Ultrix Acuity 14.0c

Welcome to the Ultrix Acuity Release Notes. Please read this document to find important information on areas of Ultrix Acuity that may not be covered in the user documentation.

v14.0c (October 2024)

What's New

- ACT-2838 — Media-Store auto media numbering based upon the name.
- ACT-4103— Support center alignment of text on vertical displays on TD panel.

Bugs Addressed

- ACT-3593 — Logs should show the Ultrix™ version somewhere.
- ACT-3772 — The labels on Flex Modules on TD panels are invisible when the background and font colour are set to the default colour green.
- ACT-3851 — Corrupted mnemonic button image in Positioner module.
- ACT-3901 — The name of the "Positioner" module appear as "Position" in the Menu display.
- ACT-4062 — Acuity® ARP displaying incorrect source for ME tallies when using a virtual TD panel.
- ACT-4077 — Off-air CCs not running unless roll clip is active despite being set to always active.
- ACT-4090 — NTP default IP is not valid anymore.
- ACT-4131 — TD HWRev3/Ryzen panel and ARP OS67 fail to upgrade with panel36 load on the frame.
- ACT-4133 — AUX long names don't fit the vertical touch display.
- ACT-4136 — Long AUX names overlap on DD displays.
- ACT-4164 — Allow the Acuity® source configuration to be exposed as a router.
- ACT-4186 — Restarting Acuity® from the GUI also restarts any Ultrix Carbonite blades in the system.
- ACT-4205 — Long presses on DD key buttons are not detected.
- ACT-4210 — CC issues where ME is on multiple rows.
- ACT-4231 — CC not recording key priority assignments.
- ACT-4232 — CC button display issues on Flex Control Module.
- ACT-4233 — Can't select sources on shifted rows.
- ACT-4236 — Panel shows Carbonite P/P instead of Acuity bus.
- ACT-4256 — Update trigger values to align with Ultrix™ Software.

v14.0b (August 2024)

What's New

- No new features were added for this version of software.

Bugs Addressed

- ACT-3720 — AUX set to Tally Always do not tally sources on routed ME.
- ACT-3754 — Want ME 2 to Tally Always on the panel, but not via TSL.
- ACT-4033 — 3D DVE application isn't updating the status properly

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- ACT-4052 — Memory lock will default saved attributes.
- ACT-4064 — SideShot-NG Custom mode for Acuity and Ultrix Acuity shotbox.
- ACT-4067 — GPO Tallies do not follow GPO trigger types.
- ACT-4076 — Ultrix source not updating in Attach CCs menu.
- ACT-4095 — External Mnemonic Brightness/Contrast is used on Ultrix Acuity.
- ACT-4096 — Custom Control was corrupted when inserting multiple " Cue ClipList " commands.
- ACT-4118 — Ultrix Acuity SDPE Communication/Status Tracking.
- ACT-4153 — Make bootable (USB) command doesn't work on Panel.

v14.0a (June 2024)

What's New

- ACT-2146 — Support for 3D DVE Warp has been added with the introduction of the Software Defined xRossCompute Engine (SDxE) blade.
- ACT-3633 — Support for the TouchDrive TDx3 and TDx4 panels has been added.

Bugs Addressed

- ACT-1367 — Source in the auxes not reflecting in Ultrix Acuity.
- ACT-2857 — Chroma Key + Key Mem - Save/Recall should be for individual sources.
- ACT-3428 — VNC Enable Personality Option - Value On will only start 1 of the 4 VNC instances.
- ACT-3537 — Tally PCP - Com Setup of Tally Bits - Slot Option Value - Preview is PV instead of PVW.
- ACT-3584 — TouchDrive panel display that "Source Black not found in bus map" when a None button is selected.
- ACT-3605 — TouchDrive panel freezes adding RossTalk events reaching the maximum size limit.
- ACT-3666 — Initialize Panel Bus Map Menu shows 8 MEs when we have 4 MEs.
- ACT-3690 — On the TD4, input source names can't be changed starting In163.
- ACT-3727 — User Button Assignment - Menu display update not happening going back to User Button Area.
- ACT-3730 — Web login access.log in Get Current logs download should only include the latest file.
- ACT-3744 — "Down" arrows missing in dropdowns for changing Ref Format and Video Format.
- ACT-3757 — Effects dissolve not working with OverDrive®.
- ACT-3759 — Clip List Issue with Tria AMP.
- ACT-3782 — Using AMP, when a clip is ejected, the remote control menu still displays the old clip name.
- ACT-3799 — When editing a Bus Map on TouchDrive, Shift is not applied when selecting the crosspoint.
- ACT-3828 — Aux Name is not shown on TouchDrive panels.
- ACT-3835 — Defaulting User Assignments should ask for confirmation.
- ACT-3860 — Save clip and gain with Media-Store media items.
- ACT-3862 — Audio clips with the same name as video sequence don't appear in list.
- ACT-3931 — Key source on bus follow with roll clip active gets reset to black.
- ACT-3953 — UMD Inputs Page needs updating.
- ACT-3967 — PGM A and PGM B Rows not switching when recalling a memory.
- ACT-3977 — Typo in the Warning for switching an SDPE blade from Acuity mode to Carbonite.
- ACT-3979 — TSL names display implementation.

- ACT-4023 — RCP labels need to be automatically updated from panel.
- ACT-4029 — Datalinq setup - IP address gets cut off.
- ACT-4030 — VDCP clip name truncated when inserting "Cue ClipList" CC event via insert event.
- ACT-4052 — Locking a memory changes the Memory Attributes.

v13.0b (March 2024)

What's New
- ACT-3597 — Implement Configuration of Flex Control modules.

Bugs Addressed
- ACT-3495 — TD4 panel not all modules are going to sleep, including Flex Control.
- ACT-3571 — Turn off panel display on shutdown sequence.
- ACT-3647 — DVE wipe has no default when selected first time.
- ACT-3648 — DVE Wipes cannot be scrolled from the **Scroll DVE Wipe** knob of the 3-knob menu on the Acuity Virtual Panel.
- ACT-3651 — Not able to scroll the Wipe patterns from the **Scroll Pattern** knob of the 3-knob menu.
- ACT-3657 — TD Panel - Unable to select row 2 and row 4 for the Memory area user button assignment.
- ACT-3667 — Consistency in displaying the "Alpha" letter for Media Stores between menu pages.
- ACT-3687 — Upgrade Failure - Can't add second panel file.
- ACT-3759 — Clip List Issue with Tria AMP.
- ACT-3761 — Logging improvements.

v13.0a (February 2024)

What's New
- ACT-3593 — Ultrix Acuity logs should show the Ultrix™ version somewhere.
- ACT-0215, ACT-3292 — Split MEs should be usable from different rows.
- ACT-3328 — TD3/TD4 Support.
- ACT-2549 — System Backup to USB drive can be done on panel or frame.

Bugs Addressed
- ACT-1868 — EVS needs a play command when loop is turned on.
- ACT-2178 — CC name change using hardware keyboard will exit when using the letter c.
- ACT-2272 — Aux Bus - Switching BNC input configured on 2 switcher inputs switches the 1rst in.
- ACT-2399 — Keyer - Mask button is present but does not bring corresponding menu.
- ACT-2436 — Flagged Custom Controls - CC list is RED to report unsupported events on satellite panels but the CC does not contain unsupported events.
- ACT-2505 — TD Panel- Inconsistency of the punch pads for the same network configurations.
- ACT-2532 — Xpt router options "show mnemonic" does not work.
- ACT-2607 — ME tallies not working when UA inputs not 1 to 1 match with Ultrix inputs.
- ACT-2616 — Soft Border Wipe - Image transition is wider than the border.

- ACT-2671 — Personality - Monitor Skin Color is not recalled after restart.
- ACT-2680 — While running macros, the messages "You can only use two HD UltraChrome ..." pops up incorrectly.
- ACT-2779 — Fade to Black GUI should be limited to 4 MEs on Ultrix FR5.
- ACT-2886 — CC - Visualize Logic - Add an identifier for pause/hold events.
- ACT-2908 — Too many FPGA loading after power cycle.
- ACT-2912 — GPOs as tallies don't seem to work all the time.
- ACT-2938 — Software Options Table will disappear when entering the menu page.
- ACT-2958 — RossTalk - GPI w/State is not working.
- ACT-2985 — Serial Number missed to display on the Switcher Web UI.
- ACT-2991 — Tally names don't show up correctly.
- ACT-3013 — TouchDrive Mnemonic does not work for Memory Bank on TD2S panel.
- ACT-3033 — Setup Names - Renaming an USB setup does not bring back the current name in the name box.
- ACT-3037 — Mnemonic brightness and contrast do not work on TD2S panel.
- ACT-3083 — Media-Store Audio - Load Audio will not update status in GUI.
- ACT-3105 — CC Can't Select In 267 - In 280 for Auxbus Xpt.
- ACT-3117 — Quit does not work for the color scheme selection on the TD panel.
- ACT-3129 — GPI Monitor is not showing proper status for GPO.
- ACT-3167 — Camera control - 3 knob display does not show camera control labels.
- ACT-3173 — Cannot hear Media-Store audio on an ME background bus.
- ACT-3203 — Consistency between key types for modifying the Key Rate from the Keyers Touch Display.
- ACT-3227 — Frame crashes in altair_sock.c
- ACT-3234 — Some mode change in memory area not recorded in CC properly.
- ACT-3237 — CC - Auto Trans cannot be modified.
- ACT-3244 — Setting Key rate on TD panel is not recorded in CC.
- ACT-3296 — Pop up for entering values does not accept the numbers from the popup in colour correction area.
- ACT-3305 — TSL 5.0 UMD messages can't process multiple messages in one packet.
- ACT-3411 — Busmap on panel maps to wrong shift layer - Shift Lock will not allow change.
- ACT-3509 — Remove the MultiViewer icon from the toolbar for Ultrix Acuity.

v12.1h (January 2024)

What's New

- ACT-2599 — Add timezones support.
- ACT-3273 — Add support for PGM B, C, D and PVW B for OverDrive®.
- ACT-3454 — Ultrix Acuity - Remote Enables on the Status menu - Display status TSL and BCS.
- ACT-3558 — Add the ability to restart the individual SDPE blades from the SDPE Configuration menu.

Bugs Addressed

- ACT-3162 — Record/Edit CC - Offline Mode - Losing connection with the frame after a short period.
- ACT-3238 — TD Panel - The text is cut off on the Memory Attribute menu.

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- ACT-3264 — TD Panel - Recalling memory while holding a bus source should not change the source.
- ACT-3279 — Disk Menu - Error message when entering the Recall or Store page.
- ACT-3372 — Program Assignment Setup - Turning off a keyer on Preview does not work.
- ACT-3426 — Serial AMP crashes the panel.
- ACT-3441 — Cannot set the default PST BKGD (PST BLK) xpt in Ultrix Acuity.
- ACT-3445 — Pips in Ultrix MV are incorrect.
- ACT-3511 — Adding ME User outs to the editor IDs.
- ACT-3525 — When selecting an Aux on the 2RU aux panel, Key 1 of ME 1 changes to aux mode for Acuity® Double-Down panels.
- ACT-3529 — Panel freezing when attempting to edit large (~500 event) CC.
- ACT-3530 — CC Edit - Stuck at: Retrieving custom control contents... after copy/paste -> modify of RossTalk events.
- ACT-3533 — ME 4 PVW A Output Key Removal Issue.
- ACT-3541 — Errors connecting to Media IO with AMP.
- ACT-3544 — UA restart ability - Communication based instead of timer based.
- ACT-3583 — AMP driver, increase timeout for serial devices.
- ACT-3588 — PGM-B does not cut from OverDrive®/Caprica.

v12.1e (October 2023)

What's New
- ACT-2833 — Add new option for additional TSL Tally States.

Bugs Addressed
- ACT-3122 — Error when trying to insert another CC into a recording CC.
- ACT-3125 — The Media-Store captured image is not loaded automatically into the selected channel.
- ACT-3215 — Allow VNC to be disable/enabled on the Panel.
- ACT-3267 — Incorrect bank names displayed when using bank button.
- ACT-3281 — Tapping **Clip Gain Transp** on the Touch Display will turn Transparency ON.
- ACT-3299 — Text string half-hidden in Panel Info section.
- ACT-3358 — Hold **SEL** User Button and tap on blank mnemonic recalls the underlying menu.
- ACT-3344 — Transition Touch Display - Wipe Selection using swipe - Long tap is not working.
- ACT-3407 — CC Edit - Insert Event - RossTalk - Scroll up list will crash the panel.
- ACT-3415 — FPGA mismatch after 12RU-Ultrix-Acuity upgrade.
- ACT-3421 — HDX MV 1/8 PIP left edge is corrupted after Ultrix™ power cycle on systems with SDPE (Acuity/Carbonite) cards.
- ACT-3423 — When selecting an Aux on the 2RU aux panel, Key 1 of ME 1 changes to aux mode.
- ACT-3450 — **Restart Ultrix** button takes 10 seconds to reboot Ultrix™.
- ACT-3492 — Restarting Ultrix™ needs to delay the ability to restart the system for 60 seconds.
- ACT-3500 — Single frame glitch.

v12.1a (July 2023)

What's New

- ACT-2749 — Load set uploaded as active.
- ACT-2768 — Support for 4882AR Series TouchDrive panels.
- ACT-3178 — SDPE blade not configured should give a better comment in the webpage to say the card is not configured instead of `vid starting`.
- ACT-3286 — TouchDrive Vertical Touch Menu allows changes to the default bus map on satellite panels.

Bugs Addressed

- ACT-85 — Custom Control Play Loop ON OFF is broken.
- ACT-347 — Personality Options are not limited when recording CC.
- ACT-2404 — TouchDrive Virtual Panel Mnemonics with Large Font Display have issues.
- ACT-2433 — Ultritouch Panel Reflects ME4 Labels When Switching Slot 7 Sources.
- ACT-2445 — Selecting Copying From USB makes both buttons **From USB** and **To USB** display as Copying.
- ACT-2470 — The Active Bus Follows list is missing a scroll bar.
- ACT-2532 — Crosspoint router option **Show Mnemonic** does not work.
- ACT-2606 — Entering VTR Clip names and IDs via "type in" is storing extra invalid bytes in the XML file.
- ACT-2784 — Invalid text shown on Memory Module when **Fonts for Acuity Panels** menu is displayed.
- ACT-2791 — Panel status not updating on when running in UHDTV1.
- ACT-2843 — Cannot save keyer values to **KEY MEM** because the User Button is missing.
- ACT-2875 — Pop up for entering values does not happen on most setting in colour correction area.
- ACT-2878 — Custom Control Logic events show `ME X PGM` but should be `ME X BKGD`.
- ACT-2898 — Custom Control **Set PST Bkgd Xpt** event is missing data in **Edit Custom Control** menu.
- ACT-3029 — Memory Punch Pad - Using Soft Memory Punch Pad with an ME that is not assigned to a row on the panel is partially working.
- ACT-3117 — Cancel does not work for the color scheme selection on the TouchDrive panel.
- ACT-3123 — Letters are incomplete in Keyers module screen when switching font size from **Small** to **Medium**.
- ACT-3150 — Video Correction - Inconsistent presence of numeric keypad to enter values.
- ACT-3194 — AUX and Memory Mnemonics font doesn't change at once when settings are changed.
- ACT-3236 — Memory Recall From Custom Control don't display correctly.
- ACT-3272 — Line drop on Ultrix Acuity.
- ACT-3278 — Procamps are enabled at startup until changed and defaulted.
- ACT-3305 — TSL 5.0 can't process multiple messages in one packet.
- ACT-3324 — **Alternate Boot** name to be more descriptive and consistent with the Carbonite approach for the same function.

v12.0b (May 2023)

What's New

- No new features were added for this version of software.

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Bugs Addressed

- ACT-2928 — Ultricore BCS IP should not allow non numerical values.
- ACT-3032 — 3D DVE glitch when moving channel horizontally.
- ACT-3111 — SoftPanel - User Button assignment using web interface is not applying the selection.
- ACT-3133 — Bus map editing on with touch display – Wrong input gets assigned when PGM B is active.
- ACT-3172 — VDCP playlist control limits cueing of clips to 1044.
- ACT-3196 — 2nd channel of 3D DVE is not copied.

v12.0a (April 2023)

What's New

- ACT-2744 — Ultrix Acuity in Ultrix FR12 chassis.
- ACT-2724 — Send Ultrix™ background TSL data to the Ultricore BCS if the Ultricore BCS is active.
- ACT-3072 — Tria now allows up to 12 channels of AMP.

Bugs Addressed

- ACT-2244 — OverDrive® failing to get clip lists for AMP devices.
- ACT-2436 — Flagged Custom Controls - CC list is RED to report unsupported events on satellite panels but the CC does not contain unsupported events.
- ACT-2607 — ME tallies not working when Acuity® inputs not 1 to 1 match with Ultrix™ inputs.
- ACT-2894 — CC - RossTalk - RossTalkSwitcher - Num of Frames should be a Value knob.
- ACT-2912 — GPI outputs as tallies don't work all the time.
- ACT-2941 — RossTalk configured on the frame, **MECUT** and **MEAUTO** perform action on PGMB.
- ACT-2953 — Wipe Aspect button display in Menu Keypad is not updating on the Acuity® Panel.
- ACT-2976 — FRM NET - Com Settings - RossTalk-IN - Server (Many) is missing.
- ACT-2983 — Save set to USB - Cannot change the name after saving a set.

v11.2a (January 2023)

What's New

- ACT-2525 — Support new SDPE slot positions in Ultrix FR5.
- ACT-2073 — Ultrix Acuity - BCS - Change Source lookup to take into account Ultrix name.
- ACT-2640 — Visualize CC logic blocks
- ACT-2748 — RPM orchestration: Sets loading and saving

Bugs Addressed

- ACT-2862 — Ultrix Acuity - MultiViewer video glitches for 1/2 size PIPs in 2160p.
- ACT-2864 — Chroma Key - Save KEY MEM defaults Bus Maps.
- ACT-2298 — Auto Select (linear key) default values are incorrect.
- ACT-2831 — Ultrix Acuity - CC Set Xpt is not working with AUX.
- ACT-2858 — Knob Expansion list improvements.
- ACT-2923 — TSL 5.0 doesn't check which screen it should be using.

- ACT-2843 — Cannot save keyer values to KEY MEM because the User Button is missing on TouchDrive for Acuity®.
- ACT-2822 — RossTalk - RTalkSwitch - MNEM - Entering name gives an error - Name can not be empty.
- ACT-2606 — Entering VTR Clip names and IDs via "type in" is storing extra garbage bytes in the XML file.
- ACT-2721 — Green flash when cut from 1080p source to 2160p source.

v11.1a (July 2022)

What's New

- ACT-2658 — Support for Ultrix v4.8.0.

  ⓘ **Important:** *Previous versions of Ultrix Acuity software are not fully compatible with Ultrix™ 4.8.0 or higher. If you upgrade Ultrix™ to 4.8.0, or higher, you must upgrade the Ultrix Acuity software to version 11.1a, or higher.*

Bugs Addressed

- ACT-2514 — Video artifacts were seen in the Ultrix™ Multi-Viewer when displaying Acuity® outputs.

v11.0a (June 2022)

What's New

- Support for TouchDrive panels on Ultrix Acuity.
- ACT-2067, ACT-2132, ACT-2201 — Various security enhancements.
- ACT-2127 — Support for engineering names for sources.
- ACT-2054 — Support for mode switching of the SDPE blade from Ultrix Acuity to Ultrix Carbonite.
- ACT-1949 — Add support for additional video frame rates.

Bugs Addressed

- ACT-2514 — Continue frame bootup if panel not present.
- ACT-2540 — Cannot initialize ChromaKey from CC.
- ACT-2323 — Key Softness lost when DVE is enabled.
- ACT-122 — Preset Pattern Border Softness applied only Inside.
- ACT-162 — Memory Module doesn't always update.
- ACT-118 — DVE Allocation menu shows channels allocated when they are not.
- ACT-190 — Menu jump from number should be recorded in CC.
- ACT-57 — Cannot use CC on cameras above input 255.
- ACT-2007 — ARP – Change DHCP to static IP address.
- ACT-120 — Using Fade to Black key 7 and 8 will flash.
- ACT-2250 — Memory with 3D DVE indicates 2 channels but only 1 is displayed.

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v10.1h (April 2022)

What's New

- ACT-114 — Preset Pattern 3D DVE keys can now be limited to a single DVE channel, freeing up the other DVE channel to be used on another key.

Bugs Addressed

- ACT-79 — Audio Channel Select button greyed out in Effects Menu.
- ACT-308 — False " Ultrix Router is disconnected " in 480i Reference.
- ACT-2419 — Video glitch in 4 re-entries setup and with 3D DVE involved.
- ACT-2458 — FTP connection timeout.

v10.1g (March 2022)

What's New

- No new features were added for this version of software.

Bugs Addressed

- ACT-72 — The custom control character generator command **Load To PGM** would not take entry from the global keypad.
- ACT-389 — The personality option **Keypad Wipe Entry** did not work as expected.
- ACT-1870, ACT-2085 — Improvements to Ultritouch when used with Ultrix Acuity.
- ACT-1873 — The **Switcher Status** button on the Quick Navigation bar on the menu did not always indicate the current status.
- ACT-1963 — Default NTP server has been set to time.nrc.ca.
- ACT-2061 — The Source Configuration menu did not display 2SI (2160p) signal sources.
- ACT-2103 — Video could get corrupted in 1080pSF 24.
- ACT-2111 — Occasionally, when inserting a VTR command into a custom control, the panel would restart.
- ACT-2167 — The Virtual Panel Enable personality option would be disabled upon start up.
- ACT-2185 — Improvements to Panasonic® robotic control.
- ACT-2186 — Applying a matte fill to a chroma key would fill the key with black.
- ACT-2189 — Occasionally, changes to the colors of BKGD1 and BKGD2 were not applied.
- ACT-2195 — Key Memory on Auto Select keys would not function.
- ACT-2203 — Performing an **ME1** + **ME1** soft reset from the **Global Memory Module** would change the bottom row to ME 1.
- ACT-2204 — Key Gates Wipe did not perform as expected.
- ACT-2229 — **Security** – the PwnKit vulnerability CVE-2021-4034 has been corrected.
- ACT-2298 — Auto Select key default values were incorrect.
- ACT-2338 — Time sense from GV Grass Valley® K2 video servers using the AMP protocol was not being read.

v10.1f (November 2021)

What's New

- No new features were added for this version of software.

Bugs Addressed

- ACT-1997 — Aux buses were not routable using the Ultricore BCS.
- ACT-2065 — Occasionally, the Ultrix Acuity would report Ultrix™ crosspoint disconnected.

v10.1e HotFix (October 2021)

What's New

- ACT-0107 — Acuity® now supports 4000 Ultrix™ virtual sources and destinations.
- ACT-1886 — The serial tally protocol TSL now allows the user to align the Ultrix Acuity sources to the Ultrix™ sources.
- ACT-2006 — Support added for TECNOPOINT Srl Tuning S robotic camera control.
- ACT-2018 — Split self-keys now maintain the alpha when changing the video source.

Bugs Addressed

- ACT-1369 — When entering a RossTalkXPN type in command, the message `command cannot be empty` would always be displayed.
- ACT-1897 — Improvements were made for looping video when controlling an EVS® maXS.
- ACT-1991 — Occasionally, software options would be deleted.

v10.1d (October 2021)

What's New

- Support new SMARC CPU module.
- 72947 — Allow editing of user variables for RossTalk.
- 70161 and 72999 — Added personality option to display router names on the MultiViewer.
- 72326 — An Eject button has been added to the VTR Remote Control menu.
- ACT-1946 — Support for the Carbonite Black panels.

Bugs Addressed

- ACT-1401 — Improved Panasonic® robotic camera control when used with OverDrive®.
- ACT-0295 — Improved menu control for Alternate device enable/disable.
- ACT-1411 — For split keys, selection of a new video source will not clear the alpha selection.
- ACT-1892 — Occasionally, the number of frames for a pause in a CC was stored incorrectly.
- ACT-1899 — Occasionally, the Ultrix Acuity would default to four keys.
- ACT-1890 — Video glitching could occur on the Ultrix™ Flex slots.
- ACT-1880 — The CC editing command **Run From Here** would fail.

v10.1b (July 2021)

What's New

• Support for 3D DVE Preprocessor Effects (Strobe and Defocus).

Bugs Addressed

• 72653 — Unable to fly keys in 1080p at 29.97.
• 72865 — Assign ME Personality option was missing.
• 72934 — DVE Wipes shift the key to the left at the start of the transition.
• 72945 — Crosspoint disconnects with Ultrix™.

v10.1a (June 2021)

What's New

• Support for 3D DVE features (position, rotation, borders).

Bugs Addressed

• 64549 — Reporting incorrect timecode with Nexio® devices.
• 65819 — Acuity® error messages not sent to Caprica.
• 66156 — Acuity Virtual Panel default text displayed until change when AVP is running.
• 66195 — Logging Panel logs to USB not available in Acuity Rack Panel.
• 67438 — Menu jump scrollable list should be alphabetical.
• 69963 — Router GVG NP sending ACK messages when it shouldn't.
• 71419 — Acuity® GUI selection/navigation scroll area isn't quite right.
• 71745 — ORAD CG Macro command doesn't add CR/LF to the end.
• 71746 — ORAD TD Mode.
• 72175 — Acuity® NTP configuration webpage not working.

v10.0a (March 2021)

What's New

• Support for 3D DVE features (position, rotation, borders).

Bugs Addressed

• 64173 — Fixed Mnemonic menu should have touchable sliders.
• 64530 — Need a way to intentionally delete user-created colour schemes.
• 64582 — Check before overwriting colour scheme files.
• 64958 — Vizrt® **Clear** command.
• 66258 — CC Soft Shot Box is less reactive to CC changes.
• 65583 — **Remote Control Select** refers to BNCs.
• 66069 — RossTalk Server message lockup.
• 66533 — Shot Box module mnemonics colour correction.

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- 67562 — Menu jumps from Custom Controls only change the bottom menu.
- 67604 — Small number pad does not accept **Enter**.
- 69001 — Acuity Virtual Panel on real panel - PMA modules get enumerated before real modules.
- 70863 — Panasonic® camera improvements.
- 70963 — COMM menu (enable/disable) feature breaks Custom Controls.

Getting Help

- Our 24-hour hotline service provides access to technical expertise around the clock. After-sales service and technical support is provided directly by Ross Video personnel.
- During business hours (Eastern Standard Time), technical support personnel are available by telephone.
- After hours and on weekends, emergency technical support is available. A telephone-answering device will provide the names and phone numbers of technical support and field service personnel who are on call. These people are available to react to any problem and to do whatever is necessary to ensure customer satisfaction. For serious issue which need urgent attention and tracking, please ensure you are given a ticket number and refer to this in future communications.

  - **Technical Support: (+1) 613-652-4886**
  - **After Hours Emergency: (+1) 613-349-0006**

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