



## AVer UE1 Firmware Release Notes – May 19<sup>th</sup>, 2026

<b>Version</b>	<b>0.0.0000.24</b>
<b>Camera Compatibility</b>	<ul style="list-style-type: none"><li>• PTC330UV2/PTC320UNV2/PTC320UV2/PTC310UV2/PTC310HWV2: 0.1.0000.23 or later</li><li>• PTZ310U(N)V2/PTZ330U(N)V2/PTZ211/PTZ231: 0.0.0000.24 or later</li><li>• TR211/TR315(N)/TR335(N): 0.0.0000.24 or later</li><li>• DL30: 7.0.0022.28 or later</li><li>• TR535: 0.0.0000.18 or later</li><li>• TR615: 0.0.0000.32 or later</li><li>• CAM550: 0.0.8010.04 or later</li><li>• CAM570: 0.0.8108.04 or later</li><li>• CAM520 Pro3: 0.0.9604.04 or later</li></ul>
<b>0.0.0000.24</b> <b>Release date: May 19<sup>th</sup>, 2026</b>	<p><b>New Camera</b></p> <ul style="list-style-type: none"><li>• Support model: TR615</li></ul> <p><b>New Features</b></p> <ul style="list-style-type: none"><li>• UE1 now supports Sleep Mode for the camera when used with AVer TR/PTZ/CAM series. When the sleep function is enabled, the camera will enter Sleep Mode after the duration specified in the Sleep Timer.<ul style="list-style-type: none"><li>○ <b>For TRV3/PTZV2 (FW 0.0.0000.74 or later):</b> Ensure the camera is NOT set to <b>Teams Mode</b>, and make sure the sleep function and Sleep Timer are configured.</li><li>○ <b>For CAM Series (CAM550/570/520 Pro3):</b> Enable the sleep function and configure the Sleep Timer.</li><li>○ The Sleep Timer is activated when:<ul style="list-style-type: none"><li>▪ The camera is turned off within the UC application (e.g., Teams).</li><li>▪ The UC application is closed.</li></ul></li></ul></li></ul>

- The USB cable connecting UE1 to the PC is unplugged.

#### **Bug Fix**

- N/A.

#### **Known Issues**

- After powering on the UE1, the connected CAM series (CAM550/570/520 Pro3) may not enter Sleep Mode.

➔ **Workaround:** Restart the stream within the software and then turn it off; the camera will then enter Sleep Mode as expected.

#### **Notes and Recommendations**

- The "Smart Shoot" and "Framing" options are currently unavailable when PTZ310UV2/TR315N/TR335 are connected to UE1. Support for these features is planned for the UE1 Q4 2026 firmware release (for reference only and is subject to change).
- When updating UE1 via AVer Room Management while a connected IFP is powered off, RM may report an "Update Failed" message and temporarily lose connection to UE1.  
  
➔ **Workaround:** Ensure the connected IFP is powered ON during the update process. Alternatively, connect the UE1 to a different monitor or display to avoid this issue.

<p><b>0.0.0000.18</b></p> <p><b>Release date:</b></p> <p><b>September 1<sup>st</sup>,</b></p> <p><b>2025</b></p>	<p><b>New Camera</b></p> <ul style="list-style-type: none"><li>• N/A.</li></ul> <p><b>New Features</b></p> <ul style="list-style-type: none"><li>• N/A.</li></ul> <p><b>Bug Fix</b></p> <ol style="list-style-type: none"><li>1. Resolved a compatibility issue where using UE1 version 0.0.0000.17 with the following firmware versions caused connection failures:<ul style="list-style-type: none"><li>• CAM570: 0.0.8110.04</li><li>• CAM550: 0.0.8012.02</li></ul></li><li>2. Resolved a compatibility issue when using UE1 with AVer TR/PTC/PTZ cameras in Zoom Rooms, where the Presenter Focus button was unavailable.</li></ol> <p><b>Known Issues</b></p> <ul style="list-style-type: none"><li>• N/A.</li></ul> <p><b>Notes and Recommendations</b></p> <ul style="list-style-type: none"><li>• When connecting UE1 with CAM550, CAM570, or CAM520 Pro 3 using DHCP, UE1 must also be connected to the LAN to access the router. This allows UE1 to obtain the IP address of the camera. Otherwise, it is recommended to set a static IP for the CAM series.</li></ul>
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<p><b>0.0.0000.17</b></p> <p><b>Release date:</b></p> <p><b>July 11<sup>th</sup>, 2025</b></p> <p><b>[Only update Release Notes]</b></p>	<p><b>New Camera</b></p> <ul style="list-style-type: none"> <li>• N/A. Only update Release Notes</li> </ul> <p><b>New Features</b></p> <ul style="list-style-type: none"> <li>• N/A. Only update Release Notes</li> </ul> <p><b>Bug Fix</b></p> <ul style="list-style-type: none"> <li>• N/A. Only update Release Notes</li> </ul> <p><b>Known Issues</b></p> <ul style="list-style-type: none"> <li>• When using UE1 version 0.0.0000.17 with the CAM570 or CAM550 running the firmware versions listed below, the connection will fail: <ul style="list-style-type: none"> <li>1. CAM570: 0.0.8110.04</li> <li>2. CAM550: 0.0.8012.02</li> </ul> <p>➔ This issue will be resolved in the future release of UE1.</p> </li> </ul> <p><b>Notes and Recommendations</b></p> <ul style="list-style-type: none"> <li>• When connecting UE1 with CAM550, CAM570, or CAM520 Pro 3 using DHCP, UE1 must also be connected to the LAN to access the router. This allows UE1 to obtain the IP address of the camera. Otherwise, it is recommended to set a static IP for the CAM series.</li> </ul>
<p><b>0.0.0000.17</b></p> <p><b>Release date:</b></p>	<p><b>New Camera</b></p> <ul style="list-style-type: none"> <li>• Support models: CAM550, CAM570 and CAM520 Pro3.</li> </ul>

<p><b>Mar 28<sup>th</sup>, 2025</b></p>	<p><b>New Features</b></p> <ul style="list-style-type: none"> <li>• Automatically adjust the camera Theme mode to Standard/IP mode.</li> <li>• Add new toggle in RM to enable or disable the forced setting of the Theme mode.</li> </ul> <p><b>Bug Fix</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul> <p><b>Known Issues</b></p> <ul style="list-style-type: none"> <li>• CAM550/570/520 Pro3 limitation: <ol style="list-style-type: none"> <li>1. Not support firmware update by Room Management</li> <li>2. Not support in following modes: PIP/IO Port/AI Lens Streams/Smart Gallery/Smart Composition/Auto Framing</li> <li>3. Not support setting preset image</li> </ol> </li> </ul>
<p><b>0.0.0000.14</b></p> <p><b>Release date:</b></p> <p><b>Oct 31<sup>st</sup>, 2024</b></p>	<p><b>New Features</b></p> <ul style="list-style-type: none"> <li>• Support models: PTCv2, PTZV2, TRV3, DL30 and TR535</li> </ul> <p><b>Bug Fix</b></p> <ul style="list-style-type: none"> <li>• Fix multiple UE1 in LAN crashed issue</li> <li>• Fix few UE1 boot-up randomly failed issue</li> <li>• Fix UE1 crashed when USB connected for a long time</li> </ul> <p><b>Known Issues</b></p> <ul style="list-style-type: none"> <li>• CaptureShare NOT support DL30 ISP firmware update, factory reset, click tracking and tracking preview</li> <li>• CaptureShare NOT support TR535 Wide-Angle streaming, click tracking and tracking preview</li> </ul>

