN-815S	QRN-1630S_5.06.52_230626173233	2023/08/10	5.06.52	- Removed support for fan-related events and logs
XRN-3010A	XRN-3010-PKG_v2.70_231213080451	2024/01/23	2.70	- Security improved
QRN-430S XRN-420S	XRN-420S_5.01.62_231128194047	2023/12/11	5.01.62	- Security improved
XRN-3220B4 XRN-6420B4 XRN-6420DB4	XRN-6420DB4_5.32.12_231116112359	2024/01/09	5.32.12	- Security improved
XRN-810S	xrn-x10x-pkg_v2.70_231213065458	2024/01/02	2.70	- Security improved

Network Camera

Model	File	Date	Ver.	Remark
ANV-L6012R ANO-L6012R	ANO-L6012R_1.41.03 _20230322_R30	2023/03/22	1.41.03	- Fixed language error in Japanese version - Fixed an error where [Tampering detection] function did not operate after a certain time - Added the ability to set the minimum bitrate of a profile to 10 kbps - Added the ability to use HTTP and HTTPS at the same time
ANV-L7012R ANO-L7012R	ANO-L7012R_1.41.03 _20230322_R116	2023/03/22	1.41.03	
ANV-L7082R ANO-L7082R	ANO-L7082R_1.41.03 _20230322_R88	2023/03/22	1.41.03	
LND/V-6012R LND-6022R LNV-6072R	LNO-6072R_1.41.13 _20231109_R165	2023/11/28	1.41.13	- Fixed a problem that the NTP server time was not reset to match the changed NTP server when the NTP server ad dress setting was changed
PNM-12082RVD	PNM-12082RVD_2.22.01 _20240103_R165	2024/01/10	2.22.01	- Changed the corporate name to Hanwha Vision in the web viewer as the name changed to Hanwha Vision
PNM-7082RVD	PNM-7082RVD_2.22.01 _20240103_R136	2024/01/10	2.22.01	
PNM-8082VT	PNM-8082VT_2.22.00 _20231103_R219	2023/11/14	2.22.00	- Corrected an issue where the [Time schedule] feature did not intermittently work after the camera rebooted
PNM-9031RV	PNM-9031RV_2.22.01 _20231101_R542	2023/11/28	2.22.01	- Fixed language error s in Japanese version [v2.22.00, PNM
PNM-9084RQZ1 PNM-9085RQZ1	PNM-9084QZ_2.22.02 _20231109_R380	2023/11/28	2.22.02	- Fixed an issue where video streaming was interrupted for the live and recording in the camera registered to NVR or Genetec
PNM-C12083RVD	PNM-C12083RVD_2.21.03 _20231025_R352	2023/11/23	2.21.03	- Added support for the Cisco Discovery Protocol (CDP) used in CISCO switches
PNV-A9081R	PNO-A9081R_2.21.13 _20230414_R782	2023/10/10	2.21.13	- Added a function where you can select attributes to send to object metadata
QNF-8010	QNF-8010_2.10.02 _20220401_R411	2022/04/01	2.10.02	- Added certificate management function
QNF-9010	QNF-9010_2.11.03 _20230509_R444	2022/06/20	2.11.03	- Added an option to choose a TLS version
QND-6011 QND/O/V-6012R QND/O/V-6022R QND/O/V-6072R QND/O/V-6082R	QNO-6082R_1.41.16 _20231109_R401	2023/11/28	1.41.16	- Fixed a problem that the NTP server time was not reset to match the changed NTP server when the NTP server ad dress setting was changed
QND/O/V-6012R1 QND/O/V-6022R1 QND/O/V-6082R1	QNO-6082R1_1.41.05 _20230426_R32	2023/05/09	1.41.05	- Fixed a problem that the NTP server time was not reset to match the changed NTP server when the NTP server ad dress setting was changed
QND/O/V-7012R QND-7022R QND/O/V-7082R	QNO-7082R_1.41.16 _20231109_R171	2023/11/28	1.41.16	- Added the DLL auto tune fu nction to address the camera rebooting issue caused by the fixed DLL value
QND/O/V-8010R QND/E-8011R QND/O/V-8020R QND/O/V-8080R	QNO-8080R_1.41.16 _20231109_R364	2023/11/28	1.41.16	- Added options to c onfigure GOV, dynamic GOV, and dynamic FPS settings of the recording profile. In case of configuration , however, the video may not be recorded properly



## Network Camera

Model	File	Date	Ver.	Remark
QNP-6250(H) QNP-6320H	QNP-6320H_2.21.04 _20230623_R205	2023/06/28	2.21.04	- Added auto tracking function
QNO-C8083R QNV-C8083R	QNV-C8083R_2.21.10 _20230908_R311	2023/09/20	2.21.10	- Added video analytics features ([People counting], [Heatmap], [Queue management], and [Vehicle counting])
XNB-6000	XNB-6000_2.10.06 _20240108_R698	2024/02/02	2.10.06	- Improved SUNAPI API of Events status
XNB-6001	XNB-6001_2.10.04 _20230516_R574	2023/06/02	2.10.04	- Added setting option to enable or disable simple focus function after [Day/Night] mode operation
XND-6020R	XND-6020R_2.10.02 _20220401_R596	2022/04/20	2.10.02	- Added certificate management function - Added [Exclusive PTZ control] function to give priority to PTZ control to a specific user and restrict control commands of other users
XND-8020R	XND-8020R_2.10.02 _20220401_R599	2022/04/20	2.10.02	
XNV-6011	XNV-6011_2.10.02 _20220117_R573	2022/02/07	2.10.02	
XND/V-6080R XND/V-6080(V)	XND-6080_2.22.01 _20240108_R595	2024/01/08	2.22.00	- Corrected an issue that disabled streaming and stopped Common Gateway Interface (CGI) working in certain circumstances when you access the web viewer after adding a camera to Genetec using the ONVIF protocol
XND/V-C6083RV XND/V-C7083RV	XND-C7083RV_2.22.03 _20231025_R410	2023/11/14	2.22.03	- Corrected an issue where the [Time schedule] feature did not intermittently work after the camera rebooted - Corrected an issue where the admin password wasn't changed when you tried changing the admin password using the ONVIF protocol
XNV-C8083R XNV-C9083R	XND-C9083RV_2.22.03 _20231025_R429	2023/11/14	2.22.03	
XNF-8010R(RV)	XNF-8010R_2.10.04 _20230328_R640	2023/05/11	2.10.04	- When setting the H.264/H.265 codec, you can set the minimum bitrate to 10 kbps
XNF-9010RV	XNF-9010RV_2.22.03 _20231025_R448	2023/11/14	2.22.03	- Fixed an issue where the web page was not opened after a virtual channel was added to it
XNF-9013RV	XNF-9013RV _2.22.02_20231027_R333	2023/11/14	2.22.02	- Corrected an issue where the [Time schedule] feature did not intermittently work after the camera rebooted
XNP-6400(R)	XNP-9250R_2.22.01 _20231031_R344	2023/11/14	2.22.01	- Added a function to configure the MTU size between 1,280 and 1,500 in [Setup] > [Basic] > [IP & Port] > [IP address]
XND/O/V-8082R XNV-9082R	XNV-9082R_2.22.03 _20231025_R472	2023/11/14	2.22.03	- Fixed an issue where the web page was not opened after a virtual channel was added to it

Encoder / Decoder

Model	Filename	Date	Version	Release Note
SPD-152	SPD-152_5.10.32_230508130731	2023/05/10	5.10.32	- Deleted the function of synchronizing a decoder SPD-152 with a camera audio - Enable the sequence to operate in the latest layout configuration when the decode restarts after it reboots in operation of layout sequence functions - Increased the maximum number of layouts from 10 to 20 for layout configuration and operation of layout sequence
SPE-420	SPE-420_2.21.02_20230803_R152	2023/08/11	2.21.02	- Fix the problem that when you change the external PTZ connection port to COAX for all channels, the external PTZ settings item disappears in the webviewer
SPE-1630	SPE-1630_2.21.01_20230309_R149	2023/03/24	2.21.01	- Added a function to display the time in "Month-Day-Year Hour:Minute" format if H.264 or H.265 codec is applied - Fixed an error where ONVIF discovery communication was not available between a camera and Wisenet Device Manager in a certain circumstance

Software

Model	Filename	Date	Version
Wisenet SSM	2.15.02	2023/03/15	- Bug fixes and functional improvements
Wisenet Viewer	1.04.00	2023/02/23	- Bug fixes and functional improvements
Smart Viewer	4.9.13	2022/05/18	- Bug fixes and functional improvements
<a href="#">Wisenet mobile</a>	<a href="#">2.07.03</a>	<a href="#">2024/04/01</a>	- Bug fixes and functional improvements

HDD Compatibility List

Revision 11.24

Release date : 2023.12.14

[Hanwhavision.com](#) > Support > Data Center > HDD Compatibility

☐ Major change

- 1. New model : XRN-6420DB4
  - ST6000VX008-2ZP1, ST4000VX015-3CU1, ST8000VX009-2ZP1,WD8001PURA-64B6VY0
- 2. WD PURU Series Restrictions Added: XRN-6420DB4
  - WD42PURU-64C4CY0, WD63PURU-64C4FY0
  - Only products produced after July 15, 2023