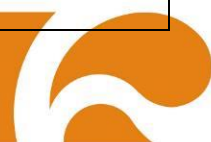
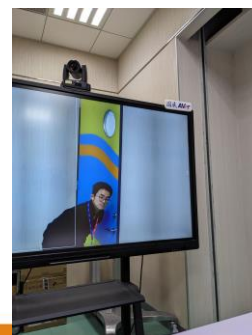
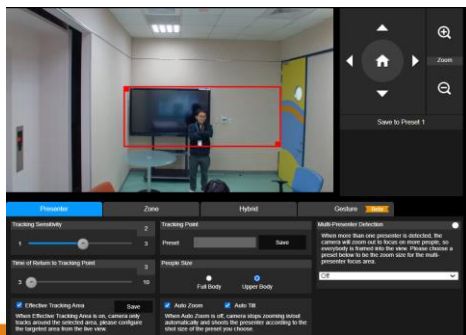


# Release note

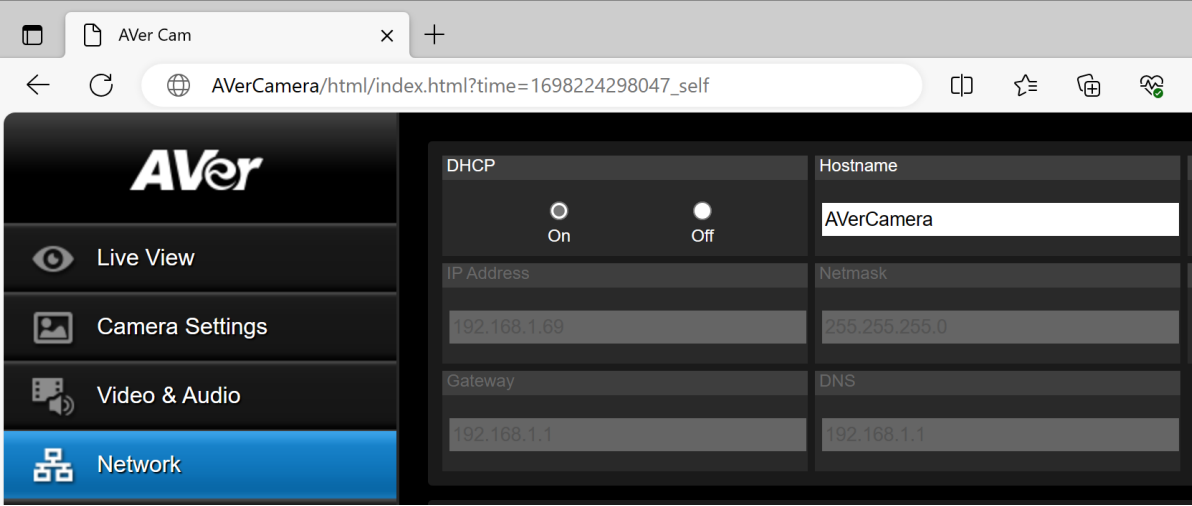
Product: PTC310HWV2/PTC310UV2/PTC320UV2/PTC320UNV2/PTC330UV2

<b>FW version</b>	<b>V0.1.0000.59</b>
<b>Release date</b>	2024/01/05
<b>New feature</b>	NA
<b>Improvement</b>	<ol style="list-style-type: none"> <li>1. Optimized the tracking detection sensitivity for seamless switching between a single presenter and multiple presenters.</li> <li>2. Optimized the Auto Tracking camera operation for smoother following of the presenter's movements.</li> <li>3. Bug fixed where HTTPS was incorrectly turned on after resetting to factory default settings; it should have been turned off.</li> <li>4. Optimized the LLDP information for better integration Netgear switches.</li> <li>5. Optimized the command response of the VISCA protocol.</li> <li>6. Optimized the compatibility of UVC video.</li> <li>7. Optimized the effective tracking area function.                         <ol style="list-style-type: none"> <li>1. Redefine effective tracking area, the area outside the red frame is exclusive, and the auto-tracking area only operates within the red frame.</li> <li>2. Added a visible effective tracking area frame on HDMI output. Please follow the setup:                                 <ol style="list-style-type: none"> <li>2.1 Set the effective tracking area function from webpage.</li> <li>2.2 Enable the Effective tracking area function.</li> <li>2.3 Turn on the Auto Tracking function.</li> <li>2.4 Long press the "FREEZE" button on the remote control. You will see a white frame on the HDMI output, which represents the effective tracking area frame. (Note: Long pressing the "FREEZE" button is for troubleshooting purposes only. Please disable the frame before using it, long press "FREEZE" button on remote to disable).</li> </ol> </li> </ol> </li> </ol>



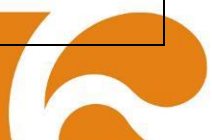
Know issues	<ol style="list-style-type: none"><li data-bbox="276 107 1498 188">1. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.</li><li data-bbox="276 203 1498 374">2. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.</li></ol>
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<b>FW version</b>	<b>V0.1.0000.57</b>																
<b>Release date</b>	2023/11/3																
<b>New feature</b>	<p>1. Able to use of the "Hostname" to activate the webpage. ( <a href="http://AVerCamera">http://AVerCamera</a> )                  P.S. The hostname is changeable.</p> 																
<b>Improvement</b>	<p>8. Bug Fixed: When the tracking camera captures a large number of people, random camera image delays or freezes may occur, rendering the webpage nonfunctional.</p> <p>9. Optimized the configuration for the "Effective Tracking Area" on the webpage.</p> <p>10. Optimized the image focus quality of preset after switching.</p> <p>11. Optimized the activation of Multi-presenter mode.</p> <p>12. Optimized the UVC streaming compatibility with Zoom Room app.</p> <p>13. Support VISCA/CGI inquiry for USB/UVC status</p> <table border="1" data-bbox="311 1344 1433 1590"> <thead> <tr> <th>Inquiry Command</th> <th>Command Packet</th> <th>Reply Packet</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td rowspan="2"><b>USB Status</b></td> <td rowspan="2">8x 09 36 69 05 FF</td> <td>y0 50 00 FF</td> <td>USB cable plug out</td> </tr> <tr> <td>y0 50 01 FF</td> <td>USB cable plug in</td> </tr> <tr> <td rowspan="2"><b>UVC Status</b></td> <td rowspan="2">8x 09 36 69 06 FF</td> <td>y0 50 00 FF</td> <td>UVC stream off</td> </tr> <tr> <td>y0 50 01 FF</td> <td>UVC stream on</td> </tr> </tbody> </table> <p>14.</p>	Inquiry Command	Command Packet	Reply Packet	Comments	<b>USB Status</b>	8x 09 36 69 05 FF	y0 50 00 FF	USB cable plug out	y0 50 01 FF	USB cable plug in	<b>UVC Status</b>	8x 09 36 69 06 FF	y0 50 00 FF	UVC stream off	y0 50 01 FF	UVC stream on
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<b>FW version</b>	<b>V0.1.0000.48</b>																																																																																																																																																																																																								
<b>Release date</b>	2023/5/18																																																																																																																																																																																																								
<b>New feature</b>	<p>2. Introducing new AI algorithm to enhance Auto Tracking accuracy.</p> <p>3. Date and time screen (Set Date/Time), you can set using one of three types: NTP. PC Synchronization or manual. (Webpage/ System/ Set Date/Time)</p> <div data-bbox="323 591 1302 1142" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Date Time Dialog</b> <span style="float: right;">✕</span></p> <p>Camera System Time    2023-05-17 08:14:30 PM</p> <p>NTP    <input type="checkbox"/></p> <p>NTP Server    <input type="text" value="pool.ntp.org"/></p> <hr/> <p>Synchronize Time with PC    <input type="button" value="Execute"/></p> <hr/> <p>Manual    Date    <input type="text" value="2023-05-18"/> (yyyy-mm-dd)</p> <p>            Time    <input type="text" value="下午 03:44:14"/> ⌚</p> <p>Time Zone    <input type="text" value="(GMT-12:00) Howland Island"/> ▼</p> <hr/> <p style="text-align: right;"><input type="button" value="Set"/>    <input type="button" value="Cancel"/></p> </div> <p>4. Power schedule (Webpage/ System/ Power schedule) Auto reboot time, able to set a specific time for the camera to automatically reboot on a daily basis.</p> <p>Power Schedule: Able set a specific time for the camera to power off by simply clicking on the designated blue cell. When you click the cell and its color change from blue to grey, it indicates that the camera will automatically power off during the specified period.</p> <div data-bbox="338 1507 1323 2042" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Power Schedule</b> <span style="float: right;">✕</span></p> <p>Auto Reboot Time    <input checked="" type="checkbox"/>    <input type="text" value="下午 09:02"/> ⌚</p> <hr/> <p>Power Schedule</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Day/Hour</th> <th>0</th><th>1</th><th>2</th><th>3</th><th>4</th><th>5</th><th>6</th><th>7</th><th>8</th><th>9</th><th>10</th><th>11</th><th>12</th><th>13</th><th>14</th><th>15</th><th>16</th><th>17</th><th>18</th><th>19</th><th>20</th><th>21</th><th>22</th><th>23</th> </tr> </thead> <tbody> <tr> <td>Sunday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Grey</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> <tr> <td>Monday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> <tr> <td>Tuesday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> <tr> <td>Wednesday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> <tr> <td>Thursday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> <tr> <td>Friday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> <tr> <td>Saturday</td> <td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td><td>Blue</td> </tr> </tbody> </table> <hr/> <p style="text-align: right;"><input type="button" value="Set"/>    <input type="button" value="Cancel"/></p> </div>	Day/Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Sunday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Grey	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Monday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Tuesday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Wednesday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Thursday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Friday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Saturday	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue
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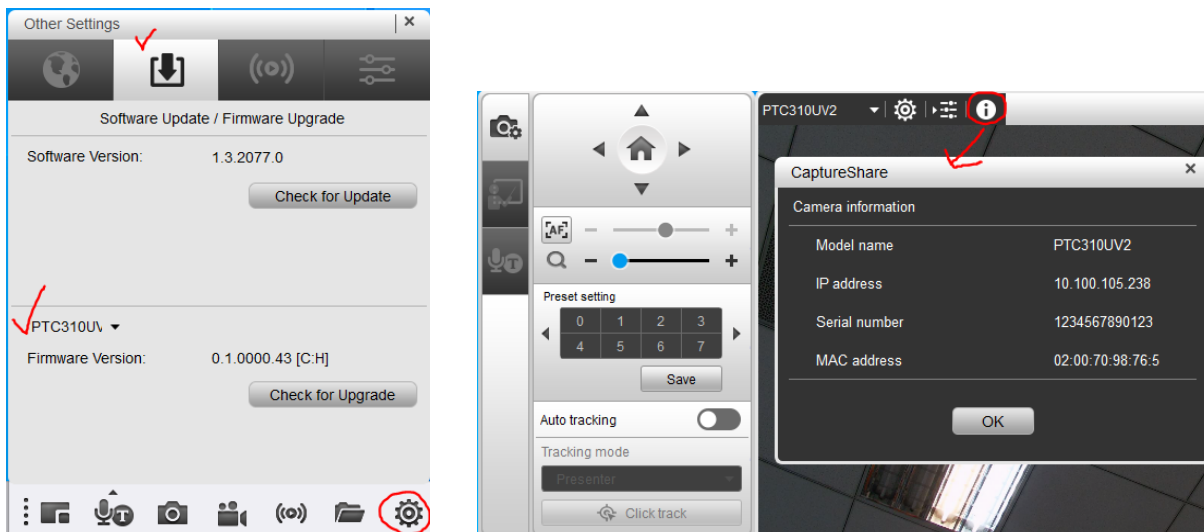
Improvement	<p>15. Bug fixed: Resolved the issue where the effective zone was not appearing when setting the effective zone on the tracking page using the Firefox web browser.</p> <p>16. Optimized UVC video performance for Barco ClickShare CX30.</p> <p>17. Optimized gesture control finger 2 zoom in/out accuracy.</p>
Know issues	<p>5. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.</p> <p>6. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.</p>



Product: PTC310HWV2/PTC310UV2/PTC320UV2/PTC320UNV2/PTC330UV2

<b>FW version</b>	<b>V0.1.0000.43</b>
<b>Release date</b>	2023/2/13
<b>New feature</b>	<ol style="list-style-type: none"> <li>Click cursor to center position on Web page and SW: PTZ Management &amp; PTZ Control panel</li> <li>Support LLDP.</li> <li>SSHD on/off switch                     <div data-bbox="320 595 852 752" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div> </li> <li>HTTPS-only switch of Network page                     <div data-bbox="320 824 873 1003" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div> </li> <li>SW_Captureshare is able to support the Tracking camera for follow configuration:                     <ol style="list-style-type: none"> <li>FW upgrade</li> <li>Tracking setting (Presenter/Zone/Hybrid)</li> <li>R/B gain</li> <li>Visible camera information, including Model name, IP address, Mac address, serial number, and FW version.</li> </ol> <p>From SW_Captureshare Version1.3.2077.0 to support those functions.</p> <div style="display: flex; justify-content: space-around;"> <div data-bbox="320 1346 826 2007" style="border: 1px solid black; padding: 5px;"> </div> <div data-bbox="924 1346 1449 2007" style="border: 1px solid black; padding: 5px;"> </div> </div> </li> </ol>

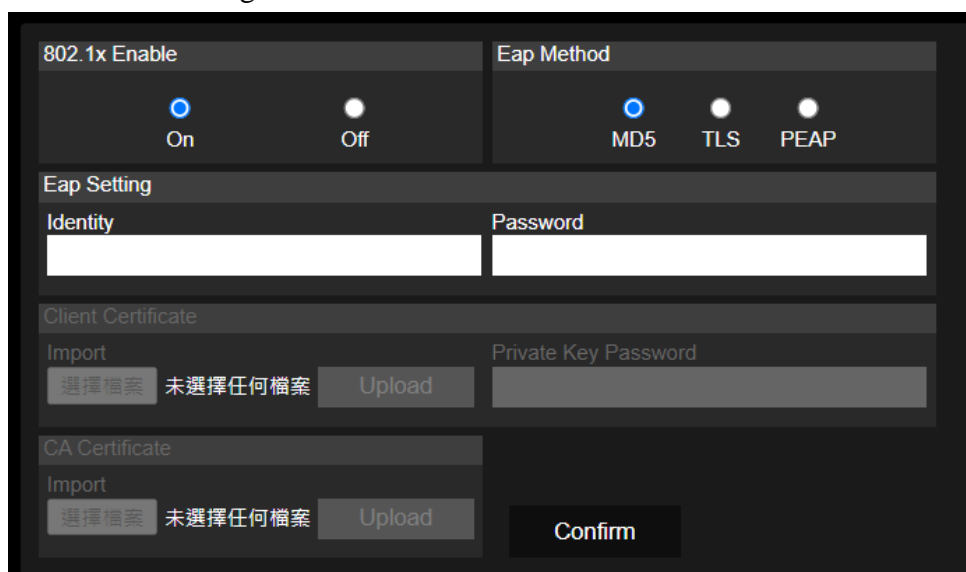




### 6. Add Multi-Presenter Detection VISCA command

Command Set	Command	Command Packet	Comments
Multi-presenter	On	8x 01 04 A9 02 FF	
	Off	8x 01 04 A9 03 FF	
Multi-presenter preset	Set	8x 01 04 AA pp FF	pp: 0x00 To 0xFF normal preset

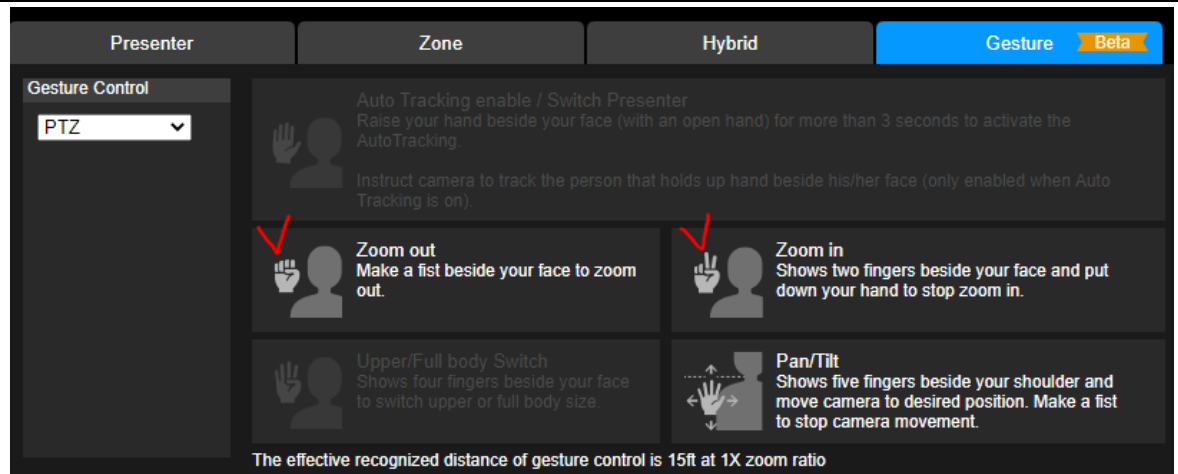
### 7. Add 802.1X configuration.



Improvement

18. Optimize zoom-in gesture functions, use “TWO” to do the zoom-in function. See the following description.





19. Bug, when turning on the gesture function, the image will shift when switching presets.
20. Optimize the UVC device name display when rebooting the third-party SW.
21. Optimize the webpage password for special Symbols.

Known issue

1. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
2. USB port does not yet support Hot plugging.  
When the video mode via the web is set to IP streaming only or NDI only; then when the USB port is connected to a PC, users will still see the device name on the PC, but will not have any USB streaming output.
3. If the user requires USB and RTSP to support 4Kp30 output at the same time, it will cause unstable streaming, please reduce to 1080p60 output.  
P.S. 1.\*When PTZ management and webpage configuration are turned off, the ability to simultaneously output 4K with UVC and RTSP can be provided.  
2. While PTZManagement's display maximum resolution is limited to 1080p60, the video recording capabilities match the camera resolution. This means that if the camera is streaming at 2160p30, PTZManagement can record at the same resolution of 2160p30.

MODE	Priority mode	USB	IP(RTSP*1)	NDI HX2	AVer SW		HDMI	3GSDI
					PTZ Management (RTSP*1)	AVer Webpage		
USB+IP	2160p	2160p will drop to 1080p	2160p will drop to 1080p	x	2160p	720p	2160p	1080p
	2160p	2160p*	2160p*	x	x	x	2160p	1080p
	1080p	1080p	1080p	x	1080p	720p	1080p	1080p
USB Only	2160p	2160p	x	x	x	720p	2160p	1080p
	1080p	1080p	x	x	x	720p	1080p	1080p
Streaming only	2160p	x	2160p	x	2160p	720p	2160p	1080p
	1080p	x	1080p	x	1080p	720p	1080p	1080p
NDI Only	2160p	x	x	2160p	2160p	720p	2160p	1080p
	1080p	x	x	1080p	1080p	720p	1080p	1080p

2160p is only supported on certain models, NDI is only supported on certain models.





Product: PTC310HWV2/PTC310UV2/PTC320UV2(EU only)/PTC320UNV2/PTC330UV2

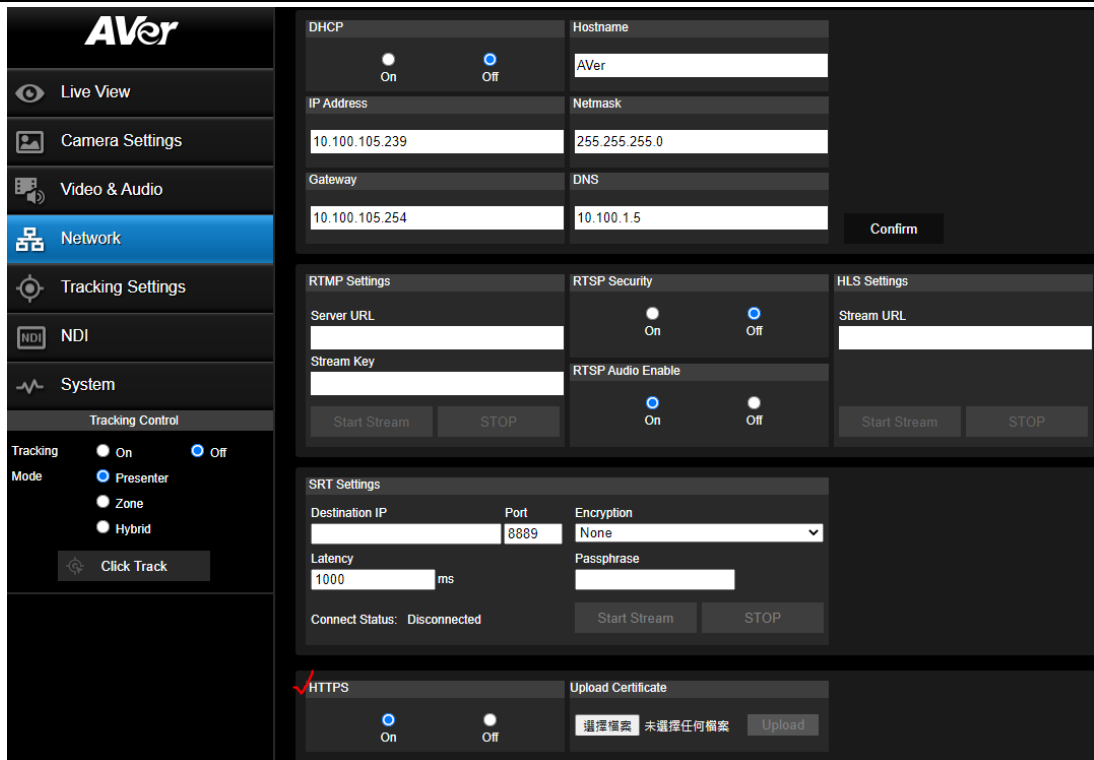
FW version	<b>V0.1.0000.35</b>
Release date	2022/8/11
New feature	None
Improvement	22. Bug fixed: Can't return Tracking point when lose tracking.
Known issue	<p>4. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.</p> <p>5. USB port does not yet support Hot plugging.</p> <p>When the video mode via the web is set to IP streaming only or NDI only; then when the USB port is connected to a PC, users will still see the device name on the PC, but will not have any USB streaming output.</p>



Product: PTC310HWV2/PTC310UV2/PTC320UV2(EU only)/PTC320UNV2/PTC330UV2

<b>FW version</b>	<b>V0.1.0000.31</b>
<b>Release date</b>	2022/5/24
<b>New feature</b>	<ol style="list-style-type: none"> <li>           The “Gesture Control” function allows users to control certain camera functions with the use of hand gestures recognized by the camera.           <div data-bbox="268 481 1334 913" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="font-size: small; text-align: center;">* The effective recognized distance of gesture control is 15ft at 1X zoom ratio.</p> </div> </li> <li>           Ability to activate the NDI function using from webpage page.           <div data-bbox="268 1014 1501 1771" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div> </li> <li>           Ability to support LLDP (reschedule to Sep 20<sup>th</sup> to support LLDP)         </li> <li>           Ability to support HTTPS cert         </li> </ol>



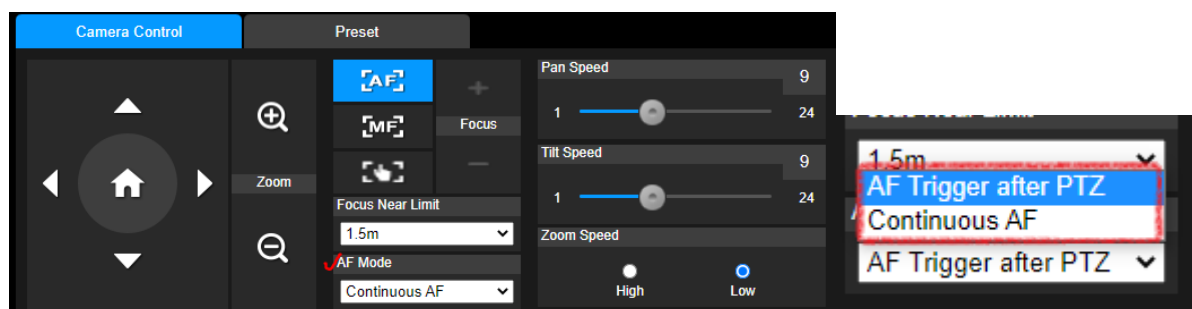


5. Ability to setting AF mode

AF Mode: If Auto Focus is selected, you can further set up the AF Mode.

Continuous AF: The camera will automatically adjust focus all the time.

AF Trigger after PTZ: The camera will automatically adjust focus every time when you perform the pan, tilt, or zoom functions.



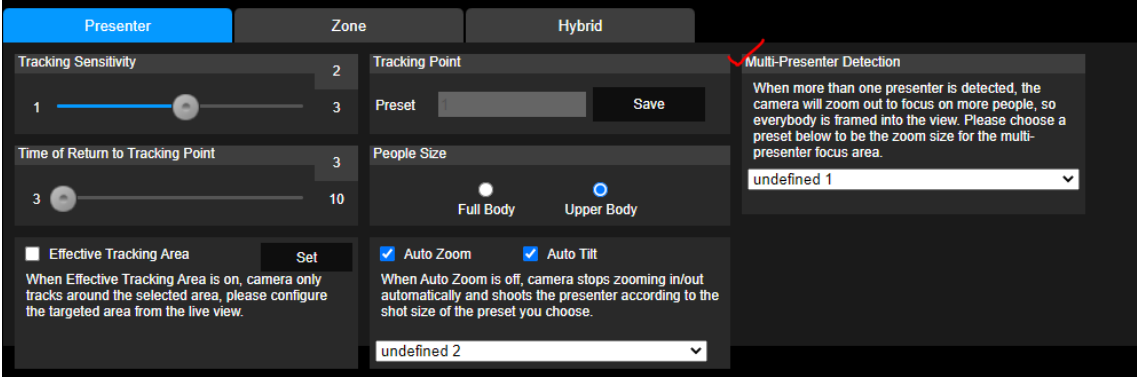
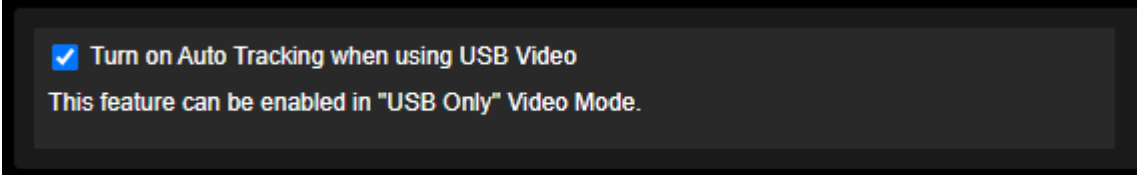
6. Allow Resolution Under 720p: Select On to allow transferring lower resolution video streaming when working with some video conference software such as Teams. It's recommended to select Off if you want to keep better image quality during video call.



Improvement	<ol style="list-style-type: none"> <li>1. Bug fixed: RTMP audio issue when streaming to Vimeo</li> <li>2. Bug fixed: One push AWB of preset image setting</li> </ol>
Known Issues	<ol style="list-style-type: none"> <li>6. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.</li> <li>7. USB port does not yet support Hot plugging.</li> </ol> <p>When the video mode via the web is set to IP streaming only or NDI only; then when the USB port is connected to a PC, users will still see the device name on the PC, but will not have any USB streaming output.</p>



Product: PTC310HWV2/PTC310UV2/PTC330UV2

<b>FW version</b>	<b>V0.1.0000.28</b>
<b>Release date</b>	2022/4/07
<b>New feature</b>	<p>7. “Multi-Presenter Detection” function is to allow more presenter to join the camera view and zoom out to a defined preset.</p> 
<b>Improvement</b>	<p>23. Bug fixed: to enable/disable Auto Tracking by USB video is on/off.</p> 
<b>Known Issues</b>	<p>8. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.</p> <p>9. USB port does not yet support Hot plugging.</p> <p>When the video mode via the web is set to IP streaming only or NDI only; then when the USB port is connected to a PC, users will still see the device name on the PC, but will not have any USB streaming output.</p> <p>10. When Preset2 is saved, "undefined 2" is still displayed, which means that preset2 is saved successfully. This is a known issue and will be resolved in the next release.</p> 