



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

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

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

<p><b>V1.1.1031.0</b></p> <p><b>Release date:</b> <b>Jan 25, 2022</b></p>	<p><b>New features</b></p> <ul style="list-style-type: none"> <li>• Increased support for up to 256 cameras</li> </ul> <p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>• User is reminded when click track is not supported under the 4/16 split screen option.</li> <li>• Supports pop up window to show VISCA connection failed due to port being occupied.</li> <li>• Supports Group information when Importing/Exporting data.</li> <li>• User is now able to connect camera to PTZM when PC is not connected to the Internet.</li> </ul> <p><b>Bug Fixes</b></p> <ul style="list-style-type: none"> <li>• PTZ Management software is still able to recognize TR530/320 even when the camera is modified.</li> </ul> <p><b>Known issues</b></p>
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	<ul style="list-style-type: none"> <li>• Random crash when connecting third party NDI camera with PTZ Management. <ul style="list-style-type: none"> <li>• This issue is caused by crashing on NDI library. This has been reported to NDI.</li> </ul> </li> <li>• Random failure of pan/tilt/zoom control of third-party NDI camera on PTZ Management.</li> <li>• Audio input is still on when camera is powered off.</li> <li>• Camera preview page on PTZ Management seems darker when comparing to camera webpage.</li> </ul>
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<b>VERSION</b>	<b>1.1.1029.0</b>
<b>HARDWARE COMPATIBILITY</b>	<p><b>The following product models are supported by AVer PTZ Management.</b></p> <ul style="list-style-type: none"> <li>• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.16 or above</li> <li>• TR530/TR320 V0.0.1000.45 or above</li> <li>• PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or above</li> <li>• DL30 V7.0.0010.13 or above</li> <li>• TR313V2 V0.1.0000.18 or above</li> </ul>
<b>OPERATING SYSTEMS</b>	<p><b>Windows 7, 8, 10, 11 (64-bit)</b></p> <p>*It's suggested to upgrade to V1.1.1029.0 and later if using Windows 11.</p>
<b>Related Software</b>	<b>AVer IPCam Utility</b>

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

	<p><b>Improvements</b></p> <ul style="list-style-type: none"> <li>• Camera will be disconnected when more than one camera shares the same IP address.</li> <li>• Camera preview page is now shown specific GUI for user to better identify when camera video model is USB Only.</li> </ul> <p><b>Bug Fixes</b></p> <p>None.</p> <p><b>Known issues</b></p> <ul style="list-style-type: none"> <li>• Random crash when connecting third party NDI camera with PTZ Management. <ul style="list-style-type: none"> <li>• This issue is caused by crashing on NDI library. This has been reported to NDI.</li> </ul> </li> <li>• Random failure of pan/tilt/zoom control of third-party NDI camera on PTZ Management.</li> <li>• Audio input is still on when camera is powered off.</li> <li>• Camera preview page on PTZ Management seems darker when comparing to camera webpage.</li> </ul>
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<b>VERSION</b>	<b>V1.1.1020.0</b>
<b>HARDWARE COMPATIBILITY</b>	<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>

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

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

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

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

	<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><b>V1.1.1009.0</b></p> <p><b>Release date:</b> September 22, 2020</p>	<p><b><u>WHAT'S NEW</u></b></p> <ol style="list-style-type: none"> <li>1. Include AVer IPCam Utility when installing AVer PTZ management.</li> <li>2. Support camera live view, remote control such as pan, tilt, zoom, tracking etc.</li> <li>3. Tracking control status to be active with the PTZ camera (SmartShoot) Enable/Disable.</li> <li>4. Able to add up to 128 new cameras.</li> <li>5. Able to edit and delete devices.</li> <li>6. Support device grouping.</li> <li>7. Able to set up maximum 100 users or admin login account.</li> <li>8. Able to go to the camera web control by clicking "Go to Web".</li> <li>9. Able to import and export device file.</li> <li>10. Support multi device FW update.</li> <li>11. Able to compare FW version before auto FW update.</li> <li>12. Support device reboot remotely.</li> <li>13. Support device factory reset.</li> <li>14. Remotely update supported camera list.</li> </ol> <p><b><u>KNOWN ISSUES</u></b></p> <ol style="list-style-type: none"> <li>1. Unexpected status when using Pan, tilt, Zoom.</li> </ol> <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 &lt;zoom in rate&gt; 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, &lt;six minutes limit&gt; 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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