



Products: VC520 Pro3

Firmware Version: 0.0.9802.18

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Revision History and System Requirement

Firmware Version	Region	Date	Model
0.0.9802.18	WW	Apr. 3rd, 2024	VC520 Pro3
0.0.9802.02	WW	Oct. 2 nd , 2023	VC520 Pro3
0.0.9800.24	WW	Aug. 16th, 2023	VC520 Pro3



Important Notice

1. PTZApp2 should be upgraded to **v. 2.1.1006.10 (MAC)***; **v. 2.1.1014.17 (Windows)** or later version to get full functions. (*Mac version will be released by 2024/4/30.)
2. Smart frame effective distance up to 7~10 meters, depending on your setting of camera height and background environment.
3. H.264 IP video streaming supports Windows 7 &10. (not supports Windows 8.1)
4. During system upgrade, please DON'T turn off the power for any reasons.
5. If the FW upgrading is not success, please re-plug and power adapter and USB cable to do FW upgrade again.
6. Gesture control effective distance is up to 5m. If people are in front of white background, it may have some impact on gesture recognition.



New Features

Firmware Version	New Features
0.0.9802.18	<ul style="list-style-type: none"> ● Added Camera Moving Speed option ● Fulfill UK Product Security and Telecommunications Infrastructure (PSTI) Act 2022 with advanced password mechanism ● Enhanced Smart Composition, up to 9 people supported ● Support Smart Gallery (via PTZApp 2) ● Enhanced DHCP Mechanism ● Supported H.265 format ● Enhanced OSD with completely turn off option ● Linked Host Name (in Web UI) with AVer IP Finder ● Supported Multi-Focus (Zoom Rooms feature) ● Supported "Preset Link" with VC520 Pro3 Speakerphone *Optimized for target speakerphone layout
0.0.9802.02	N/A, for production efficiency enhancement
0.0.9800.24	1 st Release

Problems Fixed

Firmware Version	Problem Fixed
N/A	N/A

Known Issues

Firmware Version	Description
0.0.9802.18	With Preset Link for VC520 Pro3 Speakerphone: <ol style="list-style-type: none"> Please face the microphone and within about 1 meter. It is recommended to keep a distance of at least 3 meters from each microphone or speakerphone for the optimal Preset Link experience. Please connect two or more expansion microphones for enabling this feature and the main speakerphone won't be available in this connection. Environment noise such as chair creaks may cause misinterpretation.
0.0.9802.18 0.0.9802.02 0.0.9800.24	May encounter compatibility issue with MacbookAir (i3) while toggling between resolutions under 720p

