

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



What is New:

- Bug fixes and enhancements
- Added support for Zoom Rooms PTZ Preset button
- UVC based firmware update and camera configuration support, this makes Windows firmware independent of PanaCast-C interface
- 32-bit MFC based Application
- Added Diagnostics Tab to read and log camera state for analysis
- Windows utility change to prevent system shutdown while camera is updating
- Windows utility is packaged as regular Windows app with an installer

Below are issues/observations which are known at this point in time, when PanaCast 2 USB camera running camera firmware F0.2.0.26\_X0.3.2.24 and tested on Windows 7, Windows 8.1 and Windows 10

Known Issues:

- Win & Mac: Flicker can happen on video stream (Bright bands moving) whenever one lens of camera is exposed to bright light and two other lens has normal light. (Bug 2523 & 2494)
- Win & Mac: PanaCast Audio may NOT work when user changed any features while the conference is running with PanaCast Audio. Unplug & re-plug will resolve the issue (Bug 2506)
- Win & Mac: Contrast is NOT functional on video stream (Bug 2301)

Open/Known Issues:

Windows	Issue Details	Status	Repro	WorkAround
2523	Bright bands observed on video feed when 1 lens is looking into bright light	OPEN	Always	This happens when one lens of camera has bright light (looking into bright light through open window) and the other 2 lens has inside room light. No work around at this moment
2501	[Release Note] Trial Minutes are NOT updating automatically for IZ & Vivid in utility. Either need switching between features or unplug & re-plug the camera to get the updated trail minutes	OPEN	Always	Switching between features will resolve the issue.
2513	[Release Note] Applied PTZ Preset view changed upon camera unplug & plug. Different FOV displayed instead of saved preset view	OPEN	Always	This issue is specific to Non Final Rev cameras which will NOT reboot upon unplug event. Power cycle of the camera resolves the issue
2509	[Release Note] Host's video is displayed blank in S4B when we unplug and plug the camera to same or different port while in conference	OPEN	Random	Unplug & re-plug the camera will resolve the issue
2508	FPGA and FX3 versions are	OPEN	Always	No Work around at this point of

	displayed as y3.63.-1.-1 in the new utility F0.2.0.26.X0.3.2.9 when the camera has any old firmware			time
2301	[Release Note] Contrast is not functional in video stream	OPEN (TBD)	Always	N/A
2311 2362	Observed video freeze in PanaCast for 3840 * 1088 MJPG 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	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	Video does not stream for resolution 3840*1088 for Win7 on USB2.0 port. It will support 1920x1080 resolution.	WON'T Fix	3840*1088 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	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	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
<b>H/W</b>				
2438	Solid white led (Instead of blinking blue LED) displaying on camera while upgrading from 50D950BB to latest 11.8 (F0.2.0.3 X0.3.1.14) version	OPEN	Always	Specific to Camera & firmware utility version used for upgrade