



AVer MT500 Firmware Release Notes – August 18th, 2026

VERSION	0.0.0000.20
CAMERA COMPATIBILITY	• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 and later • TR530+ V0.0.1000.47 and later • PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 and later • TR333V2/TR323NV2/TR313V2/TR311HWV2 V0.1.0000.23 and later • PTZ310U(N)V2/PTZ330U(N)V2/PTZ211/PTZ231 V0.0.0000.24 and later • TR211/TR315(N)/TR335(N) V0.0.0000.24 and later • TR535 V0.0.0000.18 or later • CAM550 V0.0.8004.20/CAM570 V0.0.8102.48/CAM520Pro3 V0.0.9602.18 or later • TR615 0.0.0000.11 or later
MT500 AI FEATURE SUPPORT	• MT500 AI Features Include: InstaConfig, IntelliSwitch, and Face Focus supported Models: ○ TRV3, TRV2, TR535, TR615 ○ CAM520 Pro3 (require firmware 0.0.9606.02 or later) ○ CAM550/VC550 (require firmware 0.0.8014.04 or later) ○ CAM570 (require firmware 0.0.8114.02) ○ VC520 Pro 3 (require firmware 0.0.9806.06 or later)
MIC COMPATIBILITY	• Audio Technica ■ ATND1061DAN, ATND1061LK ■ ATUC-50 ■ ATUC-IR • BIAMP ■ Parlé Ceiling Microphones ◆ Requires Parlé product revision A or B

	◆ One ceiling microphone arrays is permitted for network box (one TCM-X or TCM-XA with TCM-XEX) ■ Tesira Digital Signal Processor (DSP) • BOSCH ■ CCS 1000 D Digital Discussion System ■ DICENTIS Wireless Discussion System ■ DICENTIS Conference System • ClearOne ■ CONVERGE® Pro 2 (DSP)+ BMA360 (Mic) ■ BMA360D ■ BMA360DX • Nureva ■ HDL300, Dual HDL300, HDL310, HDL410 • Sennheiser ■ TeamConnect Ceiling 2 (TCC 2) ■ TeamConnect Ceiling Medium (TCC M) ■ EW-DX EM 2 ■ EW-DX EM 2 Dante ■ EW-DX EM 4 Dante ■ EW-DX TS 3-Pin (and compatible microphones) ■ EW-DX TS 5-Pin (and compatible microphones) • Shure ■ IntelliMix® P300 Audio Conferencing Processor ■ IntelliMix® Room Audio Processing Software ■ MXA910 / MXA710 / MXA310 Microphone ■ MXA901 Microphone ■ MXA920-S/MXA920-R Ceiling Array Microphone ■ Microflex® Complete Wireless (MXCW) System • Yamaha ■ RM-CG, RM-TT, RM-CR & RM-W
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0.0.0000.20 Release date: August 18th , 2026	New Features: • MT500 AI features (InstaConfig, IntelliSwitch, Face Focus) added new camera model support as below: ○ CAM520 Pro3 (require firmware 0.0.9606.02 or later) ○ CAM550/VC550 (require firmware 0.0.8014.04 or later) ○ CAM570 (require firmware 0.0.8114.02) ○ VC520 Pro 3 (require firmware 0.0.9806.06 or later) • Support Dante outputs (audio/video) for MT500 two outputs. • Support VC Mode ○ When enabled, it allows MT500 to receive far-end PC audio for video conferencing scenarios. ○ Note: Must be configured independently for each output. • Support Multi-Mic on MT500 ○ This “Multi-Mic” feature will analyze real-time audio feeds from ceiling microphones and dynamically determines channel priority based on the microphone's input volume levels, ensuring smooth and stable camera switching. ○ <i>Note:</i> Enabled by default with no option to disable. • Support Layout Reduction ○ Automatically scales the view from 4-split down to 3, 2, or single-frame views based on the current speaker count. ○ Support side by side, active speaker, pip • Support Talker Position under Pickup Mode for Shure MXA9xx ○ Previously, Coverage in Pickup Mode was limited to 8 zones. With the new Talker Position integration, users can now configure up to 16 coverage zones, utilizing X/Y coordinates to accurately capture the active speaker.
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	○ Support model: MXA901/MXA920-R/MXA920-S • Able to manual input x/y/z as optional step under Active Position (AP) Improvements: • Able to switch to 2nd speaker across groups for gooseneck mic ○ Previously: switch to 2nd speaker if both participants belonged to the same group. ○ New: switches to 2nd active speaker regardless of their group. ○ Support model: Shure MXCWAPT, Sennheiser EWDX, ATUC-50, ATUC-IR, Bosch CCS1000D, Bosch WSS (CSP). • Able to support RTMP streaming for 2nd MT500 output and configure each RTMP streaming on MT500 webpage (Settings/Network) ○ MT500 supports a total of two RTMP streams. This allows for the following configurations: ▪ Scenario 1: Output 1 and Output 2 each utilize one independent RTMP stream. ▪ Scenario 2: Both RTMP streams are assigned to either Output 1 or Output 2, leaving the other output without RTMP capability. • Able to configure HLS setting for the second MT500 output on webpage (Settings/Network) ○ MT500 supports a maximum of one HLS stream, meaning users must choose to assign it to either Output 1 or Output 2. Important Note on Voice Tracking Installation: • For optimal performance, consider the environment, materials, and distances. Assess room size, layout, and acoustics. Different surfaces affect sound
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	reflection and absorption. Maintain proper distances between devices and the coverage area. For the best results, consult a local AVer tech expert to address specific needs and troubleshoot potential issues. Known Issues: • Toggling the Dante-Enabled (Settings/Video & Audio) from the MT500 webpage setting on the MT500 may cause the web interface to freeze temporarily. If this occurs, rebooting the device will resolve the issue. This problem will be addressed in the next software release. • The UVC connection will be re-established when switching profiles. • BIAMP Parl� Ceiling Microphones limitation ○ One ceiling microphone array is permitted for network box (one TCM-X or TCM-XA with TCM-XEX) ○ Parl� Ceiling Microphones require Parl� product revision A or B. Notes and Recommendations: • To ensure Face Focus operates properly, please make sure that voice tracking is functioning correctly. • For optimal performance, it is recommended to assign only one person per preset. Bug Fixed: • Resolved an issue with incorrect channel triggering on the Yamaha RM-CR. • Resolved an issue where the Sennheiser TCC2 produced no audio after the microphone's PoE was reconnected. • Resolved an issue when an input source is unplugged (e.g., USB In 1), a brief and subtle output flicker may occur on Output 2.
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	• Improved profile switching experience. • Resolved system instability caused by the upload of unsupported or incorrect watermark files. • Resolved a camera-switching stutter in multi-mic setups: Eliminated brief unnecessary jumps to Preset 0 when transitioning back from silence, ensuring smooth tracking when audio is present on active channels.
0.0.0000.14 Release date: April 2nd, 2026	New Features: • None. Improvements: • None. Important Note on Voice Tracking Installation: • For optimal performance, consider the environment, materials, and distances. Assess room size, layout, and acoustics. Different surfaces affect sound reflection and absorption. Maintain proper distances between devices and the coverage area. For the best results, consult a local AVer tech expert to address specific needs and troubleshoot potential issues. Known Issues: • Progress bar on webpage may appear stuck during v11 to v14 upgrades; firmware completes successfully and UI behavior will normalize in subsequent versions. • When an input source is unplugged (e.g., USB In 1), a brief and subtle output flicker may occur on Output 2.

	• The UVC connection will be re-established when switching profiles. • BIAMP Parl� Ceiling Microphones limitation a. One ceiling microphone array is permitted for network box (one TCM-X or TCM-XA with TCM-XEX) b. Parl� Ceiling Microphones require Parl� product revision A or B. Notes and Recommendations: • To ensure Face Focus operates properly, please make sure that voice tracking is functioning correctly. • For optimal performance, it is recommended to assign only one person per preset. Bug Fixed: • 1080p@60Hz HDMI input support for PC sources.
0.0.0000.11 (First public release) Release date: February 2nd, 2026	New Features: 1. Support two separate outputs 2. Support onboard recording via USB 2.0 storage and NAS server connection 3. Support new AI features (InstaConfig, IntelliSwitch, Face Focus) 4. Support audio mixing with Dante input 5. Support USB bypass 6. Support Advanced Layout Improvements: 1. None. First public release. Important Note on Voice Tracking Installation:

	1. For optimal performance, consider the environment, materials, and distances. Assess room size, layout, and acoustics. Different surfaces affect sound reflection and absorption. Maintain proper distances between devices and the coverage area. For the best results, consult a local AVer tech expert to address specific needs and troubleshoot potential issues. Known Issues: 1. 1080p60 HDMI input from PC is not supported. This issue will be resolved in the next release. 2. When an input source is unplugged (e.g., USB In 1), a brief and subtle output flicker may occur on Output 2. 3. The HDMI monitor name may be displayed incorrectly when MT500 is connected to a PC. This issue will be resolved in the next release. 4. The UVC connection will be re-established when switching profiles. 5. BIAMP Parlé Ceiling Microphones limitation a. One ceiling microphone array is permitted for network box (one TCM-X or TCM-XA with TCM-XEX) b. Parlé Ceiling Microphones require Parlé product revision A or B Notes and Recommendations: 1. To ensure Face Focus operates properly, please make sure that voice tracking is functioning correctly. 2. For optimal performance, it is recommended to assign only one person per preset. Bug Fixed: 1. None. First public release.
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