



[Windows/macOS] AVer PTZ Link Software Release Notes – Jan 2nd, 2025

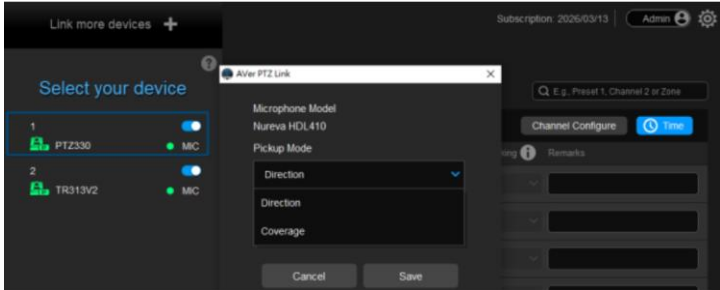
VERSION	Win & Mac 1.3.1072.0
HARDWARE	The following product models are supported by AVer PTZ Link.
COMPATIBILITY	<ul style="list-style-type: none">• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 and later• TR530+ V0.0.1000.47 and later• PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 and later• TR333V2/TR323NV2/TR313V2/TR311HWV2 V0.1.0000.23 and later• PTZ211/PTZ231/PTZ310UV2/PTZ310UNV2/PTZ330UV2/PTZ330UNV2 V0.0.0000.15 and later• TR211/TR315(N)/TR335(N) V0.0.0000.24 and later• TR535 0.0.0000.18 or later• CAM550/VC550 0.0.8006.02 and later• CAM570/VC570 0.0.8104.02 and later• CAM520 Pro3 0.0.9602.32/VC520 Pro3 0.0.9802.18 and later• CAM520 Pro2 0.0.7204.30 and later

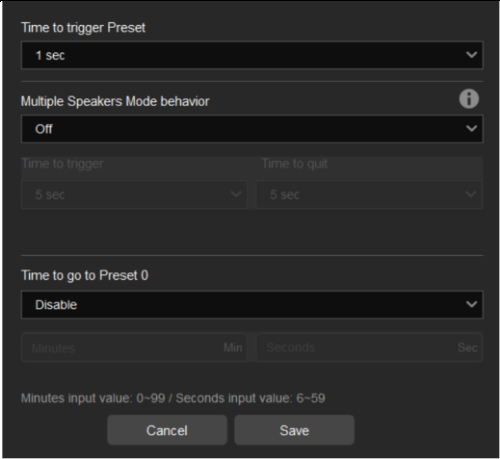
OPERATING SYSTEMS	Supported Windows editions: <ul style="list-style-type: none">• Windows 7• Windows 8.1• Windows 10• Windows 11 Supported macOS edition: <ul style="list-style-type: none">• macOS 10.14 and later Supported MTR device: <ul style="list-style-type: none">• Windows OS 2004 above
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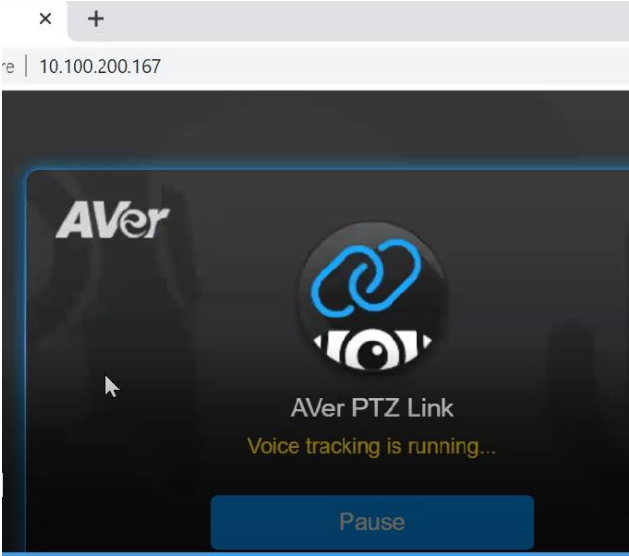
<p>1.3.1072</p> <p>Window & Mac</p> <p>Release date:</p> <p>Jan 2nd, 2025</p>	<p>New Features</p> <ul style="list-style-type: none"> • New MIC: <ul style="list-style-type: none"> ■ Shure MXA920-R ■ Audio Technica ATUC-IR • New Camera: <ul style="list-style-type: none"> ■ CAM550/VC550/CAM570/VC570/CAM520Pro3/VC520Pro3/CAM520Pro2(Not support Active Position) • Feature update <ul style="list-style-type: none"> ■ Supports USB connectivity for Standard version. ■ Add “Advanced Talker Position” for Shure MXA920 series to reinforce human voice detection and reduce noise influence. <p>Improvements</p> <ul style="list-style-type: none"> ■ Increase the chances of triggering Multiple Speakers mode for gooseneck discussion units with adding audio signal channel. ■ Fix adjusting tilt repeatedly issue in Active Position <p>Known Issues</p> <ul style="list-style-type: none"> ■ [Important Note on Voice Tracking Installation] For optimal performance, consider the environment, materials, and distances. Assess room size, layout, and acoustics. Different surfaces affect sound reflection and absorption. Maintain proper distances between devices and the coverage area. For the best results, consult a local AVer tech expert to address specific needs and troubleshoot potential issues. ■ Parlé Ceiling Microphones require Parlé product revision A or B
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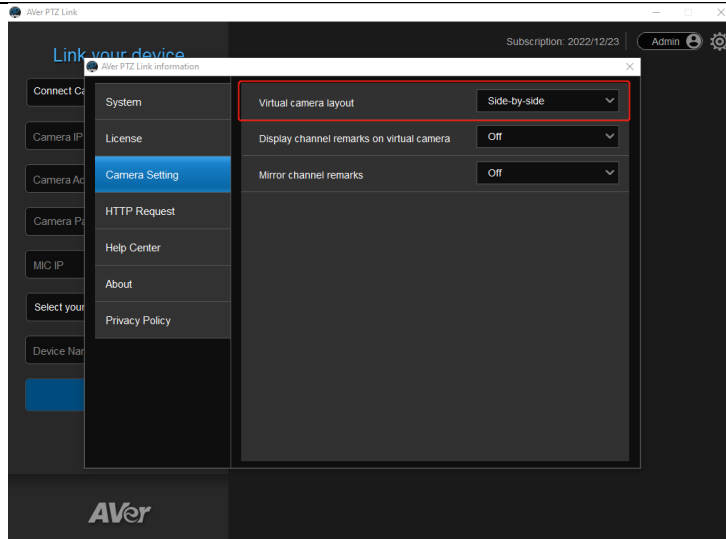
<p>1.3.1068</p> <p>Window & Mac</p> <p>Release date:</p> <p>Sep 26th, 2024</p>	<p>New Features</p> <ul style="list-style-type: none"> • New Support MIC: <ul style="list-style-type: none"> ■ BOSCH <ul style="list-style-type: none"> ◆ CCS 1000D Discussion Devices ◆ DICENTIS Wireless Discussion System ■ ClearOne BMA360D • New Camera: <ul style="list-style-type: none"> ■ TR535 • Feature update <ul style="list-style-type: none"> ■ Add MXA920-R(Circular) Lobe/Coverage mode <p>Improvements</p> <ul style="list-style-type: none"> ■ N/A <p>Known Issues</p> <ul style="list-style-type: none"> ■ N/A
<p>1.3.1065 Window & Mac</p> <p>Release date:</p> <p>May 21th, 2024</p>	<p>New Features</p> <ul style="list-style-type: none"> • Support TR211/TR315(N)/TR335(N)/PTZ211/PTZ231 • Support Audio-Technica ATND1061LK and ATUC-50 DU/CU • Support BIAMP TesiraFORTÉ X & Parlé TCM-X/XA/XEX • Feature update <ul style="list-style-type: none"> ■ Support audio tracking delay-time adjustment ■ Priority group for “go to preset” among multiple groups ■ Far-end triggered “go to preset” for Sennheiser Mics ■ Console feature to see real-time Mics action status ■ Software update check and notification ■ Add “Segment” toggle in Tracking Control for specific model <p>Improvements</p> <ul style="list-style-type: none"> • N/A

	<p>Known Issues</p> <ul style="list-style-type: none"> • There is recommended system requirements to have better user experience for side-by-side virtual cameras features
<p>1.3.1058.0 for Win</p> <p>1.3.1059.0 for Mac</p> <p>Release date:</p> <p>Oct 13th, 2023</p>	<p>New Features</p> <ul style="list-style-type: none"> • Support running in background and auto-startup • Support more horizontal angles from 8 to 24 equal parts <p>Improvements</p> <ul style="list-style-type: none"> • N/A <p>Known Issues</p> <ul style="list-style-type: none"> • There is recommended system requirements to have better user experience for side-by-side virtual cameras features

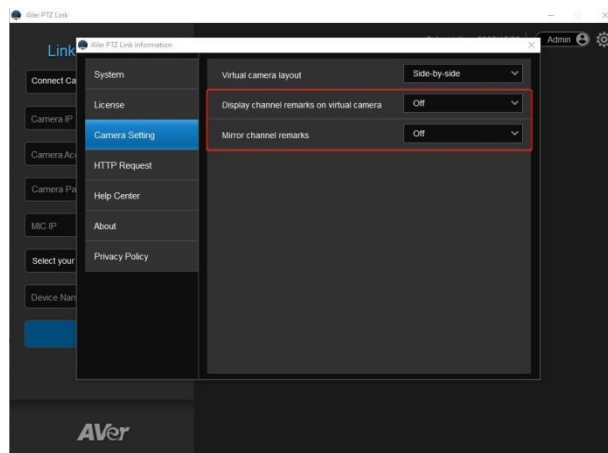
<p>1.3.1055.0</p> <p>Release date: Aug 16th, 2023</p>	<p>New Features</p> <ul style="list-style-type: none"> • Support Nureva HDL310 • Add Ukrainian Language <p>Improvements</p> <ul style="list-style-type: none"> • Fix virtual cam abnormal issue • Fix multiple MXA920s switching issue • Fix MXA920 tilt issue when hanged upside down • Fix Auto coverage status in pickup mode • Fix Coverage map setting issues <p>Known Issues</p> <ul style="list-style-type: none"> • There is recommended system requirements to have better user experience for side-by-side virtual cameras features
<p>1.3.1050.0</p> <p>Release date: Apr 24th, 2023</p>	<p>New Features</p> <ul style="list-style-type: none"> • Supports Nureva HDL410 in Direction and Coverage  <p>The screenshot shows the 'Select your device' dialog box in the AVer PTZ Link software. It lists two devices: 1. PTZ330 and 2. TR313V2, both with 'MIC' status. A modal window is open for 'Nureva HDL410' configuration, showing 'Pickup Mode' with 'Direction' selected. Below this, there are fields for 'Direction' and 'Coverage'. The background shows a main interface with 'Link more devices +', 'Subscription: 2026/03/13', 'Admin' settings, and a search bar.</p> <ul style="list-style-type: none"> • Supports Multiple Speakers mode.

	 <p>Improvements</p> <ul style="list-style-type: none"> • Improves Pause Tracking behavior. <p>Known Issues</p> <ul style="list-style-type: none"> • There is recommended system requirements to have better user experience for side-by-side virtual cameras features
<p>1.3.1045.0</p> <p>Release date:</p> <p>Jan 7th, 2023</p>	<p>New Features</p> <ul style="list-style-type: none"> • Supports PTZV2 Camera Series. • Supports Audio Technica ATND1061DAN. • Supports camera auto adjust in auto position side-by-side mode. • Supports 30 days of license key type. • Support CGI Command to enable/disable Group. • Support data setting export/import crossing Windows and MacOS. <p>Improvements</p> <ul style="list-style-type: none"> • Improve time out after 5 secs to stop virtual cam • Improve virtual camera performance.

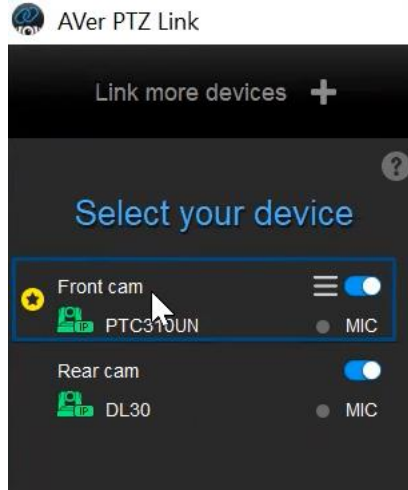
	<p>Known Issues</p> <p>There is recommended system requirements to have better user experience for side-by-side virtual cameras features</p>
<p>1.3.1040.0</p> <p>Release date:</p> <p>October 3 , 2022</p>	<p>New Features</p> <ul style="list-style-type: none">• Supports PTZ Link quick control through webpage• Quick control includes enable/disable all PTZ Link groups  <ul style="list-style-type: none">• Supports Side-by-Side output layout of PTZ Link virtual camera• Settings/Camera Setting/Virtual camera layout



- Supports Channel Remarks display on Virtual Camera
 - To enable this, go to Settings/Camera Setting, see below.
 - You can also enable Channel Remarks Mirror if needed.



- Supports Priority on groups.



Improvements

- Support PTZ Link running on MTR with non-admin account, including the virtual camera of PTZ Link is also provided.
- Optimized virtual camera streaming.

Bug Fixes

- Fixed the issues of PTZ Link start failure when running on Zoom Rooms.

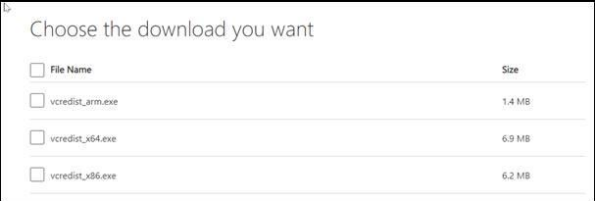
Known Issues

- In certain flavors of the Windows Operating System, the AVer Virtual Camera option may not be selectable from your video conferencing software, you may need to check if the Microsoft Visual C++ 2013 Redistributable (x64) is properly installed.

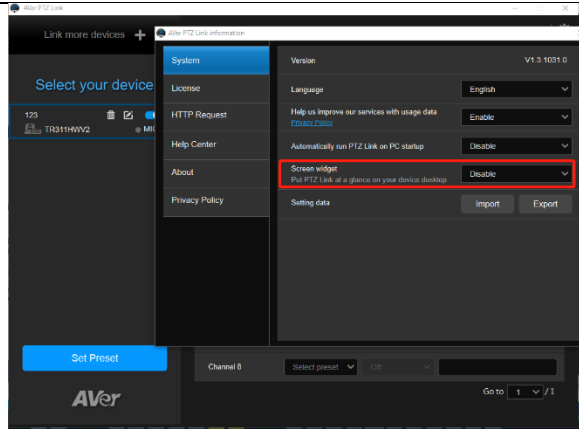


If not, you can download and install “vcredist_x64.exe” from the link

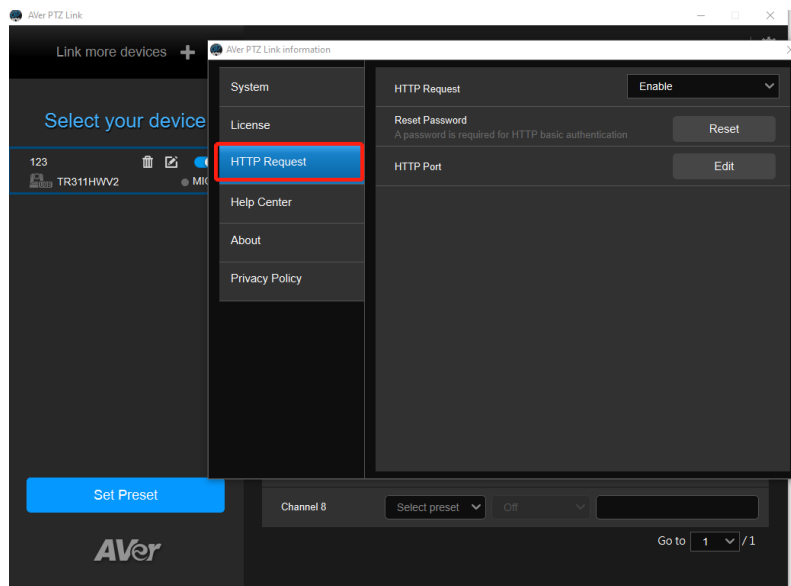
<https://www.microsoft.com/en-US/download/details.aspx?id=40784>

	 <p>Then, try steps as below:</p> <ol style="list-style-type: none"> 1) Run command prompt with administrator privileges, change working directory to C:\Program Files (x86)\AVer Information Inc\AVerCameraSettingTool, then execute “<code>regsvr32 AVerVCam64.dll</code>” 2) Re-launch the video conferencing software, then you should be able to find AVer Virtual Camera <p>Note: This scenario and workaround does not apply to the use case of MTR device.</p>
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<p>1.3.1034.0</p> <p>Release date:</p> <p>July 27th , 2022</p>	<p>New Features</p> <ul style="list-style-type: none"> • Supports Shure MXA920. • Supports Yamaha RM-TT and RM-CR DSP. • Supports up to 25 groups on PTZ Link (Premium version only). • Supports Screen Widget (Compatible with Zoom Rooms). <ul style="list-style-type: none"> • To enable this, go to Settings/System/Screen widget. • Once enabling this feature, PTZ Link will minimize to a floating button and appear in front of your desktop, which supports pausing, resuming PTZ Link, and back to previous setting page.
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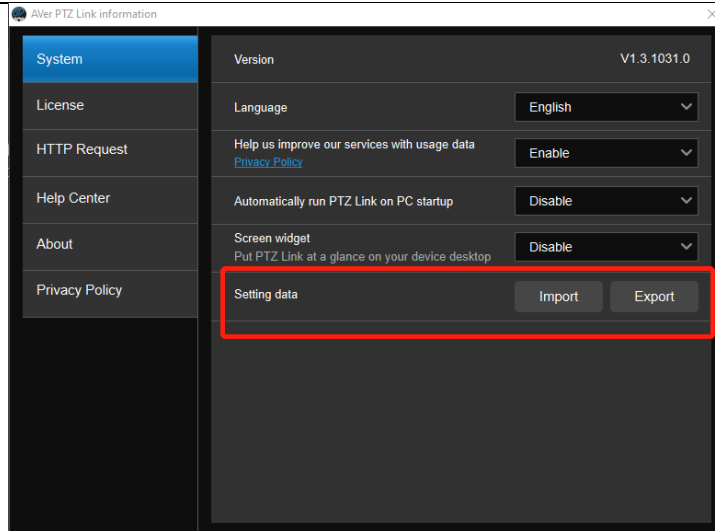


- Supports HTTP command which provides pausing and resumption of all groups on PTZ Link remotely.

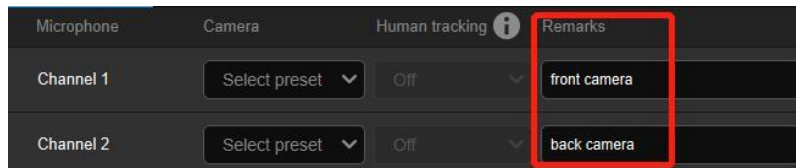


Improvements

- Improved virtual camera switching.
- Supports camera view when configuring on Camera Setting Tool.
- Disables voice tracking when microphone is set to “muted All”.
- Supports import/export setting data.



- Supports remarks of each channel.



- When connecting PTZ Link with Sennheiser TCC2, PTZ Link won't capture the channel 8(Azimuth 315°) when feeding a far-end signal into TCC2 via Dante.

Notes

- To perform best performance of virtual camera, the AVer virtual camera resolution is limited to minimum 720p.

Known Issues

- When enabling human tracking on PTZ Link, user may experience random expected camera zoom in/out.
 - This will be fixed in camera firmware, reference the following list of fixed versions:
 - PTC310/ PTC310N/ PTC310U/ PTC310UN/ PTC330/ PTC330N/ PTC330U

0.0.0000.45 and later

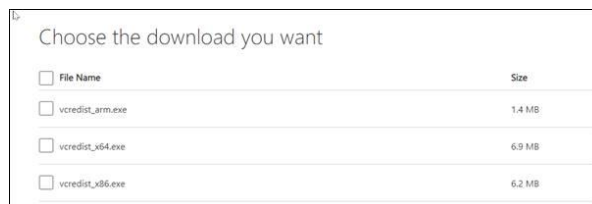
- PTC330UV2/PTC320UNV2/PTC320UV2/PTC310UV2/PTC310HVV2 0.1.0000.35 and later

- In scenarios when switching to Zoom Rooms from Zoom Rooms Admin, PTZ Link may not be restarted.
 - The keyboard short **Alt+Tab** resolves the issue. (A fix will be provided in the next version.)
- When using Zoom Rooms, after tapping sections out of the PTZ Link GUI, PTZ Link user interface will disappear.
 - To resolve this, use **Alt+Tab** to switch back to PTZ Link. (A fix will be provided in the next version).
- In certain flavors of the Windows Operating System, the AVer Virtual Camera option may not be selectable from your video conferencing software, you may need to check if the Microsoft Visual C++ 2013 Redistributable (x64) is properly installed.



If not, you can download and install “vcredist_x64.exe” from the link

<https://www.microsoft.com/en-US/download/details.aspx?id=40784>



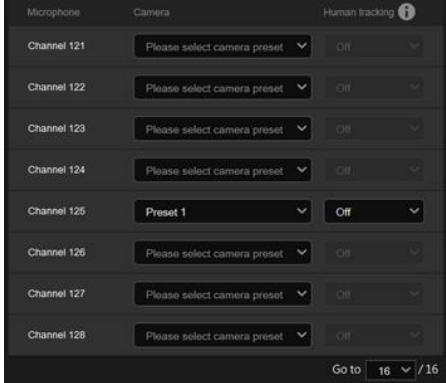
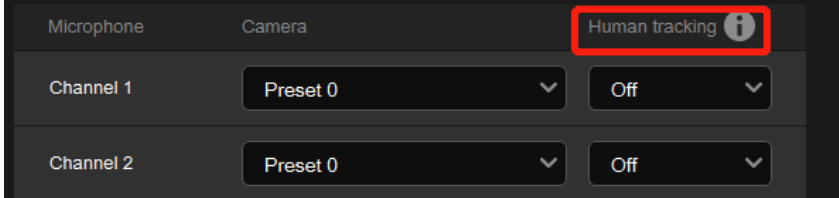
Then, try steps as below:

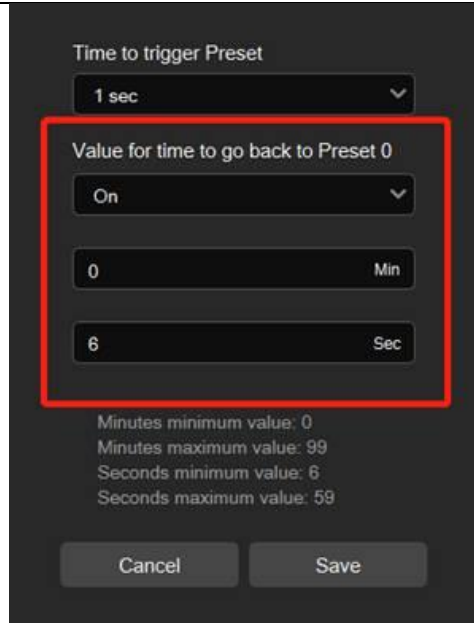
3) Run command prompt with administrator privileges, change **working directory** to **C:\Program Files (x86)\AVer Information**

Inc\AVerCameraSettingTool, then execute “regsvr32 AVerVCam64.dll”

4) Re-launch the video conferencing software, then you should be able to find

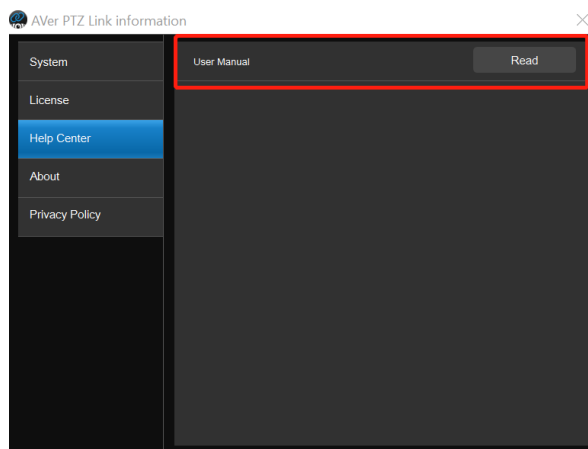
	<p style="text-align: center;">AVer Virtual Camera</p> <p>Note: This scenario and workaround does not apply to the use case of MTR device.</p> <ul style="list-style-type: none"> PTZ Link does not support MTR non-admin account. <ul style="list-style-type: none"> This will be supported by the next PTZ Link release. PTZ Link virtual camera (premium version) does not support MTR. <ul style="list-style-type: none"> This will be supported by the next PTZ Link release.
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<p>V1.3.1025.0</p> <p>Release date:</p> <p>April 1, 2022</p>	<p>New Features</p> <ul style="list-style-type: none"> Supports Yamaha RM-CG ceiling array microphone. Supports Shure MXCW series. Supports up to 128 channels within one group on PTZ Link.  <ul style="list-style-type: none"> Supports “Human Tracking” on/off on PTZ Link (Premium version).  <ul style="list-style-type: none"> Supports manual input of “time to go back to Preset 0”.
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Improvements

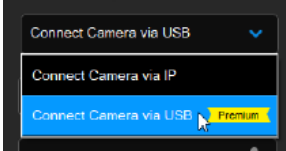
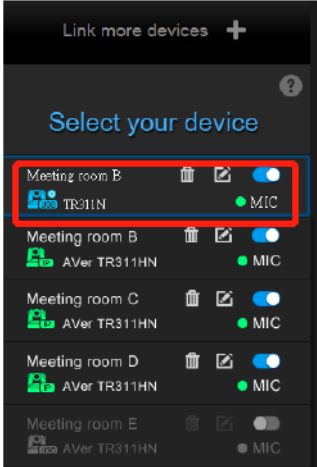






- Lower the video latency when using Virtual Camera on PTZ Link.
- Fixed the issue that virtual Camera might freeze if camera experienced reconnection during streaming.
- Supported online user manual directed from Settings/Help Center.



Known Issues

- When connecting PTZ Link with Sennheiser TCC2, PTZ Link may still capture the

	<p>channel 8(Azimuth 315°) when feeding a far-end signal into TCC2 via Dante.</p> <ul style="list-style-type: none"> • This will be fixed in the next version. • PTZ Link does not support MTR non-admin account. • PTZ Link virtual camera does not support MTR.
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<p>V1.3.1021.0</p> <p>Release date:</p> <p>February 15, 2022</p>	<p>New Features</p> <ul style="list-style-type: none"> • Supports USB connection with camera (PTZ Link Premium version and WIN OS only)  <ul style="list-style-type: none"> • Supports virtual camera through USB connection (PTZ Link Premium version and WIN OS only)  <table border="1" style="width: 100%; margin-top: 10px;"> <tr> <td style="text-align: center;"></td> <td>Virtual camera is sent to the third party program.</td> </tr> <tr> <td style="text-align: center;"></td> <td>Virtual camera is enabled.</td> </tr> </table> <p>NOTE: The camera icon will be BLUE and equipped with a blinking dot when virtual camera is enabled and sent to third party program.</p> <ul style="list-style-type: none"> • Supports subscription of virtual camera which includes key code and 60-day free trial • Support of automatically startup of PTZ Link when PC boots up. 		Virtual camera is sent to the third party program.		Virtual camera is enabled.
	Virtual camera is sent to the third party program.				
	Virtual camera is enabled.				

	<ul style="list-style-type: none"> • Included Usage Data. <p>Bug Fixes</p> <ul style="list-style-type: none"> • N/A <p>Known Issues</p> <ul style="list-style-type: none"> • Virtual Camera might freeze if camera experienced reconnection during streaming. <ul style="list-style-type: none"> • Issue will be resolved when restarting PTZ Link software and it shall be fixed in the next release of PTZ Link. • User may notice a certain video latency when using Virtual Camera of PTZ Link. <ul style="list-style-type: none"> • This latency issue will be optimized in the next release of PTZ Link
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<p>V1.1.1013.0</p> <p>Release date:</p> <p>December 6, 2021</p>	<p>New Features</p> <ul style="list-style-type: none"> • Supports AVer DL30 • Confirmed compatibility with Windows® 11 <p>Bug Fixes</p> <ul style="list-style-type: none"> • Modified some values to lower the possibility of random crash of the software. <p>Known Issues</p> <ul style="list-style-type: none"> • When more than one channel is detected, camera is not able to support group framing. <ul style="list-style-type: none"> • In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers’ voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the Priority Zone of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of
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	<p>the zone you chose. For details on the Priority Zone of Sennheiser TeamConnect Ceiling 2, visit: Setting up Zones for TeamConnect Ceiling 2 (sennheiser-sites.com)</p> <ul style="list-style-type: none"> As for Shure, the second channel only will be detected once the previous speaker stops talking.
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<p>V1.1.1012.0</p> <p>Release date:</p> <p>September 27, 2021</p>	<p>New Features</p> <ul style="list-style-type: none"> Supports Sennheiser TeamConnect Ceiling 2 microphone. Supports AVer PTC3xxV2 series. <p>Bug Fixes</p> <ul style="list-style-type: none"> Resolved the issue of not supporting macOS 11, this limitation has been fixed. Resolved the issue of not able to turn on PTZ Link when PC is under 4k resolution, this bug has been fixed. Resolved the issue of unsynchronized indication while microphone is disconnected. <p>Known Issues</p> <ul style="list-style-type: none"> When more than one channel is detected, camera is not able to support group framing. <ul style="list-style-type: none"> In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers' voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the Priority Zone of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of the zone you chose. For details on the Priority Zone of Sennheiser TeamConnect Ceiling 2, visit: Setting up Zones for TeamConnect Ceiling 2 (sennheiser-sites.com)
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	<ul style="list-style-type: none">• As for Shure, the second channel only will be detected once the previous speaker stops talking.
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<p>V1.1.1009.0</p> <p>Release date:</p> <p>May 11, 2021</p>	<p>General</p> <p>This release note is only for the announcement of newly supported models that have been fully tested on PTZ Link V1.1.1009.0; Therefore, no exclusive software release is needed.</p> <p>New Features</p> <ul style="list-style-type: none">• The following microphone systems are tested and supported by current release version.<ul style="list-style-type: none">• Shure MXA710 microphone• Shure MXA310 microphone <p>Important:</p> <ul style="list-style-type: none">• Please note it's a requirement to set up and configure channels for MXA710 on Shure Designer software first, so PTZ Link can work properly.• Using a single channel on the MXA310 is not supported by PTZ Link. To operate PTZ Link normally, please add and configure other channels on the MXA310 webpage. <p>Bug Fixes</p> <ul style="list-style-type: none">• The same as previous release note that published on May 11 <p>Known Issues</p> <ul style="list-style-type: none">• The same as previous release note that published on May 11
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<p>V1.1.1009.0</p> <p>Release date:</p> <p>May 11, 2021</p>	<p>New Features</p> <ul style="list-style-type: none">• The following microphone systems are supported current release version<ul style="list-style-type: none">• Shure IntelliMix® P300 processor• Shure MXA910 microphone• Able to link AVer cameras to maximum 5 sets of microphone systems• Able to pair up camera preset points with up to 8 microphone channels• Able to show camera and microphone status• Able to configure time to trigger camera to go to preset points that already set up• Able to configure time to go back to Preset 0 when no microphone channel is detected• Supports English and Traditional Chinese version of the software. <p>Bug Fixes</p> <ul style="list-style-type: none">• Initial release <p>Known Issues</p> <ul style="list-style-type: none">• MacOS lower than ver. 14 currently not supported.<ul style="list-style-type: none">• MacOS 11 will be added to support list in the next version.
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