

Technical Review

September 2019

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Revision History

Version	Issue date	Author	Comment
1.0	2019/9/23	Harvey Liu	First Release

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Dear Valued Customers,

A pleasant good day to you!

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

Knowledge Sharing

[Article]

(1) Subject

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

Solution

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

Please also refer the following FAQ link:

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

(2) Subject

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

Solution

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

Please also refer the following FAQ link:

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

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

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

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

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