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## Content

# Revision History and System Requirement

| Software Version | Region | OS | Date | Model |
|---|---|---|---|---|
| v2.2.1002.05 | WW | Windows | Sept. 26th, 2024 | AVer Conference Camera |
| v2.2.1000.02 | WW | Windows | July 18th, 2024 | AVer Conference Camera |
| v2.1.1017.22 | WW | Windows | May 31th, 2024 | AVer Conference Camera |
| v2.1.1014.17 | WW | Windows | Apr. 3rd, 2024 | AVer Conference Camera |
| v2.1.1012.14 | WW | Windows | Feb. 6th, 2024 | AVer Conference Camera |
| v2.1.1000.08 | WW | Windows | Nov. 30th, 2023 | AVer Conference Camera |
| v2.0.1056.59 | WW | Windows | Nov. 1st, 2023 | AVer Conference Camera |
| v2.0.1055.56 | WW | Windows | June 1st, 2023 | AVer Conference Camera |
| v2.0.1053.55 | WW | Windows | Mar. 15th, 2023 | AVer Conference Camera |
| v2.0.1051.53 | WW | Windows | Jan. 19th, 2023 | AVer Conference Camera |
| v2.0.1044.48 | WW | Windows | Oct. 7th, 2022 | AVer Conference Camera |
| v2.0.1043.44 | WW | Windows | Sept 13th, 2022 | AVer Conference Camera |
| v2.0.1038.43 | WW | Windows | July 1st, 2022 | AVer Conference Camera |
| v2.0.1037.38 | WW | Windows | May 3rd, 2022 | AVer Conference Camera |
| v2.0.1031.37 | WW | Windows | April 18th, 2022 | AVer Conference Camera |
| v2.0.1024.31 | WW | Windows | February 14th, 2022 | AVer Conference Camera |
| v2.0.1019.24 | WW | Windows | October 29th, 2021 | AVer Conference Camera |
| v2.0.1018.19 | WW | Windows | August 3rd, 2021 | AVer Conference Camera |
| v2.0.1016.18 | WW | Windows | June 26th, 2021 | AVer Conference Camera |
| v2.0.1012.16 | WW | Windows | April 28, 2021 | AVer Conference Camera |

# Important Notice

1.  PTZApp 2 is a free software and controlling the PTZ Camera, Videobar, adjusting the camera's image quality, AI setting, diagnosing operating status, Upgrade firmware automatically or manually, and viewing live video form the camera. It also supports Speakerphone (FONE series) for features setting.

2.  Pairs with EZManager 2 for Remote Grouping Management:
    To simplify device management, you can link PTZApp 2 with EZManager 2. This system categorizes AVer USB cameras (CAM, VB, and VC series) and clearly displays each device's status to make managing your network easy.

# System Requirements

PC Hardware and Software Requirements

-   CPU: Intel Core i5-6xxx 3.0GHz
-   RAM: 4G
-   HDD: 3G (Free Space)
-   OS: Windows 7 (64 bits), Windows 10 (64 bits), Windows 11(64 bits)

# Supported Models

-   **USB Series**:
    CAM520 / CAM530 / CAM540 / CAM520 Pro / CAM340 / CAM340+ / VC520 / VC520+ / VC520 Pro / VC322 / VC540 / VB342 / VB342+ / FONE540 / CAM130/ VB130 / CAM550 / VB342Pro / CAM570 / CAM520 Pro3 / VB350 / VC520 Pro3 / FONE700

    **Virtual Stream** function for CAM520 Pro/CAM520 Pro2 / CAM550 / CAM570 / CAM520 Pro3 Only
    **Virtual Audio** function of FONE700
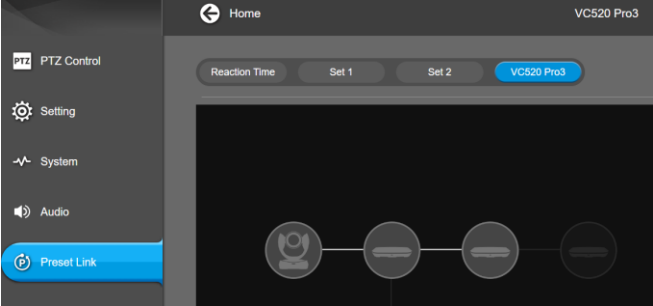    *Note: Virtual Camera/Audio now can be used concurrently from 2.2.1002.05

-   **ProAV Series**\*:
    PTC310HWV2(TR311HWV2) / PTC310UV2(TR313V2) / PTC330UV2(TR333V2) / PTC320UV2(TR323V2) / PTC320UNV2 (TR323Nv2) / PTZ330UV2 / PTZ330UNV2 /   PTZ310UV2 / PTZ310UNV2 / PTZ231 / PTZ211 / TR211 / TR315 / TR315N / TR335 / TR335N
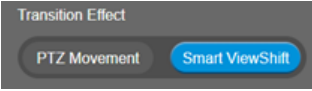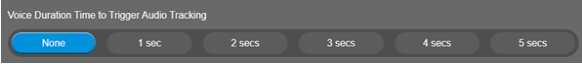    *ProAV Series features differ from those of the USB Series and currently support **PTZ Control** and **System Information**, effective starting from version 2.2.1002.05

## New Features

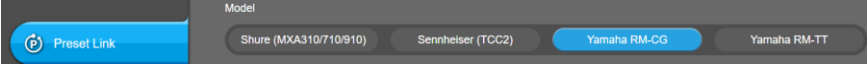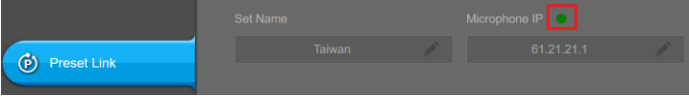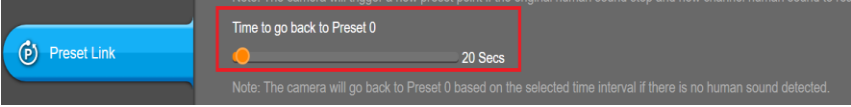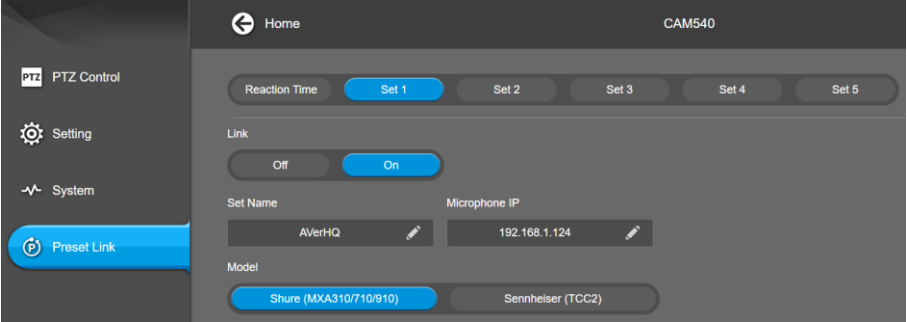| Software Version | New Features |
|---|---|
| 2.2.1002.05 | 1. Support ProAV camera FW update & Setting function<br>2. Optimize FONE700 and CAM550 calibration function and verification process |
| 2.2.1000.02 | 1. Support ProAV Series camera (please find Support Models section)<br>2. Enable Virtual Cam / Virtual Audio concurrently<br>3. Modify Virtual CAM from Directshow to Virtual driver<br>   – "AVer USB VCAM" is available in Microsoft Teams Rooms<br>4. New setup process for CAM550 and FONE700 Voice Tracking<br>   (enabling FONE700 Voice Tracking via CAM550 Preset Link) |
| 2.1.1017.22 | 1. Added 'USB Mode' to the FONE700 to sustain audio tracking functionality when connected with the CAM550. (*with the same setup steps) |
| 2.1.1014.17 | 1. Support VC520 Pro3 new feature setting from PTZApp 2:<br>   i.   DHCP/Static IP auto-switch setting<br>   ii.   Smart Gallery Support (PTZApp 2 based)<br>   iii.   Camera Moving Speed option<br>   iv.   Preset Link with VC520 Pro3 Speakerphone<br><br>2. Support New Product FONE700<br>   i.   FONE700 Setting<br>   ii.   Audio Tracking with CAM550* (PTZApp 2 based)<br>      *Please find FONE700/CAM550 Release Note for version supported<br>3. Support CAM570 new feature setting from PTZApp 2:<br>   i.   Smart Composition<br>   ii.   Audio Framing+<br>   iii.   DHCP/Static IP auto-switch setting |
| 2.1.1012.14 | Support CAM550/CAM520 Pro3/VB342 Pro/VB350 new feature setting from PTZApp 2:<br>4. CAM550<br>   i.   DHCP/Static IP auto-switch setting |

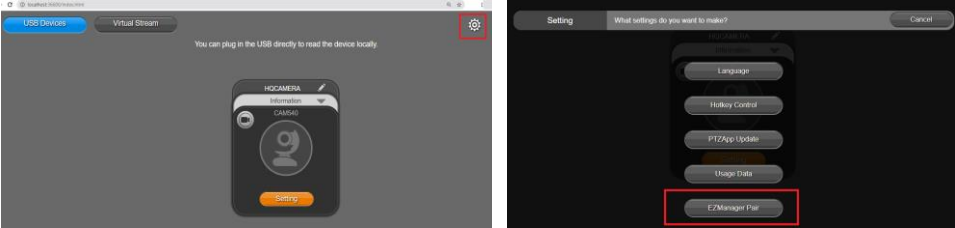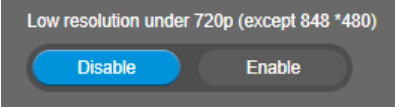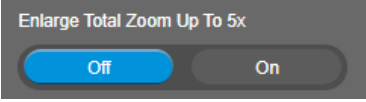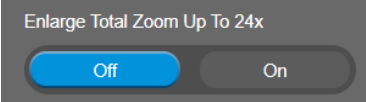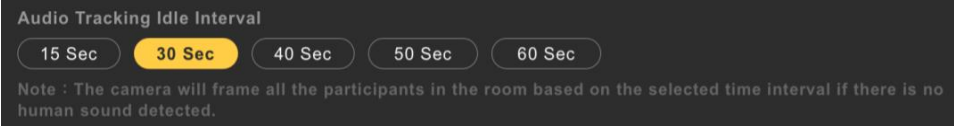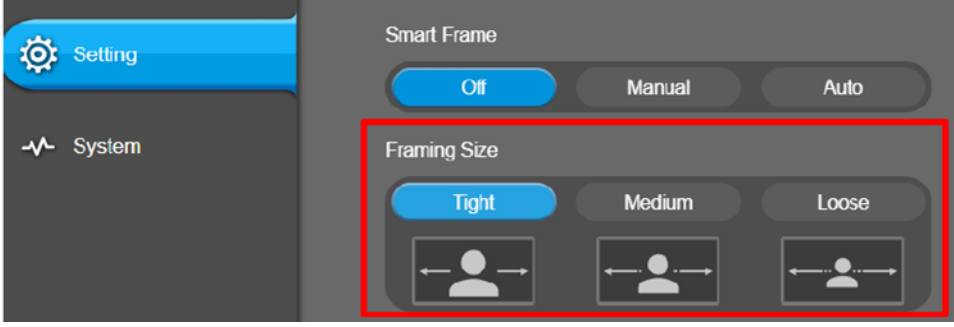| | |
|---|---|
| | ii.    Preset Link Camera mode<br><br>5.  CAM520 Pro3<br>    i.    DHCP/Static IP auto-switch setting<br>    ii.    Preset Link Camera mode<br>    iii.    Smart Gallery Support (PTZApp 2 based)<br>    iv.    MT300 Integration Booster<br><br>6.  VB342 Pro<br>    i.    Auto Frame with ePTZ<br>    ii.    Audio Frame<br>    iii.    Audio Tracking Response Speed<br>    iv.    Audio Tracking Idle Interval<br>    v.    Reduce Reverberation<br>    vi.    Object Filter<br><br>7.  VB350<br>    i.    Audio Framing+ (Two Speakers PIP)<br>    ii.    Audio Tracking Response Speed<br>    iii.    Audio Tracking Idle Interval<br>    iv.    SmartView Shift (Transition Effect) for AI Tracking<br>    v.    Reduce Reverberation<br><br>Please find correspond firmware from models respectively, thanks. |
| 2.1.1000.08 | 1.  Support CAM570 (0.0.8102.36) New Feature:<br>    i.    New option of New Transition Effect (Smart ViewShift Mode)<br><br><br><br>    ii.    Improved UI of "Conversation Mode"<br><br><br><br>    iii.    New option of of" Audio Tracking Response Speed"<br><br><br><br>    iv.    Control (directional pad) and Preset setting improvement<br><br><br><br>2.  New Microphone supported for Preset Link:<br>    i.    Audio Technica ATND1061 |
| 2.0.1056.59 | 1.  Support New Product VC520 Pro3<br>2.  New Microphone supported for Preset Link: |

| | |
|---|---|
| | i.      Nureva HDL410 <br><br> ii.      ClearOne BMA 360 |
| 2.0.1055.56 | 1.      Support New Product CAM520 Pro3 <br><br> 2.      Support New Product VB350 |
| 2.0.1053.55 | 1.      Support CAM570 New Feature: <br><br>     i.      "Conversation Mode Trigger Sensitivity" option <br><br> 2.      New Microphone supported for Preset Link: <br><br>     i.      Shure MXA920 <br><br> 3.      Enhance Auto Update stability for firmware update |
| 2.0.1051.53 | 1.      Support CAM570 New Features: <br><br>     ii.      Voice Sensor Array Setting <br><br>     iii.      Camera Moving Speed Option <br><br> 2.      Support CAM520 Pro2 / VC520 Pro2 New Features: <br><br>     i.      Flicker Decrease Setting <br><br>     ii.      Keystone Correction <br><br> 3.      Support Nureva HDL300 / Dual HDL300 for Preset Link |
| 2.0.1044.48 | 1.      Support CAM570 (New Model) <br><br> 2.      Support CAM550 Q3 New Features |
| 2.0.1043.44 | 1.      Support FONE540 I/O Setting (Please upgrade FONE540 to 0.0.7004.02 or above) <br><br>     i.      Add "disable all ports except USB" option <br><br>     ii.      Add "line out for sound out" option <br><br> 2.      Add "new update available" reminder for certain cameras for better experiences |
| 2.0.1038.43 | 1.      Support CAM550 2022/Q2 Release Features (v0.0.8000.64) <br><br>     i.      Smart Gallery <br><br>     ii.      WDR <br><br>     iii.      AI Lens Source Detection <br><br> 2.      Support Yamaha RM-CR Preset Link (Beta) |
| 2.0.1037.38 | 1.      Support CAM550 Gesture Control (enabled by PTZApp2) |
| 2.0.1031.37 | 1.      Support AVer VB342Pro new model. <br><br> 2.      New function: Keystone Correction and Smart Gallery available for supported models. <br><br> USB Devices     Virtual Stream     Keystone Correction     Smart Gallery <br><br> 3.      Get Yamaha RM-CG, RM-TT supported by Preset Link (Beta). |

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|---|---|
| |  Model: Shure (MXA310/710/910)  Sennheiser (TCC2)  **Yamaha RM-CG**  Yamaha RM-TT <br><br> Note: To get CAM550 Gesture Control function, please stay with 2.0.1024.31 version. |
| 2.0.1024.31 | 1. Support AVer CAM550 new model.<br><br>2. Preset-Link supports active channel indication and IP mic connection status indication.<br><br><br><br>3. Change "Back to Preset 0" setting to bar adjustment mode. (0~1,200 second)<br><br> |
| 2.0.1019.24 | 1. Support "Preset Link" function, used for link AVer camera preset point and audio channels. Support models: Shure MXA910/710/310 and Sennheiser TCC2 ceiling mounted microphone models.<br><br><br><br>2. Support Wan remote pair with EZManager 2, please go Setting-> EZManager Pair (version 2.3.1027.35 or later) and follow the instruction.<br><br><br><br>3. Support Low resolution under 720p disable for CAM130/VB130, please go Setting page.<br><br><br><br><br><br>4. Support device name editing. |

| | 5. Support Enlarge Total Zoom up to 5x for CAM130/VB130, please go Setting page. |
| :---: | :--- |
| | Enlarge Total Zoom Up To 5x<br>Off / On |
| | 6. Support Enlarge Total Zoom up to 24x for CAM/ VC520 Pro2, please go Setting page. |
| | Enlarge Total Zoom Up To 24x<br>Off / On |
| 2.0.1018.19 | 1. Support Audio Tracking Idle Interval setting for VB130<br><br>Audio Tracking Idle Interval<br>15 Sec / 30 Sec / 40 Sec / 50 Sec / 60 Sec<br>Note : The camera will frame all the participants in the room based on the selected time interval if there is no human sound detected.<br><br>2. Modify the text of framing size setting "Loose" to "Wide".<br>3. Support VB130 Bluetooth state for CP10.<br>4. Support CP10 login check. |
| 2.0.1016.18 | 1. Support Framing size setting for CAM520/VC520 Pro, CAM520/VC520 Pro2<br><br>Setting<br>System<br>Smart Frame<br>Off / Manual / Auto<br>Framing Size<br>Tight / Medium / Loose<br><br>2. Add user usage collection options |
| 2.0.1012.16 | 1. Support AVer CAM130 / VB130 camera models.<br>2. Support Edge browser.<br>3. Support Local preview max. 1080p/30fps.<br>4. Support PTZApp2 software upgrade function.<br>5. Modify the PTZ control video preview to 848 * 480 to ensure clear images.<br>6. After restarting PTZApp 2, it will automatically connect to the Vcam.<br>7. During the installation process, add an install option of the Vcam function. |

## Problems Fixed

| Software Version | Problem Fixed |
| :---: | :--- |
| 2.2.1002.05 | 1. Fixed FONE700 +CAM550 Audio Tracking positioning setting process |
| 2.1.1017.22 | 1. Fixed ClearOne BMA360 connection issue of Preset Link<br>2. Fixed FONE700 Speakerphone alignment process issue |

| 2.1.1014.17 | 1. Fixed random green stripe of Virtual Cam |
|---|---|
| 2.1.1012.14 | 1. Fixed PTZ Control with latest CAM570 version |
| | 2. Fixed Test Speakerphone feature instability |
| | 3. Fixed no individual installation option for virtual audio |
| 2.1.1000.08 | 1. Fixed Yamaha RM-W series connection issue |
| 2.0.1055.56 | 1. Fix Preset Link Microphone selection issue |
| 2.0.1051.53 | 1. Correct wording of Smart Gallery installation |
| | 2. Fix Virtual Camera (AVer USB VCam) display issue in Teams Client |
| 2.0.1038.43 | 1. Fix Sennheiser TCC2 315° Preset Link issue |
| | 2. Enhance firmware upgrade (via PTZApp2) stability |
| 2.0.1012.16 | None |

## Known Issues

| Software Version | Known Issues |
|---|---|
| 2.1.1012.14 | Virtual Camera cannot be enabled in Zoom Rooms or Microsoft Teams Rooms |
| 2.1.1000.08 | Speakerphone Connection UI (linkage) of VC520 Pro3 incomplete |
| 2.0.1024. 31 | Incomplete support for VB342 Pro model. Using this version with VB342 Pro will cause the software to malfunction. |
| 2.0.1012.24 | When PTZApp2 applies for Wan remote pairing invitation for EZManager, if your PC has just switched IP address, please apply after 1 minute. |
| 2.0.1012.16 | None |