

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

FW version	V.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	<ol> <li>Added ability to activate NDI License key code on webpage.</li> <li>AVer</li> <li>NDI Activate Function</li> </ol>
	Camera Settings     Local Device Name     Device Channel (Camera ID)       Video & Audio     AVer_NDI_Camera
	Hereine     Receive Group       Tracking Settings     Public
	NDI NDI Reliable UDP
	System     Discovery Server       Tracking Control     192.168.1.10
	Mode     Presenter     Multicast Server       Zone     Multicast Server       Hybrid     255.255.255.0
	Click Track Multicast Server Address Multicast TTL
	239.255.0.0 10 Confirm Cancel
	P.S. Please visit NewTek webpage to buy the License key before activate the NDI. https://www.newtek.com/ndihx/products/upgrade/



FW version	V.0.0.0000.43							
Release date	2022/5/25							
New features	video streami Webpage: Vid USB Audio O	ing, e.g., Barco Clici deo & Audio > USB O	kshare CX-50. Audio On/Off	evices only allow support for				
	Setting to "A			Trigger after PTZ s process when presenter likes				
	Camera Control	View > Camera Cont Preset Preset (AF) Focus Near Limit 1.5m AF Mode Continuous AF	Pan Speed 9 1 24 Tilt Speed 9 1 24 Zoom Speed V High Low	1.5m AF Trigger after PTZ Continuous AF AF Trigger after PTZ V				
		A/CGI commands for Command	or USB /UVC status inquire					
	VISA Inquiry Command	Packet	Reply Command Packet	Comments				
	USB Status	8x 09 36 69 05 FF	y0 50 00 FF	USB cable plug out				
			v0 50 01 FF	USB cable plug in				
	UVC Status	8x 09 36 69 06 FF	y0 50 00 FF	UVC stream off				
			y0 50 01 FF	UVC stream on				
			yo oo ou ii					
	CGI item name	URL	Command	Parameter Name				
	USB status	GET(Basic Authentication)	/cgi-bin?Get=usb_status_inquire,3					
		- Reply	"usb_status_inquire,3=X\r\n"	X: 0(plug out), 1(plug in)				
	UVC status	GET(Basic Authentication)	/cgi-bin?Get=uvc_status_inquire,3					
		- Reply	"uvc_status_inquire,3=X\r\n"	X: 0(stream off), 1(stream on)				
Improvements	<ol> <li>Bug fixed: O</li> <li>Bug fixed: W</li> <li>user.</li> </ol>	ne push AWB of pre 'hen select button fu	nctions are clicked, there w	vill be feedback prompting the				
Known Issues				C Safari browser. Please use				
	<ul><li>the Chrome browser on Apple devices for the meantime.</li><li>8. USB port does not yet support Hot plugging.</li></ul>							

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.0.0000.39
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. Auto Zoom When Auto Zoom is off, camera stops zooming in/out automatically and shoots the presenter according to the shot size of the preset you choose.   Preset 0   Preset 1   Preset 2   Preset 3
Improvements	<ol> <li>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.</li> <li>Bug fixed: camera FOV different after calling preset 1.</li> <li>Bug fixed: when camera powers on and zone tracking mode is active, camera will not return to tracking point.</li> <li>Improved Windows Camera APP compatibility.</li> <li>Live image color improvement. (saturation setting has been lowered)</li> </ol>
Known Issues	<ul> <li>10. 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>11. USB port does not yet support Hot plugging.</li> </ul>

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.

	8.	Camera Control	Preset Accuracy Preset Speed 5	50 200 nds for Au		1 6 11 16 n/ Auto	Load 2 7 12 17 2 7 12 17	3 8 13 18	4 9 14 19
		Command Set	Command	Command		Com	ments		
		Auto zoom	On Off	8x 01 04 A 8x 01 04 A					
				8x 01 04 A					
		Auto Tilt	On Off	8x 01 04 A	-				
		Auto Zoom/Tilt preset	Set	8x 01 04 A	••				mal preset
Improvements	11	. Made improvements		•				vould c	only chang
	12	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.							
Known Issues									
	12. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please the Chrome browser on Apple devices for the meantime.								
	13	3. USB port does not y							
		I. When the video mod				IDI on	ly; the	n when	the USB
		connected to a PC, u							
		USB streaming outp					)		

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)
	HTTPS Upload Certificate
	●
	10. Enabled Zoom API, able to set preset1/2/3 in Zoom Rooms SW.

	iPad 약 245 PM
	Camera Control Done
	$(\mathbf{r}, \mathbf{r}) = \mathbf{r}$
	Google Servit
	<ul> <li>11. Added AW protocol on HDMI OSD menu. (Advanced Settings/Control/Protocol)</li> <li>Carnera Addio Control Type R5232 VISCA PELCO-P</li> <li>Video Output Tracking OFF Camera Address 9000 AW</li> <li>12. Added NDI® 5 capability to TR311HN camera</li> <li>NDI Camera ID AVer_NDI_Camera</li> <li>Group Public Set</li> </ul>
	<ul> <li>13. Added ability to save preset for people size when Auto Zoom is Turned OFF.</li> <li>Auto Zoom</li> <li>When Auto Zoom is off, camera stops zooming in/out automatically and shoots the presenter according to the shot size of the preset you choose.</li> <li>Preset 0</li> <li>Preset 1</li> <li>Preset 2</li> <li>Preset 3</li> </ul>
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	<ol> <li>Added ability to automatically change "pan/tilt speed" relative to Zoom ratio of camera of Web UI, when zoom ratio is higher the pan/tilt speed automatically lowers by itself.</li> <li>Added ability to save preset effects pan/tilt/zoom location and Auto focus value only.</li> </ol>
	O Live View
	Camera Control Preset
	Pan Speed     16     Digital Zoom       1     24     0     0ff       Imply     Focus     Tilt Speed     16     Digital Zoom Limit
	<ul> <li>Zoom</li> <li>Zoom</li> <li>Cus Near Limit</li> <li>Cus Near</li></ul>
	1.5m     High     Low     ■ Preset Affects PTZ & Focus Values Only       3. Added ability to change "Resolution" of camera on Web UI.
	Image: Average of the second secon
	Camera Settings     Power Frequency       Video & Audio     50Hz
	Network     Video Output Resolution       Image: Tracking Settings     Image: Tracking Settings
	4. Added "Effective tracking area" and "Auto Zoom" setting of Hybrid mode via the Web UI.
	Presenter Zone Hybrid
	Tracking Sensitivity 2 Tracking Point
	1 3 Preset Save
	Time of Return to Tracking Point 3 People Size
	3 O IO Full Body Upper Body
	✓ Effective Tracking Area Set When Effective Tracking Area is on, camera only tracks around the selected area, please configure the targeted area from the live view. ✓ Auto Zoom When Auto Zoom is off, camera stops zooming in/out automatically but keep the size of Preset 1.
	5. Added ability to execute "Reboot" of camera via the Web UI.

	IP Addres Serial Nu MAC Add Firmware Lens Firr	umber 53108954 dress 00:18:1A:	95.21 400033 c0A:E7:01 .35	
	Language		Reboot	
	English			
6.	Added	ability to import	or export camera configuration file via the Web UI.	
	Setting			
	Imp	port Setting	Export Setting	
7.	Added	ability to execute	e some function via VISCA preset number on Web UI, allows	s us
		•	on from PTZ Camera Controller (compatible with VISCA)	
	VISCI	A Customized Functi	ion	
	V1307	A Customized Functi		
			*	
		Set VISCA Customized Fu		
		oet vioor oustomized re	unctions	
	Enable	Function Name	Preset Number	
	Enable		uncuons	
		Function Name	Preset Number	
		Function Name Auto Tracking On	Preset Number	
		Function Name Auto Tracking On Auto Tracking Off	Preset Number 168 169	
		Function Name Auto Tracking On Auto Tracking Off Enable Presenter mode	Preset Number           168           169           164	
		Function Name Auto Tracking On Auto Tracking Off Enable Presenter mode Enable Zone mode	Preset Number           168           169           164           165	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode	Preset Number           168           169           164           165           166	
		Function Name Auto Tracking On Auto Tracking Off Enable Presenter mode Enable Zone mode Enable Hybrid mode Recall Tracking Point	Preset Number       168       169       164       165       166       162	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter	Preset Number       168       169       164       165       166       162       163	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode	Preset Number       168       169       164       165       166       162       163       167	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode         Full Body	Preset Number       168       169       164       165       166       162       163       167       160	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode         Full Body         Upper Body	Preset Number         168         169         164         165         166         162         163         167         160         161	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode         Full Body         Upper Body         Tally On	Preset Number         168         169         164         165         166         162         163         167         160         161         96	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode         Full Body         Upper Body         Tally On         Tally Off	Preset Number         168         169         164         165         166         162         163         167         160         161         96         97	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode         Full Body         Upper Body         Tally On         Sol menu On/Off         Reboot	Preset Number         168         169         164         165         166         162         163         167         160         161         96         97         95	
		Function Name         Auto Tracking On         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Tracking Mode         Full Body         Upper Body         Tally On         Tally Off         OSD menu On/Off	Preset Number         168         169         164         165         166         162         163         167         160         161         96         97         95	
	<ul> <li>C</li> <li>C&lt;</li></ul>	Function Name         Auto Tracking Off         Auto Tracking Off         Enable Presenter mode         Enable Zone mode         Enable Hybrid mode         Recall Tracking Point         Switch Presenter         Switch Presenter         Switch Tracking Mode         Full Body         Upper Body         Tally Off         OSD menu On/Off         Reboot	Preset Number         168         169         164         165         166         162         163         167         160         161         96         97         95	

	<ul> <li>9. Sleep mode : added ability to trigger the camera to go to a certain preset when the UVC</li> </ul>		
	<ul> <li>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.</li> <li>10. <u>Sync. with tracking</u> : added ability to use UVC video ON/OFF to trigger the Auto Tracking ON/OFF. This function is only effective in sleep mode.</li> <li><u>e.g.</u> When user turns off the camera within a ZOOM, TEAMS or MEET session, the</li> </ul>		
	camera will automatically turn off Auto Tracking. 11. <u>Sleep Timer</u> : added ability to set a timer to go to a preset after turning off UVC video.		
	✓ Sleep to Preset     ✓ Sync. with tracking     Sleep mode can be enabled when video mode is USB only.     Sleep Timer       20     Save     0     0     0     0		
Improvements	<ul> <li>20. Supports NDI4.6.2 version of TR311HN. (NDI model only)</li> <li>21. The AVer OBS Plug-in update now supported.</li> <li>22. The cache will be automatically reloaded when the different firmware version is detected.</li> <li>23. Bug fix of "power off to preset", make camera go to correct preset.</li> </ul>		
Known Issues	<ul> <li>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.</li> <li>18. 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>19. USB port does not yet support Hot plugging.</li> </ul>		

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.			
	Power Up to Preset	Save	Power Off to Preset	Save
	<ul><li>16. Added Tracking mode SET</li><li>17. Added ability to change "Ho</li></ul>			CA command list.

<b>AV</b> er	DHCP	Hostname
	On Off	AVer
Live View	IP	Netmask
Camera Settings	10.100.105.110	255.255.255.0
Video & Audio	Gateway	DNS
器 Network	10.100.105.254	8.8.8.8

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



AVer O Live View			
Camera Settings		11.00	
Video & Audio			
몸 Network			
Tracking Settings			
-√- System			
Tracking Control			
racking On Off lode Presenter Zone	Presenter	Zone	Hybrid
Hybrid	Tracking Sensitivity	2 Tracking F	Point
Click Track	1	- 3 Preset	Save
	Time of Return to Tracking Point	3 People Siz	ze –
	3 🙆	— 10	Full Body Upper Body
	Effective Tracking Area When Effective Tracking Area is on, camer tracks around the selected area, please co		Zoom to Zoom is off, camera stops zooming tomatically but keep the size of Preset 1.

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.
	Average outcome         Average outcome         Camera Settings         Camera Settings         Video & Audio         Network         Tracking Settings         10         11         12         13         10         11         12         13         10         11         12         13         10         11         12         13         14         15         10         11         12         13         14         15         16         17         18         19         10         10         11         12         13         14         15         16         17         18         19         10         10         10         10         10         10         10
Improvements	<ul> <li>24. Improved and small bug fixes on SRT Streaming.</li> <li>25. Improved on the camera NDI Streaming experience.</li> <li>26. Small bug fixes on the Preset Exposure Setting.</li> <li>27. Improved on preciseness of the preset recall location.</li> </ul>
Known Issues	<ul> <li>20. 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>21. USB port does not yet support Hot plugging.</li> <li>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.</li> </ul>

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

New features	23. SRT support on web page > Network
	SRT Settings
	Destination IP Port Encryption
	8889 None 🗸
	Latency Passphrase
	1000 ms
	Connect Status: Disconnected Start Stream STOP
	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.
	<ul><li>29. Supports UAC function (USB Audio).</li><li>30. Fixed bug related to RJ45 LED indicator.</li></ul>
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
	ACCOUNTS OF ECG
	18-52 <sup>-</sup>
	Camera Exposure ModeStutter Priority Full Auto
	Advanced Setting Full Auto Shutter Priority
	Video Output Shutter Priority Iris Priority
	Network Iris Priority Manual
	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: <a href="https://www.averusa.com/pro-av/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/support/supp

Tech Support ☐ support.usa@aver.com ∩ 1 (877) 528 7824