



[iPad/iPhone] AVer PTZ Control Panel Software Release Notes – June 6, 2022

VERSION	V1.2.1030.0
HARDWARE COMPATIBILITY	<p>The following product models are supported by AVer PTZ Control Panel.</p> <ul style="list-style-type: none">• TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 or later• TR530/TR320/TR530+ V0.0.1000.47 or later• PTZ310/PTZ310N/PTZ330/PTZ330N V0.0.0000.56 or later• DL30 V7.0.0010.13 or later• TR313V2 V0.1.0000.18 or later• TR311HVV2/TR333V2/TR323NV2 V0.1.0000.19 or later• MD330U series V1.1.1006.0 or later
OPERATING DEVICES/SYSTEMS	<p>iPadOS® 9 and later</p> <p>iOS 9 and later</p>
RELATED SOFTWARE	NA

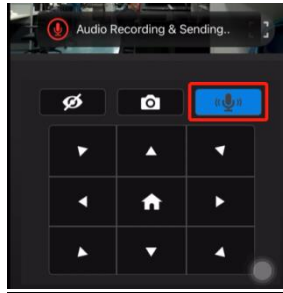
V1.2.1030.0

Release date:

June 1, 2022

WHAT'S NEW

1. Supports two-way radio (Only on the MD330 series).



2. Camera view positions itself to the center when tapping twice on the screen. (Only on the MD330 series).



3. Able to zoom in/out when placing two fingers and spreading on the live view.

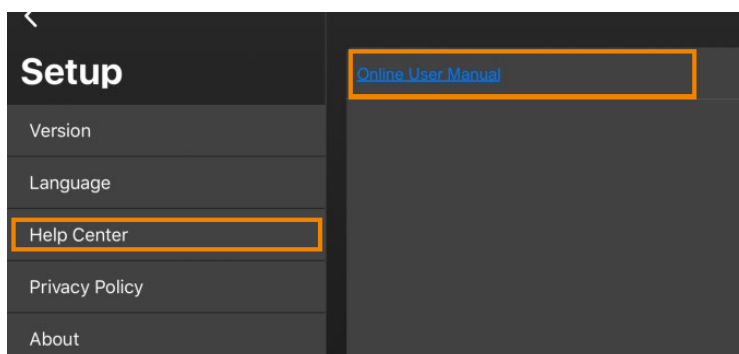


BUG FIXED

1. Fixed the issue of camera tracking status is not refreshed after loaded profile setting.

IMPROVEMENTS

1. Able to link to user manual on Setup/Help Center/Online User Manual



KNOWN ISSUES

1. Zoom ratio is different from the zoom level on camera OSD.
2. Zoom speed may differ when zooming in/out on control panel.
It may cause by different zoom speed of optical and digital zoom on cameras.
3. If you are using iPadOS® 9 and iPadOS®10 or older devices which cannot be upgraded, you may experience slow live view connection due to performance limitations on these devices.

*Workaround: Upgrade iPadOS to 11 or later or turn off live view is suggested.

V1.2.1021.0

Release date:

September 30, 2021

WHAT'S NEW

1. Support of AVer TR3xxV2 series

BUG FIXED

1. Fixed issue regarding longer connection needed for DL30 is under Sleep Mode.

KNOWN ISSUES

1. If using iPadOS® 9 and iPadOS®10 and not able to upgrade the OS, user may experience slow live view connection due to performance limitation.

*Workaround: Upgrade iPadOS to 11 or later or turn off live view is suggested.

VERSION	V1.2.1019.0
HARDWARE COMPATIBILITY	The following product models are supported by AVer PTZ Control Panel. TR310/TR311/TR311HN/TR313/TR331/TR333 V0.0.0000.21 and later TR530/TR320/TR530+ V0.0.1000.47 and later PTZ310/PTZ310N/PTZ310W/PTZ330/PTZ330N/PTZ330W V0.0.0000.56 and later DL30 V7.0.0010.13 and later
OPERATING DEVICES/SYSTEMS	iPadOS® 9 and later iOS 9 and later
RELATED SOFTWARE	NA

V1.2.1019.0 Release date: July 15, 2021	<p><u>WHAT'S NEW</u></p> <ol style="list-style-type: none"> 1. Supports iPhone (iOS 9 and later are supported). 2. Supports Voice Control (iOS 10 and later are required). 3. Supports Auto Zoom on/off. 4. Supports Hybrid Mode on/off. <p><u>BUG FIXED</u></p> <ol style="list-style-type: none"> 1. Improved GUI for manually IP input. 2. Fixed issue regarding presets saving on DL30. 3. Fixed issue regarding capturing live view and controlling p/t/z on DL30. 4. Fixed issue regarding long time required when using snapshot. 5. Fixed issue when more than one IP address for one camera in Auto Search. 6. Fixed issue regarding button grey out after login. <p><u>KNOWN ISSUES</u></p>
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	<p>4. If using iPadOS® 9 and iPadOS®10 and not able to upgrade the OS, user may experience slow live view connection due to performance limitation.</p> <p>*Workaround: Upgrade iPadOS to 11 or later or turn off live view is suggested.</p> <p>5. It may take a while for DL30 enter Sleep Mode.</p> <p>*DL30 will modify its Sleep Mode to USB Mode only in its firmware version after V 7.0.0016.22; therefore, this known issue will be fixed afterwards.</p>
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<p>V1.1.1011.0</p> <p>Release date:</p> <p>February 5, 2021</p>	<p><u>WHAT'S NEW</u></p> <p>5. Supports iPadOS® 9 and iPadOS®10.</p> <p>6. Supports TR320, DL30.</p> <p>7. Supports Live View on/off.</p> <p>8. Supports Profile (up to 3) switching.</p> <p>9. Added Camera Name when login.</p> <p><u>BUG FIXED</u></p> <p>7. Resolved issues regarding correct live view status string.</p> <p>8. Resolved issues regarding unsynchronized live view and audio.</p> <p>9. Resolved issues regarding incorrect camera list.</p> <p>10. Resolved issues regarding crash after long hour's connection for PTC and PTZ.</p> <p>11. Resolved issues regarding unusual noise for PTZ310.</p> <p><u>KNOWN ISSUES</u></p> <p>1. Failed to save preset for DL30.</p> <p>*Will fix in the next firmware version.</p> <p>2. It takes a while to get DL30's live view and control pan/tilt/zoom.</p> <p>*Will fix in the next firmware version.</p>
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	<p>3. When using snapshot in Control Panel, it saves the picture that took last time.</p> <p>*Will fix in the next version.</p> <p>4. If using iPadOS® 9 and iPadOS®10 and not able to upgrade the OS, user may experience slow live view connection due to performance limitation.</p> <p>*Workaround: Upgrade iPadOS to 11 or later or turn off live view is suggested.</p>
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<p>V1.1.1008.0</p> <p>Release date:</p> <p>November 20, 2020</p>	<p><u>WHAT'S NEW</u></p> <ol style="list-style-type: none"> 1. Capture camera images and save them to the device album. 2. Pan, tilt, and zoom your camera to capture different areas of your room. 3. Adjust the pan/tilt speed, and switch between autofocus and manual focus. 4. Enable and disable tracking features, including Presenter/Zone Mode, and Click Track. 5. Save and call up to 256 preset points. <p><u>BUG FIXED</u></p> <p>N/A (First release version of this software)</p> <p><u>KNOWN ISSUES</u></p> <ol style="list-style-type: none"> 1. Not able to find or download the app when searching on Apple Store. <p>*This issue only happened when the operating system is earlier than iPadOS 11 as currently PTZ Control Panel only supports iPadOS 11 or later.</p> <ol style="list-style-type: none"> 2. Connection lost if the user modified the password after login. <p>*This issue only happened when the camera password was changed on Web Brower.</p> <p>Login again to re-gain authorization with the latest password.</p> <ol style="list-style-type: none"> 3. Due to device resource consumption, the app may become unstable after a very long connection with the camera.
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	<p>*Currently, this issue claimed happens randomly. We are continuously following up and will keep it improved.</p> <p>4. Unsynchronized live streaming and audio after switching back to the app from the Home button.</p> <p>*Workaround: The issue will be solved when logging out or reconnecting the app. We are continuing to improve the resource usage while switching between apps.</p> <p>5. PTZ310 still can be connected even though it's in Standby mode.</p> <p>*This issue happened as standby mode conditionally power off, so it is still recognized as a status that is power on.</p>
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