



## [Windows/macOS] AVer PTZ Link Software Release Notes – July 26, 2022

<b>VERSION</b>	<b>1.3.1034.0</b>
<b>HARDWARE</b> <b>COMPATIBILITY</b>	<p>The following product models are supported by AVer PTZ Link.</p> <ul style="list-style-type: none"><li>• TR310/TR311/TR311HN/TR313/TR331/TR333 0.0.0000.21 or above</li><li>• TR530/TR320 0.0.1000.47 or above</li><li>• PTZ310/PTZ310N/PTZ330/PTZ330N 0.0.0000.56 or above</li><li>• TR333V2/TR323NV2/TR313V2/TR311HWV2 0.1.0000.23 or above</li><li>• DL30 7.0.0022.28 or above</li></ul>
<b>OPERATING</b> <b>SYSTEMS</b>	<p><b>Supported Windows editions:</b></p> <ul style="list-style-type: none"><li>• Windows 7</li><li>• Windows 8.1</li><li>• Windows 10</li><li>• Windows 11</li></ul> <p><b>Supported macOS edition:</b></p> <ul style="list-style-type: none"><li>• macOS 10.14 and later</li></ul> <p><b>Supported MTR device:</b></p> <ul style="list-style-type: none"><li>• MTR (Microsoft Teams Room) admin account (supports camera connected by IP)</li></ul> <p><b>Important Note:</b></p> <ul style="list-style-type: none"><li>• PTZ Link doesn't support MTR non-administrative account</li><li>• PTZ Link virtual camera (premium version) is not supported with MTR device</li></ul>

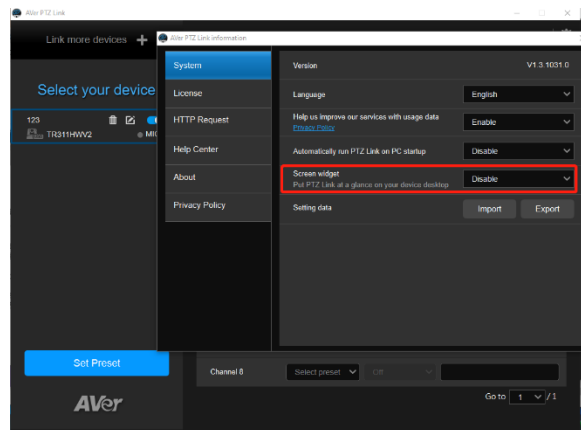
### 1.3.1034.0

Release date:

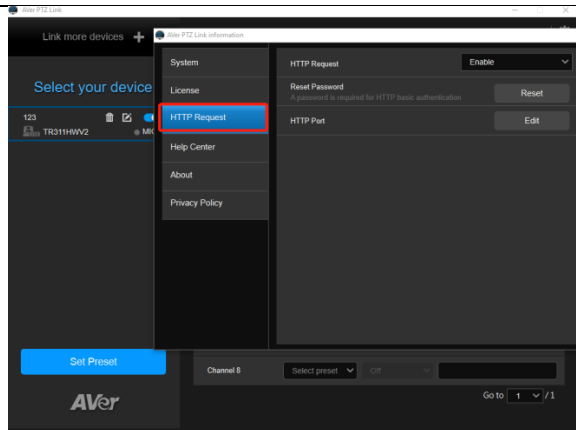
July 26, 2022

### New Features

- Supports Shure MXA920.
- Supports Yamaha RM-TT and RM-CR DSP.
- Supports up to 25 groups on PTZ Link (Premium version only).
- Supports Screen Widget (Compatible with Zoom Rooms).
  - To enable this, go to Settings/System/Screen widget
  - Once enabling this feature, PTZ Link will minimize to a floating button and appear in front of your desktop, which supports pausing, resuming PTZ Link, and back to previous setting page.

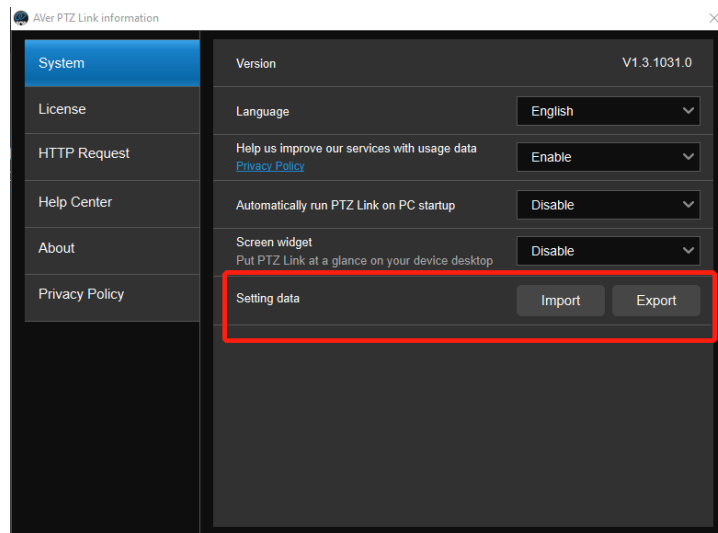


- Supports HTTP command which provides pausing and resumption of all groups on PTZ Link remotely

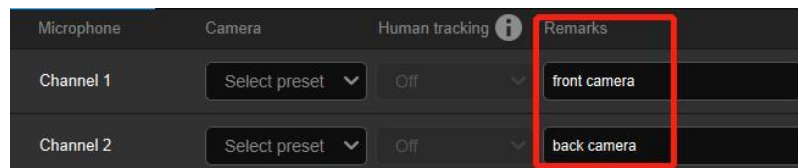


### Improvements

- Improved virtual camera switching.
- Supports camera view when configuring on Camera Setting Tool.
- Disables voice tracking when microphone is set to “mute All”.
- Supports import/export of setting data.



- Supports remarks for each channel.



- When connecting PTZ Link with Sennheiser TCC2, PTZ Link won't capture the channel 8 (Azimuth 315°) when feeding a far-end signal into TCC2 via Dante.

### Notes

- To perform best performance of virtual camera, the AVer virtual camera resolution is limited to minimum 720p.

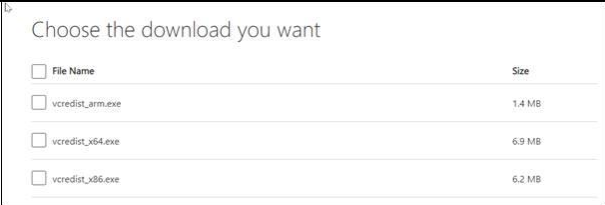
### Known Issues

- When enabling human tracking on PTZ Link, user may experience random unexpected camera zoom in/out.
  - This will be fixed in the upcoming new camera firmware, reference the following list of fixed versions:
    - TR310/TR311HN/TR313/TR331/TR333 0.0.0000.45 or above
    - TR333V2/TR323NV2/TR313V2/TR311HWV2 0.1.0000.35 or above
- In scenarios when switching to Zoom Rooms from Zoom Rooms Admin, PTZ Link may not be restarted.
- The keyboard short **Alt+Tab** resolves the issue. (A fix will be provided in the next version).
- When using Zoom Rooms with PTZ Link, after tapping on sections of the PTZ Link GUI, PTZ Link user interface may disappear to the background.
  - To resolve this, use **Alt+Tab** to switch back to PTZ Link (A fix will be provided in the next version).
- In certain flavors of the Windows Operating System, the AVer Virtual Camera option may not be selectable from your video conferencing software, you may need to check if the Microsoft Visual C++ 2013 Redistributable (x64) is properly installed.



You can download and install “vcredist\_x64.exe” from the link

<https://www.microsoft.com/en-US/download/details.aspx?id=40784>

		
	<p>Then, try the steps below:</p> <ol style="list-style-type: none"> <li>1) Run command prompt with administrator privileges, change <b>working directory</b> to <b>C:\Program Files (x86)\AVer Information Inc\AVerCameraSettingTool</b>, then execute “regsvr32 AVerVCam64.dll”</li> <li>2) Re-launch the video conferencing software, then you should be able to find the AVer Virtual Camera</li> </ol> <p>Note: This scenario and workaround does not apply to the use case of MTR device.</p> <ul style="list-style-type: none"> <li>• PTZ Link does not support MTR non-admin account. <ul style="list-style-type: none"> <li>• This will be supported in the next PTZ Link release.</li> </ul> </li> <li>• PTZ Link virtual camera (premium version) does not support MTR. <ul style="list-style-type: none"> <li>• This will be supported in the next PTZ Link release.</li> </ul> </li> </ul>	

<b>VERSION</b>	V1.3.1025.0
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by AVer PTZ Link.</p> <ul style="list-style-type: none"> <li>• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 or above,</li> <li>• TR530/TR320 V0.0.1000.47 or above,</li> <li>• PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or above,</li> <li>• TR313V2 V0.1.0000.18 or above,</li> <li>• TR333V2 V0.1.0000.23 or above,</li> <li>• DL30 V7.0.0022.28 or above</li> </ul>
<b>OPERATING SYSTEMS</b>	<p>Windows® 7, 8.1, 10, 11</p> <p>macOS 10.14 or above</p>

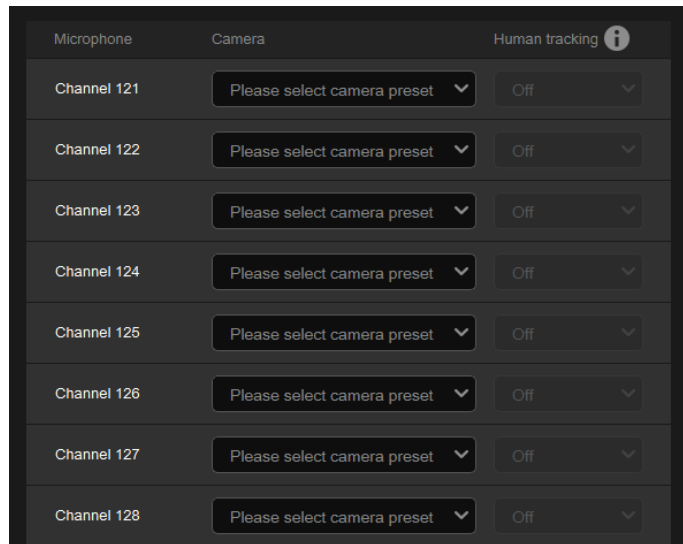
**V1.3.1025.0**

**Release date:**

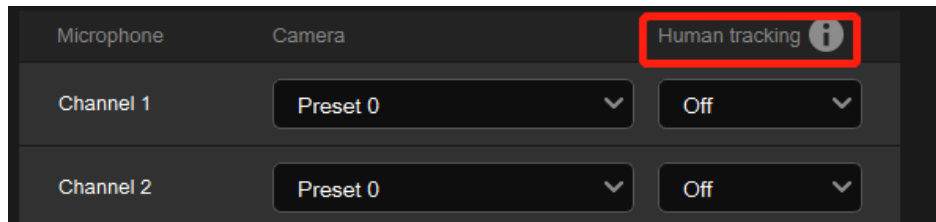
**April 1<sup>st</sup>, 2022**

**New Features**

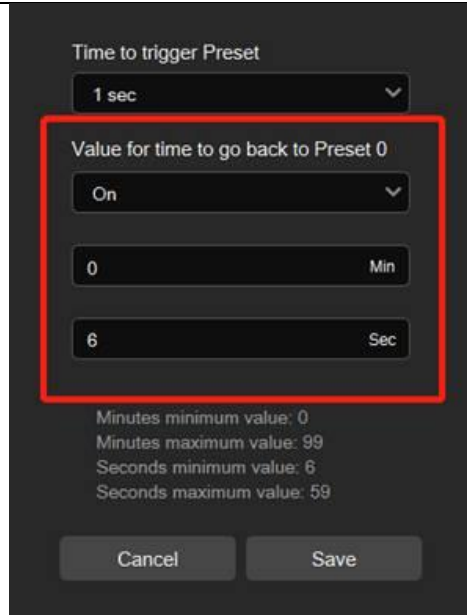
1. Supports the Yamaha RM-CG ceiling array microphone;
2. Supports the Shure MXCW series;
3. Support for up to 128 channels within one group on PTZ Link;



4. Support for “Human Tracking” on/off on PTZ Link(\*Premium only)

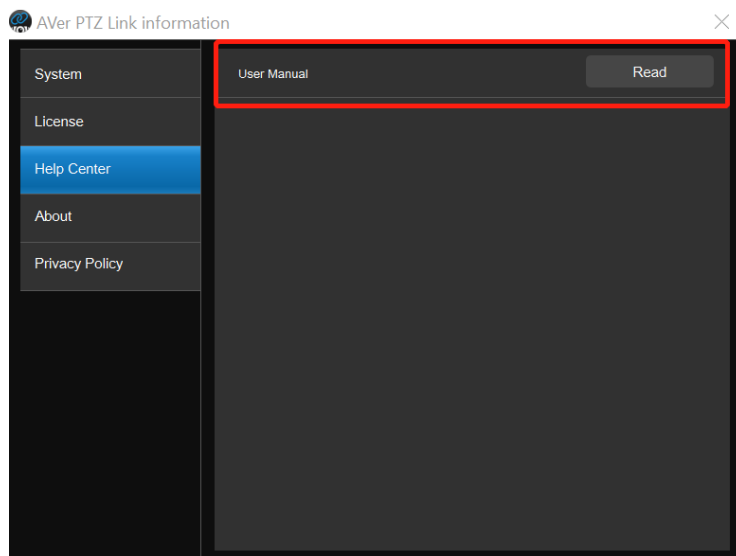


5. Support for manual input of “time to go back to Preset 0”;



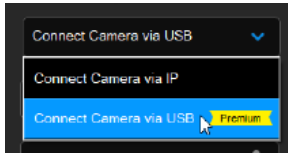
### Improvements

1. Lowered the video latency when using Virtual Camera on PTZ Link. (Current video latency: local 200 ms).
2. Fixed the issue that virtual Camera might freeze if camera experienced reconnection during streaming.
3. Support for online user manual directly accessible from Settings/Help Center.

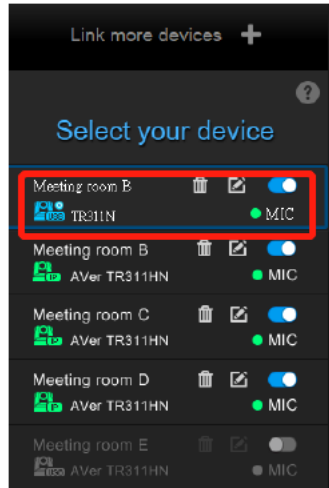




	<p><b>Known Issues</b></p> <ol style="list-style-type: none"> <li>When connecting PTZ Link with Sennheiser TCC2, PTZ Link may still capture the channel 8(Azimuth 315°) when feeding a far-end signal into TCC2 via Dante. <ul style="list-style-type: none"> <li>This will be fixed in the next version.</li> </ul> </li> </ol>
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<b>VERSION</b>	V1.3.1021.0
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by AVer PTZ Link.</p> <ul style="list-style-type: none"> <li>TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 or above,</li> <li>TR530/TR320 V0.0.1000.47 or above,</li> <li>PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or above,</li> <li>TR313V2 V0.1.0000.18 or above,</li> <li>TR333V2 V0.1.0000.23 or above,</li> <li>DL30 V7.0.0022.28 or above</li> </ul>
<b>OPERATING SYSTEMS</b>	<p>Windows® 7, 8.1, 10, 11</p> <p>macOS 10.14 or above</p>

<p><b>V1.3.1021.0</b></p> <p><b>Release date:</b></p> <p><b>February 18, 2021</b></p>	<p><b>New Features</b></p> <ol style="list-style-type: none"> <li>Support for USB connection (*WIN OS only) with camera (Premium version);</li> </ol>  <ol style="list-style-type: none"> <li>Support for virtual camera through USB connection (*WIN OS only);</li> </ol>
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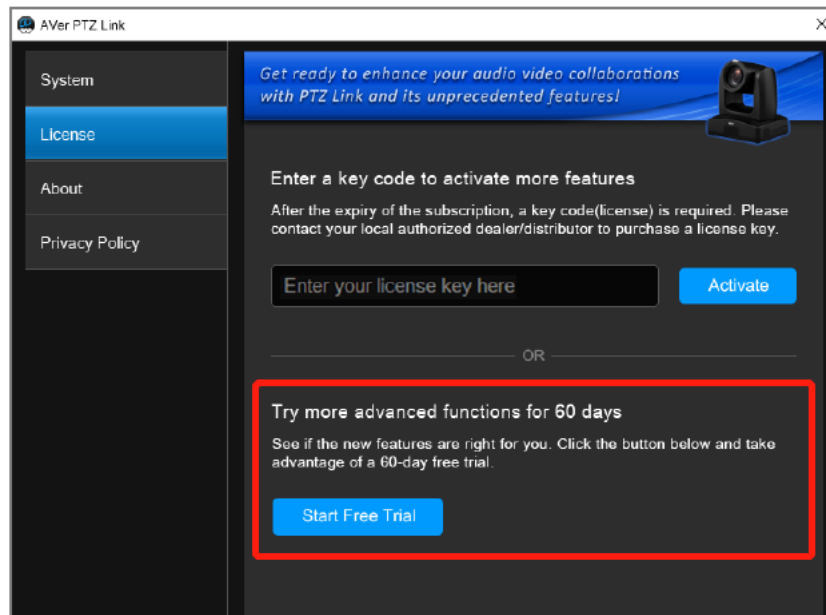




	Virtual camera is sent to the third party program.
	Virtual camera is enabled.

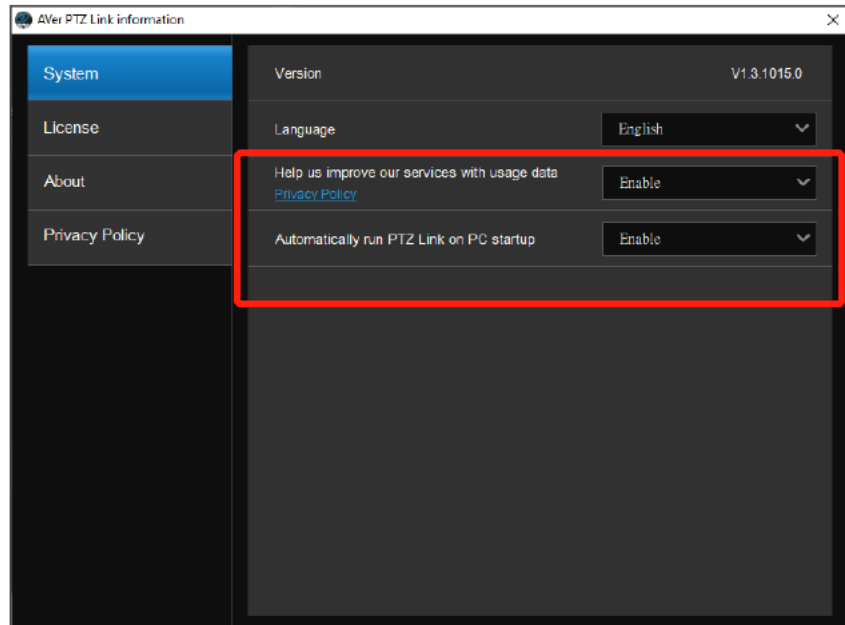
(\*NOTE: The camera icon will be **BLUE** and equipped with a blinking dot when virtual camera is enabled and sent to third party program.)

- Support for subscription of virtual camera which includes key code and 60-day free trial;



- Support for automatic startup of PTZ Link when PC boots up.

## 5. Included Usage Data.



### Bug Fixes

- None.

### Known Issues

1. Virtual Camera may freeze if camera(s) experiences reconnection during streaming.
  - Issue can be resolved by restarting PTZ Link software (This bug will be fixed in the next release of PTZ Link.)
2. User may notice a certain video latency when using the Virtual Camera of PTZ Link.
  - This latency issue will be optimized in the next release of PTZ Link.

<b>VERSION</b>	<b>V1.1.1013.0</b>
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by AVer PTZ Link.</p> <ul style="list-style-type: none"> <li>• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 or above</li> <li>• TR530/TR320 V0.0.1000.47 or above</li> <li>• PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or above</li> <li>• TR313V2 V0.1.0000.18 or above</li> <li>• TR333V2 (* Early Q1 2022)</li> <li>• DL30 V7.0.0022.28 or above</li> </ul>
<b>OPERATING SYSTEMS</b>	<p>Windows® 7, 8.1, 10, 11</p> <p>macOS 10.14 or above</p>

<b>V1.1.1013.0</b>	<b>New Features</b>
<b>Release date:</b> <b>December 6, 2021</b>	<ol style="list-style-type: none"> <li>6. Added support for the AVer DL30.</li> <li>7. Confirmed compatibility with Windows® 11.</li> </ol>
	<b>Bug Fixes</b>
	<ol style="list-style-type: none"> <li>1. Modified some values to lower the possibility of random software crashes.</li> </ol>
	<b>Known Issues</b>
	<ol style="list-style-type: none"> <li>1. When more than one channel is detected, camera is not able to support group framing. <ul style="list-style-type: none"> <li>• In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers' voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the Priority Zone of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of the zone you chose. For details on the Priority Zone of Sennheiser TeamConnect Ceiling 2, visit:</li> </ul> </li> </ol>

	<p><a href="https://sennheiser-sites.com">Setting up Zones for TeamConnect Ceiling 2 (sennheiser-sites.com)</a></p> <ul style="list-style-type: none"> <li>As for Shure, the second channel only will be detected once the previous speaker stops talking.</li> </ul>
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<b>VERSION</b>	<b>V1.1.1012.0</b>
<b>HARDWARE COMPATIBILITY</b>	<p>The following product models are supported by AVer PTZ Link.</p> <ul style="list-style-type: none"> <li>TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 or above,</li> <li>TR530/TR320 V0.0.1000.47 or above,</li> <li>PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or above,</li> <li>TR313V2 V0.1.0000.18 or above</li> </ul>
<b>OPERATING SYSTEMS</b>	<p>Windows® 7, 8.1, 10</p> <p>macOS 10.14 or above</p>

<b>V1.1.1012.0</b>	<b>New Features</b>
<b>Release date:</b> <b>September 27, 2021</b>	<ol style="list-style-type: none"> <li>Added support for “Sennheiser TeamConnect Ceiling 2” microphone</li> <li>Added support for AVer TR313V2 series</li> </ol>
	<b>Bug Fixes</b>
	<ol style="list-style-type: none"> <li>Resolved the issue of not supporting macOS 11, this limitation has been fixed.</li> <li>Resolved the issue of not able to turn on PTZ Link when PC is under 4k resolution, this bug has been fixed.</li> <li>Resolved the issue of unsynchronized indication while microphone is disconnected.</li> </ol>

	<p><b>Known Issues</b></p> <ol style="list-style-type: none"> <li>2. When more than one channel is detected, camera is not able to support group framing. <ul style="list-style-type: none"> <li>• In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers' voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the Priority Zone of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of the zone you chose. For details on the Priority Zone of Sennheiser TeamConnect Ceiling 2, visit: <a href="http://sennheiser-sites.com">Setting up Zones for TeamConnect Ceiling 2 (sennheiser-sites.com)</a></li> <li>• As for Shure, the second channel will only be "activated/detected" once the previous speaker stops talking.</li> </ul> </li> </ol>
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<p><b>V1.1.1009.0</b></p> <p><b>Release date:</b> <b>May 11, 2021</b></p>	<p><b>General</b></p> <p>This release note is only for the announcement of newly supported models that have been fully tested on PTZ Link V1.1.1009.0; Therefore, no exclusive software release is needed.</p> <p><b>New Features</b></p> <ol style="list-style-type: none"> <li>1. The following microphone systems are tested and supported by current release version. <ul style="list-style-type: none"> <li>• Shure MXA710 microphone</li> <li>• Shure MXA310 microphone</li> </ul> </li> </ol> <p>*Please note it's a requirement to set up and configure channels for MXA710 on Shure Designer software first, so PTZ Link can work properly.</p> <p>*Please note using a single channel on the MXA310 is not supported by PTZ Link. To operate PTZ Link normally, please add and configure other channels on the MXA310</p>
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	<p><b>webpage.</b></p> <p><b>Bug Fixes</b></p> <p>The same as previous release note that published on May 11.</p> <p><b>Known Issues</b></p> <p>The same as previous release note that published on May 11.</p>
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<p><b>V1.1.1009.0</b></p> <p><b>Release date:</b></p> <p><b>May 11, 2021</b></p>	<p><b>New Features</b></p> <ol style="list-style-type: none"> <li>1. The following microphone systems are supported current release version. <ul style="list-style-type: none"> <li>· Shure IntelliMix® P300 processor</li> <li>· Shure MXA910 microphone</li> </ul> </li> <li>2. Able to link AVer cameras to maximum 5 sets of microphone systems.</li> <li>3. Able to pair up camera preset points with up to 8 microphone channels.</li> <li>4. Able to show camera and microphone status.</li> <li>5. Able to configure time to trigger camera to go to preset points that already set up.</li> <li>6. Able to configure time to go back to Preset 0 when no microphone channel is detected.</li> <li>7. Able to support English and Traditional Chinese version of the software.</li> </ol> <p><b>Bug Fixes</b></p> <p>None. Initial release.</p> <p><b>Known Issues</b></p> <ol style="list-style-type: none"> <li>1. When more than one channel is detected, camera is not able to support group framing. (*Will support in the next version.)</li> </ol>
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	<p><b>2. MacOS lower than ver. 14 currently not supported. MacOS 11 will be added to support list in the next version.</b></p>
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