



[Windows] AVer PTZ Management Software Release Notes – June 2, 2022

VERSION	1.1.1034.0
HARDWARE COMPATIBILITY	The following product models are supported by AVer PTZ Management. <ul style="list-style-type: none">• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.16 or later• TR530+/TR530/TR320 V0.0.1000.45 or later• PTZ310(W)/PTZ310N/PTZ330(W)/PTZ330N V0.0.0000.56 or later• DL30 V7.0.0010.13 or later• TR311HWV2/TR313V2/TR333V2 V0.1.0000.19 or later• MD330U series V1.1.1006.0 or later
OPERATING SYSTEMS	Windows 7, 8, 10, 11 (64-bit) *It's suggested to upgrade to V1.1.1029.0 and later if using Windows 11.
Related Software	AVer IPCam Utility

<p>V1.1.1034.0</p> <p>Release date: June 2, 2022</p>	<p>New features</p> <ul style="list-style-type: none"> • Supports full screen camera view which hides the control panel. • Supports preset cruising. • Able to zoom in/out of the camera live view when scrolling a PC mouse. • Camera view position to the center when clicking on the live view (*Only supports via the MD330U series and single split screen on PTZ Management). • Supports two-way audio (Only supports MD330U series) <p>Improvements</p> <ul style="list-style-type: none"> • Supports hostname of camera. • Supports Korean translation. <p>Bug fixes</p> <ul style="list-style-type: none"> • Fixed the issue of PTZ Management stops working occasionally after being online for over 12 hours. • Fixed random crash of PTZ Management when connecting to an NDI camera. • Fixed the issue of getting wrong camera view when connecting to two NDI cameras to PTZ Management. <p>Known issues</p> <ul style="list-style-type: none"> • Failed to get NDI camera stream on PTZ Management (Windows 11 specific). <ul style="list-style-type: none"> • Limitation from NDI library that fails to get NDI stream (Windows 11 specific). • Random pan/tilt/zoom control failure when third-party NDI camera(s) are connected via PTZ Management. • Audio input status still shows “on” when camera is powered off. • Camera preview page on PTZ Management seems darker when compared to camera webpage.
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VERSION	1.1.1031.0
HARDWARE COMPATIBILITY	<p>The following product models are supported by AVer PTZ Management.</p> <ul style="list-style-type: none"> • TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.16 or above • TR530/TR320 V0.0.1000.45 or above • PTZ310(W)/PTZ310N/PTZ330(W)/PTZ330N V0.0.0000.56 or above • DL30 V7.0.0010.13 or above • TR313V2 V0.1.0000.18 or above • TR333V2 V0.1.0000.19 or above (Estimated Mid Feb 2022 Release Date)
OPERATING SYSTEMS	<p>Windows 7, 8, 10, 11 (64-bit)</p> <p>*It's suggested to upgrade to V1.1.1029.0 and later if using Windows 11.</p>
Related Software	AVer IPCam Utility

V1.1.1031.0	New features
Release date:	<ul style="list-style-type: none"> • Increased support for up to 256 cameras
Jan 25, 2022	<p>Improvements</p> <ul style="list-style-type: none"> • User is reminded when click track is not supported under the 4/16 split screen option. • Supports pop up window to show VISCA connection failed due to port being occupied. • Supports Group information when Importing/Exporting data. • User is now able to connect camera to PTZM when PC is not connected to the Internet. <p>Bug Fixes</p> <ul style="list-style-type: none"> • PTZ Management software is still able to recognize TR530/320 even when the camera is modified. <p>Known issues</p>

	<ul style="list-style-type: none"> • Random crash when connecting third party NDI camera with PTZ Management. <ul style="list-style-type: none"> • This issue is caused by crashing on NDI library. This has been reported to NDI. • Random failure of pan/tilt/zoom control of third-party NDI camera on PTZ Management. • Audio input is still on when camera is powered off. • Camera preview page on PTZ Management seems darker when comparing to camera webpage.
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VERSION	1.1.1029.0
HARDWARE COMPATIBILITY	<p>The following product models are supported by AVer PTZ Management.</p> <ul style="list-style-type: none"> • TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.16 or above • TR530/TR320 V0.0.1000.45 or above • PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or above • DL30 V7.0.0010.13 or above • TR313V2 V0.1.0000.18 or above
OPERATING SYSTEMS	<p>Windows 7, 8, 10, 11 (64-bit)</p> <p>*It's suggested to upgrade to V1.1.1029.0 and later if using Windows 11.</p>
Related Software	AVer IPCam Utility

V1.1.1029.0	New features
Release date: November 18, 2021	<ul style="list-style-type: none"> • Support for NDI camera. • Support for system notifications. • Support for maximum 64 groups of camera. • Support for TR3XXV2 series. • Support for Auto Zoom and Hybrid Mode on/off.

	<p>Improvements</p> <ul style="list-style-type: none"> • Camera will be disconnected when more than one camera shares the same IP address. • Camera preview page is now shown specific GUI for user to better identify when camera video model is USB Only. <p>Bug Fixes</p> <p>None.</p> <p>Known issues</p> <ul style="list-style-type: none"> • Random crash when connecting third party NDI camera with PTZ Management. <ul style="list-style-type: none"> • This issue is caused by crashing on NDI library. This has been reported to NDI. • Random failure of pan/tilt/zoom control of third-party NDI camera on PTZ Management. • Audio input is still on when camera is powered off. • Camera preview page on PTZ Management seems darker when comparing to camera webpage.
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VERSION	V1.1.1020.0
HARDWARE COMPATIBILITY	<p>The following product models are supported by AVer PTZ Management.</p> <p>TR310/TR311/TR311HN/TR313/TR333 v0.0.0000.16 or above,</p> <p>TR530/TR320/TR530+/TR320+ v0.0.1000.45 or above,</p> <p>PTZ310/PTZ330/PTZ310N/PTZ330N/PTZ310W/PTZ330W v0.0.0000.56 or above,</p> <p>DL30 v7.0.0010.13 or above</p>

OPERATING SYSTEMS	Win OS 10 64-Bit (Recommended)
Related Software	AVer IPCam Utility

V1.1.1020.0	<u>WHAT'S NEW</u>
Release date:	<ol style="list-style-type: none"> 1. Supports 1280x720 resolution. 2. Support options for enabling and disabling user data collection.
Mar. 24, 2021	<p><u>BUG FIXED</u></p> <ol style="list-style-type: none"> 1. Resolved issues in regard to tracking status showing wrongly. 2. Resolved issues in regard to incomplete GUI . 3. Resolved issues in regard to zoom ratio. <p><u>KNOWN ISSUES</u></p> <p>None.</p>

V1.1.1017.0	<u>WHAT'S NEW</u>
Release date:	<ol style="list-style-type: none"> 3. Support TR530+, TR320+, DL30.
Jan. 27, 2021	<p><u>BUG FIXED</u></p> <p>None.</p> <p><u>KNOWN ISSUES</u></p> <ol style="list-style-type: none"> 1. When using snapshot in SW, it saves the picture that took last time. *Will fix in the next version. 2. When using Pan/Tilt/Zoom/Preset, camera stops tracking, but SW tracking status

	<p>is still on.</p> <p>*Will fix in the next version.</p>
<p>V1.1.1013.0</p> <p>Release date:</p> <p>Dec 14, 2020</p>	<p><u>WHAT'S NEW</u></p> <ol style="list-style-type: none"> 1. Resizing supported, 1080 resolution is suggested 2. Supports camera power on/off 3. Supports camera scheduling power on/off/reboot 4. Supports camera audio mute <p><u>BUG FIXED</u></p> <ol style="list-style-type: none"> 1. Resolved issues regarding irregular messaging status under the Camera and Snapshot. 2. Resolved issues regarding streaming failure (no video presented) 3. Resolved issues regarding audio output and quality. 4. Resolved issues regarding remarks under "Device" when model is not supported or an incorrectly typed in account/password. 5. Resolved issues regarding random crash when firmware is updated. <p><u>KNOWN ISSUES</u></p> <ol style="list-style-type: none"> 3. When PC resolution is set to 1366x768 you may experience an incomplete layout. *1920x1080 PC resolutions are suggested on the console. 4. Zoom value on AVer PTZ Management is not the same as the Web browser. *It happens because value settings are different on these two devices. 5. There are two different behaviors while user turned the power status from Power On to Standby.

	<p>* It happens as different power off status for PTZ and TR series. When the user turns off TR310/TR311/TR311HN/TR313/TR333, the camera switch to Standby Mode; When powering off PTZ310/PTZ330/PTZ310N/PTZ330N/PTZ310W/PTZ330W, the camera either goes to Power Saving or Standby Mode. As for TR530/TR320, the camera switches to Power Saving Mode.</p>
<p>V1.1.1009.0</p> <p>Release date: September 22, 2020</p>	<p><u>WHAT'S NEW</u></p> <ol style="list-style-type: none"> 1. Include AVer IPCam Utility when installing AVer PTZ management. 2. Support camera live view, remote control such as pan, tilt, zoom, tracking etc. 3. Tracking control status to be active with the PTZ camera (SmartShoot) Enable/Disable. 4. Able to add up to 128 new cameras. 5. Able to edit and delete devices. 6. Support device grouping. 7. Able to set up maximum 100 users or admin login account. 8. Able to go to the camera web control by clicking "Go to Web". 9. Able to import and export device file. 10. Support multi device FW update. 11. Able to compare FW version before auto FW update. 12. Support device reboot remotely. 13. Support device factory reset. 14. Remotely update supported camera list. <p><u>KNOWN ISSUES</u></p> <ol style="list-style-type: none"> 1. Unexpected status when using Pan, tilt, Zoom. <p>*Will be fixed in the next version as the issue will be fixed by firmware as well.</p>

	<p>2. Upgrade/Auto Search/Model name isn't workable with non-specific ID.</p> <p>*The software will recognize the model name within the supported camera list, so if the model name is being changed, it wouldn't be recognized.</p> <p>3. Scroll bar to full, but <zoom in rate> isn't maximum.</p> <p>*Scroll bar is defined inconsistently on different devices. Will be fixed when the issue is fixed by firmware first.</p> <p>4. Scroll bar value does not sync to current value while tracking on.</p> <p>*Will be fixed when the issue is fixed by firmware first.</p> <p>5. Two different behaviors while user turned the power status from Power On to Standby.</p> <p>*Will be fixed when the issue is fixed by firmware first.</p> <p>6. Scroll bar's ratio track cannot synchronize with Camera.</p> <p>*Wrong value is sent by firmware. Will be fixed when the issue is fixed by firmware first.</p> <p>7. After update success, <six minutes limit> should be cleared.</p> <p>*It happens because there is a 6-minute countdown on software when firmware is updating. If firmware update finishes within 6 minutes, the time limit will be cleaned out. Will be fixed in the next version.</p>
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