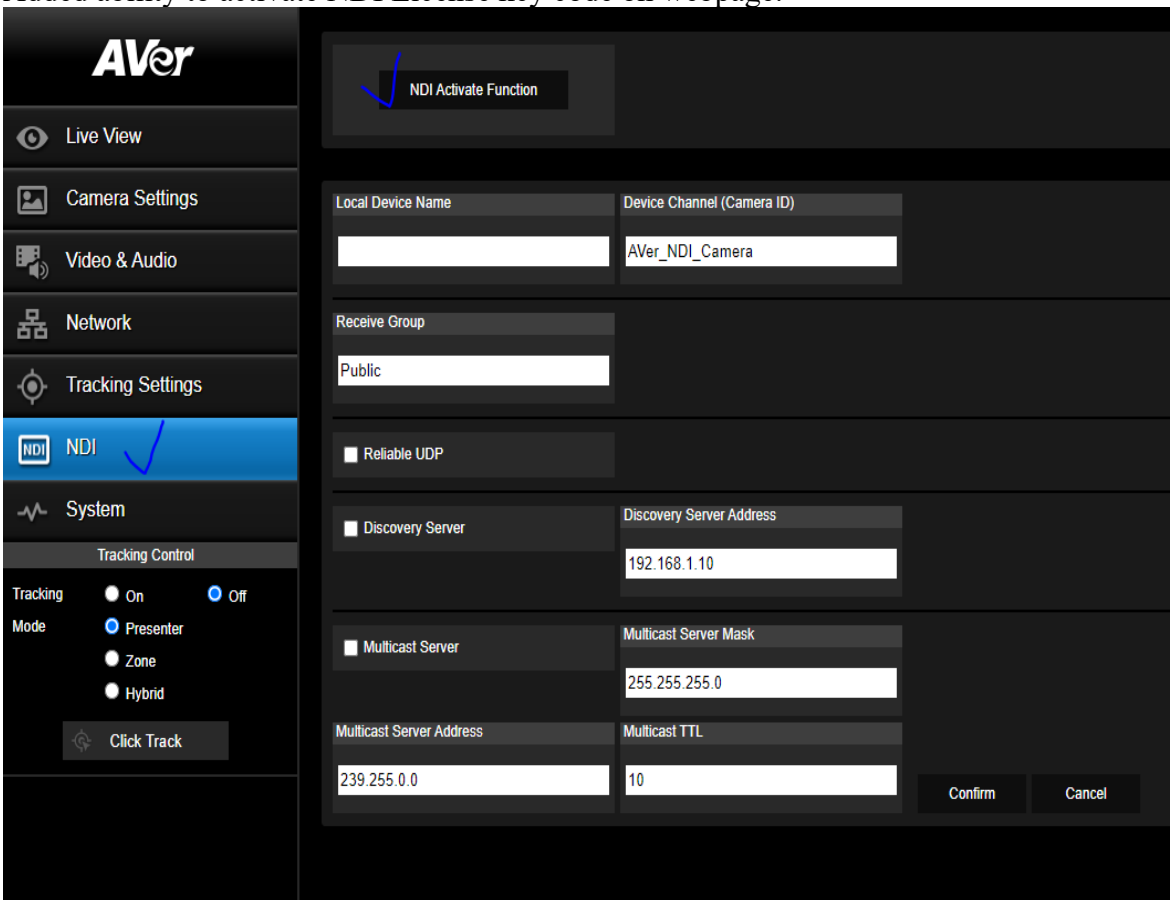
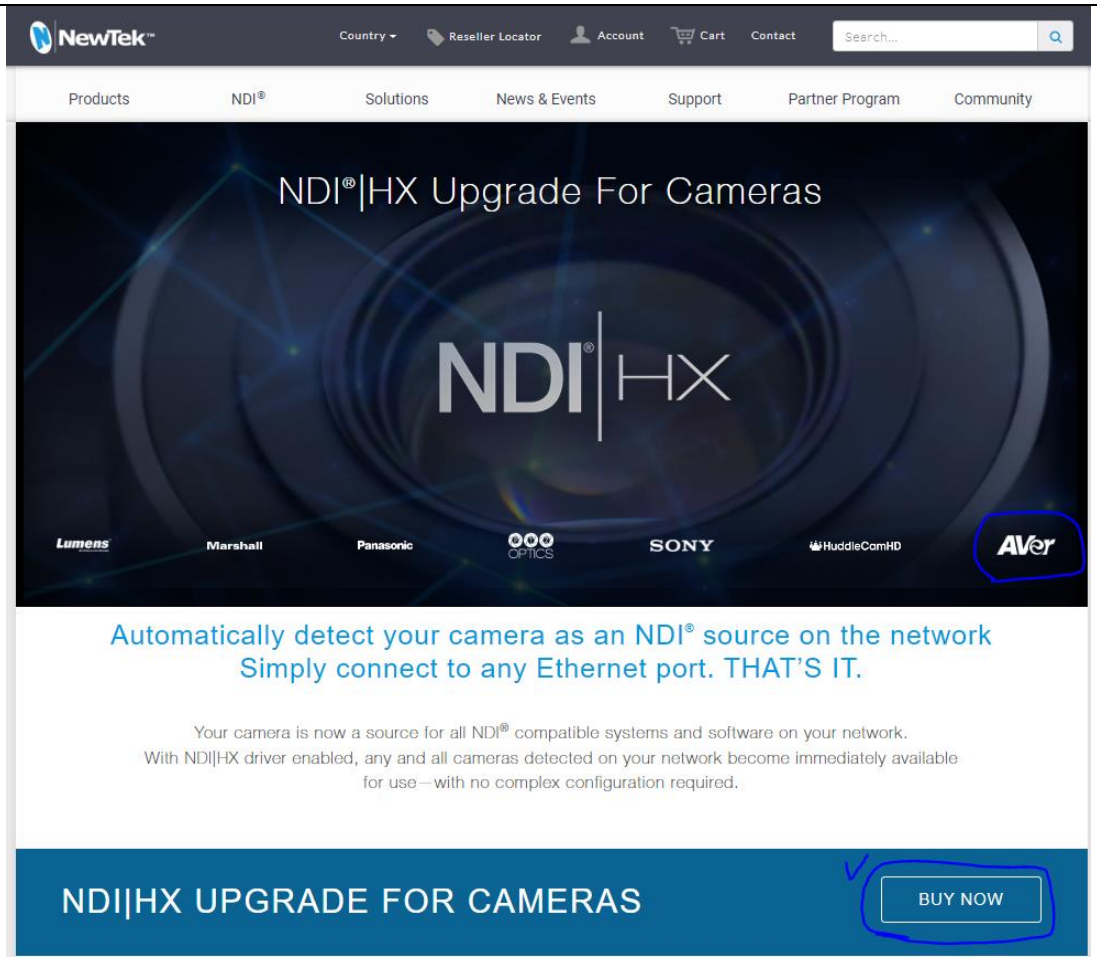
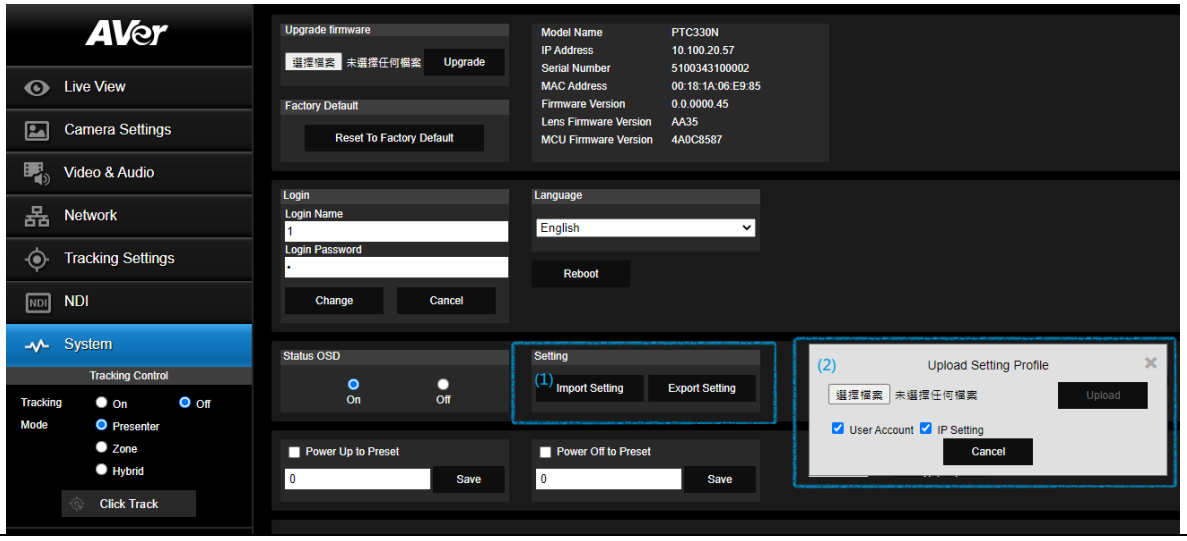
Products: TR310 / TR311 / TR311HN / TR313 / TR331 / TR333

FW version	**V.0.0.0000.46**
Release date	2022/9/16
New features	None
Improvements	1. Bug fixed: Fixed issue where after upgrading to v0.45 the NDI license disappeared from the menu.
Known Issues	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. 3. When the video mode 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.

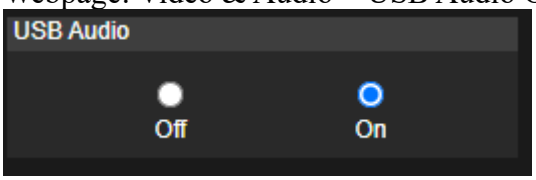
FW version	**V.0.0.0000.45**
Release date	2022/8/8
New features	1. Added ability to activate NDI License key code on webpage.  P.S. Please visit NewTek webpage to buy the License key before activate the NDI. https://www.newtek.com/ndihx/products/upgrade/



2. Add ability to select User account and IP setting of import profile.

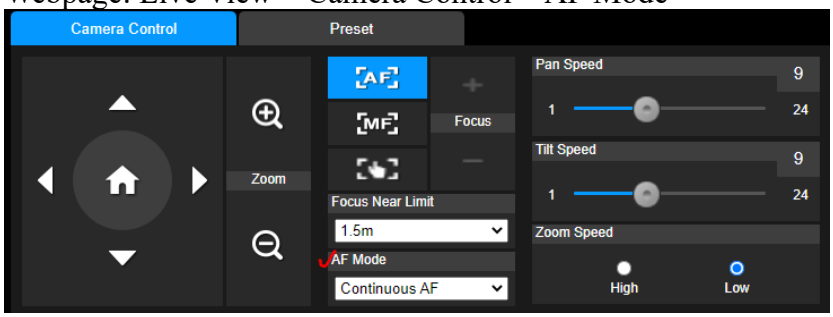


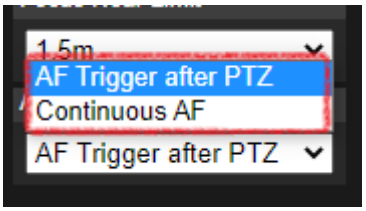
Improvements	2. Bug fixed: Pressing preset while camera is zooming in that may cause the Camera to continuously zoom in to maximum zoom ratio before going to the correct preset point.
Known Issues	4. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 5. USB port does not yet support Hot plugging. 6. When the video mode 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.

<table>
<tr><td>FW version</td><td>V.0.0.0000.43</td></tr>
<tr><td>Release date</td><td>2022/5/25</td></tr>
<tr><td>New features</td><td>
3. Added ability to turn off” USB Audio”. Certain 3rd party devices only allow support for video streaming, e.g., Barco Clickshare CX-50.
Webpage: Video & Audio > USB Audio On/Off


4. Added ability to support PoE LLDP protocol.

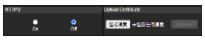
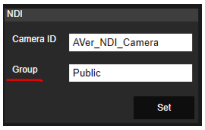
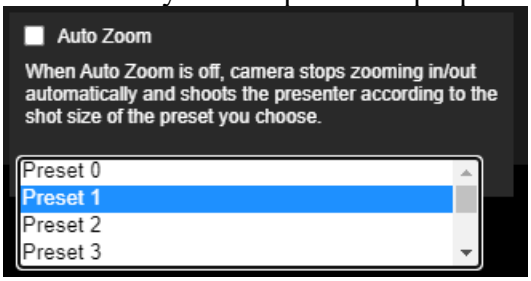
5. Added ability to switch the AF Mode: Continuous AF or AF Trigger after PTZ
Setting to “AF Trigger after PTZ” will reduce the auto focus process when presenter likes to walk around the stage (tracking area)

Webpage: Live View > Camera Control > AF Mode


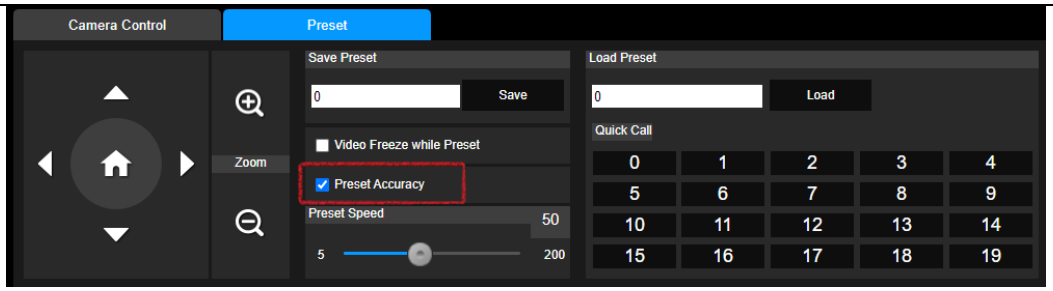


6. Added VISCA/CGI commands for USB /UVC status inquire.
<table>
<tr><th>VISA Inquiry Command</th><th>Command Packet</th><th>Reply Command Packet</th><th>Comments</th></tr>
<tr><td rowspan="2">USB Status</td><td rowspan="2">8x 09 36 69 05 FF</td><td>y0 50 00 FF</td><td>USB cable plug out</td></tr>
<tr><td>y0 50 01 FF</td><td>USB cable plug in</td></tr>
<tr><td rowspan="2">UVC Status</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>
</table>
<table>
<tr><th>CGI item name</th><th>URL</th><th>Command</th><th>Parameter Name</th></tr>
<tr><td rowspan="2">USB status</td><td>GET(Basic Authentication)</td><td>/cgi-bin?Get=usb_status_inquire,3</td><td></td></tr>
<tr><td>- Reply</td><td>"usb_status_inquire,3=X\r\n"</td><td>X: 0(plug out), 1(plug in)</td></tr>
<tr><td rowspan="2">UVC status</td><td>GET(Basic Authentication)</td><td>/cgi-bin?Get=uvc_status_inquire,3</td><td></td></tr>
<tr><td>- Reply</td><td>"uvc_status_inquire,3=X\r\n"</td><td>X: 0(stream off), 1(stream on)</td></tr>
</table>
</td></tr>
<tr><td>Improvements</td><td>
3. Bug fixed: RTMP audio issue when streaming to Vimeo.
4. Bug fixed: One push AWB of preset image setting.
5. Bug fixed: When select button functions are clicked, there will be feedback prompting the user.
</td></tr>
<tr><td>Known Issues</td><td>
7. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
8. USB port does not yet support Hot plugging.
</td></tr>
</table>

	9. When the video mode 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.

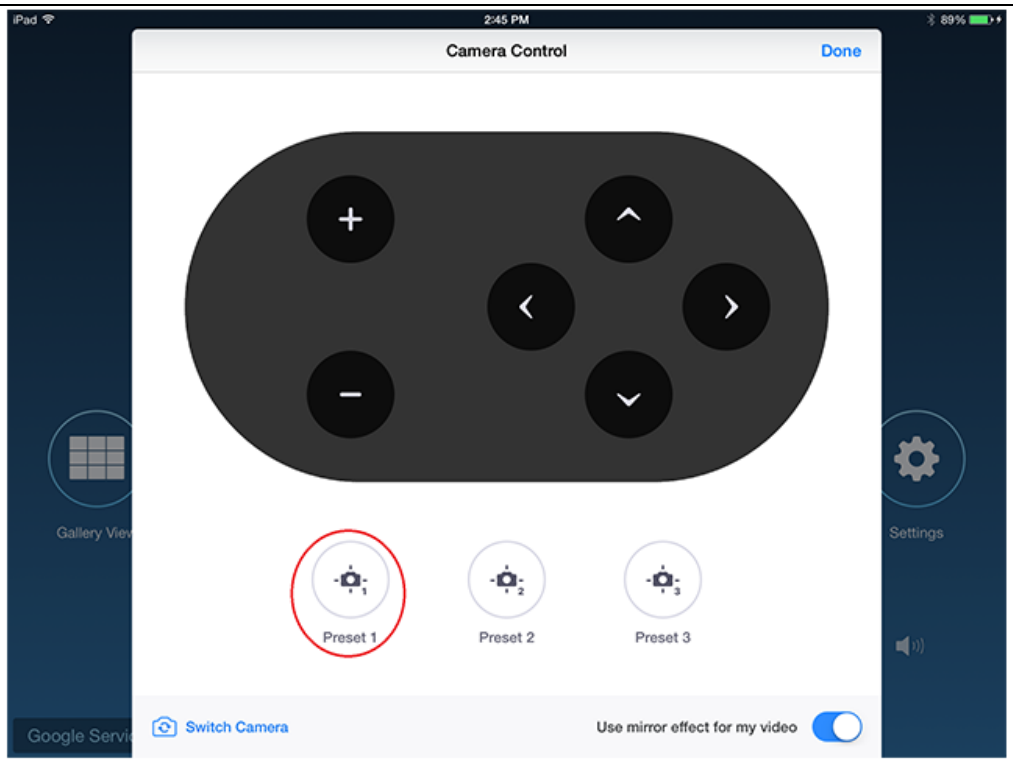
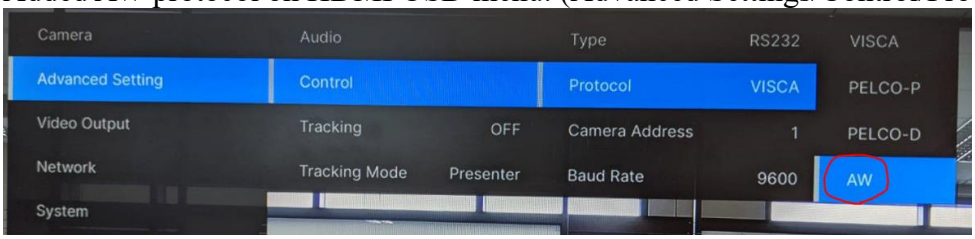
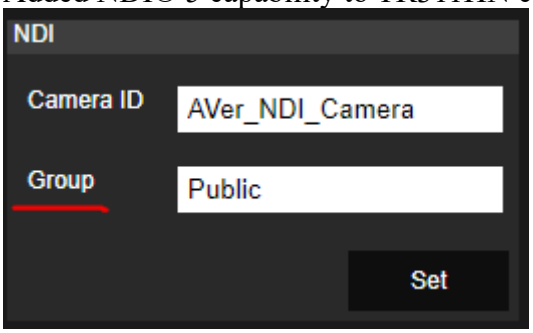
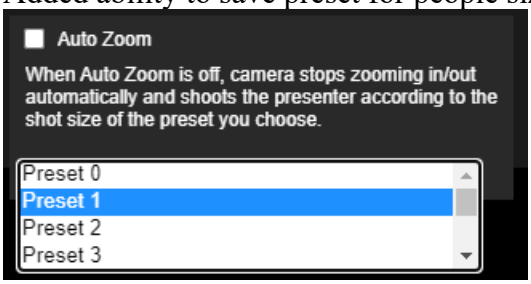
FW version	**V.0.0.0000.39**
Release date	2022/1/25
New features	1. Added HTTPS on/off and ability to upload certificate via webUI. (Under Network)  2. Enabled Zoom API, able to set preset1/2/3 in Zoom Rooms SW. 3. Added AW protocol on HDMI OSD menu. (Advanced Settings/Control/Protocol) 4. Added NDI® 5 capability to TR311HN camera  5. Added ability to save preset for people size when Auto Zoom is Turned OFF. 
Improvements	6. Bug fixed: Bug caused by the following sequence: When Sleep to preset is turned off and then clicking on “Timer” and then enabled Sleep to preset. 7. Bug fixed: camera FOV different after calling preset 1. 8. Bug fixed: when camera powers on and zone tracking mode is active, camera will not return to tracking point. 9. Improved Windows Camera APP compatibility. 10. Live image color improvement. (saturation setting has been lowered)
Known Issues	10. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 11. USB port does not yet support Hot plugging.

FW version	**V.0.0.0000.42**
Release date	2022/4/08
New features	6. Added “Preset Accuracy” function to improve camera movement when camera preset is initiated. 7. However, please disable “Preset Accuracy” when the camera is tracking in Hybrid mode.

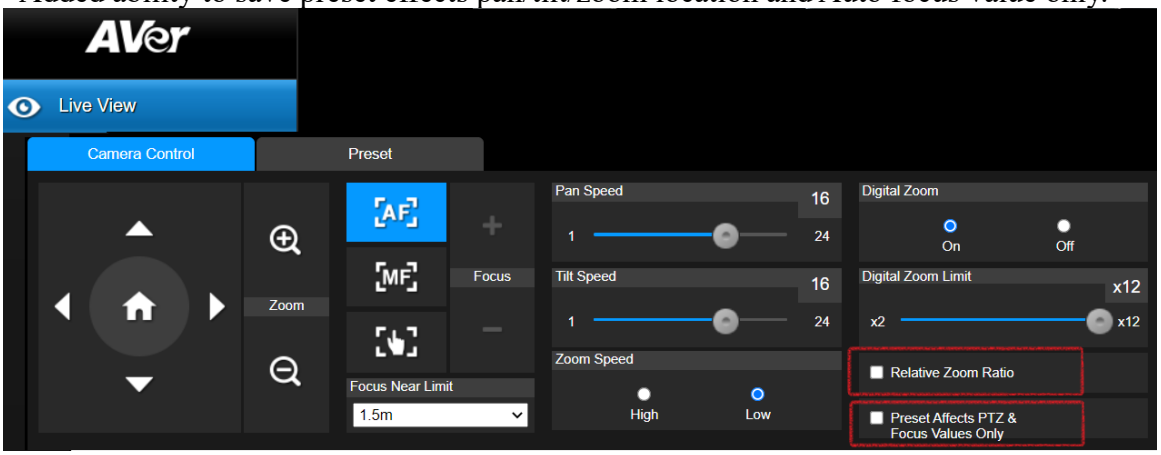
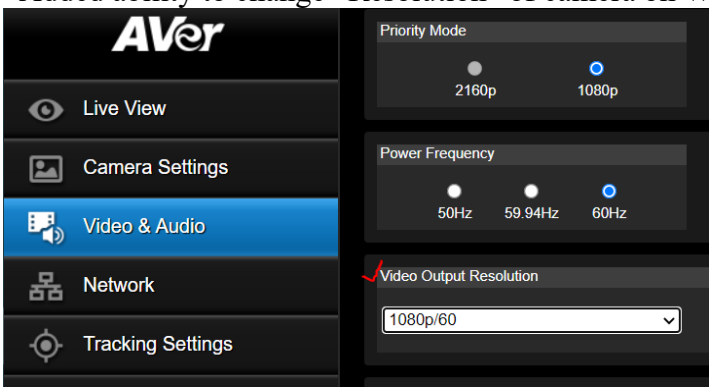
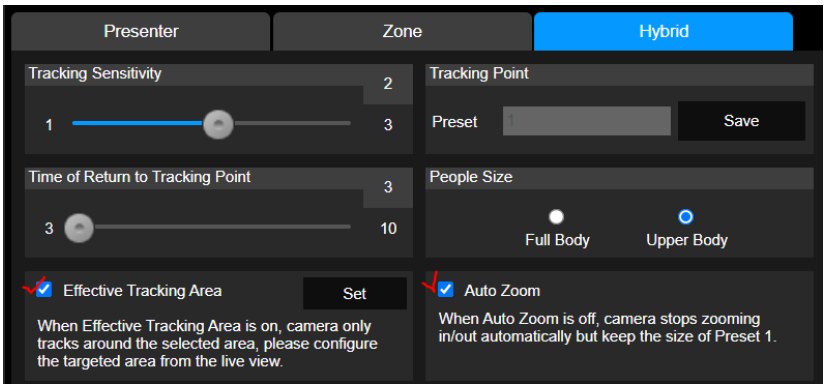
<table>
<tr><td></td><td>


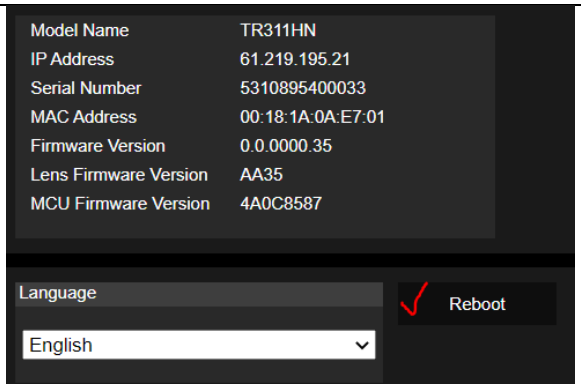
8. Added customized VISCA commands for Auto Zoom/ Auto Tilt.
<table>
<tr><th>Command Set</th><th>Command</th><th>Command Packet</th><th>Comments</th></tr>
<tr><td rowspan="2">Auto zoom</td><td>On</td><td>8x 01 04 A0 02 FF</td><td></td></tr>
<tr><td>Off</td><td>8x 01 04 A0 03 FF</td><td></td></tr>
<tr><td rowspan="2">Auto Tilt</td><td>On</td><td>8x 01 04 A7 02 FF</td><td></td></tr>
<tr><td>Off</td><td>8x 01 04 A7 03 FF</td><td></td></tr>
<tr><td>Auto Zoom/Tilt preset</td><td>Set</td><td>8x 01 04 A8 pp FF</td><td>pp: 0x00 To 0xFF normal preset</td></tr>
</table>
</td></tr>
<tr><td>Improvements</td><td>11. Made improvements to Zone Tracking Mode whereby the preset would only change when the presenter reaches the boundary of one preset to the next.
12. Bug fixed: Username and password text on web pages only allow 0-9, a-z, A-Z.
13. Bug fixed: Bootup process improvement when camera is set to mirror or flip.
14. Bug fixed: Disabled Auto Tracking at bootup if power on & off to preset is active.</td></tr>
<tr><td>Known Issues</td><td>12. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
13. USB port does not yet support Hot plugging.
14. When the video mode 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.</td></tr>
</table>

FW version	**V.0.0.0000.39**
Release date	2022/1/25
New features	9. Added HTTPS on/off and ability to upload certificate via webUI. (Under Network) 10. Enabled Zoom API, able to set preset1/2/3 in Zoom Rooms SW.

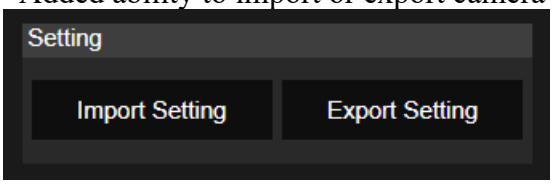
	 11. Added AW protocol on HDMI OSD menu. (Advanced Settings/Control/Protocol)  12. Added NDI® 5 capability to TR311HN camera  13. Added ability to save preset for people size when Auto Zoom is Turned OFF. 
Improvements	15. Bug fixed: Bug caused by the following sequence: When Sleep to preset is turned off and then clicking on “Timer” and then enabled Sleep to preset.

	16. Bug fixed: camera FOV different after calling preset 1. 17. Bug fixed: when camera powers on and zone tracking mode is active, camera will not return to tracking point. 18. Improved Windows Camera APP compatibility. 19. Live image color improvement. (saturation setting has been lowered)
Known Issues	15. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 16. USB port does not yet support Hot plugging.

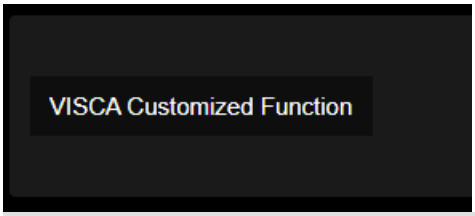
FW version	**V.0.0.0000.35**
Release date	2021/06/11
New features	1. Added ability to automatically change "pan/tilt speed" relative to Zoom ratio of camera on Web UI, when zoom ratio is higher the pan/tilt speed automatically lowers by itself. 2. Added ability to save preset effects pan/tilt/zoom location and Auto focus value only.  3. Added ability to change "Resolution" of camera on Web UI.  4. Added "Effective tracking area" and "Auto Zoom" setting of Hybrid mode via the Web UI.  5. Added ability to execute "Reboot" of camera via the Web UI.

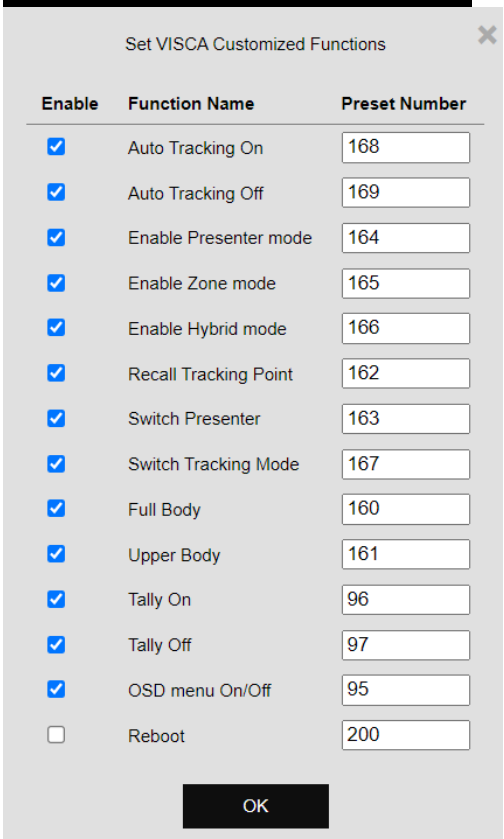


6. Added ability to import or export camera configuration file via the Web UI.



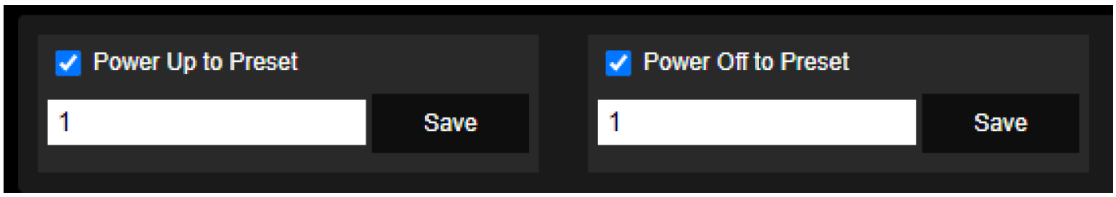
7. Added ability to execute some function via VISCA preset number on Web UI, allows user to execute some function from PTZ Camera Controller (compatible with VISCA)

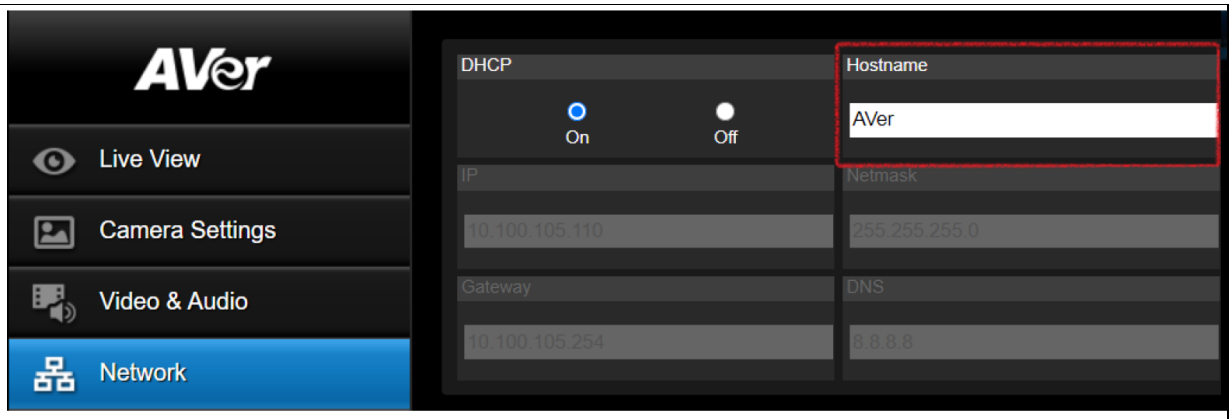




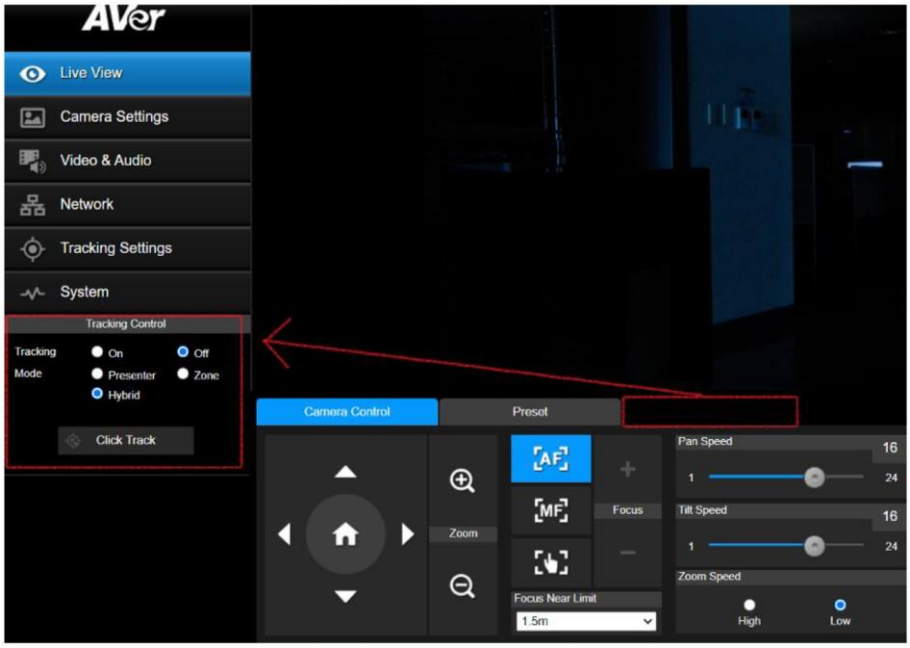
8. Added ability to use hot key to turn RTMP ON or OFF from the remote control “EV+” and “EV-“. e.g. press and hold the “EV+” button via the remote control for over 1.5 sec to turn on RTMP. Press and hold “EV-“ for at least 1.5 sec to turn off RTMP.

	  9. Sleep mode : added ability to trigger the camera to go to a certain preset when the UVC video stream is not active (eg. Video off in a Zoom call). This function is only applicable when the camera is in "USB only" Video mode. 10. Sync. with tracking : added ability to use UVC video ON/OFF to trigger the Auto Tracking ON/OFF. This function is only effective in sleep mode. e.g. When user turns off the camera within a ZOOM, TEAMS or MEET session, the camera will automatically turn off Auto Tracking. 11. Sleep Timer : added ability to set a timer to go to a preset after turning off UVC video.
Improvements	20. Supports NDI4.6.2 version of TR311HN. (NDI model only) 21. The AVer OBS Plug-in update now supported. 22. The cache will be automatically reloaded when the different firmware version is detected. 23. Bug fix of "power off to preset", make camera go to correct preset.
Known Issues	17. After importing a new config file into a camera and then enabling Sleep mode, the camera may perform abnormally. Please reboot to resume normal operation. 18. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 19. USB port does not yet support Hot plugging.

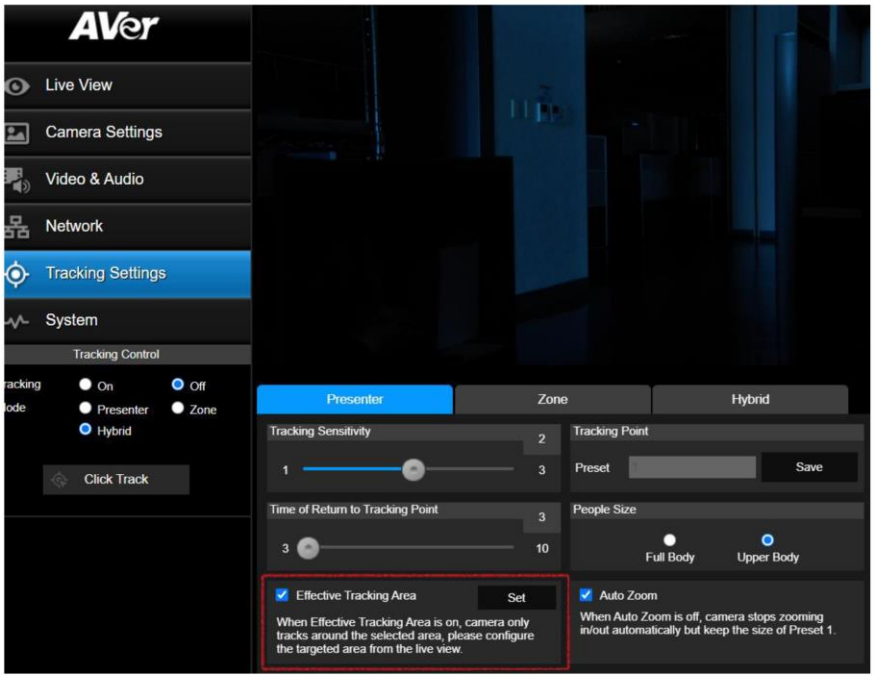
FW version	**V.0.0.0000.30**
Release date	2021/04/01
New features	14. Added Power Up to Preset position setting on Web UI. 15. Added Power Off to Preset position setting on Web UI.  16. Added Tracking mode SET & GET mode commands to the CGI/VISCA command list. 17. Added ability to change "Hostname" of camera on Web UI.



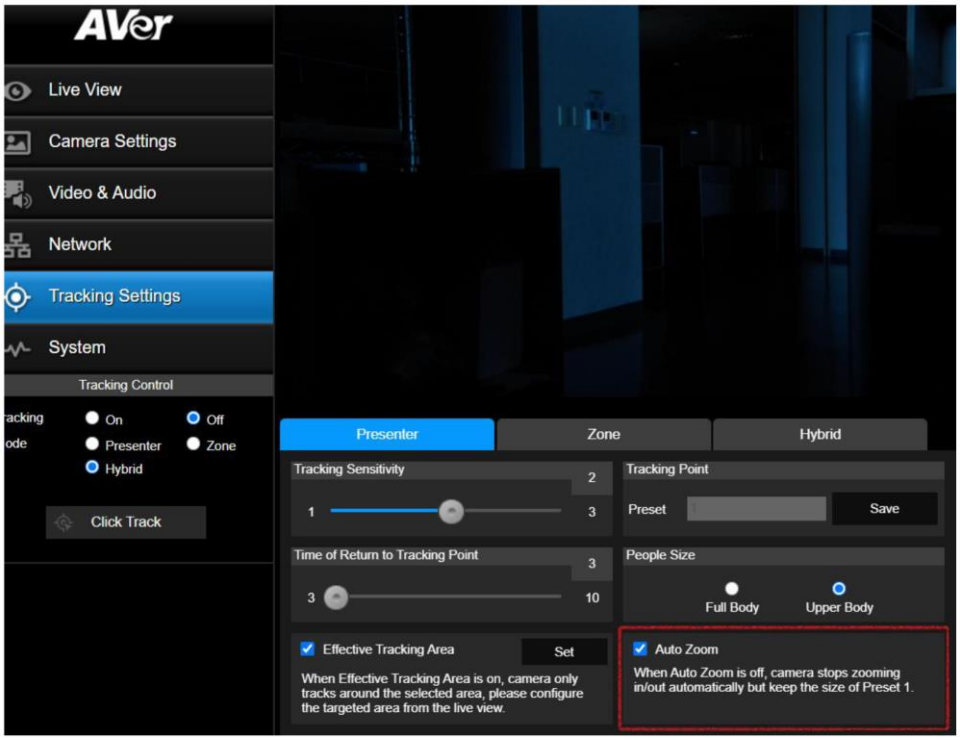
18. Relocated the Tracking Controls to the Main Menu on the Web UI.



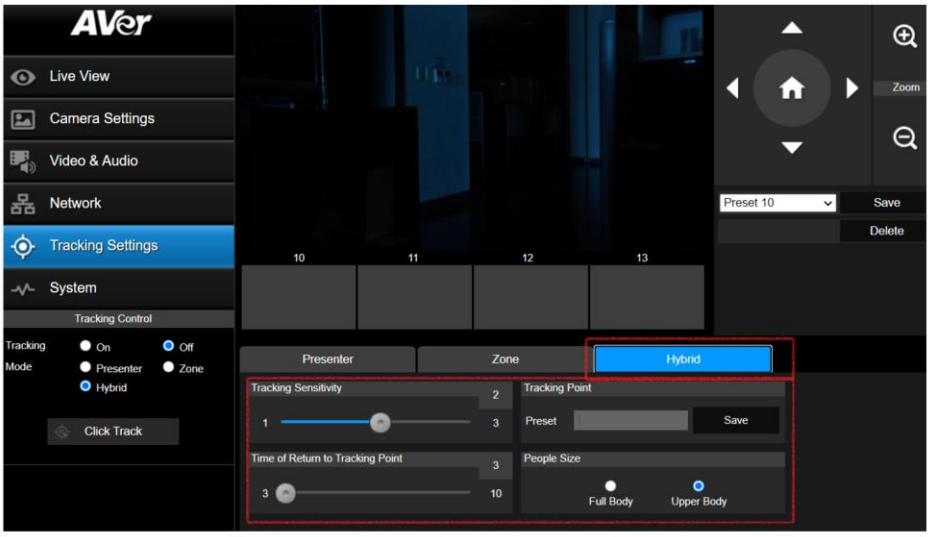
19. Added Effective Tracking Area function in Presenter Mode. If this is checked, the camera can be programmed to only track the subject within a predefined area of its view.



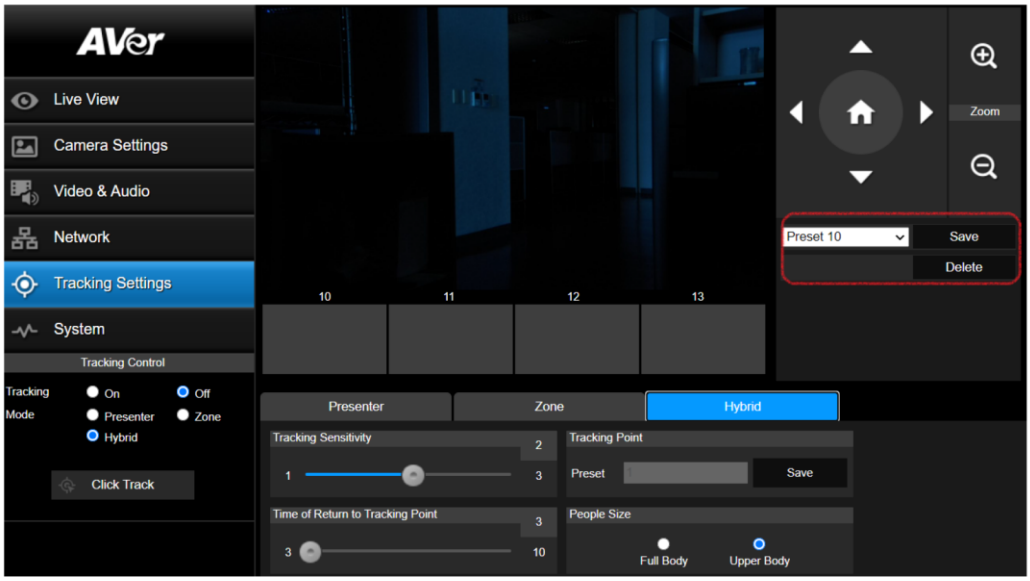
20. Added Auto Zoom Enable/Disable function in Presenter Mode. When checked, the initial zoom value once subject is acquired is preserved throughout the tracking experience.



21. Added a new “Hybrid Mode” Tracking feature. This feature combines the best features of both the Presenter Mode and the Zone mode. Preset 10 through 13 is preserved for the Zone mode feature where the camera will automatically toggles to Zone mode whenever the subject is within those preset zones. When the subject is outside of those predefined zones, the camera automatically switches to “Presenter mode”.

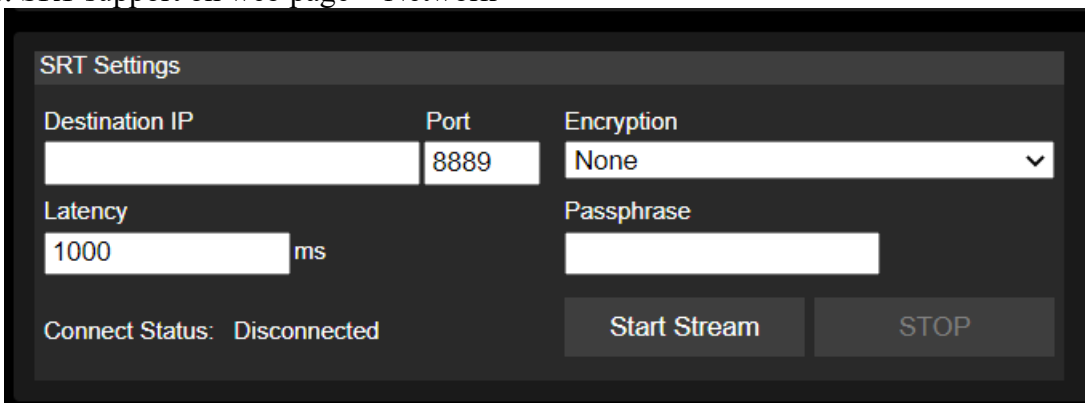
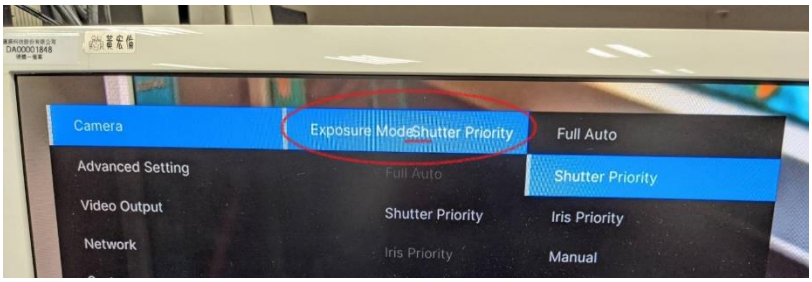


22. Added and improved on the method to “Save/Delete” presets in the Zone and Hybrid Mode setup screen.



Improvements	24. Improved and small bug fixes on SRT Streaming. 25. Improved on the camera NDI Streaming experience. 26. Small bug fixes on the Preset Exposure Setting. 27. Improved on preciseness of the preset recall location.
Known Issues	20. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 21. USB port does not yet support Hot plugging. 22. 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.

FW version	**V.21**
Release date	2020/10/26

New features	23. SRT support on web page > Network  24. Support added for PTZ Management. 25. Support for Captureshare. 26. When Auto Tracking is on, the front panel LED will blink in blue. 27. Long pressing the "Tracking point" on remote control switches the Tracking mode (between presenter or zone). 28. Executing any of these functions "Call preset/ pan/ tile/ zoom" will stop the Auto Tracking feature. 29. Visca control now supports freeze and tracking on/off , Full or Upper body setting.
Improvements	28. When using the "Upper body size" setting the video is enlarged a little for better user experience. 29. Supports UAC function (USB Audio). 30. Fixed bug related to RJ45 LED indicator.
Known Issues	23. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 24. The OSD menu text "Mode and shutter" text issue  25. USB port does not yet support Hot plugging. 26. 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.

For more technical help, please visit: https://www.averusa.com/pro-av/support/

To access the AVer knowledgebase, visit: https://averusa.force.com/support/s/

To file for support, visit: https://averusa.force.com/support/s/contactsupport

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