



Products: CAM520 Pro3

Firmware Version: 0.0.9604.14

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Revision History and System Requirement

Firmware Version	Region	Date	Model
0.0.9604.14	WW	July 18,2025	CAM520 Pro3
0.0.9604.12	WW	May 02, 2025	CAM520 Pro3
0.0.9604.10	WW	April 01, 2025	CAM520 Pro3
0.0.9602.54	WW	Nov. 08th, 2024	CAM520 Pro3
0.0.9602.32	WW	Apr. 30th, 2024	CAM520 Pro3
0.0.9602.18	WW	Feb. 2nd, 2024	CAM520 Pro3
0.0.9600.42	WW	Jun. 1st, 2023	CAM520 Pro3
0.0.9600.40	WW	May 12th, 2023	CAM520 Pro3
0.0.9600.32	WW	Apr. 17th, 2023	CAM520 Pro3



Important Notice

1. PTZApp2 should be upgraded to **V2.2.1003.06 (MAC); v2.2.1002.05 (Windows)** or later version to get full functions.
2. Smart frame effective distance up to 7~10 meters, depending on your setting of camera height and background environment.
3. H.264 IP video streaming supports Windows 7 &10. (not supports Windows 8.1)
4. During system upgrade, please DON'T turn off the power for any reasons.
5. If the FW upgrading is not success, please re-plug and power adapter and USB cable to do FW upgrade again.
6. Gesture control effective distance is up to 5m. If people are in front of white background, it may have some impact on gesture recognition.



New Features

Firmware Version	New Features
0.0.9604.10	● Standardized rules for device admin account and password. ● Added support for UE1. ● Added support for Cloud Management.
0.0.9602.32	● Fulfill UK Product Security and Telecommunications Infrastructure (PSTI) Act 2022 with advanced password mechanism
0.0.9602.18	● Smart Composition-Up to 9 people ● MT300 Audio Tracking integration ● DHCP Mechanism ● PresetLink Camera Mode ● Supporting special characters in password ● H.265
0.0.9600.40	Add ATW option of Auto White Balance function
0.0.9600.32	1 st Release

Problems Fixed

Firmware Version	Problem Fixed
0.0.9604.12	● Fixed the PTZ issue.
0.0.9602.54	● CL01(VISCA) Command improvement
0.0.9602.18	● Improvement to avoid tracking portrait ● VISCA Command improvement
0.0.9600.42	● Fix zoom ratio issue after performing factory default ● Improve Pan/Tilt control with short press on remote controller
0.0.9600.40	Improve digital zoom image quality



Known Issues

Firmware Version	Description
0.0.9602.18 0.0.9600.42 0.0.9600.40 0.0.9600.32	Occur false detection issue sometime in complex environment.
0.0.9600.42 0.0.9600.40 0.0.9600.32	May encounter compatibility issue with MacbookAir (i3) while toggling between resolutions under 720p