

Release Notes for Windows  
**PanaCast® 2 Firmware Update**  
 June 2017



What is New:

- Bug fixes and enhancements
- Second stage bootloader & dual image boot for FX3 support
- Firmware update reliability enhancements – subsequent updates will be more reliable
- UVC EU (extension units) support 3<sup>rd</sup> party app integration – camera controls in 3<sup>rd</sup> party VC apps
- USB 2.0 Ranger® 2301GE-LAN and 2304GE-LAN extender support

Below are issues/observations which are known at this point in time, when PanaCast 2 USB camera running camera firmware F0.1.3.24\_X0.3.0.0 and tested on Windows 7, Windows 8.1 and Windows 10

Open/Known Issues:

Windows	Issue Details	Status	Repro	WorkAround
2301	Contrast is not functional in video stream	OPEN (TBD)	Always	N/A
2311 2362	Observed video freeze in PanaCast for 3840x1088 resolution on USB 2.0	OPEN	Always	No Work Around at this point. Issue is specific to 3840x1088 MJPG
1768, 1769	PanaCast video is lost, when camera is pulled out & plugged back in during an ongoing call. This is specific to S4B	WON'T FIX	Always reproducible	Restarting the call fixes the issue. The behavior is same when using Logitech cam
1766, 1765	PanaCast Audio driver name shows up differently from machine to machine. Example ("Microphone (6-panacast)", "Microphone (3-Panacast)")	WON'T FIX	Observed with Couple of Windows machines	
1787	[Release Note] Accessing camera driver before it fully boots up, results in showing a loading icon and no video streams. This is specific to WIN7 on USB2.0 port	OPEN	The UI will continuously show a loading icon	Switching between camera drivers fixes the issue
1838	[Release Note] Video does not stream for resolution 3840x1088 for WIN7 on USB2.0 port. It will support 1920x1080 resolution	WON'T Fix	3840x1088 MJPEG will NOT Support on Win 7 USB 2.0. Release Noted	N/A
2175	Video got struck/ shows a spinning wheel if the system goes to sleep when the user is in the preview window of WebEx/Skype	OPEN	Always Reproducible	Switching between facetime & PanaCast drivers should resolve this issue
2032	[Release Note] Video Artefacts observed in skype with latest firmware (FPGA: C3, FX3: B5)	OPEN	Always Reproducible. Even after setting the Default Zoom Level to 90 degrees	No work around at this point

2044	Video color issue is observed when bottle is placed in front of camera and make sure bottle is placed in between two camera lens	WON'T FIX	Always Reproducible	Don't put any objects below 3 feet distance from camera that could affect the video stream
2100	[Release Note] Video started flickering when we move saturation and white balance to 0	WON'T FIX	Always Reproducible	Always keep the camera settings closure to defaults to avoid
2107	By launching upgrade Utility tool video flickers while the video is already being accessed by other third party app	OPEN	Always Reproducible	Don't open Utility while Video is streaming. If you want to change any feature stop the current video stream and open the utility