

## [Windows/MAC] CaptureShare Software Release Note - Aug 9th, 2022

<b>VERSION</b>	V1.3.2068.0
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by CaptureShare.</p> <p>Tracking cameras:</p> <ul style="list-style-type: none"> <li>- TR311HWV2, TR313V2, TR323NV2, TR333V2 (V.35 or later)</li> <li>- DL30</li> <li>- PTC500S/TR530/PTC115/TR320/PTC330U/TR333/PTC310U/TR313/PTC310/TR311 (TR models V21 or later)</li> <li>- PTZ310/PTZ310N/PTZ330/PTZ330N (PTZ models V66 or later)</li> </ul> <p>DocCam:</p> <ul style="list-style-type: none"> <li>- U50/U70+/F17-8M/F50-8M/M17-13M/M15-13M/M11-8M/M15W /M70W/M5</li> </ul>
<b>OPERATING DEVICES / SYSTEMS</b>	<p>Win OS 7, Win OS 10, Win OS 11</p> <p>Mac 10.15, Mac 11, Mac 12</p>

<b>V1.3.2068.0</b>  <b>Release date: Aug 9th 2022</b>	<p><b><u>WHAT'S NEW &amp; Improvement</u></b></p> <ul style="list-style-type: none"> <li>- <b>[WIN Only] Supports new AI function Transparent Mode:</b> The Transparent Mode function can be used to make the presenter appear transparent, so the audience can easily see the content of the whiteboard through the presenter.</li> <li>- <b>[WIN/MAC] Support new AI function Voice to text:</b> The Voice to Text on Camera View function on the Control Panel is designed with voice recognition technology, which can be used to present the presenter's voice messages to text dynamically on the Camera View.</li> <li>- <b>[WIN/MAC Improvement] VISCA command replaced with CGI command:</b> PAN, TILT, HOME, ZOOM, FOCUS, PRESET &amp; Device info.</li> </ul>
	<p><b><u>BUG FIXED</u></b></p> <ul style="list-style-type: none"> <li>- <b>[WIN]</b> Fixed latency in some computer models with regards to RTSP connection.</li> <li>- <b>[WIN]</b> Fixed UI display issue in 4K resolution</li> </ul>
	<p><b><u>Issues</u></b></p> <ul style="list-style-type: none"> <li>- None</li> </ul>

<b>Known issues</b>	<p><b>[WIN/MAC]</b> UVC streaming display is not working with &lt;NDI/Streaming only mode&gt;, but users still can select it in the list including 3rd party Software.</p> <ul style="list-style-type: none"> <li>○ We are working on the fix for next release.</li> <li>○ Workaround: Please change the camera mode to "USB only".</li> </ul> <p><b>[WIN/MAC]</b> Camera 4K resolution can only be selected in USB only mode.</p> <ul style="list-style-type: none"> <li>○ Workaround: Switch the mode from others to "USB only" mode in web settings.</li> </ul>
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<b>Limitation</b>	<ul style="list-style-type: none"> <li>- <b>[WIN]</b> System requirement for Transparent mode If your PC's GPU memory is less than 4GB, transparent mode function is unavailable. <ul style="list-style-type: none"> <li>* GPU memory 4GB or above : Support 720P resolution.</li> <li>* GPU memory 6GB or above : Support 1080P resolution.</li> </ul> </li> <li>- <b>[WIN]</b> Users can set the virtual camera while camera is on USB only mode. When users start to use virtual camera, they need switch the mode to USB + streaming or streaming only mode to get the video source.</li> <li>- <b>[WIN]</b> Virtual camera tool only support video source in windows system. Cannot establish the audio source.</li> <li>- <b>[WIN]</b> Virtual camera video source cannot be used in UWP (Universal Windows Platform) app.</li> <li>- <b>[WIN/MAC]</b> DL/PTZ/TR camera models do not have the brightness settings in CaptureShare. It can be adjusted in web settings.</li> </ul>
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<b>VERSION</b>	V1.3.2055.0
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by CaptureShare.</p> <p>Tracking cameras:</p> <ul style="list-style-type: none"> <li>- TR313V2 V0.1.0000.18 or above</li> <li>- TR333V2 (* Early Q1 2022)</li> <li>- DL30</li> <li>- PTC500S/TR530/PTC115/TR320/PTC330U/TR333/PTC310U/TR313/PTC310/TR311 (TR models V21 or later)</li> <li>- PTZ310/PTZ310N/PTZ330/PTZ330N (PTZ models V66 or later)</li> </ul> <p>DocCam:</p> <ul style="list-style-type: none"> <li>- U50/U70+/F17-8M/F50-8M/M17-13M/M15-13M/M11-8M/M15W /M70W/M5</li> </ul>
<b>OPERATING DEVICES / SYSTEMS</b>	<p>Win OS 7, Win OS 10, Win OS 11</p> <p>Mac 10.15, Mac 11, Mac 12</p>

<b>V1.3.2055.0</b>	<p><b><u>WHAT'S NEW &amp; Improvement</u></b></p> <ul style="list-style-type: none"> <li>- <b>[WIN/MAC]</b> Support new camera models : TR313V2, TR333V2</li> <li>- <b>[WIN/MAC]</b> Support gesture control setting for DL30</li> </ul>
<b>Release date: Dec 23 2021</b>	<p><b><u>BUG FIXED</u></b></p> <ul style="list-style-type: none"> <li>- <b>[MAC]</b> New OS version (OS 12) compatibility issues</li> <li>- <b>[WIN]</b> Camera widget cannot be shared (in black screen) in video conferencing software. EX: Google meet...etc.</li> </ul>

	<p><b>Issues</b></p> <ul style="list-style-type: none"> <li>- None</li> </ul>
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<b>Known issues</b>	<p><b>[WIN/MAC]</b> UVC streaming display is not working with &lt;NDI/Streaming only mode&gt;, but users still can select it in the list including 3rd party Software.</p> <ul style="list-style-type: none"> <li>o We are working on the fix for next release.</li> <li>o Workaround: Please change the camera mode to “USB only”.</li> </ul> <p><b>[WIN/MAC]</b> Camera 4K resolution can only be selected in USB only mode.</p> <ul style="list-style-type: none"> <li>o Workaround: Switch the mode from others to “USB only” mode in web settings.</li> </ul>
<b>Limitation</b>	<ul style="list-style-type: none"> <li>- <b>[WIN]</b> Users can set the virtual camera while camera is on USB only mode. When users start to use virtual camera, they need switch the mode to USB + streaming or streaming only mode to get the video source.</li> <li>- <b>[WIN]</b> Virtual camera tool only support video source in windows system. Cannot establish the audio source.</li> <li>- <b>[WIN]</b> Virtual camera video source cannot be used in UWP (Universal Windows Platform) app.</li> <li>- <b>[WIN/MAC]</b> DL/PTZ/TR camera models do not have the brightness settings in CaptureShare. It can be adjusted in web settings.</li> </ul>

<b>VERSION</b>	V1.3.2050.0
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by CaptureShare.</p> <p>DocCam: U50/U70/U70+/F17-8M/F50-8M/M17-13M/M15-13M/M11-8M/M90UHD/M15W/M70W/M5</p> <p>Tracking cameras:</p> <ul style="list-style-type: none"> <li>- DL30</li> <li>- PTC500S/TR530/PTC115/TR320/TR333/TR331/TR313/TR311HN/TR311/TR310 (TR models V21 or later)</li> <li>- PTZ310/PTZ310W/PTZ310N/PTZ330/PTZ330W/PTZ330N (PTZ models V66 or later)</li> </ul>
<b>OPERATING DEVICES / SYSTEMS</b>	<p>Win OS 7, Win OS 10</p> <p>Mac 10.14 Mac 10.15 Mac 11</p>

<b>V1.3.2050.0</b>	<b><u>WHAT'S NEW &amp; Improvement</u></b>
<b>Release date: Aug 27 2021</b>	<ul style="list-style-type: none"> <li>- <b>[WIN]</b> Add audio virtual device support in virtual camera tool (64 bits OS only): Initial the UAC from the RTSP camera's microphone in virtual camera settings.</li> <li>- <b>[WIN/MAC]</b> Add more camera/tracking settings for DL30: Effective Tracking</li> </ul>

	<p>Area/Auto Zoom/Hybrid Mode/Auto WB mode switch</p> <ul style="list-style-type: none"> <li>- <b>[WIN/MAC] Efficacy improvement for record function and previewing</b> : Reduce the latency and system loading for the camera record function and previewing</li> </ul>
	<p><b><u>BUG FIXED</u></b></p> <ul style="list-style-type: none"> <li>- [WIN] Capture and Record function failed happened by Antivirus software.</li> <li>- [WIN] Show the Insufficient memory information in record function frequently.</li> <li>- [MAC] The camera widget cannot be moved after adjusting the size (EX: Maximize window) or switching the camera source.</li> <li>- [MAC] The zoom in/out bar in control panel shows in wrong position.</li> </ul>
	<p><b><u>Issues</u></b></p> <ul style="list-style-type: none"> <li>- [WIN] Language change UI will not be affected instantly in virtual camera tool. Users need reopen the tool for new language display. We will fix it next release version.</li> </ul>

<b>Known issues</b>	<p>[WIN/MAC] UVC streaming display isn't workable with &lt;NDI/Streaming only mode&gt;, but users still can select it in the list includes 3rd party Software.</p> <ul style="list-style-type: none"> <li>o We are working on the fix for next release.</li> <li>o Workaround: Please change the camera mode to "USB only".</li> </ul> <p>Camera 4K resolution only can be selected in USB only mode.</p> <ul style="list-style-type: none"> <li>o Workaround: Switch the mode from others to "USB only" mode in web settings.</li> </ul>
<b>Limitation</b>	<ul style="list-style-type: none"> <li>- [WIN] Users can set the virtual camera while camera is on USB only mode. When users start to use virtual camera, they need switch the mode to USB + streaming or streaming only mode in order to get the video source.</li> <li>- [WIN] Virtual camera tool only support video source in windows system. Cannot establish the audio source.</li> <li>- [WIN] Virtual camera video source cannot be used in UWP (Universal Windows Platform) app.</li> <li>- [WIN/MAC] DL/PTZ/TR camera models don't have the brightness settings in CaptureShare. It can be adjusted in web settings.</li> </ul>

<b>VERSION</b>	V1.3.2046.0 (MAC) V1.3.2047.0 (WIN)
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by CaptureShare.</p> <p>DocCam: U50/U70/U70+/F17-8M/F50-8M/M17-13M/M15-13M/M11-8M /M90UHD /M15W /M70W</p> <p>PTZ and Tracking cameras:</p> <ul style="list-style-type: none"> <li>- DL30</li> <li>- Tracking cameras: TR331/333/TR313/TR311/TR311HN/TR310 (TR models Firmware V21 or later)</li> <li>- PTZ cameras: PTZ310/PTZ310W/PTZ310N/PTZ330/PTZ330W/PTZ330N (PTZ models</li> </ul>

	V66 or later) - PTC500S/TR320/TR530 (Virtual USB only)
<b>OPERATING DEVICES / SYSTEMS</b>	Win OS 7, Win OS 10  Mac 10.14 Mac 10.15

<b>V1.3.2046.0 (MAC)</b>  <b>V1.3.2047.0 (WIN)</b>  <b>Release date: June 3rd 2021</b>	<b><u>WHAT'S NEW &amp; Improvement</u></b>  - [WIN] Virtual camera tool feature added: If you have any of the above supported PTZ and Tracking cameras, now you can control and stream the camera to the CaptureShare software as through the camera is locally connected via USB. The only requirements are that these camera must be put on the same VLAN as the PC/MAC running the CaptureShare software.
	<b><u>BUG FIXED</u></b>  - [WIN] Audio source drops after setting click track on DL30 camera. - [WIN] The frame for Click track sometimes disappears or has wrong status displayed. - [MAC]The camera widget cannot be moved after adjusting the size (EX: Maximize window) or switching the camera source. - [MAC]The zoom in/out bar in the control panel showed in the wrong position.
	<b><u>Issues</u></b>  - [WIN]In virtual camera tool setting, no error message while users typed in the wrong account or password.

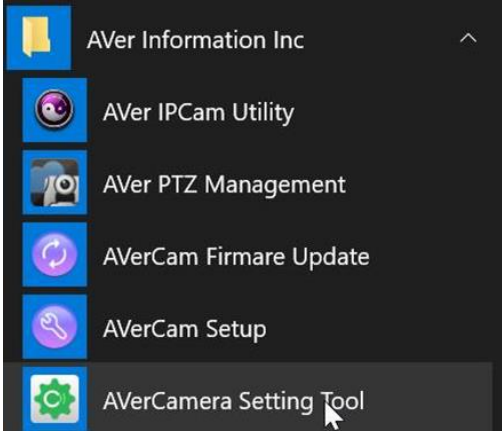
<b>Known issues [WIN/MAC]</b>	[Win/MAC] UVC streaming display isn't workable with <NDI/Streaming only mode>, but users still can select it in the list includes 3rd party Software. <ul style="list-style-type: none"> <li>○ We are working on the fix for next release.</li> <li>○ Workaround: Please change the camera mode to "USB only".</li> </ul> Camera 4K resolution only can be selected in USB only mode. <ul style="list-style-type: none"> <li>○ Workaround: Switch the mode from others to "USB only" mode in web settings.</li> </ul>
<b>Limitation</b>	- [Win] Users can set the virtual camera while camera is on USB only mode. When users start to use virtual camera, they need switch the mode to USB + streaming or streaming only mode in order to get the video source. - [WIN] Virtual camera tool only support video source in windows system. Cannot establish the audio source. - [WIN] Virtual video source cannot be used in UWP (Universal Windows Platform) app. - [WIN/MAC] DL/PTZ/TR camera models don't have the brightness settings in CaptureShare. It can be adjusted in web settings.

<b>VERSION</b>	V1.3.2043.0
<b>HARDWARE COMPATIBILITY</b>	The following product models are supported by CaptureShare. DocCam: U50/U70/U70+/F17-8M/F50-8M/M17-13M/M15-13M/M11-8M/M90UHD/M15W/M70W Tracking cameras: TR333/TR313/TR311/TR310 (TR models Firmware V21 or later) PTZ cameras: PTZ310/PTZ310W/PTZ310N/PTZ330/PTZ330W/PTZ330N (PTZ models V66 or later)
<b>OPERATING DEVICES / SYSTEMS</b>	<ul style="list-style-type: none"> <li>• Win OS 7, Win OS 10</li> <li>• Mac 10.14 Mac 10.15</li> </ul>

<b>V1.3.2037.0</b>  <b>Release date:</b> <b>November 06, 2020</b>	<b><u>WHAT'S NEW</u></b>
	<ul style="list-style-type: none"> <li>- Supports AVer DL30 camera (pre-release).</li> <li>- Supports AVer PTZ cameras.</li> <li>- Supports new functions: Sleep Mode/Profile in settings for DL30 (pre-release).</li> <li>- Displays network &amp; device information while connecting the DL30 (pre-release) via USB cable.</li> </ul> <p>*IP Address/ Serial number / Mac address / FW version</p>
	<b><u>BUG FIXED</u></b>
	<ul style="list-style-type: none"> <li>- Zoom in/out setting should be reset to default value after clicking home button.</li> <li>- Crash happens if user connects two tracking cams at the same time. – Random issue.</li> <li>- Firmware update function should be disable for some models which cannot support firmware upgrade function. [MAC Only]</li> </ul>
	<b><u>KNOWN ISSUES (Win/MAC)</u></b>
	<ul style="list-style-type: none"> <li>• UVC streaming display isn't workable with &lt;NDI/Streaming only mode&gt;, but users still can select it in the list. A fix is being released for next release. Workaround: Please change the camera mode to "USB only".</li> <li>• Camera 4K resolution can only be selected in USB only mode. <ul style="list-style-type: none"> <li>○ Workaround: Switch mode to "USB only" mode in the web setting.</li> </ul> </li> <li>• PTZ/TR/DL camera models don't have the brightness settings. It cannot be used in some modes and need adjust it in web settings. Working on a fix for next release.</li> <li>• Tracking sensitivity cannot be used in Zone mode.</li> </ul>

<b>VERSION</b>	V1.3.2037.0
<b>HARDWARE COMPATIBILITY</b>	The following product models are supported by CaptureShare. DocCam: U50/U70/U70+/F17-8M/F50-8M/M17-13M/M15-13M/M11-8M/M90UHD/M15W/M70W Tracking cameras: TR333/TR313/TR311/TR310 (TR models Firmware V21 or later)

<b>OPERATING DEVICES / SYSTEMS</b>	<ul style="list-style-type: none"> <li>• Win OS 7, Win OS 10</li> <li>• Mac 10.14 Mac 10.15</li> </ul>
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<p><b>V1.3.2037.0</b></p> <p><b>Release date:</b> <b>November 06, 2020</b></p>	<p><b><u>WHAT'S NEW</u></b></p> <ul style="list-style-type: none"> <li>• Supports AVer tracking camera. (TR models)</li> <li>• Supports camera tracking control, and preset settings via UVC. (TR models)</li> <li>• Supports CaptureShare functions (Recording/Streaming/Capture) for TR models.</li> <li>• To access the Camera control tool for PTZ camera control, navigate to the “AVer Information Inc” folder and select the “AVerCamera Setting Tool”.</li> </ul>  <p><b><u>BUG FIXED</u></b></p> <p>N/A (First release version for AVer TR models)</p> <p><b><u>KNOWN ISSUES (Win/MAC)</u></b></p> <ul style="list-style-type: none"> <li>• UVC streaming display isn't workable with &lt;NDI/Streaming only mode&gt;, but users still can select it in the list. A fix is being released for next release. Workaround: Please change the camera mode to “USB only”.</li> <li>• Camera 4K resolution can only be selected in USB only mode. <ul style="list-style-type: none"> <li>○ Workaround: Switch mode to “USB only” mode in the web setting.</li> </ul> </li> <li>• PTZ/TR camera models don't have the brightness settings. It cannot be used in some modes and need adjust it in web settings. Working on a fix for next release.</li> <li>• Crash happens if user connects two tracking cams at the same time. – Random issue. Working on a fix for next release.</li> </ul> <p><b><u>KNOWN ISSUES (MAC Only)</u></b></p> <ul style="list-style-type: none"> <li>• 424x240 resolution cannot be displayed with broken images. Working on a fix for next release.</li> </ul>
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