



Products: EVC300/EVC350/EV900/EVC950

Firmware Version: 00.10.18.03

Published Date: May 11st, 2020

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Revision History and System Requirement

Firmware Version	Alias	Region	Date	Model
00.10.18.03	Boom	WW	May 11st, 2020	EVC300 / EVC350 / EVC900 / EVC950
00.10.16.51	Boom	WW	Feb 22nd, 2020	EVC300 / EVC350 / EVC900 / EVC950
00.10.16.43	Boom	WW	Jan 19th, 2019	EVC300 / EVC350 / EVC900 / EVC950
00.10.16.36	Boom	WW	June 15th, 2018	EVC300 / EVC350 / EVC900 / EVC950
00.10.16.01	Boom	WW	March 31th, 2018	EVC300 / EVC350 / EVC900 / EVC950
00.10.14.50	Boom	WW	Nov 20th, 2017	EVC300 / EVC350 / EVC900 / EVC950
00.10.14.46	Boom	WW	Sep 19th, 2017	EVC300 / EVC350 / EVC900 / EVC950
00.10.14.34	Boom	WW	July 6th, 2017	EVC300 / EVC350 / EVC900 / EVC950



Important Notice

1. Both camera and codec have their own applications, and we will upgrade all or part of them each system upgrade, so please connect the default camera to your AVer VC system before upgrading it.
2. During system upgrade, please DON'T turn off the power or unplug the USB flash drive for any reasons.
3. WebTool doesn't support IE8 and older versions.
4. Downgrading firmware to any older version is prohibited.
5. In a video conferencing, we can't transmit both H.264 baseline and high profile videos at the same time. If a user only allows receiving H.264 high profile video but others choose H.264 baseline video, that user will receive no videos because our AVer VC system will only send H.264 baseline videos. To avoid such kind of embarrassment, we highly suggest users to enable H.264 baseline and high profile supports simultaneously.
6. In a video conferencing, we can't transmit both H.263 and H.263⁺ videos at the same time. If a user only allows receiving H.263⁺ videos but others choose H.263 videos, that user will receive no videos because our AVer VC system will only send H.263 videos. To avoid such kind of embarrassment, we highly suggest users to enable H.263 and H.263⁺ supports simultaneously.
7. Playback is not supported on EVC series when users try to play a video recorded by HVC series.
8. To improve H.263+ stability and compatibility, we change some fundamental encoding blocks, so any firmware older than 10.08.17 MUST upgrade to 10.08.17, and then latter firmware. You can download 10.08.17 via our website:
<http://communication.aver.com/DownloadFile.aspx?n=3167|F45F15F3-A161-469D-BDCC-CA4F5CF4C78B&t=ServiceDownload>
9. H.264 SVC will be applicable ONLY by bandwidth lower than 2Mbps and illuminance higher than 10lux.
10. Through Google Drive backup, AVer VC system can upload screenshots and recordings automatically when system is idle after one hour. File uploading could be interrupted by incoming video calls, and would not retransmit again.
11. Please refer the updated compatible list via the following link: <http://communication.aver.com/page/compatibility>
12. When the user use the older than 10.12.61 firmware version, and upgrade to the newer firmware. There will happen the system volume be increased after the first time system reboot. Please modify the suitable volume level one-time based on your use environment.



Upgrade Instructions

Before upgrade:

1. Prepare one USB flash drive with available spaces over 200MB.
2. Download the ZIP file from AVer website, unzip it and save the DAT file in the USB flash drive.

Tips: 1 files are included in the ZIP file – firmware. You can check the MD5 checksum of firmware (.dat) to make sure file integrity before you save it in the flash drive.*

File name	MD5 checksum
00.10.18.03.dat	815fe7604cf76d113c04e2579208dfe6

Upgrade instructions:

1. Turn on your AVer VC system and wait for system startup completion.

Tips: it will take 2 minutes to complete the whole startup process.

2. Insert the USB Flash drive into a USB Port of AVer VC System.


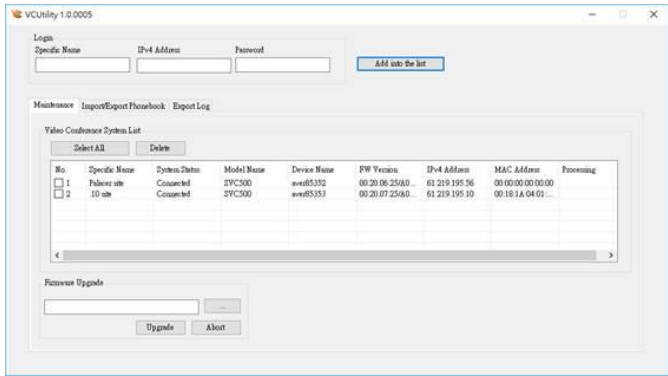
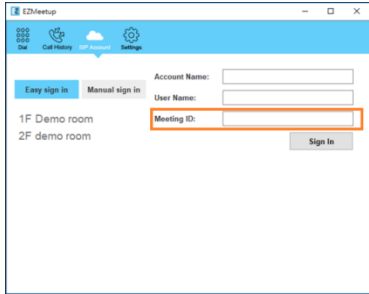
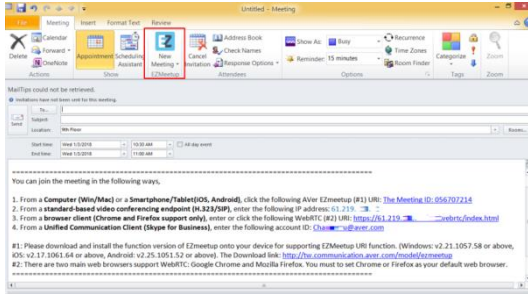
Tips: Inserting an USB flash drive into AVer VC system before completion of the startup process will result in startup failure, so please DON'T do it.

3. AVer VC system will detect and install the firmware from the USB flash drive automatically.
4. AVer VC system will restart itself to finalize firmware upgrade.

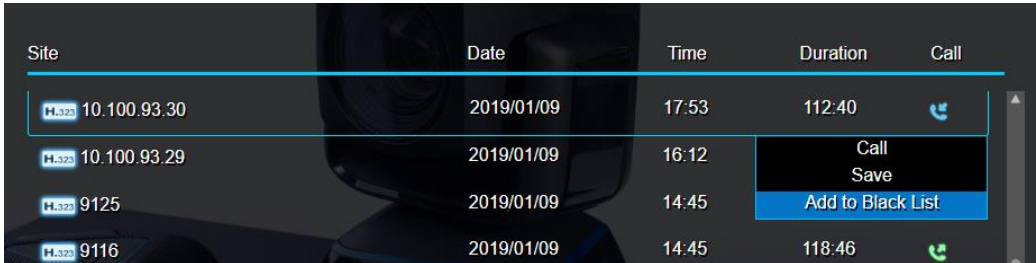
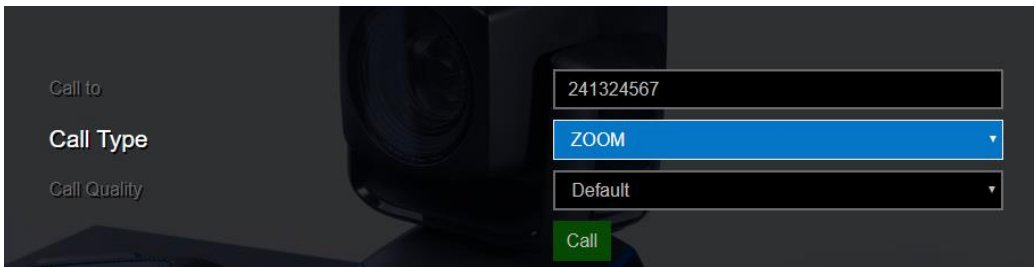
Tips: Before rebooting system, AVer VC system will delete firmware (.dat) in the USB flash drive.*



New Features

Firmware Version	New Features
00.10.18.03	<ol style="list-style-type: none"> Encryption symbol: Display a secure connection symbol  on the screen when connecting using encryption (AES/SRTP).
00.10.16.43	<ol style="list-style-type: none"> Support VCUtility software: Please download this software from below link, or find this link from the AVer download center of EVC and SVC series. This app will allow you to <ol style="list-style-type: none"> Upgrade firmware on multiple units at once Import/export phonebook Export system logs <p>http://communication.aver.com/DownloadFile.aspx?n=4710 95E67986-77E3-4F9E-ADD5-E84B0285193B&t=ServiceDownload</p>  Support Meeting ID method, after upgrading this new firmware, EVC will auto get an exclusive own number of Meeting ID, the Meeting ID can be used for EZMeetup Easy sign-in EVC SIP server, also for Outlook add-in to schedule EVC meetings (EZMeetup v2.21.1057.61 or above). <div style="display: flex; justify-content: space-around;">   </div> AVer Register Server (ARS), this setting can turn on/off your Meeting ID features, you also can turn off this feature to stop Outlook EZMeetup add-in URI link features. Please go to Settings > System Settings > Connect to AVer Register Server (ARS). Integration with EZMeetup features, please download the latest software version from AVer download center, which is powerful mobility software for Windows, Android, and iOS. An add-in for Outlook that allows you to schedule an EVC meeting from the Outlook invitation includes 2 ways join EVC meeting.



	<ul style="list-style-type: none"> ➤ a Computer or Smartphone (EZMeetup) ➤ a Standard-based video conferencing endpoint (H.323/SIP) <p>AVer EZMeetup One-click URI link to join EVC meeting.</p> <p>5. Blacklist management: To filter out specific IP and annoying Spam calls, you can add in blacklist list from the call history page. Please go to Phonebook > Blacklist management</p>  <p>6. 3rd-Party Cloud Meetings: For H.323 3rd-party cloud call function, after enabling this function, you can select 3rd-party cloud meeting from the call type list, and enter the "Meeting ID" at "Call to" column to connect the H.323 3rd-party cloud meeting. For example Zoom, Bluejeans, Trueconf... Please go to Phonebook > 3rd-Party Cloud Meetings</p>  <p>7. Add a hotkey of Call History in Dial page.</p>
00.10.16.36	<ol style="list-style-type: none"> 1. [System] Support FEC (Forward Error Correction): To recover from commonly occurring bit-error cases and thus reduce the effective packet loss rate between AVer SVC / EVC series. Adds redundancy (FEC steam) to the transmitted data to allow the receiver to detect and correct errors (within some limits) without the need to resend any data. Please go to Settings > General Setting > System Setting > Enable FEC (Forward Error Correction). 2. [System] Enhance the audio performance for superior voice clear and Acoustic Echo Cancellation (AEC).
00.10.16.01	<ol style="list-style-type: none"> 1. [System] Update the latest version of OpenSSH.
00.10.14.50	<ol style="list-style-type: none"> 1. [Applications] Enable H.239 Hole Punching, go to Settings -> Network -> Firewall, to enhance transmit content sharing compatibility in H.323 protocol.
00.10.14.46	<ol style="list-style-type: none"> 1. [Applications] Support Microsoft Skype for Business license upgrade feature.
00.10.14.34	<ol style="list-style-type: none"> 1. [Applications] Add 192 kbps bandwidth call quality at dial setting page. 2. [Applications] Video PLR(Packet Loss Reduction) Method: go to Settings -> Network -> Advanced Network. User can setting this mode to enhance the video performance during



	<p>the package lost condition only valid on between AVer and AVer codec product.</p> <ol style="list-style-type: none"> [Applications] Add Vietnamese language choose in the OSD [System] Help to improve AVer video conferencing system by sending anonymous usage statistics, you can turn on / off this function at Settings -> System Settings. [System] H.323 name support "@" character fill-in. [System] Support <MeetingID>:<Passcode>@<IP> for BLUEJEANS
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Problems Fixed

Firmware Version	Problem Fixed
00.10.18.03	<ol style="list-style-type: none"> Support for displaying Chinese name words at the H.323 protocol for Poly devices. The position of the camera is abnormal after power on.
00.10.16.51	<ol style="list-style-type: none"> When the time of the system is adjusted forward, the system will display the wrong time.
00.10.16.43	<ol style="list-style-type: none"> Unplug the HDMI screen during reboot, then connect the HDMI screen during the boot animation after the machine is finished, the camera video is black screen. Multi-point connection but the network is not in good condition, the video and audio can be processed more smoothly. Improve the HDMI output screen of a specific system device with red highlights.
00.10.16.36	<ol style="list-style-type: none"> AAC-LD audio abnormal (connected to some Tandberg / Cisco server)
00.10.16.01	<ol style="list-style-type: none"> Modify the path of the LDAP temporary file, to prevent the function failure when the file system is changed to Read Only.
00.10.14.50	<ol style="list-style-type: none"> Fixed CISCO CMS1000 call AVer EVC series cannot use BFCP content sharing in SIP communication.
00.10.14.46	<ol style="list-style-type: none"> Cisco SX20 cannot hear AAC-LD codec audio problem from EVC.
00.10.14.34	<ol style="list-style-type: none"> Disconnect the HDMI-1 output monitor during VC meeting, then change to connect HDMI-2 monitor, that monitor shows the camera display screen, not the VC meeting.

Known Issues

Firmware Version	Known Issues
00.10.18.03	<ol style="list-style-type: none"> Due to EVC series implement new Nand-Flash component, so this version firmware cannot downgrade firmware to older version. (For Example: 18.03 -> 16.xx).
00.10.16.36	<ol style="list-style-type: none"> Once FEC feature is enabled, SRTP and AES do not allow the setting are enable at the same time.
00.10.16.01	<ol style="list-style-type: none"> Due to EVC series implement new Nand-Flash component, so this version firmware



	cannot downgrade firmware to older version. (For Example: 16.01 -> 14.xx).
00.10.14.20	1. When MIC input source setup at "MIC in", please set up AVer's MIC connect to EVC always, otherwise the remote side will hear the abnormal voice.
00.10.12.96	1. "Client to Client call" function, the BFCP content sharing only support UDP protocol
00.10.12.81	1. When the user can't see "SIP Only Voice" function after 10.12.81 firmware version, please update the phonebook of EZJoin once then reboot the system to fix it.
00.10.12.61	1. When the user use the older than 10.12.61 firmware version, and upgrade to the newer firmware. There will happen the system volume be increased after the first time system reboot. Please modify the suitable volume level one-time based on your use environment.
00.10.10.09	1. In some circumstances, the frame rate can't reach 30fps if users choose H.264 SVC for video conferencing connections.
00.10.10.01	None

