Release note

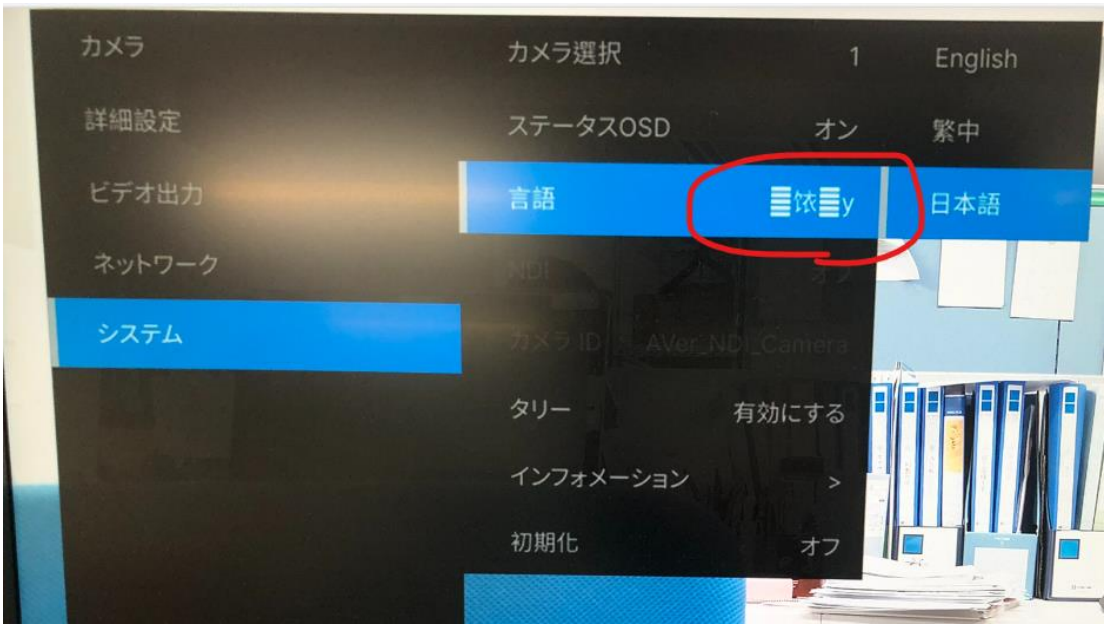
Product: PTC310/PTC310H/PTC310U/PTC330/PTC330U
PTC310N/PTC310HN/PTC310UN/PTC330N

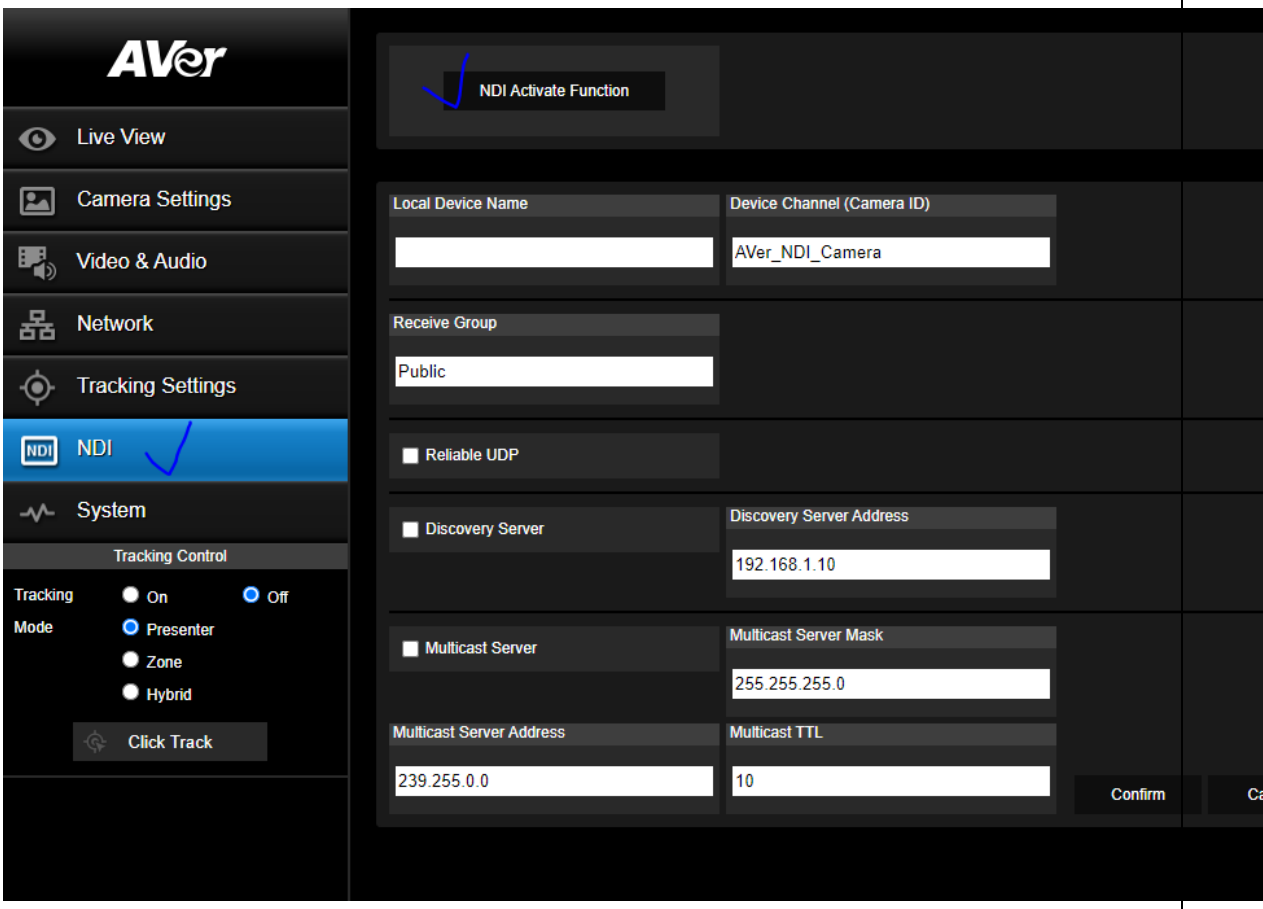
FW version	**V.50**
Release date	2023/08/23
New features	1. none
Improvements	1. Users can now utilize symbols (%+=,-_^/@.~) in their login names and passwords. 2. Bug Fix: The issue where the Effective Tracking Area would reduce to a small red dot upon opening it with Firefox has been resolved. 3. Enhance VISCA over IP compatibility. 4. Enhance UVC image quality to maintain a UVC resolution of 720p or higher.
Known Issues	1. Web page compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices in the meantime. 2. USB port does not 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 side but there's no USB video (UVC) output.

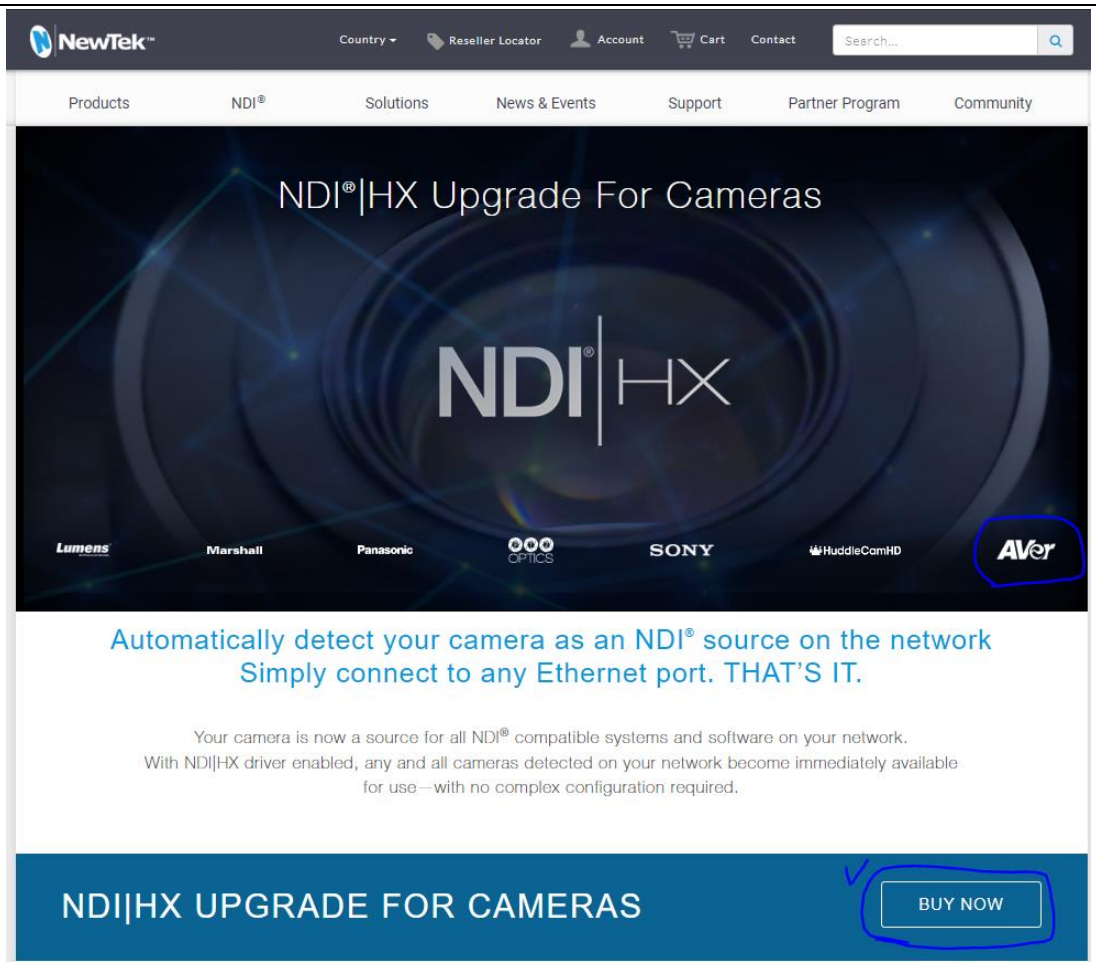
Product: PTC310/PTC310H/PTC310U/PTC330/PTC330U
PTC310N/PTC310HN/PTC310UN/PTC330N

FW version	**V.48**
Release date	2023/03/01
New features	2. none
Improvements	5. Bug fix: CL01 controller can't stop the zoom-in function when enabling digital zoom. 6. Bug fix: CL01 controller can't control the camera when enabling digital zoom and zoom out. 7. Optimize HTTPS configuration.
Known Issues	4. Web page compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices in the meantime. 5. USB port does not support Hot plugging. 6. 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 side but there's no USB video (UVC) output.

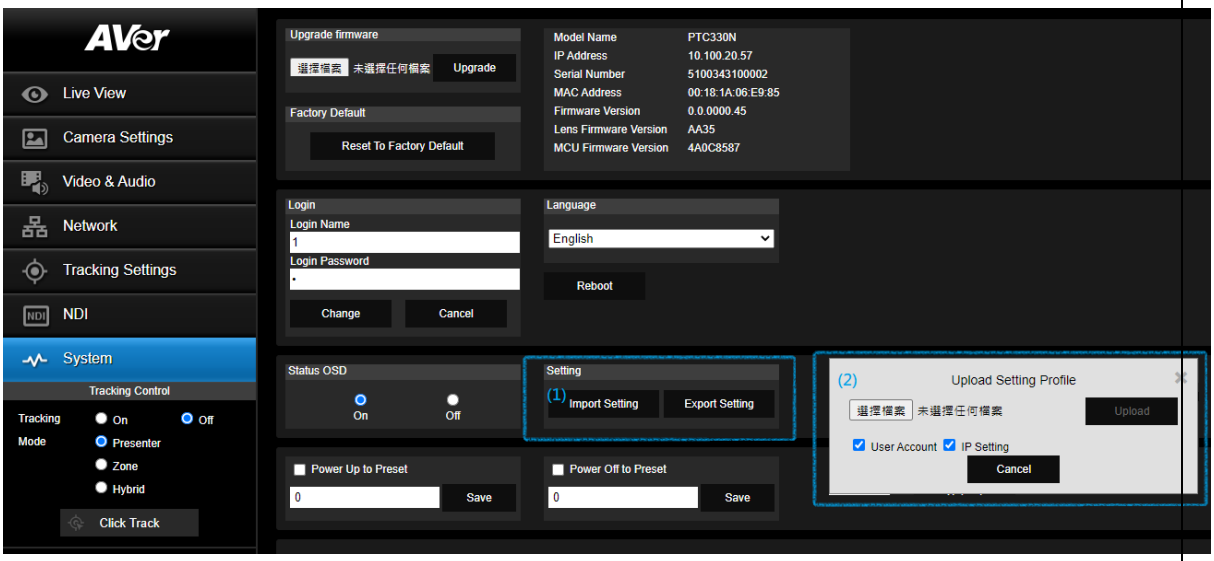
Product: PTC310/PTC310H/PTC310U/PTC330/PTC330U
PTC310N/PTC310HN/PTC310UN/PTC330N

FW version	**V.47**
Release date	20221110
New features	3. none
Improvements	8. Bug fix: TR311HN NDI functionality will be blocked when upgrading to V45 firmware. 9. Correction Japanese language of OSD menu. 
Known Issues	7. Web page compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices in the meantime. 8. USB port does not yet support Hot plugging. 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 side but there's no USB video (UVC) output.

FW version	**V0.0.0000.45**
Release date	2022/8/03
New feature	1. Add ability to activate NDI License key code on webpage.  P.S.Please visit NewTek webpage to buy the License key before activate the NDI. https://www.newtek.com/ndihx/products/upgrade/



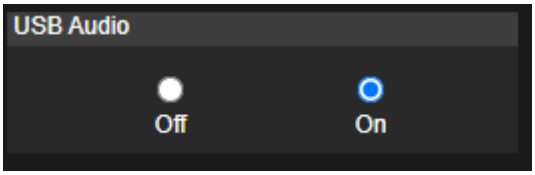
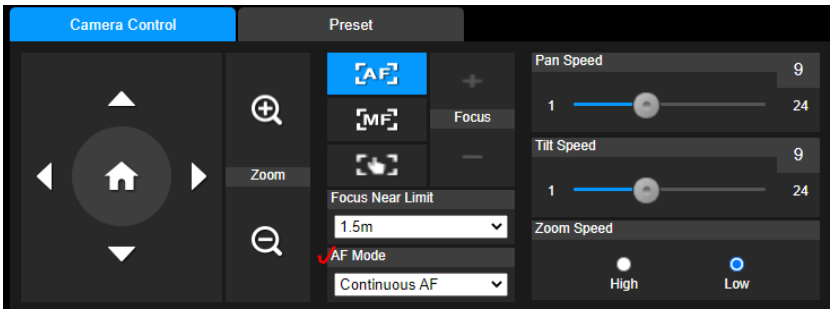
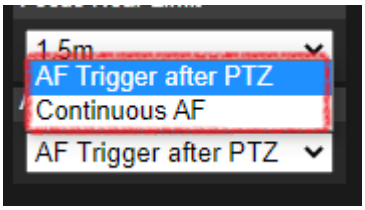
2. Add ability to select User account and IP setting of import profile.



Improvement	1. Bug fixed: Press preset when camera zoom in and Camera continuous zoom in to maximum zoom ratio and then back to preset point, takes a long time.

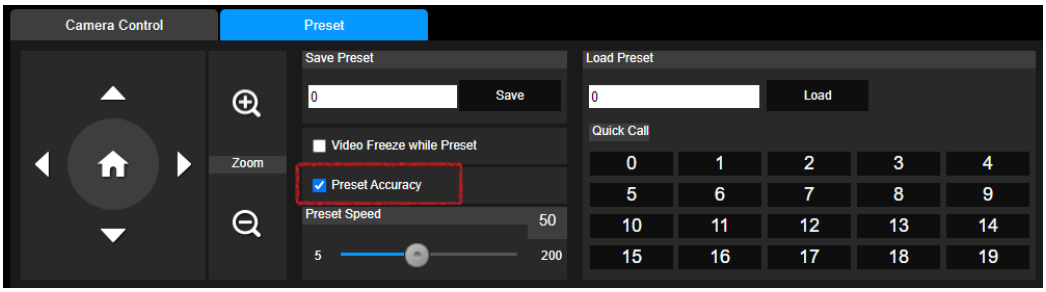
AVer Information Inc.
8F., No.157, Da-An Rd., Tucheng Dist,. New Taipei City 23673, Taiwan | Tel: +886-2-2269-8535 | Fax: +886-2-2269-8537 | www.aver.com

Product: PTC310/PTC310H/PTC310U/PTC330/PTC330U
PTC310N/PTC310HN/PTC310UN/PTC330N

FW version	**V0.0.0000.43**
Release date	2022/5/19
New feature	3. Add ability to turn off" USB Audio", there's some device only allow to support video and need to close the USB audio to improvement compatibility issue, e.g. Barco Clickshare CX-50. Webpage: Video & Audio > USB Audio On/Off  4. Add ability to support LLDP protocol. 5. Add ability of AF Mode switch: Continuous AF/ AF Trigger after PTZ Setting "AF Trigger after PTZ" will reduce the focusing process picture when presenter is walking around the podium Webpage: Live View > Camera Control > AF Mode  

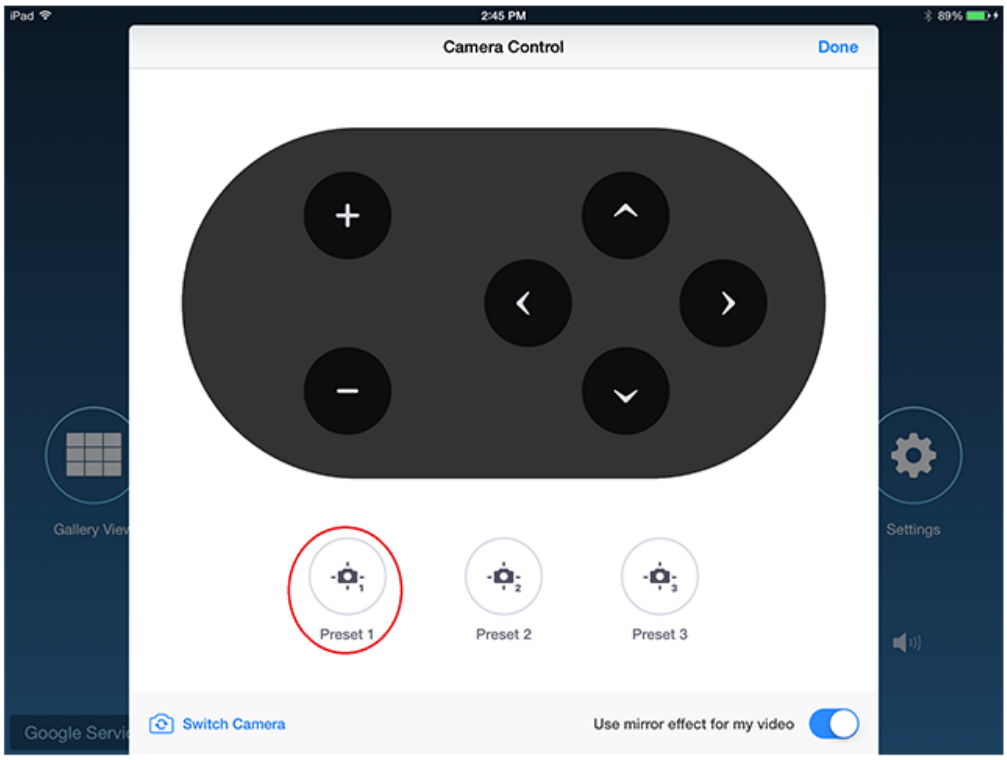
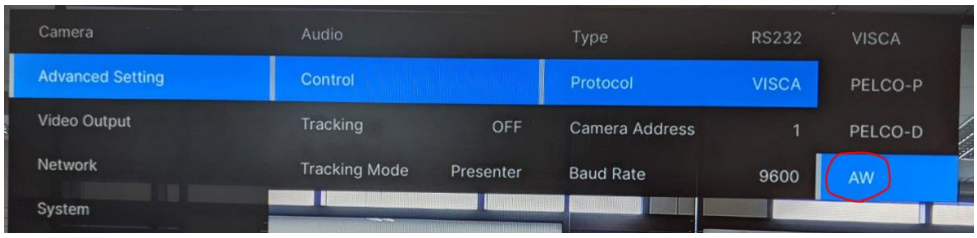
<table>
<tr><td></td><td>
6. Add VISCA/CGI commands for USB /UVC status inquire.
<table>
<tr><th>VISA Inquiry Command</th><th>Command Packet</th><th>Reply Command Packet</th><th>Comments</th></tr>
<tr><td rowspan="2">USB Status</td><td rowspan="2">8x 09 36 69 05 FF</td><td>y0 50 00 FF</td><td>USB cable plug out</td></tr>
<tr><td>y0 50 01 FF</td><td>USB cable plug in</td></tr>
<tr><td rowspan="2">UVC Status</td><td rowspan="2">8x 09 36 69 06 FF</td><td>y0 50 00 FF</td><td>UVC stream off</td></tr>
<tr><td>y0 50 01 FF</td><td>UVC stream on</td></tr>
</table>
<table>
<tr><th>CGI item name</th><th>URL</th><th>Command</th><th>Parameter Name</th></tr>
<tr><td rowspan="2">USB status</td><td>GET(Basic Authentication)</td><td>/cgi-bin?Get=usb_status_inquire,3</td><td></td></tr>
<tr><td>- Reply</td><td>"usb_status_inquire,3=X\r\n"</td><td>X: 0(plug out), 1(plug in)</td></tr>
<tr><td rowspan="2">UVC status</td><td>GET(Basic Authentication)</td><td>/cgi-bin?Get=uvc_status_inquire,3</td><td></td></tr>
<tr><td>- Reply</td><td>"uvc_status_inquire,3=X\r\n"</td><td>X: 0(stream off), 1(stream on)</td></tr>
</table>
</td></tr>
<tr><td>Improvement</td><td>10. Bug fixed: RTMP audio issue when streaming to Vimeo
11. Bug fixed: One push AWB of preset image setting
12. Bug fixed: When the button function is clicked, there will be feedback prompting the user.</td></tr>
<tr><td>Known Issues</td><td>10. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
11. USB port does not yet support Hot plugging.
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.</td></tr>
</table>

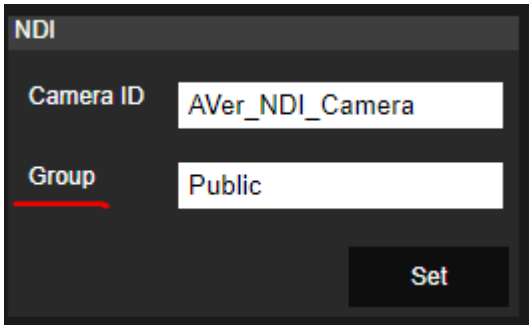
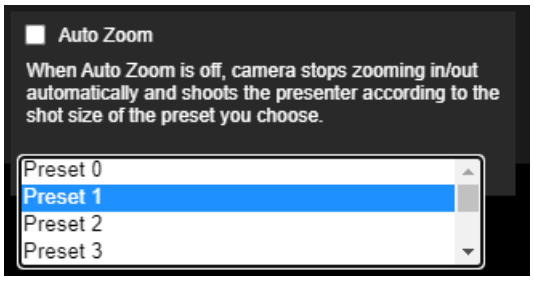
Product: PTC310/PTC310H/PTC310U/PTC330/PTC330U
PTC310N/PTC310HN/PTC310UN/PTC330N

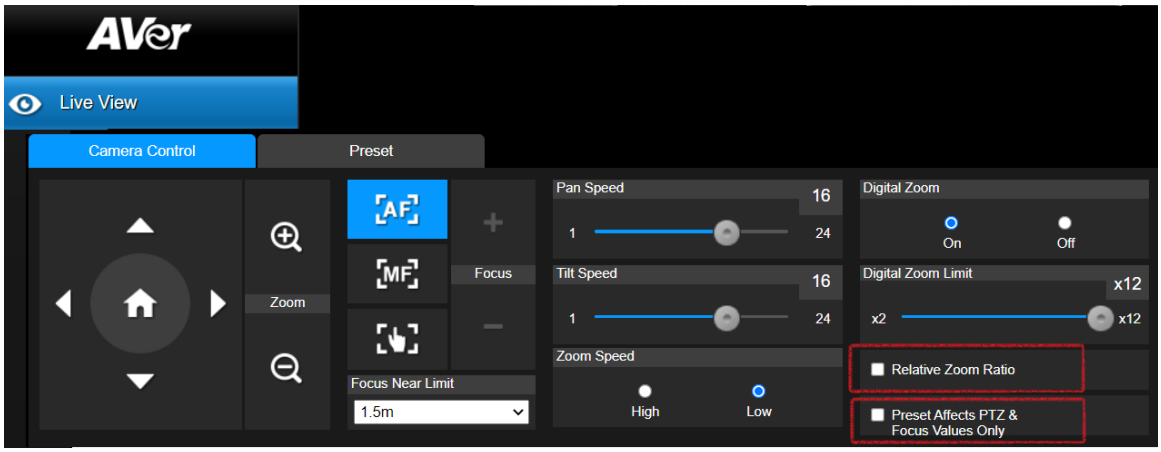
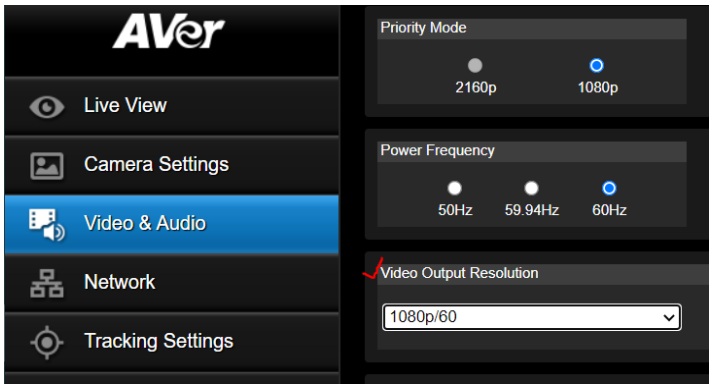
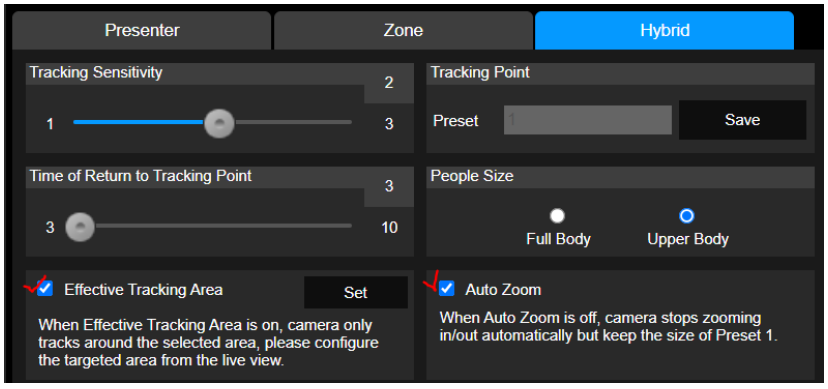
<table>
<tr><td>FW version</td><td>V0.0.0000.42</td></tr>
<tr><td>Release date</td><td>2022/4/06</td></tr>
<tr><td>New feature</td><td>
4. “Preset Accuracy” function is to improve for special movement in hybrid Tracking mode. Enable Preset Accuracy is to correct the preset location of backlash issues, but the movement will affect a little bit of hybrid Tracking mode when presenter go into preset area.
We suggest disabling “Preset Accuracy” when use Hybrid Tracking mode.


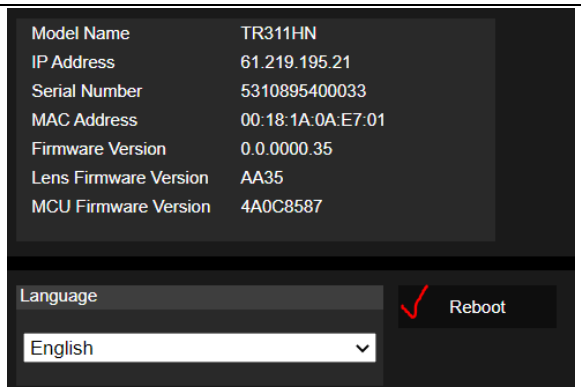
5. Add ability to move the preset when presenter touch the boundary of preset in Zone Tracking mode.
6. Add customized VISCA commands for Auto Zoom/ Auto Tilt.
<table>
<tr><th>Command Set</th><th>Command</th><th>Command Packet</th><th>Comments</th></tr>
<tr><td rowspan="2">Auto zoom</td><td>On</td><td>8x 01 04 A0 02 FF</td><td></td></tr>
<tr><td>Off</td><td>8x 01 04 A0 03 FF</td><td></td></tr>
<tr><td rowspan="2">Auto Tilt</td><td>On</td><td>8x 01 04 A7 02 FF</td><td></td></tr>
<tr><td>Off</td><td>8x 01 04 A7 03 FF</td><td></td></tr>
<tr><td>Auto Zoom/Tilt preset</td><td>Set</td><td>8x 01 04 A8 pp FF</td><td>pp: 0x00 To 0xFF normal preset</td></tr>
</table>
</td></tr>
<tr><td>Improvement</td><td>13. Bug fixed: Username and password text on web pages only allow 0-9, a-z, A-Z.
14. Bug fixed: Bootup process improve when camera setting on mirror or flip.
15. Bug fixed: Disable Auto Tracking at bootup if power on & off to preset is active.</td></tr>
<tr><td>Known Issues</td><td>12. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
13. USB port does not yet support Hot plugging.
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.</td></tr>
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Product: PTC310/PTC310H/PTC310U/PTC330/PTC330U
PTC310N/PTC310HN/PTC310UN/PTC330N

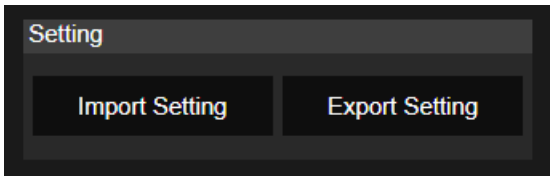
FW version	**V0.0.0000.39**
Release date	2021/9/14
New feature	7. Add HTTPS on/off and upload certificate on webpage. (Network page)  8. Enable Zoom API, able to set preset1/2/3 in Zoom Rooms SW.  9. Add AW protocol on HDMI OSD menu. (Advanced Settings/Control/Protocol)  10. Add ability to set NDI “Group” function, but NDI 5 still have streaming issues, so we still

	use NDI 4 protocol. (Only work on NDI Camera model e.g., PTC310UN)  11. Add ability to save preset for people size when turn OFF Auto Zoom. 
Improvement	16. Bug fixed: when turn off Sleep to preset and click “Timer” and then enable Sleep to preset. 17. Bug fixed: camera FOV different after call preset1. 18. Bug fixed: when power on at zone tracking mode, camera will not return to tracking point. 19. Improve Windows Camera APP compatibility. 20. Live image color improvement. (Lower down saturation a little bit)
Known Issues	14. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 15. USB port does not yet support Hot plugging. 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.

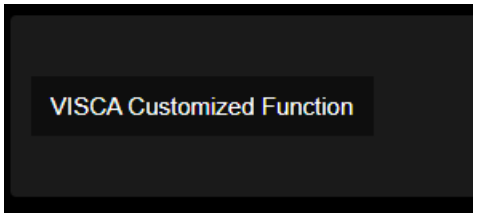
FW version	**V0.0.0000.35**
Release date	2021/6/8
New feature	1. Added ability to automatic change “pan/tilt speed” relative Zoom radio of camera on Web UI, when zoom radio higher and pan/tilt speed lower down. 2. Added ability to save preset effects pan/tilt/zoom location and Auto focus value only.  3. Added ability to change “Resolution” of camera on Web UI.  4. Added “Effective tracking area” and “Auto Zoom” setting of Hybrid mode on Web UI.  5. Added ability to execute “Reboot” of camera on Web UI.

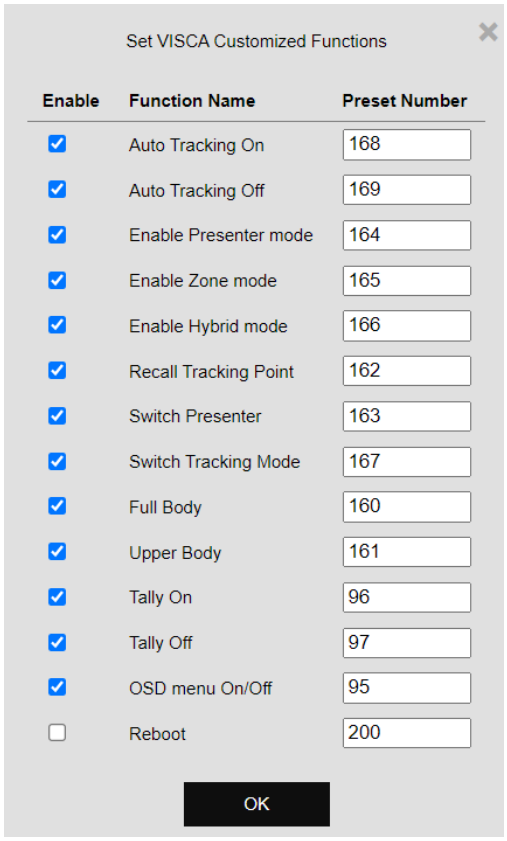


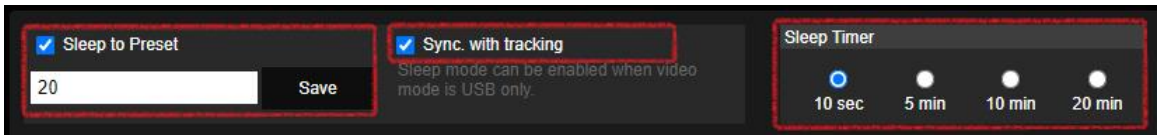
6. Added ability to import or export of camera config file on Web UI.



7. Added ability to execute some function via VISCA preset number on Web UI, allows user to execute some function from controller.

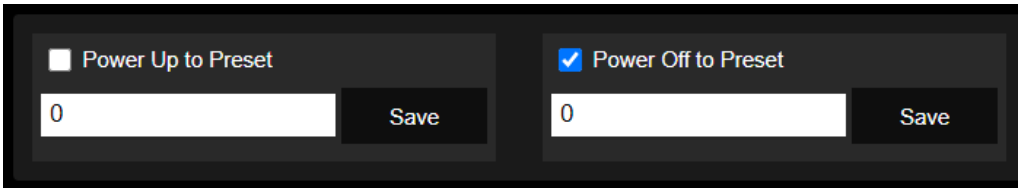
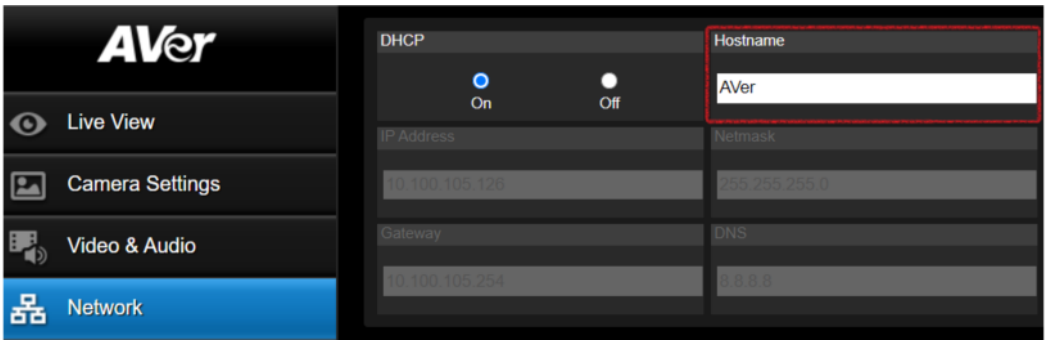
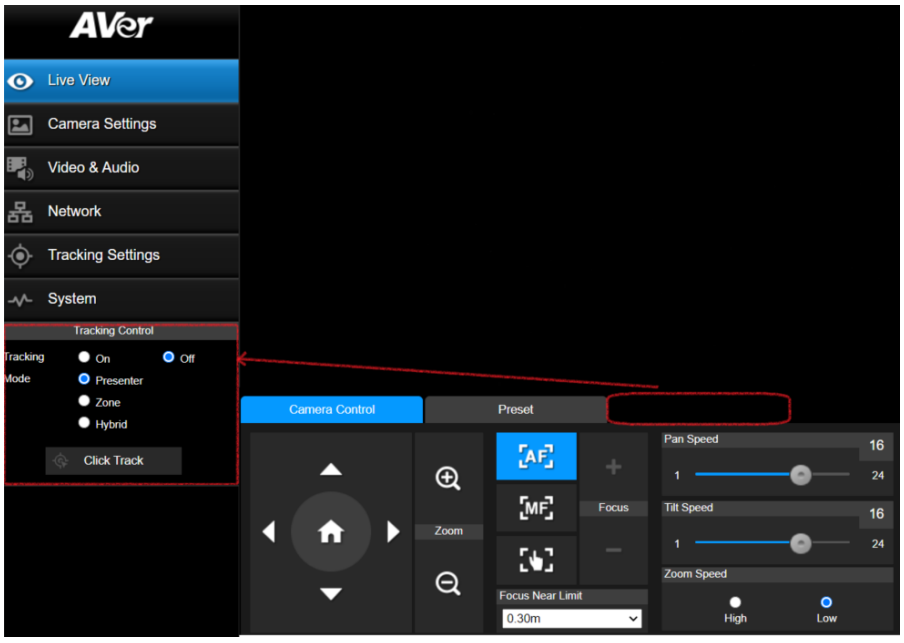




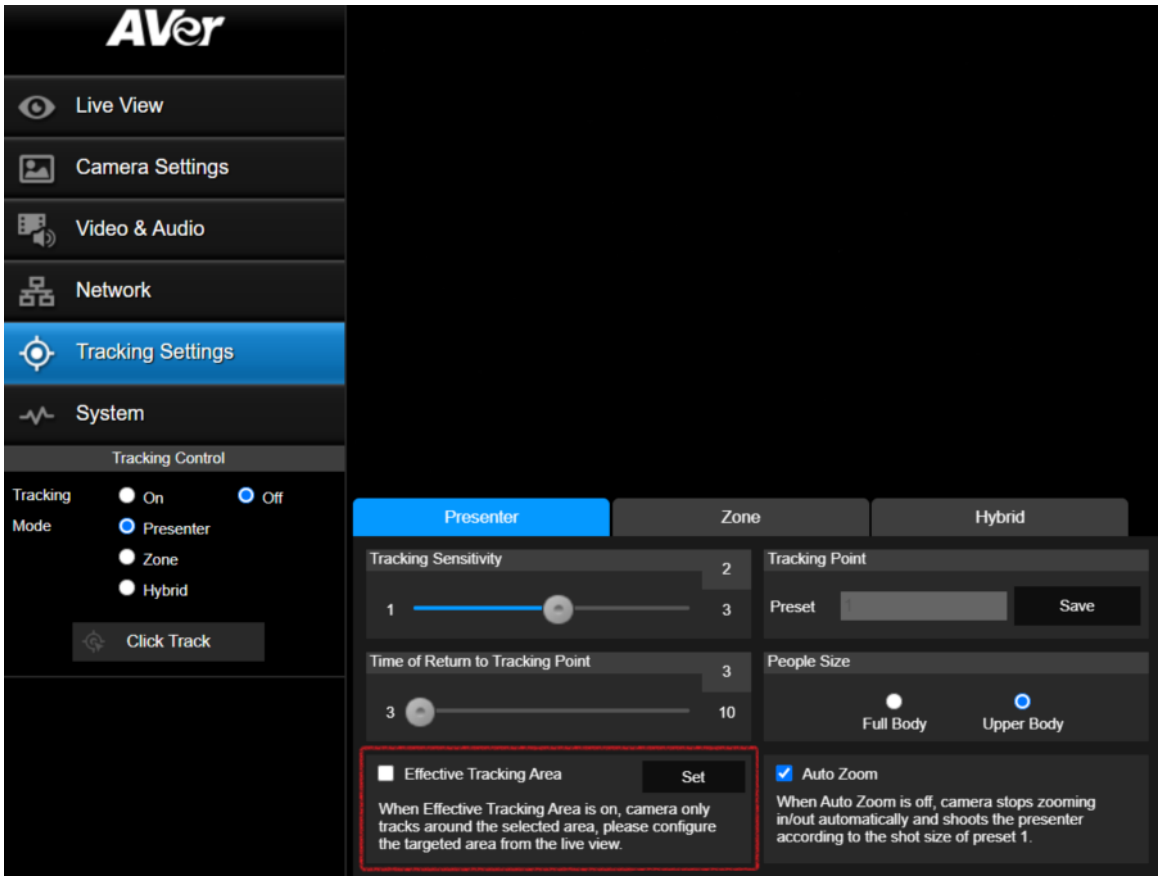
	8. Added ability to use hot key to trun RTMP ON and OFF from remote control “EV+” and “EV-“. e.g. long press “EV+” button on remote control over1.5 sec and turn on RTMP.  9. Sleep mode : added ability to use UVC video OFF and camera go to a preset and this function only effective in “USB only” Video mode. 10. Sync. with tracking : added ability to use UVC video ON/ OFF to turn ON/OFF Auto Tracking and this function only effective in sleep mode. e.g. When teacher turn off ZOOM, teams or Googlemeet and Camera will automatic turn off Auto Tracking, reduce hand contract on remote control. 11. Sleep Timer : added ability to set a timer go to a preset after turn off UVC video. 
Improvement	21. Support NDI4.6.2 version of TR311HN.(NDI model only) 22. OBS Plug-in update. 23. The cache will be automatically reloaded when the different firmware version is detected. 24. Bug fix of “power off to preset”, make camera go to correct preset.
Know issue	1. When import new config file into camera and enable Sleep mode will be abnormal, need to reboot to resume normal function. 2. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 3. USB port does not support Hot plugging yet.

Release note

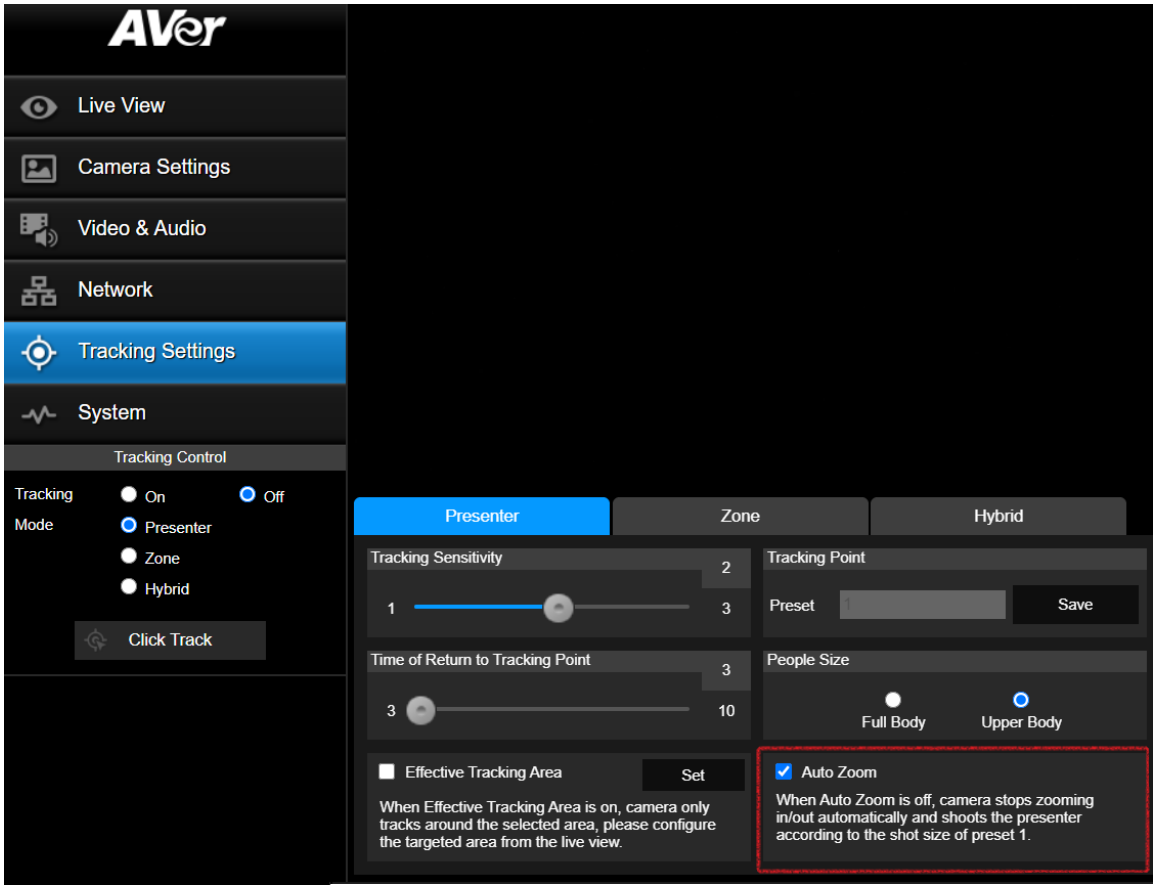
Product : Product : PTC310/PTC310H/PTC310U/PTC330U
PTC310N/PTC310HN/PTC310UN

FW version	**V0.0.0000.30**
Release date	2021/4/6
New feature	12. Added Power Up to Preset position setting on Web UI. 13. Added Power Off to Preset position setting on Web UI.  14. Added Tracking mode SET & GET mode commands to the CGI/VISCA command list. 15. Added ability to change “Hostname” of camera on Web UI.  16. Relocated the Tracking Controls to the Main Menu on the Web UI.  17. Added Effective Tracking Area function in Presenter Mode. If this is checked, the

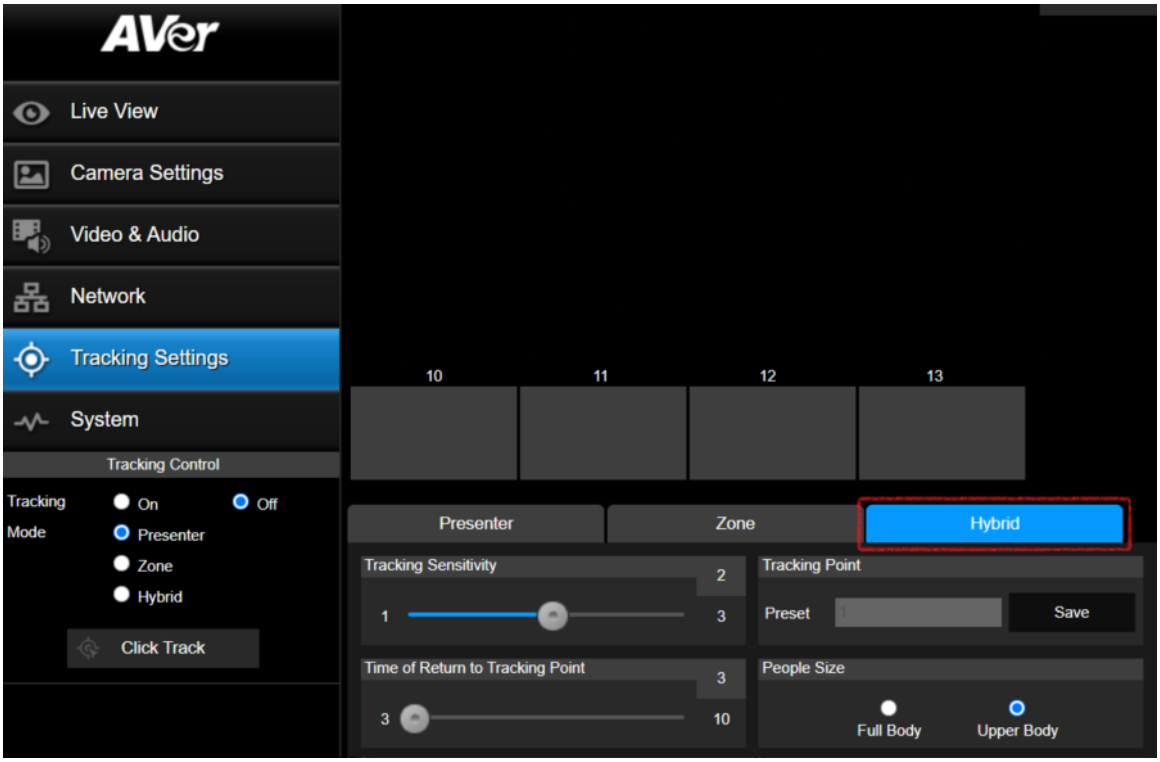
camera can be programmed to only track the subject within a predefined area of its view.



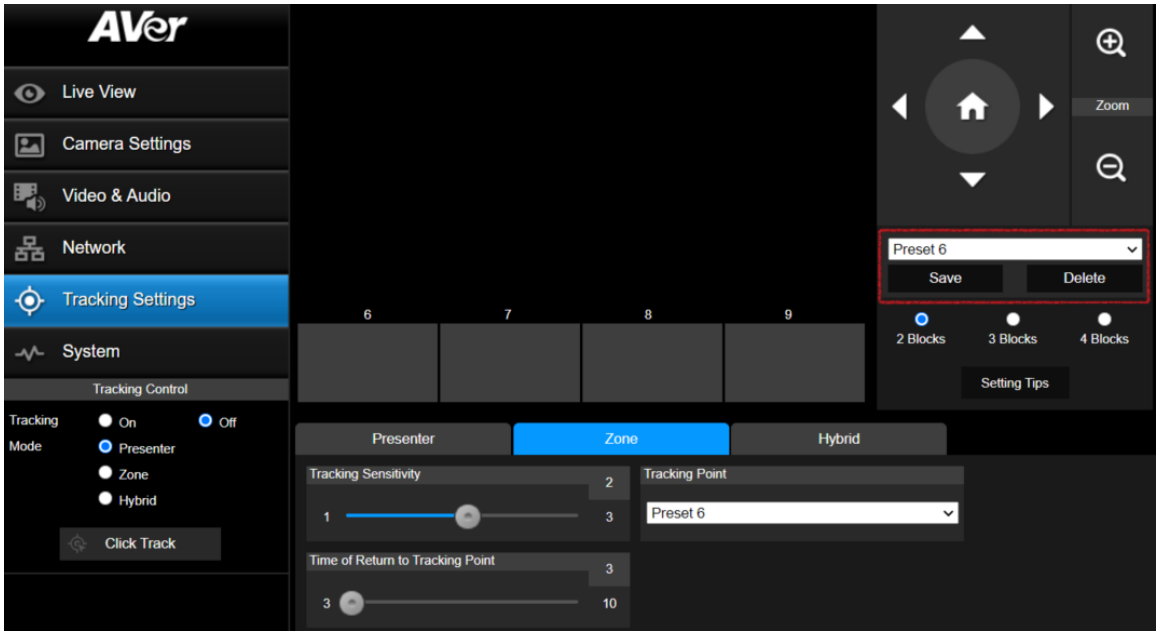
18. Added Auto Zoom Enable/Disable function in Presenter Mode. When checked, the initial zoom value once subject is acquired is preserved throughout the tracking experience.



19. 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”.

<table>
<tr><td></td><td>


20. Added and improved on the method to “Save/Delete” presets in the Zone and Hybrid Mode setup screen.



</td></tr>
<tr><td>Improvement</td><td>25. Improved and small bug fixes on SRT Streaming.
26. Improved on the camera NDI Streaming experience.
27. Small bug fixes on the Preset Exposure Setting.
28. Improved on preciseness of the preset recall location.</td></tr>
<tr><td>Known Issues</td><td>16. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
17. USB port does not yet support Hot plugging.
When the video mode via the web is set to IP streaming only or NDI only; then when the USB</td></tr>
</table>

	port is connected to a PC, users will still see the device name on the PC, but will not have any USB streaming output.