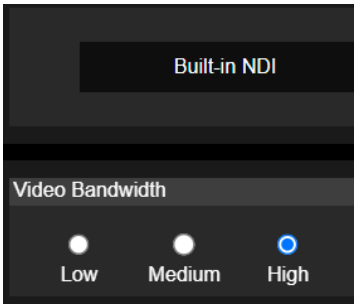
Release note

Product: PTC310HWV2/PTC310UV2/PTC320UV2/PTC320UNV2/PTC330UV2

FW version	**V0.1.0000.72**
Release date	2025/03/13
Improvement	1. Bug Fix: Resolved the TR313V2 freezing issue when connected to INOGENI's SHARE2U Dual USB Camera Mixer via USB 3.0 using VISCA commands. Optimized VISCA command handling for UVC video control. 2. Redefine the password logic to enhanced security: Below is the full description, with changes in this release highlighted in red: 1. Account length :1 to 32 characters long. 2. Password length: 8 to 32 characters long. 3. Passwords must include at least 3 types characters: numbers, uppercases letters and lowercases letters. 4. Supported Characters: 1. Numeric characters: 0123456789 2.Alphabetic characters: ABCDEFGHIJKLMNOPQRSTUVWXYZ abcdefghijklmnopqrstuvwxyz 3.Symbols: !$%'()*+,-./<=>?@[]^_{}~ 5. Password Login Failure Lock Mechanism Lockout durations escalate as follows: ● 1st failed attempt: 1-minute lockout ● 2nd failed attempt: 5-minute lockout ● 3rd failed attempt: 10-minute lockout ● 4th failed attempt and beyond: 30-minute lockout **3.** Optimized Presenter Tracking performance to prevent random excessive zooming into the presenter's face.
Know issues	1. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 2. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.

<table>
<tr><td>FW version</td><td>V0.1.0000.69</td></tr>
<tr><td>Release date</td><td>2024/10/28</td></tr>
<tr><td>New feature</td><td>1. Able to enable the NDI HX2 through FW upgrade and without any activation process.
*Remark: Deactivation requires downgrading of the firmware.

</td></tr>
<tr><td>Improvement</td><td>4. Bug fix: Optimize 1080p USB video output when connected to ZOOMROOM for Intelligent Director or Smart gallery functions.
Remark: Changing the priority mode requires a camera reboot.

5. Redefine the hostname logic to use the model’s name combined with the last 6 digits of the MAC address.
Note: When upgrading an existing TR313V2 camera to FW V69, the hostname will remain unchanged. However, once the "Default" option is executed on the OSD, the hostname will update to the model’s name combined with the last 6 digits of the MAC address.

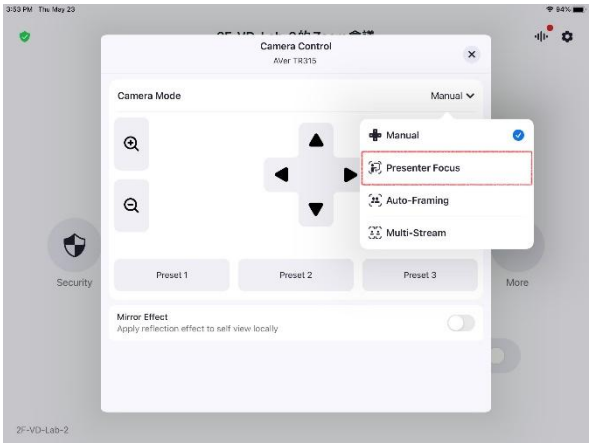

6. Stream Video Output: Change the default Bitrate setting from 4Mbps to "Auto" to improve video quality.
Note1: When upgrading an existing camera to FW V47, the Bitrate setting will remain unchanged. However, once the "Default" option is executed on the OSD, the Bitrate will be updated to "Auto."
Note2: The default "Auto" Bitrate will be configured according to different resolutions as shown in the following table.

<table>
<tr><td></td><td colspan="3">Non-NDI Theme mode</td><td colspan="3">NDI Theme mode</td></tr>
<tr><td>Resolution</td><td>60FPS</td><td>30FPS</td><td><30FPS</td><td>60FPS</td><td>30FPS</td><td><30FPS</td></tr>
<tr><td>2160p</td><td>H265:32M
H264:64M</td><td>H265:16M
H264:32M</td><td>H265:8M
H264:8M</td><td>H265:56M
H264:56M</td><td>H265:56M
H264:56M</td><td>H265:56M
H264:56M</td></tr>
<tr><td>1080p</td><td>H265:16M
H264:16M</td><td>H265:8M
H264:8M</td><td>H265:4M
H264:4M</td><td>H265:40M
H264:40M</td><td>H265:40M
H264:40M</td><td>H265:40M
H264:40M</td></tr>
</table></td></tr>
</table>

	720p	H265:8M H264:8M	H265:4M H264:4M	H265:2M H264:2M	H265:24M H264:24M	H265:24M H264:24M	H265:24M H264:24M
	540p	H265:8M H264:8M	H265:4M H264:4M	H265:2M H264:2M	H265:20M H264:20M	H265:20M H264:20M	H265:20M H264:20M
	480p	H265:4M H264:4M	H265:2M H264:2M	H265:1M H264:1M	H265:12M H264:12M	H265:12M H264:12M	H265:12M H264:12M
	360p	H265:2M H264:2M	H265:1M H264:1M	H265:512K H264:512K	H265:12M H264:12M	H265:12M H264:12M	H265:12M H264:12M

Know issues	3. Web GUI has known compatibility issues with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices in the meantime. 4. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.

FW version	**V0.1.0000.65**
Release date	2024/09/20
New feature	N/A
Improvement	7. Optimize video quality when connected to UE1 and MT300N (enhance I-Frame stability).
Know issues	5. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 6. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.

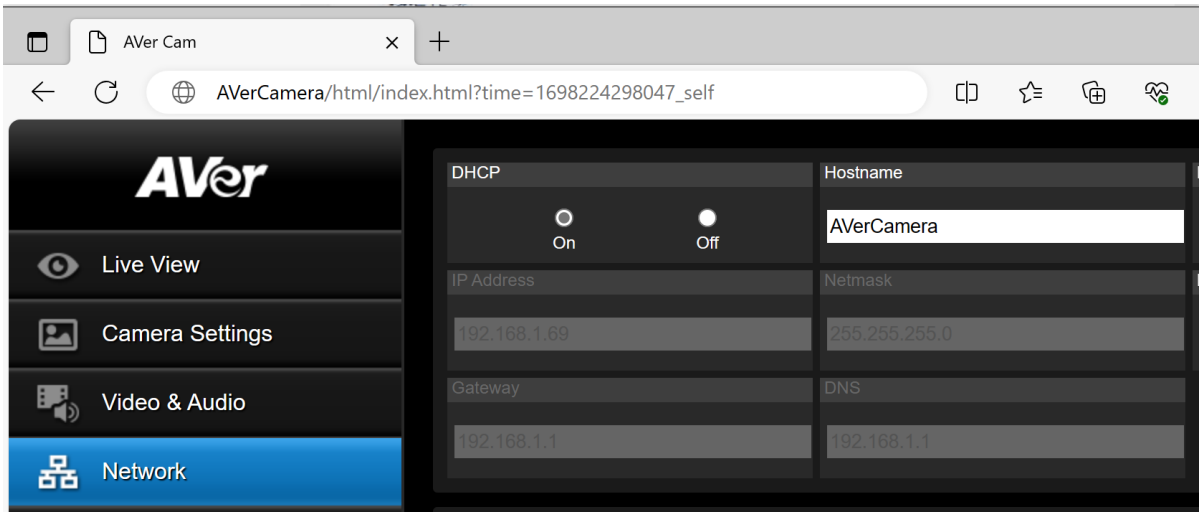
FW version	V0.1.0000.64
Release date	2024/5/24
New feature	1. Supports Zoom Room's new feature "Presenter Focus." When "Presenter Focus" is enabled, the camera will start auto-tracking; when it is disabled, the camera will stop auto-tracking. Note 1: This feature is only supported on PTC310UV2, PTC320UV2, PTC320UNV2. Note 2: Zoom certification is still in process. This information is not yet listed on the Zoom Rooms Certified Hardware page. The announcement will be made by June. (It is recommended to start using Presenter Focus by June.) Note 3: Zoom Rooms support starts with version 6.0.10  2. Supports Bosch's new version of ONVIF: DICENTIS Conference System 5.0. 3. Supports setting ONVIF presets for Bosch's CCS 1000 D Digital Discussion System
Improvement	1. Optimized Camera Setup Webpage Log-In Password Rules: 1. Password Length: Passwords must be between 8 to 32 characters long. 2. Mixed Characters: Passwords should include a mix of numbers and English letters. 3. Password and Account Name: The password must not be the same as the account name. 4. Supported Characters: ◆ Numeric characters: 0123456789 ◆ Alphabetic characters: ABCDEFGHIJKLMNOPQRSTUVWXYZabcdefghijklmnopqrstuvwxyz ◆ Symbols: %+=,-_^/@.~ 2. Bug fixed for unable to control camera through VISCA over IP when select RS422 as control protocol. Bug fix to prevent image instability (tilt control hunting) at distances under 1 meter. The recommended operating distance is over 3 meters.
Know issues	7. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use

	the Chrome browser on Apple devices for the meantime. 8. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.

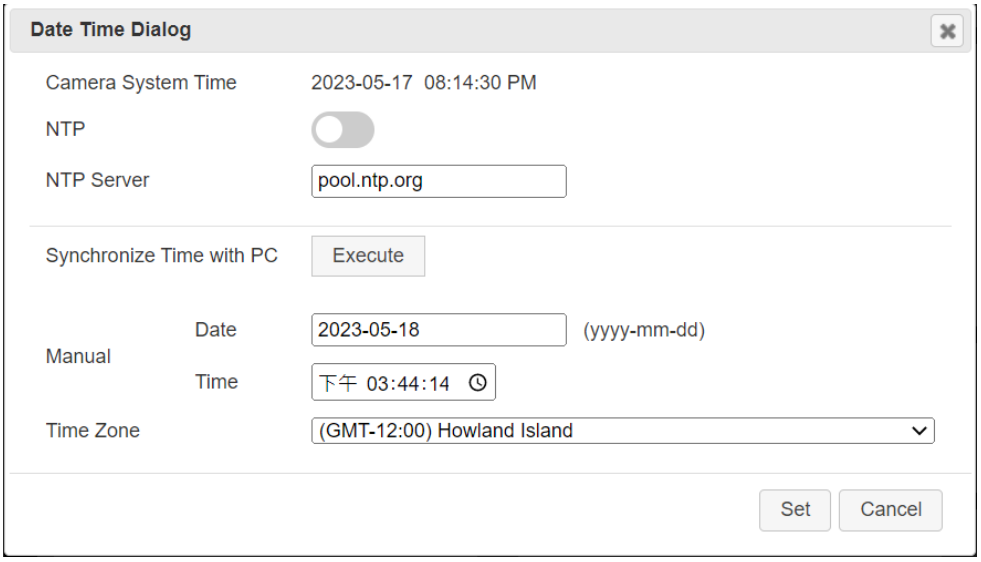
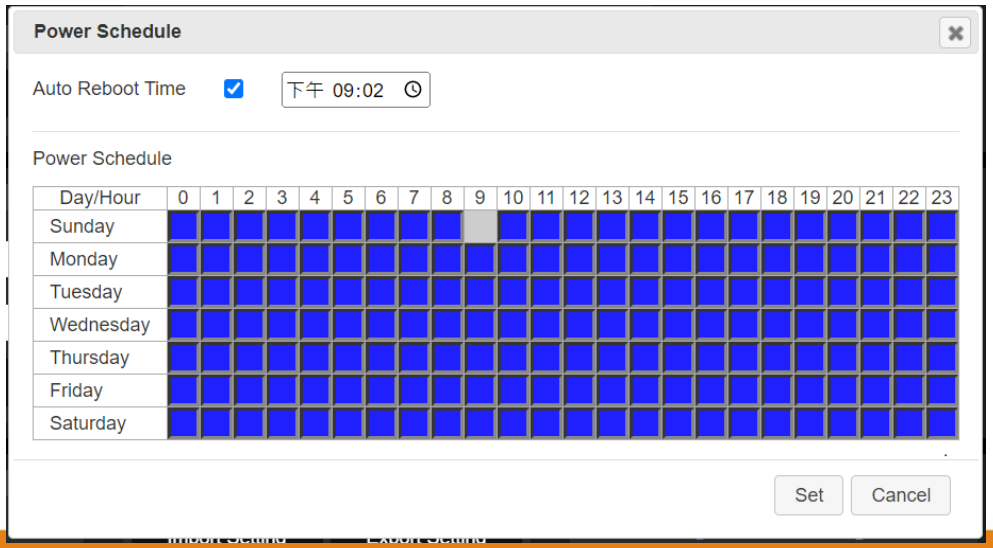
Product: PTC310HWV2/PTC310UV2/PTC320UV2/PTC320UNV2/PTC330UV2

FW version	**V0.1.0000.59**
Release date	2024/01/05
New feature	NA
Improvement	1. Optimized the tracking detection sensitivity for seamless switching between a single presenter and multiple presenters. 2. Optimized the Auto Tracking camera operation for smoother following of the presenter's movements. 3. Bug fixed where HTTPS was incorrectly turned on after resetting to factory default settings; it should have been turned off. 4. Optimized the LLDP information for better integration Netgear switches. 5. Optimized the command response of the VISCA protocol. 6. Optimized the compatibility of UVC video. 7. Optimized the effective tracking area function. 1. Redefine effective tracking area, the area outside the red frame is exclusive, and the auto- tracking area only operates within the red frame. 2. Added a visible effective tracking area frame on HDMI output. Please follow the setup: 2.1 Set the effective tracking area function from webpage. 2.2 Enable the Effective tracking area function. 2.3 Turn on the Auto Tracking function. 2.4 Long press the "FREEZE" button on the remote control. You will see a white frame on the HDMI output, which represents the effective tracking area frame. (Note: Long pressing the "FREEZE" button is for troubleshooting purposes only. Please disable the frame before using it, long press "FREEZE" button on remote to disable). 
Know issues	9. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use

	the Chrome browser on Apple devices for the meantime. 10. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.

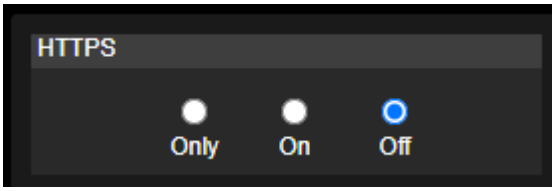
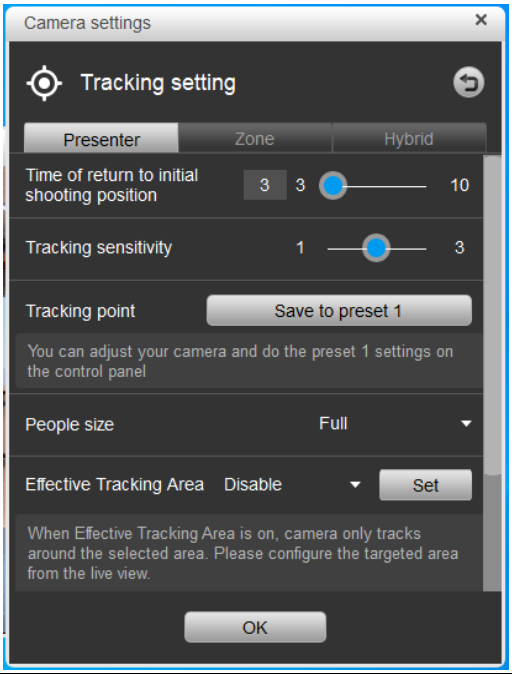
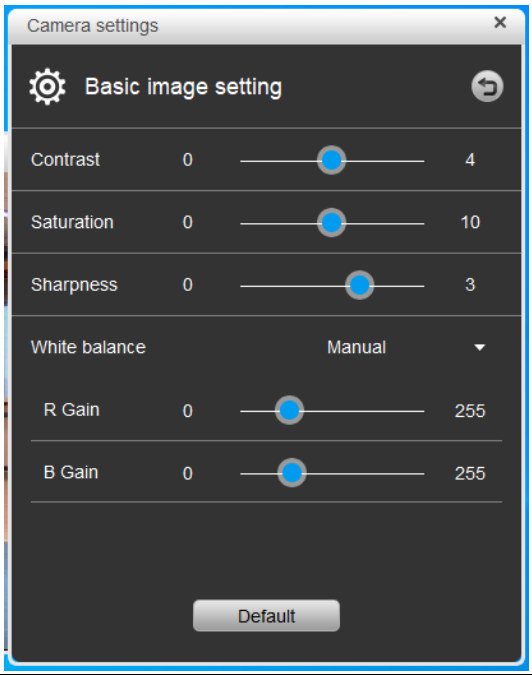
<table>
<tr><td>FW version</td><td>V0.1.0000.57</td></tr>
<tr><td>Release date</td><td>2023/11/3</td></tr>
<tr><td>New feature</td><td>1. Able to use of the "Hostname" to activate the webpage. (http://AVerCamera)
P.S. The hostname is changeable.

</td></tr>
<tr><td>Improvement</td><td>8. Bug Fixed: When the tracking camera captures a large number of people, random camera image delays or freezes may occur, rendering the webpage nonfunctional.
9. Optimized the configuration for the "Effective Tracking Area" on the webpage.
10. Optimized the image focus quality of preset after switching.
11. Optimized the activation of Multi-presenter mode.
12. Optimized the UVC streaming compatibility with Zoom Room app.
13. Support VISCA/CGI inquiry for USB/UVC status
<table>
<tr><th>Inquiry Command</th><th>Command Packet</th><th>Reply 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>
14.</td></tr>
<tr><td>Know issues</td><td>11. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.
12. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.</td></tr>
</table>

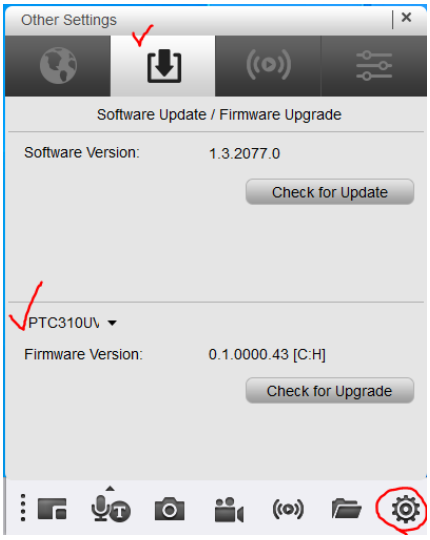
Product: PTC310HWV2/PTC310UV2/PTC320UV2/PTC320UNV2/PTC330UV2

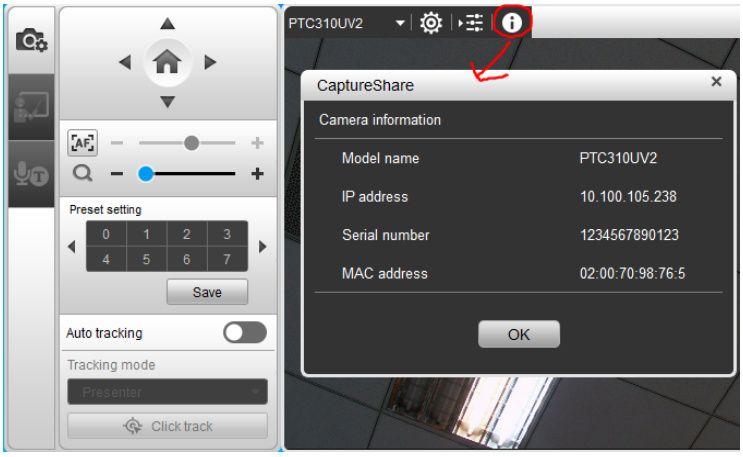
FW version	**V0.1.0000.48**
Release date	2023/5/18
New feature	2. Introducing new AI algorithm to enhance Auto Tracking accuracy. 3. Date and time screen (Set Date/Time), you can set using one of three types: NTP. PC Synchronization or manual. (Webpage/ System/ Set Date/Time)  4. Power schedule (Webpage/ System/ Power schedule) Auto reboot time, able to set a specific time for the camera to automatically reboot on a daily basis. Powe Power Schedule: Able set a specific time for the camera to power off by simply clicking on the designated blue cell. When you click the cell and its color change from blue to grey, it indicates that the camera will automatically power off during the specified period. 

Improvement	15. Bug fixed: Resolved the issue where the effective zone was not appearing when setting the effective zone on the tracking page using the Firefox web browser. 16. Optimized UVC video performance for Barco ClickShare CX30. 17. Optimized gesture control finger 2 zoom in/out accuracy.
Know issues	13. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 14. There is a possibility of firmware update failure due to significant modifications made within the system to enhance auto-tracking performance in this particular firmware version. As a result, during the update process, there is a chance of intermittent failures. In the event of a failure, please attempt the update process again.

Product: PTC310HWV2/PTC310UV2/PTC320UV2/PTC320UNV2/PTC330UV2

FW version	**V0.1.0000.43**
Release date	2023/2/13
New feature	1. Click cursor to center position on Web page and SW: PTZ Management & PTZ Control panel 2. Support LLDP. 3. SSHD on/off switch  4. HTTPS-only switch of Network page  5. SW_Captureshare is able to support the Tracking camera for follow configuration: 1). FW upgrade 2). Tracking setting (Presenter/Zone/Hybrid) 3). R/B gain 4). Visible camera information, including Model name, IP address, Mac address, serial number, and FW version. From SW_Captureshare Version1.3.2077.0 to support those functions.  

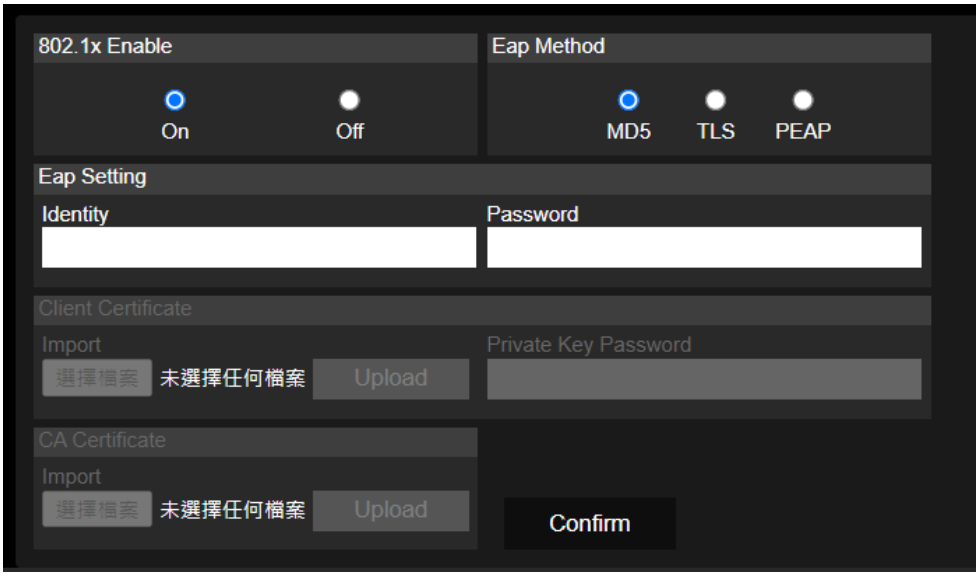




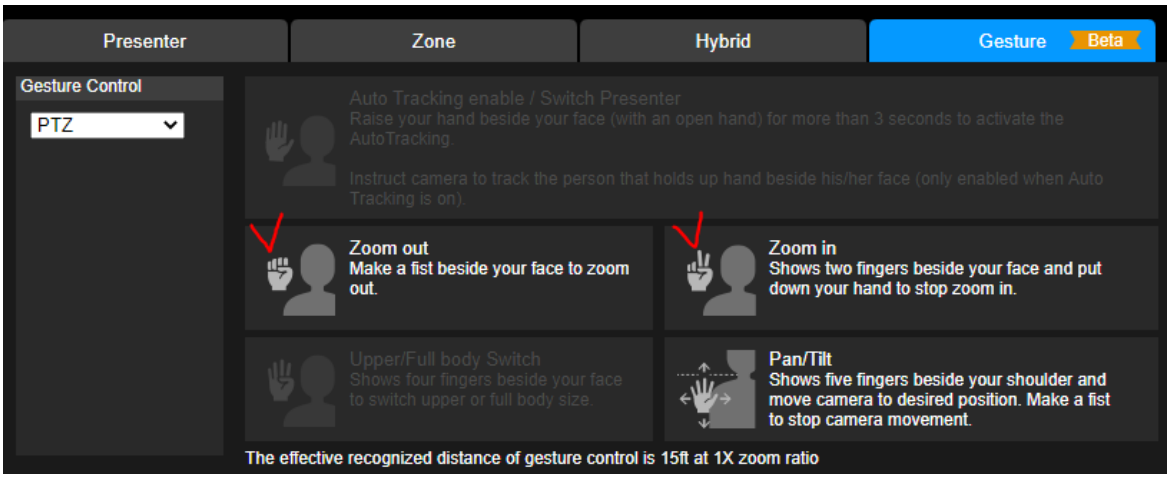
6. Add Multi-Presenter Detection VISCA command

Command Set	Command	Command Packet	Comments
Multi-presenter	On	8x 01 04 A9 02 FF	
	Off	8x 01 04 A9 03 FF	
Multi-presenter preset	Set	8x 01 04 AA pp FF	pp: 0x00 To 0xFF normal preset

7. Add 802.1X configuration.



Improvement	18. Optimize zoom-in gesture functions, use “TWO” to do the zoom-in function. See the following description.



19. Bug, when turning on the gesture function, the image will shift when switching presets.
20. Optimize the UVC device name display when rebooting the third-party SW.
21. Optimize the webpage password for special Symbols.

Known issue

1. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime.

2. 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.

3. If the user requires USB and RTSP to support 4Kp30 output at the same time, it will cause unstable streaming, please reduce to 1080p60 output.

   P.S. 1.*When PTZ management and webpage configuration are turned off, the ability to simultaneously output 4K with UVC and RTSP can be provided.

   2. While PTZManagement's display maximum resolution is limited to 1080p60, the video recording capabilities match the camera resolution. This means that if the camera is streaming at 2160p30, PTZManagement can record at the same resolution of 2160p30.

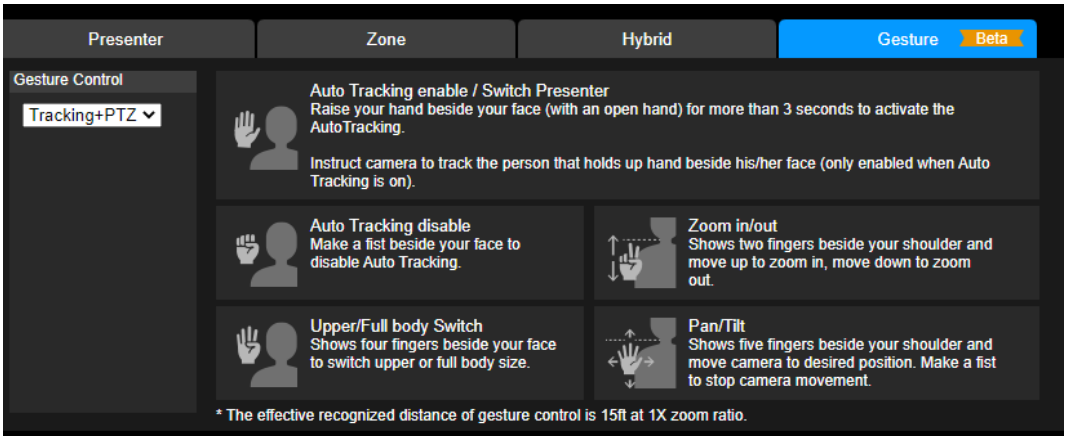
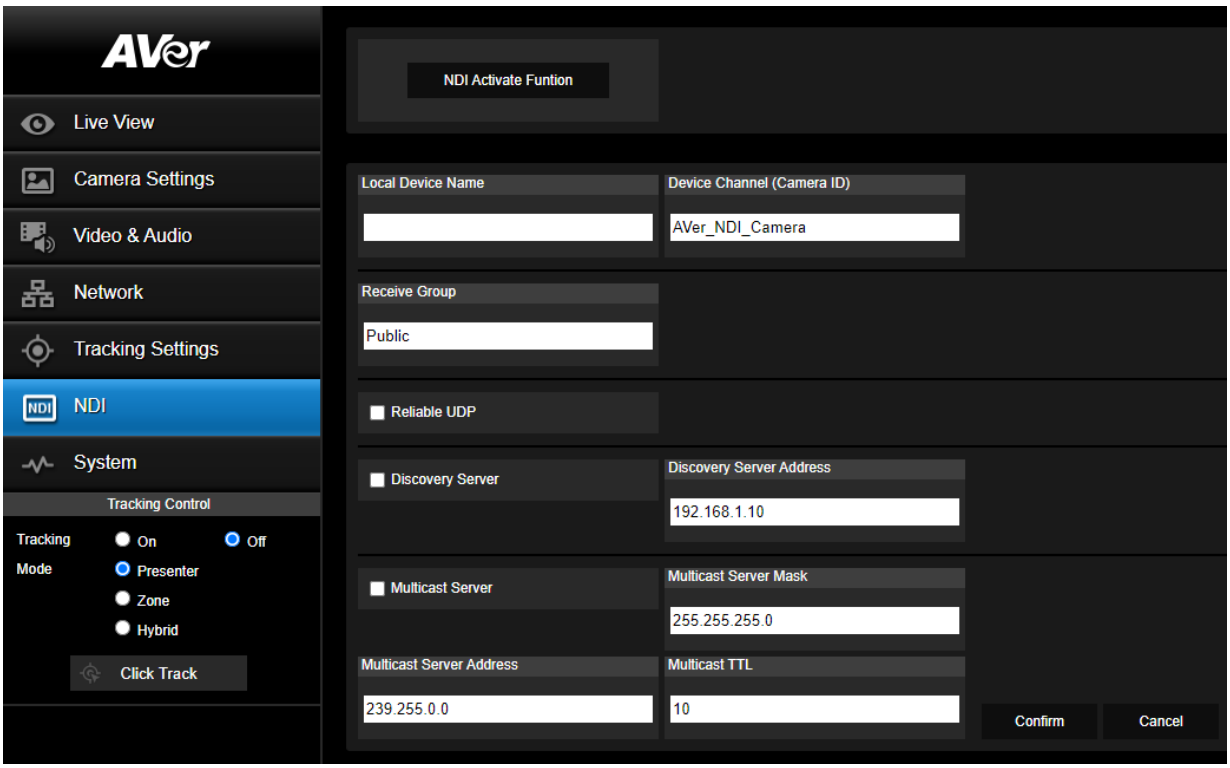
					AVer SW	AVer		
MODE	Priority mode	USB	IP(RTSP*1)	NDI HX2	PTZ Management (RTSP*1)	Webpage	HDMI	3GSDI
USB+IP	2160p	2160p will drop to 1080p	2160p will drop to 1080p	x	2160p	720p	2160p	1080p
	2160p	2160p*	2160p*	x	x	x	2160p	1080p
	1080p	1080p	1080p	x	1080p	720p	1080p	1080p
USB Only	2160p	2160p	x	x	x	720p	2160p	1080p
	1080p	1080p	x	x	x	720p	1080p	1080p
Streaming only	2160p	x	2160p	x	2160p	720p	2160p	1080p
	1080p	x	1080p	x	1080p	720p	1080p	1080p
NDI Only	2160p	x	x	2160p	2160p	720p	2160p	1080p
	1080p	x	x	1080p	1080p	720p	1080p	1080p

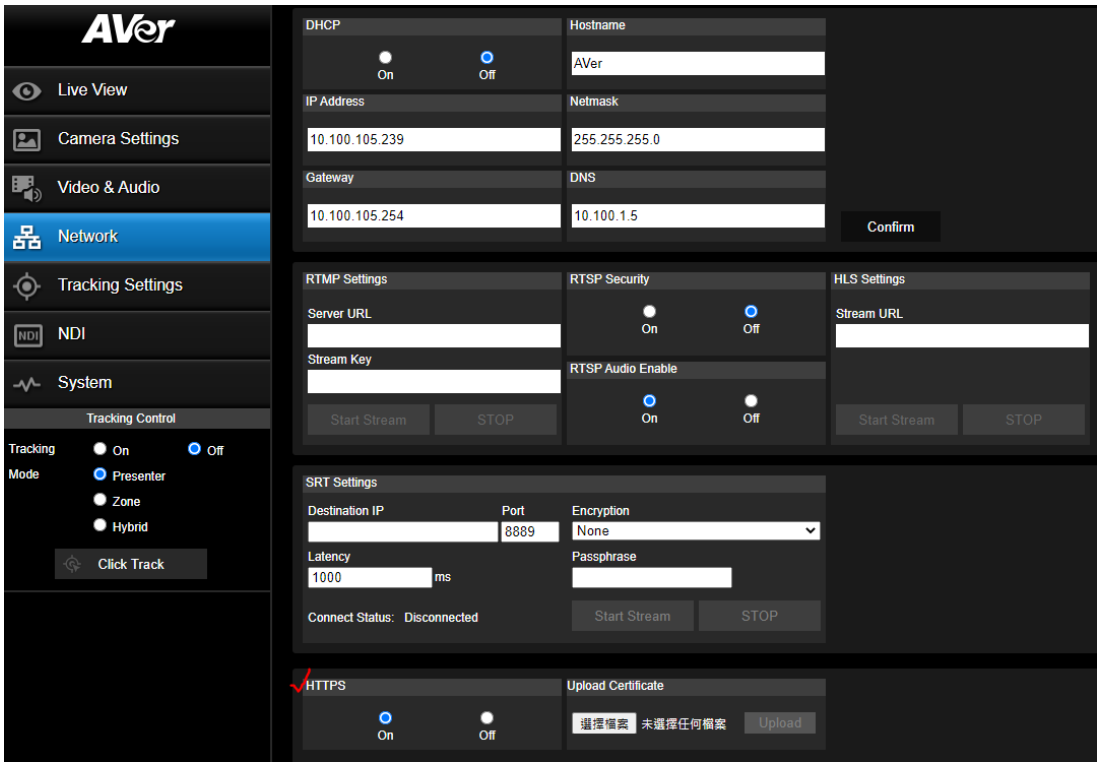
2160p is only supported on certain models, NDI is only supported on certain models.

Product: PTC310HWV2/PTC310UV2/PTC320UV2(EU only)/PTC320UNV2/PTC330UV2

FW version	**V0.1.0000.35**
Release date	2022/8/11
New feature	None
Improvement	22. Bug fixed: Can’t return Tracking point when lose tracking.
Known issue	4. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 5. 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.

Product: PTC310HWV2/PTC310UV2/PTC320UV2(EU only)/PTC320UNV2/PTC330UV2

FW version	**V0.1.0000.31**
Release date	2022/5/24
New feature	1. The “Gesture Control” function allows users to control certain camera functions with the use of hand gestures recognized by the camera.  2. Ability to activate the NDI function using from webpage page.  3. ~~Ability to support LLDP~~ (reschedule to Sep 20th to support LLDP) 4. Ability to support HTTPS cert

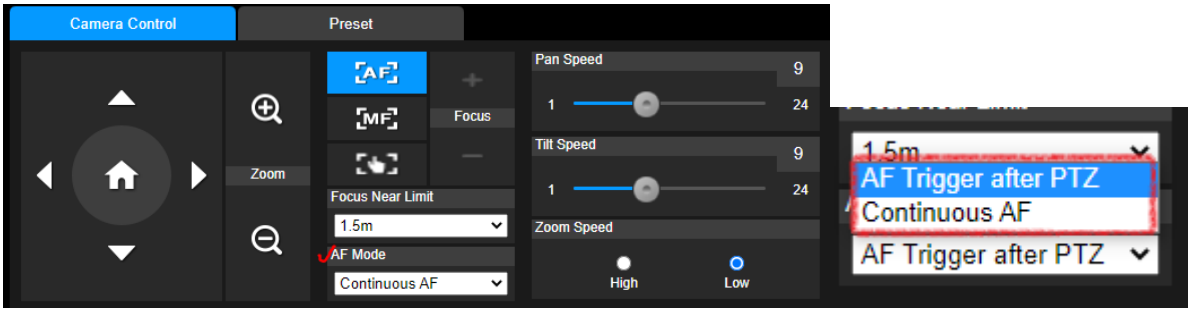


5. Ability to setting AF mode

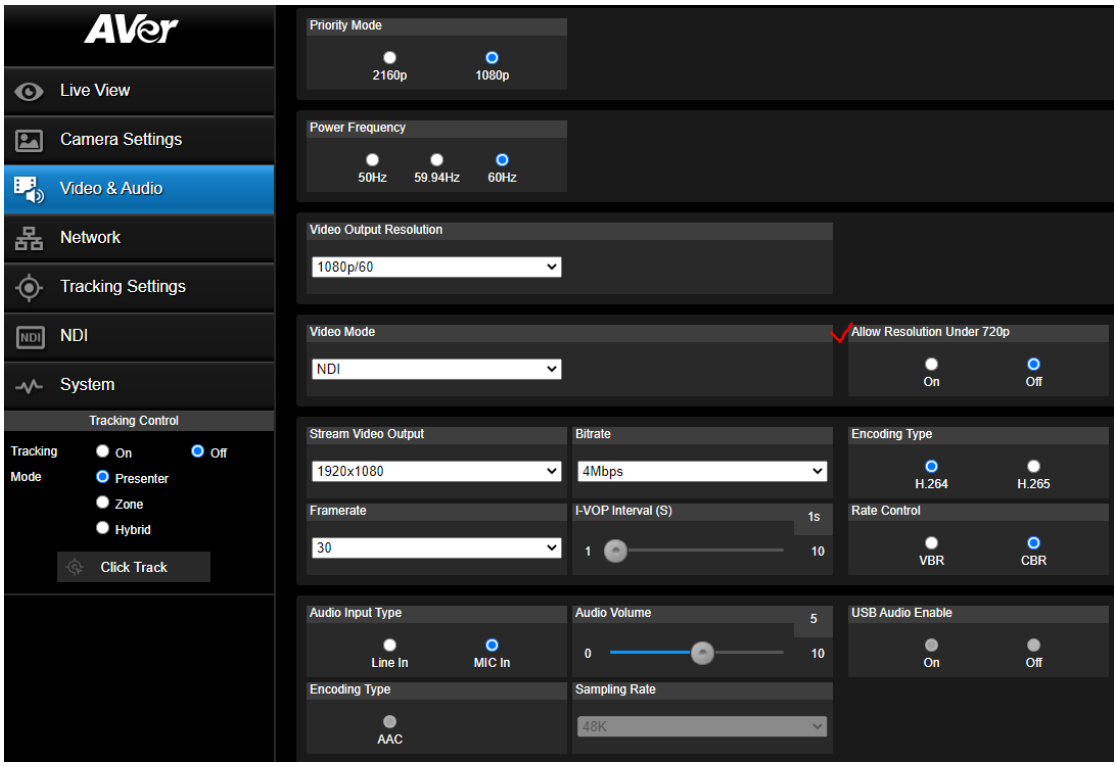
AF Mode: If Auto Focus is selected, you can further set up the AF Mode.

Continuous AF: The camera will automatically adjust focus all the time.

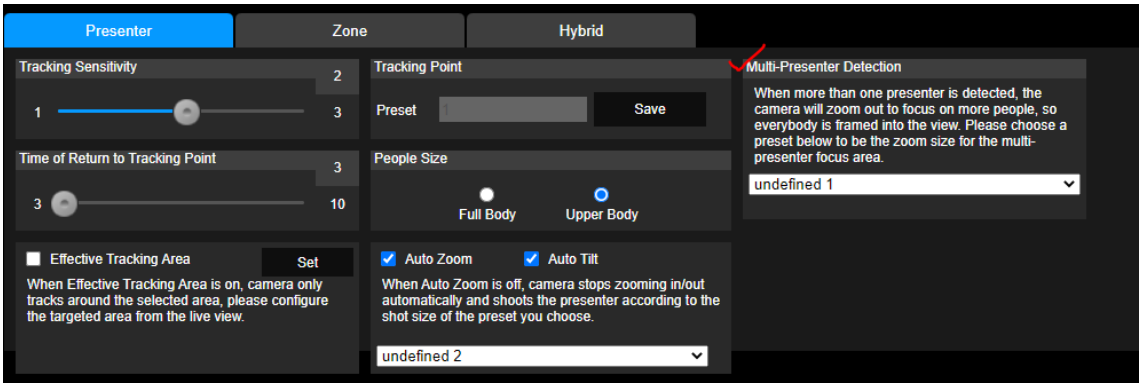
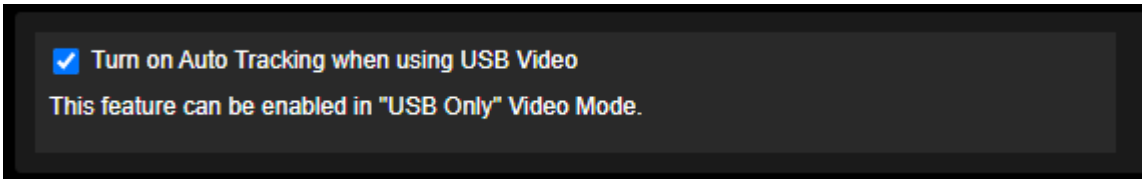
AF Trigger after PTZ: The camera will automatically adjust focus every time when you perform the pan, tilt, or zoom functions.



6. Allow Resolution Under 720p: Select On to allow transferring lower resolution video streaming when working with some video conference software such as Teams. It's recommended to select Off if you want to keep better image quality during video call.

	
Improvement	1. Bug fixed: RTMP audio issue when streaming to Vimeo 2. Bug fixed: One push AWB of preset image setting
Known Issues	6. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 7. 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.

Product: PTC310HWV2/PTC310UV2/PTC330UV2

FW version	**V0.1.0000.28**
Release date	2022/4/07
New feature	7. “Multi-Presenter Detection” function is to allow more presenter to join the camera view and zoom out to a defined preset. 
Improvement	23. Bug fixed: to enable/disable Auto Tracking by USB video is on/off. 
Known Issues	8. Web GUI has known compatibility issue with the Apple MAC Safari browser. Please use the Chrome browser on Apple devices for the meantime. 9. 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. 10. When Preset2 is saved, "undefined 2" is still displayed, which means that preset2 is saved successfully. This is a known issue and will be resolved in the next release. 