



# MD330U(I) Release note

Product : MD330U/MD330UI

Model Name Report : AVer MD330U , AVer MD330UI

## Tips

- You need to press and hold [Menu] button on the RC to trigger OSD after FW 1.1.1027.0
- If firmware needs to downgrade, the oldest can only be rolled back to FW 1.1.1017.0
- If current firmware under 1.1.1016.0 (include) , must first upgrade the FW to 1.1.1017.0 , then update again to FW 1.1.1030.0 and above.
- <HTTPS> cannot be <disable> since MD330 support EPIC ECAL system (FW 1.1.1046.0) , strongly recommend that customers replace HTTPS certificate with their own when using

FW version	1.1.1056.0
Release date	2025/11/12
Checksum	7057b91bd0e3592ee7c6dfb7f6f11cf2 (MD5)
New feature	N/A
Improvement	<ol style="list-style-type: none"><li>1. Improve human vocal quality that received by the microphone</li><li>2. Fixed an issue where the speaker might malfunction after prolonged use under WebRTC</li><li>3. A protection mechanism is added to safeguard and automatically restore the user's settings</li></ol>

FW version	1.1.1054.0
Release date	2025/7/31
Checksum	eeb081bedbea09bb908477493e56e593 (MD5)
New feature	<ol style="list-style-type: none"><li>1. <b>Support new remote control (white one) with more features</b> ie. focus/flip/mirror/IR night vision control</li><li>2. <b>Support Enable/Disable UAC device on WEB UI/OSD</b></li><li>3. <b>Add USB watchdog for USB connection to the PC</b> Constantly check the connection status when connected to the PC , and auto quick-reboot the camera after lost connection to USB to avoid disconnection. a quick-reboot would not rotate PT for calibration , but just reboot the system which may take around 40 sec to bring back the USB connection.</li></ol>
Improvement	<ol style="list-style-type: none"><li>4. Improved stability during long-term connection.</li><li>5. Improved audio playback stability.</li></ol>

<b>FW version</b>	<b>1.1.1051.0</b>
Release date	2025/5/5
Checksum	c2e13665adf0f8a5570df33c86b545ef (MD5)
New feature	<ol style="list-style-type: none"> <li><b>Press and hold [Power] button on Remote Control for 10 sec can trigger reboot</b></li> <li><b>Support get device log via USB connection through windows tool</b></li> </ol>
Improvement	<ol style="list-style-type: none"> <li><b>Enhance audio performance</b> Resolved issue where an echo might be heard in certain situations</li> </ol>

<b>FW version</b>	<b>1.1.1049.0</b>																						
Release date	2024/10/14																						
Checksum	1884d2ed070d35c8dedfc7fee8479790																						
New feature	<p><b>7. Support Zoom Mode</b></p> <p>If you are a Zoom Room user, please switch the mode of MD330U(I) to [Zoom Mode] Please note that MD330U(I) will automatically reboot after this action.</p> <p><b>How to change Mode</b></p> <table border="1"> <tr> <td><b>OSD</b></td> <td>[System]&gt;&gt;[ThemeMode]&gt;&gt; [AVer] or [Zoom]</td> </tr> <tr> <td><b>WEB UI</b></td> <td>[System]&gt;&gt;[ThemeMode]&gt;&gt; [AVer] or [Zoom]</td> </tr> </table> <p>**also support CGI/UVC-EXT , please contact tech support</p> <p><b>Behavior when mode change</b></p> <table border="1"> <thead> <tr> <th>Mode</th> <th>User Behavior</th> <th>Camera Behavior</th> </tr> </thead> <tbody> <tr> <td>AVer Mode</td> <td>Change to Zoom Mode</td> <td> <ul style="list-style-type: none"> <li>Reboot and become Zoom Mode</li> <li>IR Night Vision = [Auto]</li> <li>Sensitivity=[High]</li> </ul> </td> </tr> <tr> <td>Zoom Mode</td> <td>Load default</td> <td> <ul style="list-style-type: none"> <li>Load Zoom Mode default setting</li> <li>*overwrite current user setting</li> </ul> </td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Mode</th> <th>User Behavior</th> <th>Camera Behavior</th> </tr> </thead> <tbody> <tr> <td>Zoom Mode</td> <td>Change to AVer Mode</td> <td> <ul style="list-style-type: none"> <li>Reboot and become AVer Mode</li> <li>Keep current user setting</li> </ul> </td> </tr> <tr> <td>AVer Mode</td> <td>Load default</td> <td> <ul style="list-style-type: none"> <li>Load AVer Mode default setting</li> <li>*overwrite current setting</li> </ul> </td> </tr> </tbody> </table>	<b>OSD</b>	[System]>>[ThemeMode]>> [AVer] or [Zoom]	<b>WEB UI</b>	[System]>>[ThemeMode]>> [AVer] or [Zoom]	Mode	User Behavior	Camera Behavior	AVer Mode	Change to Zoom Mode	<ul style="list-style-type: none"> <li>Reboot and become Zoom Mode</li> <li>IR Night Vision = [Auto]</li> <li>Sensitivity=[High]</li> </ul>	Zoom Mode	Load default	<ul style="list-style-type: none"> <li>Load Zoom Mode default setting</li> <li>*overwrite current user setting</li> </ul>	Mode	User Behavior	Camera Behavior	Zoom Mode	Change to AVer Mode	<ul style="list-style-type: none"> <li>Reboot and become AVer Mode</li> <li>Keep current user setting</li> </ul>	AVer Mode	Load default	<ul style="list-style-type: none"> <li>Load AVer Mode default setting</li> <li>*overwrite current setting</li> </ul>
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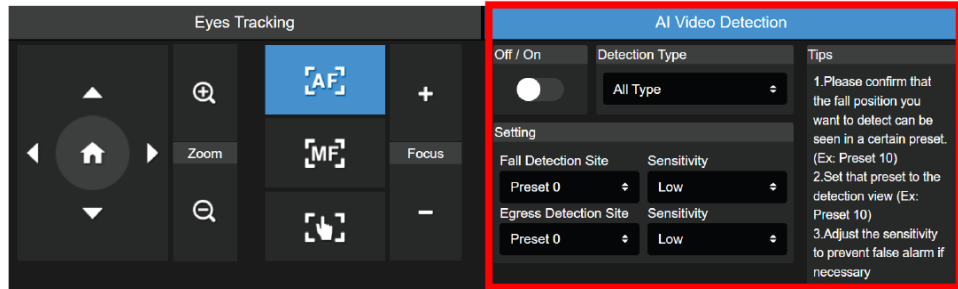
<b>FW version</b>	<b>1.1.1047.0</b>
Release date	2024/8/19
Checksum	1884d2ed070d35c8dedfc7fee8479790
New feature	<ol style="list-style-type: none"> <li><b>Support Fall/Egress Detection</b></li> </ol>

WebUI >> AI >> AI Setting >> AI Video Detection

when fall or egress been detected in the FOV , MD330UI would trigger an event via network , this event can be received by [AVer ViewCare](#) or third-party SW which supported.

Please follow the user manual to do the setting or contact FAE for help [AVerSupport\\_10@aver.com](mailto:AVerSupport_10@aver.com)

### AI Video Detection



2. **Passwords need to be more complex to comply with cybersecurity trends (Product Security and Telecommunications Infrastructure Act , PSTI)**

Change the username and password before logging in to the web interface.

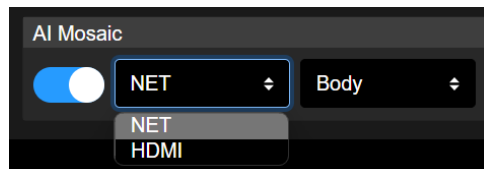
- Username: Use 1-32 characters.
- Password: Use 8-32 characters and a combination of uppercase letters, lowercase letters, numbers, and symbols (%+=,~.^/@.~). The password cannot be the same as the username.

\*\* when an existing customer has set Account:1 and Pass:1(which not fit the new rule) , the account password will remain 1,1 after updating the FW. But after set the camera to default, it will be required to comply with the new password rule.

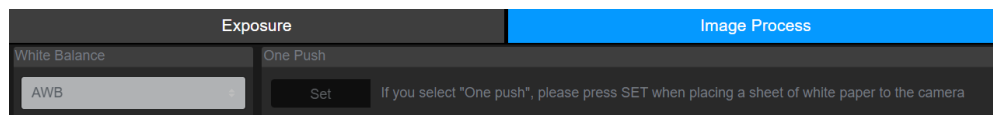
3. **Change the model name into AVer MD330U , AVer MD330UI**

Improvement

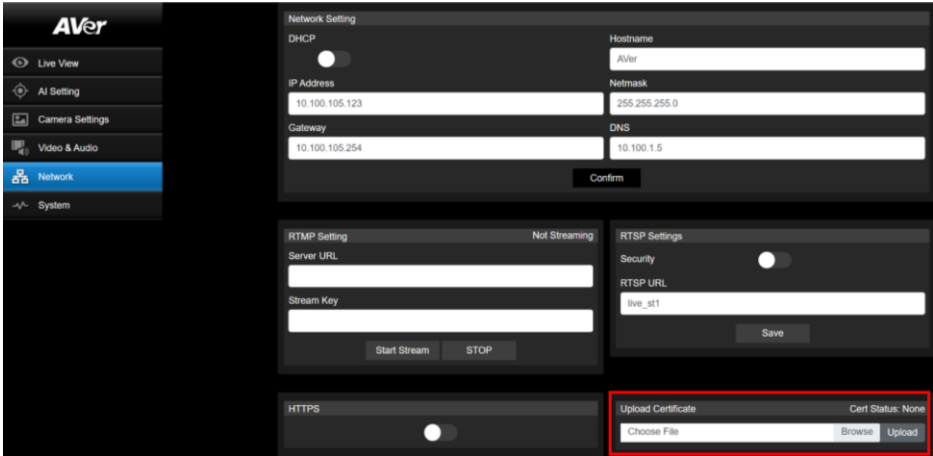
1. **Optimize UX on Web UI**
2. **AI Mosaic can be show on Net or HDMI (chose one)**

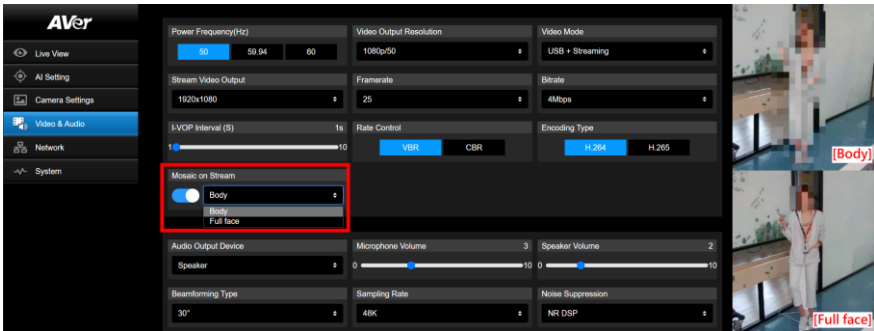


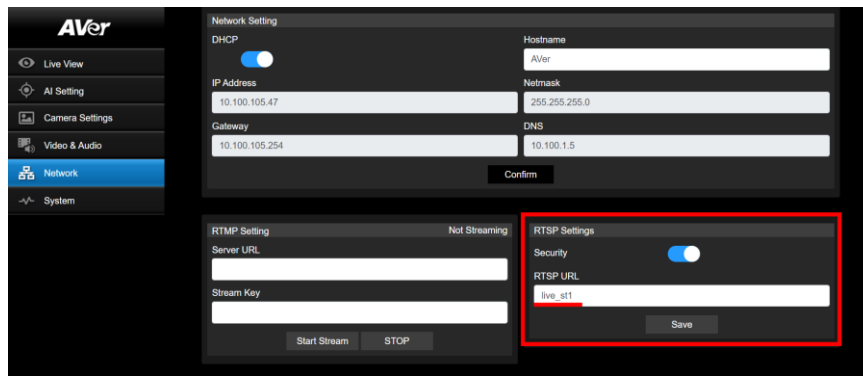
3. **Change default setting on IR Night Vision to be [Auto] [Sensitivity : Middle]**  
since this change , the [image process] would be set on [AWB] in default



4. **Fixed IR Night Vison IQ may have issue under certain conditions**

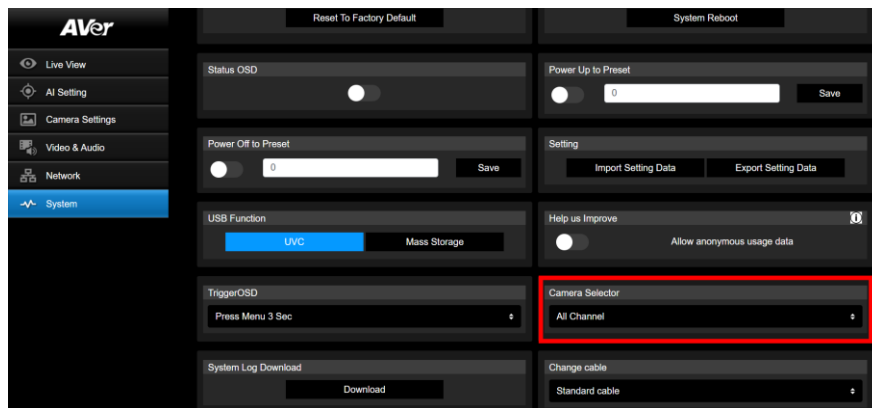
<b>FW version</b>	<b>1.1.1041.0</b>
Release date	2024/3/5
Checksum	ec10c6ea9d4356dfd93ffa46df17c2dd
New feature	<p>4. <b>Support EPIC ECAL</b></p> <p>Camera IP URL for EPIC system would be <a href="https://ip/html/ecal.html">https://ip/html/ecal.html</a></p> <p>Based on the requirements of EPIC ECAL, we have preset an HTTPS certificate in the device and strongly recommend that customers replace HTTPS certificate with their own when using</p> 
Improvement	<p>1. <b>Improve Eyes Tracking</b></p> <p>Fix the tracking issue that occurs in Eyes Tracking under certain conditions.</p> <p>2. <b>Optimize UX on Web UI</b></p> <p>Buttons on the web interface will have color feedback when pressed.</p>

<b>FW version</b>	<b>1.1.1037.0</b>
Release date	2023/10/26
Checksum	f183ec870f909af17e33b42be7c8aef
New feature	<p>1. <b>Support mosaic (pixelated) on face/body in RTSP for Privacy</b></p> <p>The camera can now auto detect "Faces" or "Bodies" in the view and mosaic on RTSP</p> <p>WebUI &gt;&gt; Video &amp; Audio &gt;&gt; Mosaic on Stream &gt;&gt; Body/Full face</p>  <p>2. <b>Support Custom RTSP Settings</b></p> <p>WebUI &gt;&gt; Network &gt;&gt; RTSP Settings</p> <p>RTSP Sample : <a href="rtsp://account:passwd@device_ip/rtsp_url">rtsp://account:passwd@device_ip/rtsp_url</a></p>



3. **Support PELCO-D & PELCO-P Camera Control Protocol (RS-232)**
4. **Now you can set the camera RC channel on WEB UI**

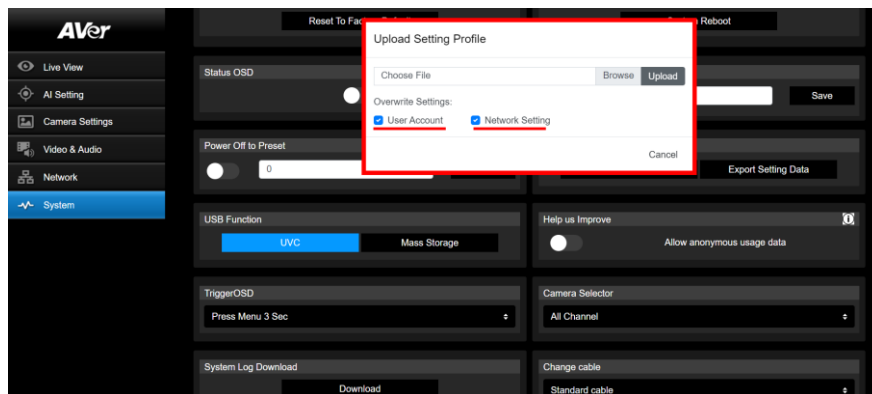
WebUI >> System >> Camera Selector



5. **Support more options to overwrite the setting when Importing Setting Data**

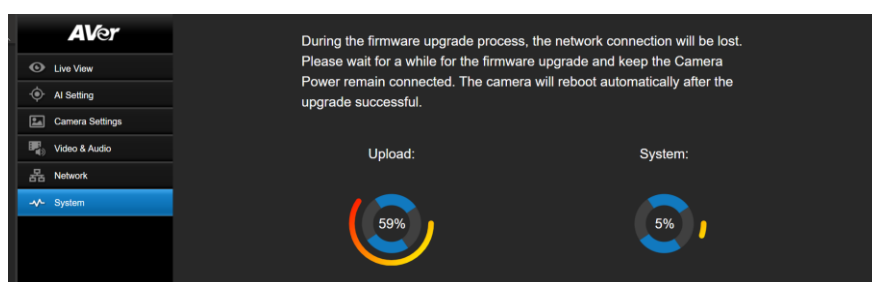
WebUI >> System >> Setting >> Import Setting Data

Check the [User Account] , [Network Setting] if you want to overwrite



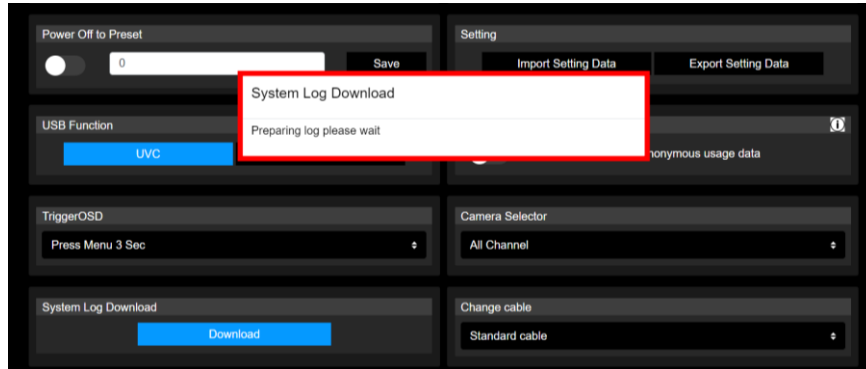
Improvement

1. **Improve auto focus in handheld mode**  
Now, slight hand shaking will not trigger refocusing, which greatly reduce the AF hunting.
2. **Optimize the firmware update UI**  
You can now clearly see the current progress of the update.



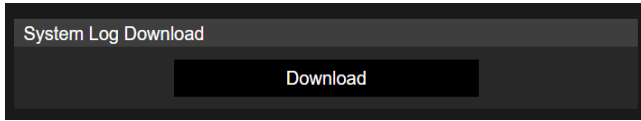
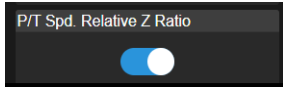
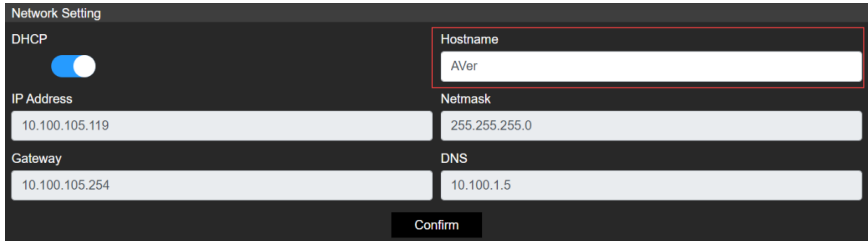
### 3. Optimize user flow when download log

A prompt window will pop up when the UI is temporarily frozen due to downloading logs.



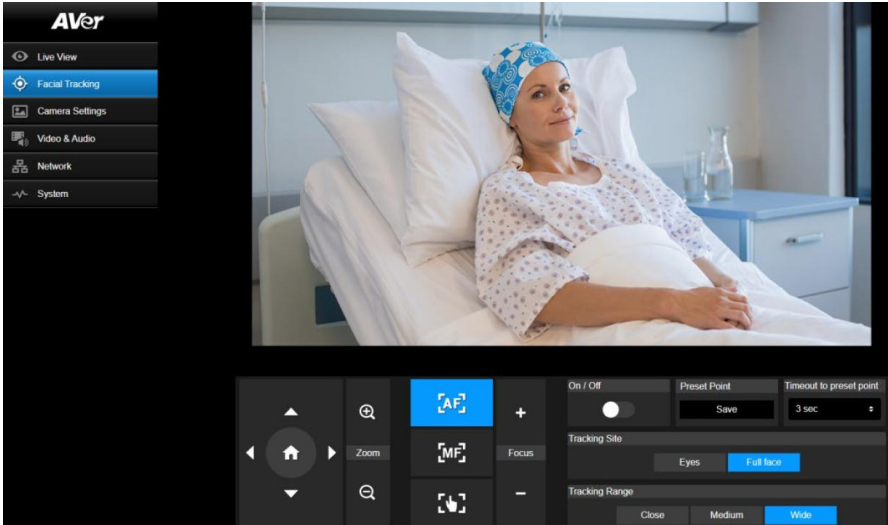
# Release note

Product : MD330U/MD330UI

FW version	1.1.1035.0
Release date	2023/7/25
Checksum	e7dbbd0b5a1e0791346a707499fbd51
New feature	<ol style="list-style-type: none"><li><b>Support Log download from web UI</b> Web UI &gt;&gt;&gt; System &gt;&gt;&gt; System Log Download &gt;&gt;&gt; click [Download] A screenshot of a dark-themed web interface showing a button labeled "System Log Download" with a "Download" button below it.</li><li><b>Now Pan/Tilt ratio would auto adjust depend on current Zoom ratio by default</b> This change would make the operate handier and avoids over pan/tilt you can ON/OFF this function in Web UI &gt;&gt;&gt; Live View &gt;&gt;&gt; P/T Spd. Relative Z Ratio A screenshot of a dark-themed web interface showing a toggle switch labeled "P/T Spd. Relative Z Ratio" which is currently turned on.</li><li><b>Support Hostname on MSFT DNS server for better device management</b> web UI &gt;&gt;&gt; Network &gt;&gt;&gt; Hostname, set the camera hostname and click [Confirm] A screenshot of a dark-themed web interface showing a "Network Setting" form. The form includes fields for DHCP (checked), IP Address (10.100.105.119), Gateway (10.100.105.254), Hostname (AVer), Netmask (255.255.255.0), and DNS (10.100.1.5). A "Confirm" button is at the bottom.</li></ol>
Improvement	<ol style="list-style-type: none"><li><b>Improve the performance of AEC and NR</b> We recommend all users with bidirectional dialog needs update to this version.</li><li><b>Improve system stability and auto focus speed.</b></li><li><b>Set camera to autofocus (AF) when Facial/Eyes Tracking is enabled.</b></li><li><b>Solve occasional reboot in cruise mode over long time.</b></li></ol>

# Release note

Product : MD330U/MD330UI

FW version	1.1.1032.0
Release date	2023/6/16
Checksum	c2e13665adf0f8a5570df33c86b545ef
New feature	<ol style="list-style-type: none"> <li> <p><b>All current users can get AI Facial Tracking by updating FW 1.1.1032.0</b></p> <p>Cameras are able to auto track and focus to the patient's eyes or full face without manual PTZ would greatly improves the convenience of remotely viewing the patient. Please refer to the user manual.</p>  </li> <li> <p><b>Add Remote controller Hotkey</b></p> <ul style="list-style-type: none"> <li>- Press 5 for five times (55555) to turn on DHCP</li> <li>- Press 6 for six times (666666) to factory default</li> <li>- Press 8 for eight times (88888888) set IP to default (192.168.1.168)</li> </ul> </li> <li> <p><b>Add audio volume/mute messages to OSD status</b></p> </li> <li> <p><b>Support <u>Camera Setting Tool(v1.3.2086.0 and later)</u> for more functions</b></p> <ul style="list-style-type: none"> <li>- IR/LED control , Reboot , Privacy , Noise Reduction , Offline FW Update</li> </ul> </li> <li> <p><b>Support CGI command to get 4K snapshot over WebUI</b></p> </li> <li> <p><b>AI body detection</b></p> <p>As auxiliary function for third party application.</p> <p>when body detect is turned on , can use API to get humanoid body coordinate that detected by the MD330.</p> </li> </ol>
Improvement	<ol style="list-style-type: none"> <li> <p><b>More Remote controller (RC) options to prevent false triggering on site:</b></p> <p>You can now disable RC control except factory default hotkey:</p> <ul style="list-style-type: none"> <li>- Step1. Power on and connect the camera</li> <li>- Step2. Use OSD and set : System &gt;&gt; Camera Selector &gt;&gt; Disable Remote</li> <li>- Step3. Camera will ignore all signals from RC (except factory default combo key)</li> </ul> <p>To resume RC control:</p> <ul style="list-style-type: none"> <li>- Use hot key 666666 (press 6 , six times) on RC to set camera to factory default</li> </ul> </li> </ol>

**2. Beep when snapshot is successful**

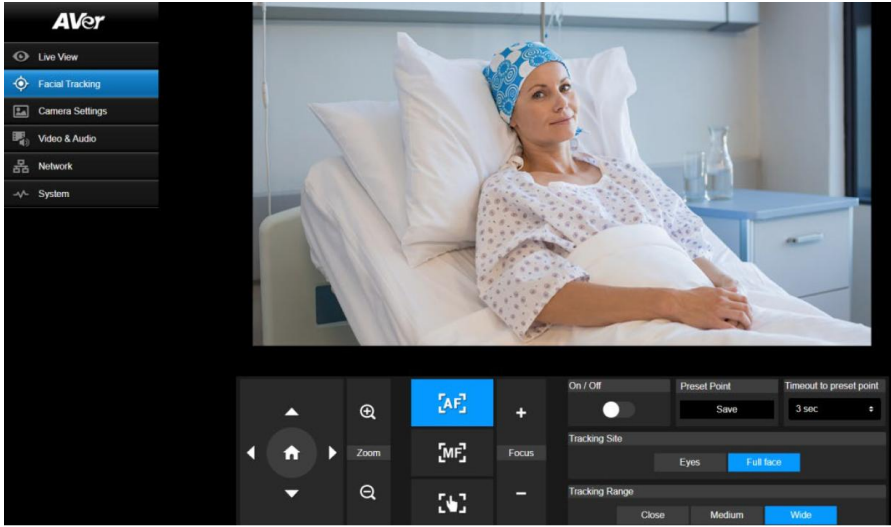
would trigger a beep on device speaker when the snapshot is successful

**3. Fix the occasional upload failure that occurs on PTZ Management in poor internet connection.**

**4. Avoid video conferencing software, such as Microsoft Teams or Google Meet, from muting the camera when it deems the received volume too high.**

# Release note

Product : MD330U/MD330UI

FW version	1.1.1027.0
Release date	2023/3/27
New feature	<ol style="list-style-type: none"><li><b>1. System reboot button on OSD / Web UI</b> When device crashes or accidentally bumped, the PTZ position can be corrected by reboot.</li><li><b>2. AI Facial Tracking</b> Cameras able to auto track and focus to the patient's eyes or full face without manual PTZ would greatly improves the convenience of remotely viewing the patients. and for this Function would go with staged rollout: <b><u>First Phase (now):</u></b> ONLY the device that unbox with FW1.1.1027. would have AI Facial Tracking built-in. current users or inventory can't get &lt;AI Facial Tracking&gt; by update FW to 1.1.1027. <b><u>Second Phase (next fw update):</u></b> All current users can get AI Eyes Tracking function by updating Next FW</li></ol> 
Improvement	<ol style="list-style-type: none"><li><b>1. Remote controller:</b> some ops changes to prevent false triggering on site.<ul style="list-style-type: none"><li>✧ Need to press and hold the Menu button for 3sec to open the OSD menu &gt;&gt;&gt; you can change the setting on OSD (system&gt;Camera Selector)</li><li>✧ Default to receive all channels (1~4) on the remote controller &gt;&gt;&gt; you can change the setting on OSD (system&gt;Trigger OSD)</li><li>✧ When the OSD menu is open , Press &lt;Home&gt; not only bring camera back to Home position but also close all OSD menus.</li></ul></li><li><b>2. More definition of LED lights:</b></li></ol>

	<table border="1"> <thead> <tr> <th>Color</th> <th>Status</th> <th>Pattern</th> </tr> </thead> <tbody> <tr> <td>Flashing orange</td> <td>Booting up</td> <td>●●</td> </tr> <tr> <td>Solid blue</td> <td>Normal</td> <td>●</td> </tr> <tr> <td>Solid orange</td> <td>Standby</td> <td>●</td> </tr> <tr> <td>Flashing orange slowly (1-sec interval)</td> <td>Muted</td> <td>●</td> </tr> <tr> <td>Flashing orange once</td> <td>Taking a snapshot</td> <td>⊙</td> </tr> <tr> <td>Flashing orange (0.5-sec interval)</td> <td>Recording</td> <td>⊙</td> </tr> <tr> <td>Solid purple</td> <td>OSD menu is turned on.</td> <td>●</td> </tr> <tr> <td>Flashing purple</td> <td>Updating firmware</td> <td>●●</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>●● Both indicators flash.</li> <li>● The indicator is mode-sensitive.</li> <li>⊙ The spare indicator flashes.</li> </ul> <ol style="list-style-type: none"> <li>3. Update VISCA Command list</li> <li>4. Fixed issue that unable to reboot when update failed</li> <li>5. Several bugs fixed</li> </ol>	Color	Status	Pattern	Flashing orange	Booting up	●●	Solid blue	Normal	●	Solid orange	Standby	●	Flashing orange slowly (1-sec interval)	Muted	●	Flashing orange once	Taking a snapshot	⊙	Flashing orange (0.5-sec interval)	Recording	⊙	Solid purple	OSD menu is turned on.	●	Flashing purple	Updating firmware	●●
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Known issue	<ol style="list-style-type: none"> <li>1. AI Facial Tracking: when the person's face is in profile or at the edge of the screen, it may not be able to track.</li> </ol>																											

<b>UM version</b>	<b>MD330 UM_7L_2023.03.25</b>
Release date	2023/3/27
New	<ol style="list-style-type: none"> <li>1. How to Clean and Disinfect &gt;&gt; Page 2</li> <li>2. LED Indicators &gt;&gt; Page 3</li> <li>3. Facial Tracking &gt;&gt; Page 20</li> <li>4. VISCA Command &gt;&gt; Page 33</li> </ol>

## Release Note

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Products: MD330U / MD330UI

<b>FW version</b>	<b>1.1.1021.0</b>
Release Date	Sep, 21, 2022
New Feature	<ul style="list-style-type: none"><li>● The recording function is now ready.</li><li>● Loop recording - cyclic storage threshold is set</li><li>● The hot key combinations for turning on LED light / IR Cut Filter settings.</li><li>● IR Cut Filter function added with AUTO mode.</li><li>● New design on the web interface.</li><li>● Noise Suppression: Add NR DSP setting and set it as default.</li><li>● ESD Reboot mechanism introduced.</li></ul>
Improvement	<ul style="list-style-type: none"><li>● Multi-language on OSD (Chinese/English/Japanese)</li><li>● Increase the speed of focus.</li><li>● Auto-focus performance when switch to handheld mode.</li><li>● Reduce the noise from NR+BF noise suppression setting.</li><li>● 3 levels of LED light setting.</li><li>● Remove Bright Mode</li></ul>
Known Issue	<ul style="list-style-type: none"><li>● No automatic detection of available resolution settings for HDMI</li></ul>



## Release Note

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Products: MD330U / MD330UI

FW version	1.1.1017.0
Release Date	Aug, 01, 2022
New Feature	N/A
Improvement	<ul style="list-style-type: none"><li>● Fix HDMI process stops randomly after sensor reset. → New version has protection on the startup process to ensure that the program has been successfully started.</li></ul>
Known Issue	<ul style="list-style-type: none"><li>● Recently only support English in OSD menu. *Will fix in the next firmware version.</li></ul>

## Release Note

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Products: MD330U / MD330UI

<b>FW version</b>	<b>1.1.1016.0</b>
Release Date	Jul, 25, 2022
New Feature	N/A
Improvement	<ol style="list-style-type: none"><li>1. Optimized the motor steps of Tele (zoom in all the way till the end) and Wide (zoom out all the way till the end).</li><li>2. There are 2 types of power supply: grounded (3 pins) and ungrounded (2 pins). When the ungrounded (2 pins) are connected to the screen with HDMI, you may experience the following symptoms: (1) Image cannot be displayed or (2) Broken textures and noises. Improvements have been made to solve the above 2 issues.</li></ol>
Known Issue	N/A