

# Support document for Zivid One Camera users

Zivid will remove support and future development for Zivid One from Zivid SDK 2.4, scheduled to be released July 19<sup>th</sup>. **Note: this only affects the classic Zivid One, and does not affect Zivid One Plus Small, Medium and Large, which will continue to be supported.** This information was provided in the changelog of SDK 2.3.0.

You may still use your Zivid One with older versions of the SDK, and we will continue to register bugs and address those deemed critical. This means that you can still use your Zivid One camera with any of our SDK versions up to and including SDK 2.3.0, and our Customer Success team will still offer their assistance and services. With this decision we will place higher focus towards securing even more development, reliability, and longevity to our newer product lines, the Zivid One+ and Zivid Two.

Get answers to most of your questions in the Q&A below.

Our Customer Success Team will still be available to help you if any problem should arise. You can reach them at [customersuccess@zivid.com](mailto:customersuccess@zivid.com).

- Team Zivid

# Q&A

***Q: Which are the latest recommended software versions to use with Zivid One?***

We recommend that you remain on the same SDK you are currently using with your Zivid One camera. The latest major versions that currently support Zivid One are SDK 1.8.1 and SDK 2.3.0.

***Q: Where can I find older versions of the software?***

Older versions of the SDK are accessible at <https://www.zivid.com/downloads/revisions>.

***Q: When will support for Zivid One stop?***

From SDK 2.4 and newer. Scheduled July 19<sup>th</sup>, 2021.

***Q: Why did Zivid decide to remove support for Zivid One?***

Zivid One has limited hardware capabilities or feature parity compared to Zivid One+ and Zivid Two. We therefore decided to remove support for Zivid One in order to pay more attention to the quality and further development of other camera models.

***Q: Will Zivid provide updates for Zivid One in the future?***

No. Zivid have no intention of providing updates to Zivid One. We will register bugs and address those deemed critical.

***Q: What happens if I have a problem with my Zivid One camera?***

Contact us at [customersuccess@zivid.com](mailto:customersuccess@zivid.com) and we will try to help you the best we can.

**Q: How do I know if I have a Zivid One camera?**

Zivid One has a SYNC connector on the backside of the camera. You can also read from the label on the bottom cover if it is a Zivid One.



**Q: What happens if I install SDK 2.4 or later and try to connect a Zivid One camera?**

The camera will not be recognized by the software and you will not be able to connect it.