

# EZ Manager

## User Manual



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## **Help**

<http://www.aver.com/technical-support>

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# PREFACE

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EZManager is a management software to control all AVer USB cameras through the network. This allows user to update and setup USB camera at anywhere which as long as network is available.

## MINIMUM SYSTEM REQUIREMENT

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### **PC hardware and software requirement:**

- CPU: Intel Core i5-6xxx 3.0GHZ
- RAM: 8G
- HDD: 10G (Free Space)
- Network card: 100M bps
- Wireless: 802.11ac (Optional)
- OS: Windows 7, 64 bits, Windows 10, 64 bits

### **Web browser supports:**

- Chrome: version 76.x or above
- Firefox: version 69 or above
- IE: Doesn't support

## **DOWNLOADING THE APPLICATION**

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Through the network and AVer PTZApp, EZManager can find the AVer USB cameras and to manage them. Therefore, user needs to install the EZManager at server site and AVer PTZApp at client (PC/laptop) site.

**To get this software, please send request to our technical support (see below URL) to leave your contact information.**

**URL: <http://www.aver.com/technical-support>**



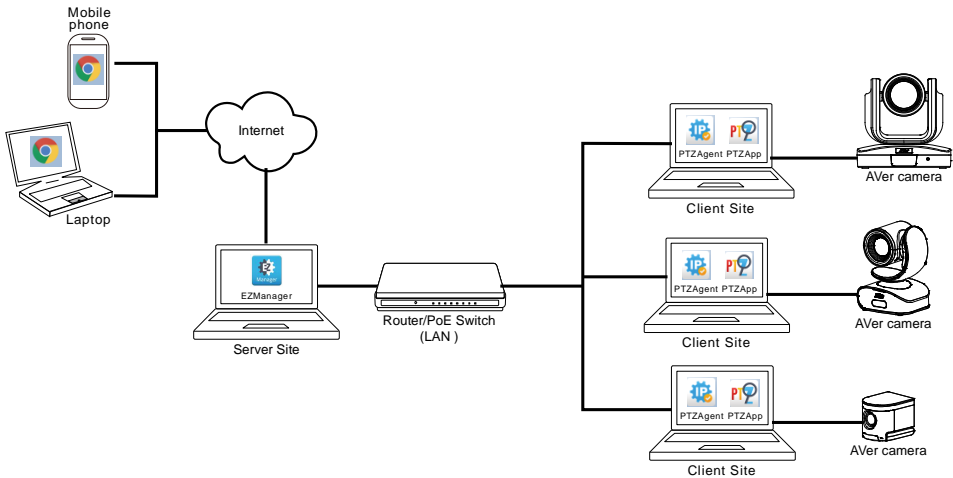
EZManager



AVer PTZAPP

# CONNECTION


- Please make sure all devices are well-connected and power on.
- The client site needs to install “**AVer PTZApp**” application.
- The server site needs to install “**EZManager**” application.
- The server site and client site must be at the same LAN segment if it is an internet connection (same location).
- The sever site IP needs a public IP address, if client site and server sit are not an internal connection (different location).

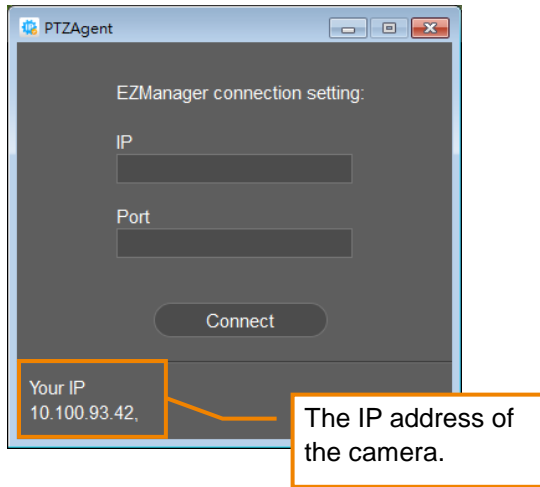


# INSTALLATION

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## Install AVer PTZApp(Client Site)

1. After downloading, double-click  to start installation. Follow the on-screen instruction to complete the installation.
2. After installation, the PTZAgent dialog is displayed. User will see its own IP address at left corner of dialog. Please make sure the IP address of client site is in same LAN network with server site.



3. To make a connection with EZManager, refer to “**Connecting to EZManager**” section in this manual.

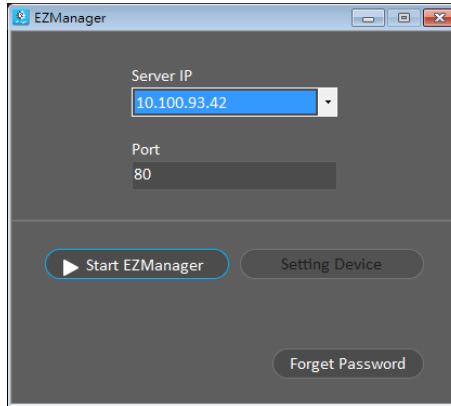


## Install EZManager (Server Site)

1. After downloading, double-click  to start installation. Follow the on-screen instruction to complete the installation.

**[Note]** During the installation, a firewall security dialog will show up, please allow the firewall access to continue installation.

2. After installation, a EZManager dialog is displayed.




3. How to operate the EZManager, refer to “**Using EZManager**” section in this manual.

# CAMERA CONNECTS TO EZMANAGER

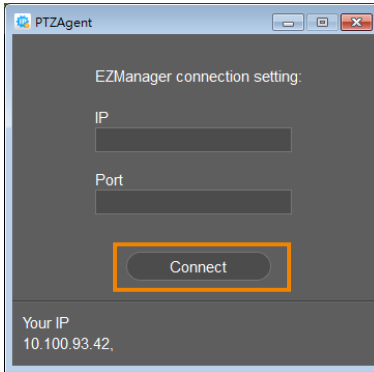
The client site can make a connection to EZManager, then the client camera will be in EZManager's list.

1. Run the PTZAgent.

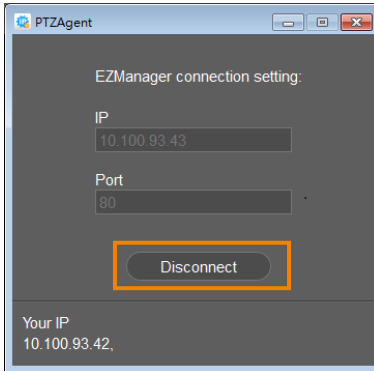
**[Note]** PTZAgent will minimize in system tray, user can click “” in system tray to bring it out.

2. Enter the EZManager's “IP” and “Port”. The IP address and port of EZManager, please ask your admin supervisor.

3. Click “**Connect**” button.



4. After connecting, the “**Disconnect**” button will appear. To stop connection with EZManager, click “**Disconnect**” button.

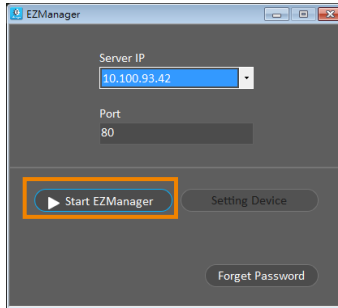


# USING EZMANAGER

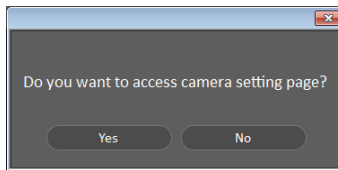
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## Starting

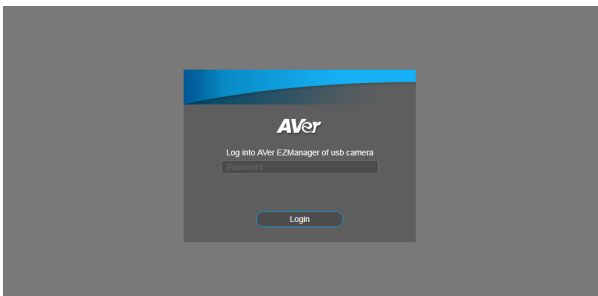
1. In EZManager dialog, click “**Start EZManager**”.



2. A dialog pop-up and ask you want to access camera setting page or just enable EZManager.



- **No:** The EZManager will be enabled and allow remote device to access EZManager to do cameras' management.
  - **Yes:** The screen will lead to a camera setting page.
3. When you select “**Yes**”, a login page will show up. Please enter the password to login. The default password is “**1234**”.
  4. Then, click “**Login**”.



# Main Functions Introduction


The screenshot shows the AVer EZManager web interface. At the top, there are navigation buttons: Scan, Software Update, Firmware Update, Import Profile, and Delete Camera. Below these is a table of cameras with columns for PC Name, Model, Camera Name, IP Address, Software Version, Firmware Version, Profile, Camera Status, and Action Result. Callout boxes point to specific features: 'Scan and add the client site's camera' points to the Scan button; 'Password reset.' points to the Settings gear icon; 'Delete the selected cameras.' points to the Delete Camera button; 'Update AVer PTZApp of selected cameras.' points to the Software Update button; 'Update firmware of selected cameras.' points to the Firmware Update button; 'Import the setting profile to selected cameras.' points to the Import Profile button. The table contains several rows of camera data, with some cells containing 'Click to add name'.

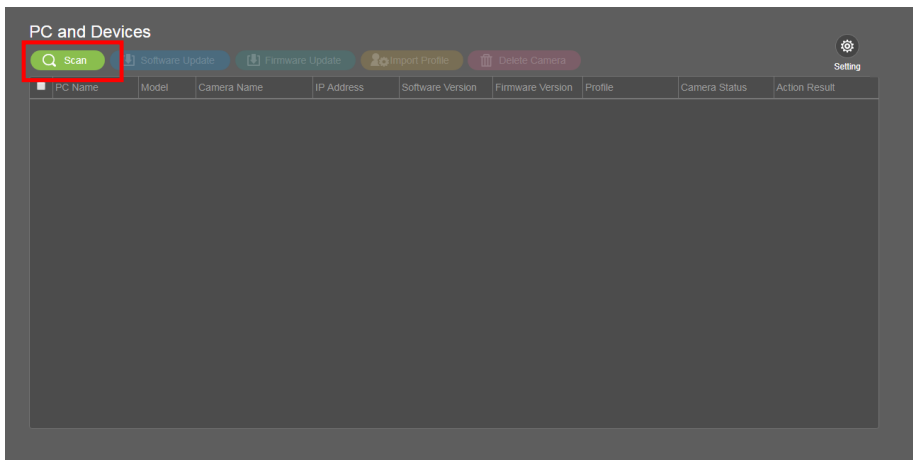
PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
DA00123	VC520	Click to add name	192.168.199.189	1.3.1060.63	0.0.0018.20	Profile 1	In use	Updated fail
DA00123	CAM540	80	192.168.1.10	1.3.1060.64	0.0.0018.25	...	Stand by	
DA00689	VB342	Click to add name	192.168.1.16	1.3.1060.64	0.0.			
DA00684	VC520+	Click to add name	192.168.1.22	1.3.1060.63	0.0.			
DA00228	VB342+	Click to add name	192.168.1.25	1.3.1060.63	0.0.			

## Scan and Add Camera

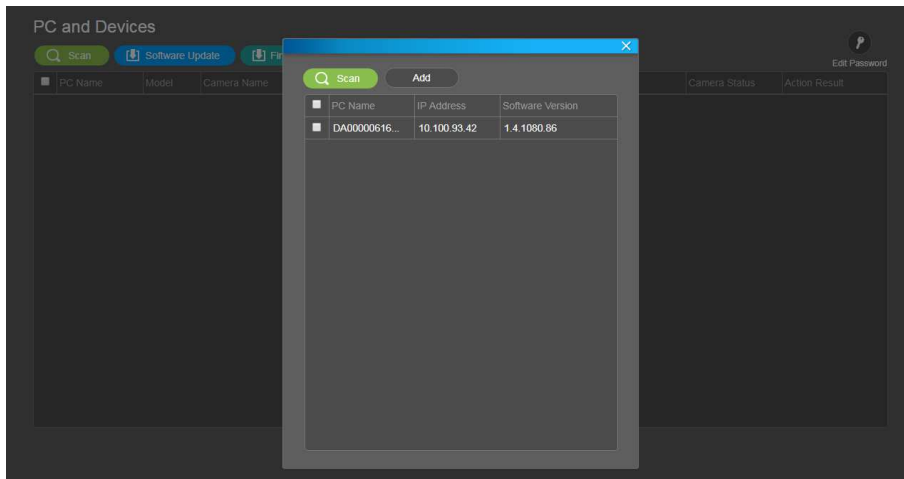
To find the camera and add.

[Note] The scan function only support for sever site and client site at the same LAN network.

1. Click  button to find the client site (PC/Laptop) within camera connection.



2. The client site will be list in dialog.
3. Mark the checkbox of the client site and click **"Add"** button.



4. Then, the camera will list on the screen.

PC and Devices

Scan Software Update Firmware Update Import Profile Delete Camera Setting

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
DA00000616...	CAM540	Click to add Name	10.100.93.42	1.4.1080.86	0.0.6000.36	-	READY	

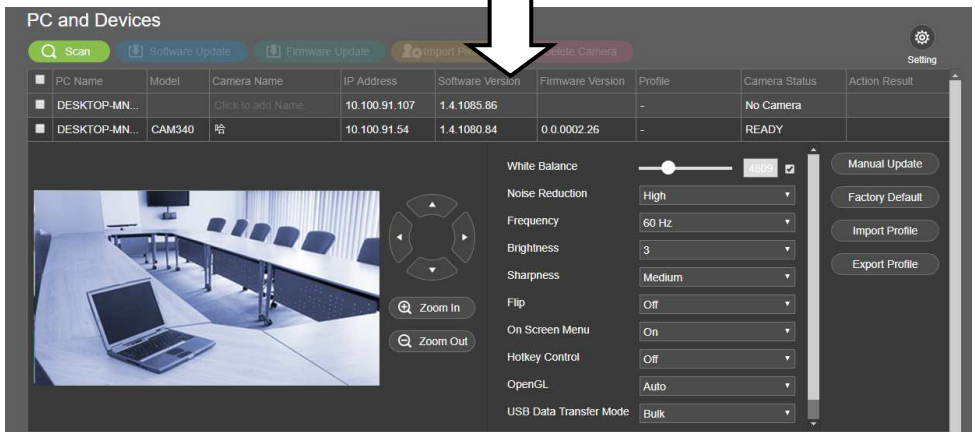
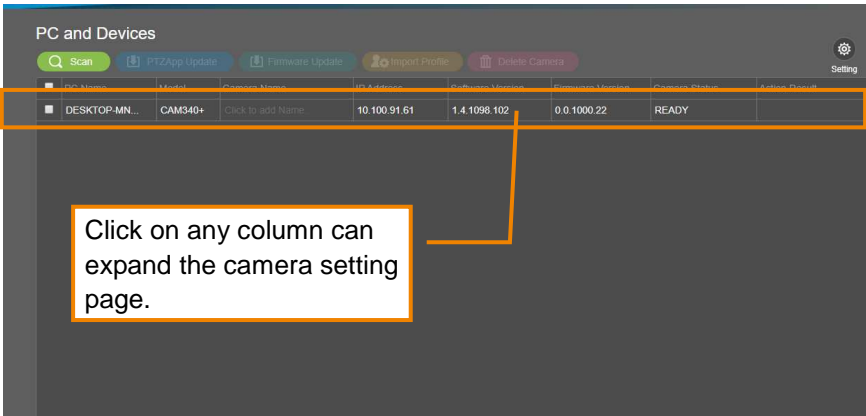
# Operating the Camera

User can operate the camera through the EZManager.

User can setup the camera even the camera is busy with such as Zoom, skype...etc..

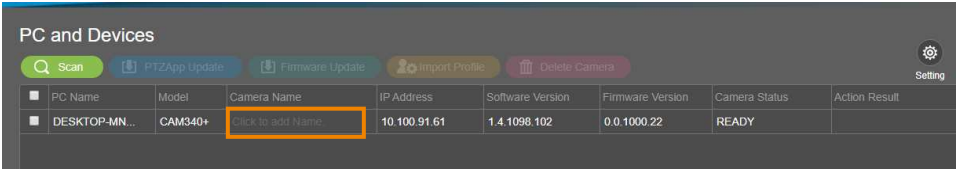
Click on any column of the camera to expand the setting page.

**[Note]** When the Camera Status column is shown “In Use” message, the camera setting page cannot be expanded; because the client site (PC) is in a video call via Zoom or other software.



## Change the camera name

Click on the column of “**Camera Name**”, then, enter the name for the camera.



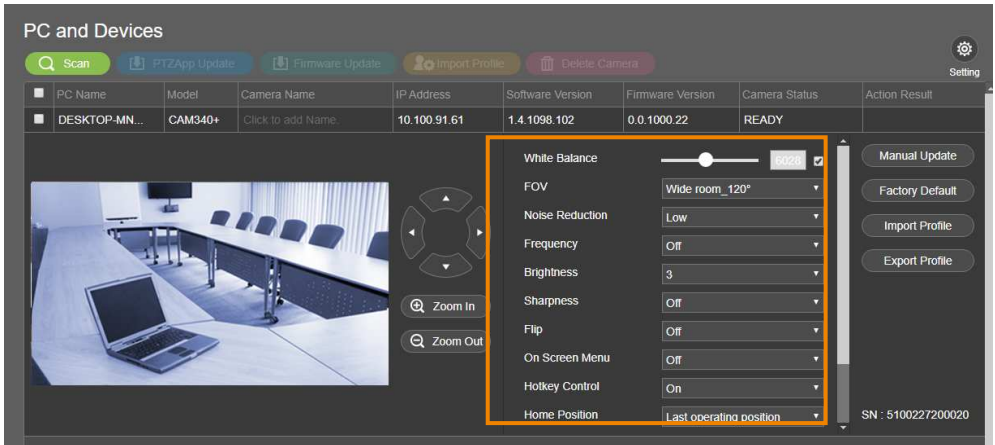
PC and Devices

Scan PTZApp Update Firmware Update Import Profile Delete Camera

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	

## Setting selection

In camera setting page, the setting selections will depend on the camera has supported.



PC and Devices

Scan PTZApp Update Firmware Update Import Profile Delete Camera

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	

White Balance: [Slider] [RO21]

FOV: Wide room\_120°

Noise Reduction: Low

Frequency: Off

Brightness: 3

Sharpness: Off

Flip: Off

On Screen Menu: Off

Holkey Control: On

Home Position: Last operating position

Manual Update

Factory Default

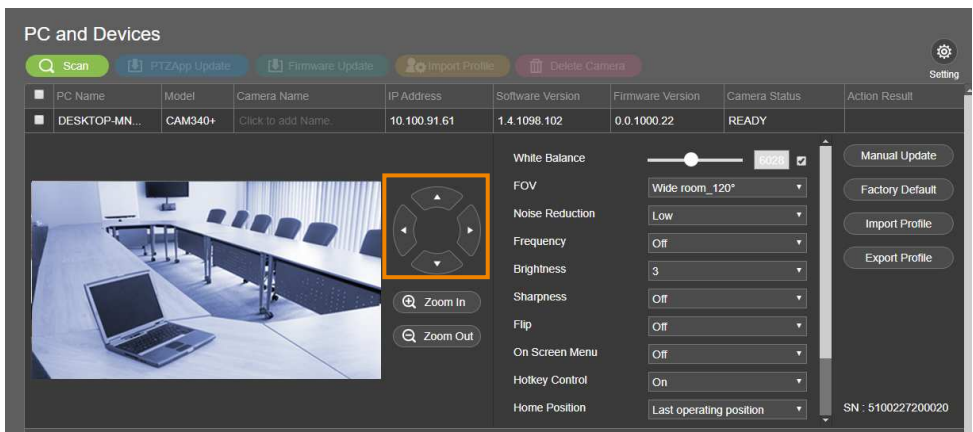
Import Profile

Export Profile

SN : 5100227200020

## Direction Button

Use the direction button to control the camera to left, right, up and down.



PC and Devices

Scan PTZApp Update Firmware Update Import Profile Delete Camera

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	

White Balance: [Slider] [RO21]

FOV: Wide room\_120°

Noise Reduction: Low

Frequency: Off

Brightness: 3

Sharpness: Off

Flip: Off

On Screen Menu: Off

Holkey Control: On

Home Position: Last operating position

Manual Update

Factory Default

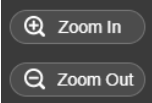
Import Profile

Export Profile

SN : 5100227200020



## Zoom in/Zoom out



To zoom in or zoom out the view of the camera.

PC and Devices

Scan PTZApp Update Firmware Update Import Profile Delete Camera

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	

White Balance: 5000K  Manual Update

FOV: Wide room\_120° Factory Default

Noise Reduction: Low Import Profile

Frequency: Off Export Profile

Brightness: 3

Sharpness: Off

Flip: Off

On Screen Menu: Off

Holkey Control: On

Home Position: Last operating position

SN : 5100227200020

## Microphone Mute/Un-Mute



If the camera has microphone supported, the mute/un-mute function will display. Click check box to mute or un-mute the volume of microphone.

PC and Devices

Scan Software Update Firmware Update Import Profile Delete Camera

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
DESKTOP-MN...		Click to add Name	10.100.91.107	1.4.1085.86	-	-	No Camera	
DESKTOP-MN...	CAM340	哈	10.100.91.54	1.4.1080.84	0.0.0002.26	-	READY	

White Balance: 5000K  Manual Update

Noise Reduction: High Factory Default

Frequency: 60 Hz Import Profile

Brightness: 3 Export Profile

Sharpness: Medium

Flip: Off

On Screen Menu: On

Holkey Control: Off

OpenGL: Auto

USB Data Transfer Mode: Bulk

## Manual Update

### Manual Update

Click it to update the camera's firmware by selected specific update file. While updating, the progress status dialog is displayed on screen.

**[Note]** After updating, the camera might reboot. The EZManager will lose connection with the camera, please wait for EZManager to reconnect to the camera.

The screenshot shows the 'PC and Devices' section of the EZManager interface. A table lists camera information for 'DESKTOP-MN...'. To the right, a settings menu is open, with the 'Manual Update' button highlighted by an orange box. Other settings include White Balance, FOV, Noise Reduction, Frequency, Brightness, Sharpness, Flip, On Screen Menu, Hotkey Control, and Home Position. A live video feed of a conference room is visible on the left.

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	



This screenshot shows the same EZManager interface as above, but with a 'Firmware Updating' dialog box overlaid in the center. The dialog displays a progress bar at 37%. The background settings menu is partially visible behind the dialog.

## Factory Default


Factory Default

Click it to reset the camera back to factory default.  
If EZManager lost the connection with the camera, please re-connect with the camera again.

PC and Devices

Scan PTZApp Update Firmware Update Import Profile Delete Camera Setting

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	



White Balance: [Slider] [Auto]  Manual Update

FOV: Wide room\_120° Factory Default

Noise Reduction: Low Import Profile

Frequency: Off Export Profile

Brightness: 3

Sharpness: Off

Flip: Off

On Screen Menu: Off

Hotkey Control: On

Home Position: Last operating position SN : 5100227200020

## Import/Export Profile

Import Profile


Export Profile

To import the camera's setting profile from local hard disk/external storage device and export the camera's setting profile to local hard disk/external storage device.  
To quickly setup the camera settings, import the pre-saved profile.

PC and Devices

Scan PTZApp Update Firmware Update Import Profile Delete Camera Setting

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Camera Status	Action Result
DESKTOP-MN...	CAM340+	Click to add Name	10.100.91.61	1.4.1098.102	0.0.1000.22	READY	



White Balance: [Slider] [Auto]  Manual Update

FOV: Wide room\_120° Factory Default

Noise Reduction: Low Import Profile

Frequency: Off Export Profile

Brightness: 3

Sharpness: Off

Flip: Off

On Screen Menu: Off


Hotkey Control: On

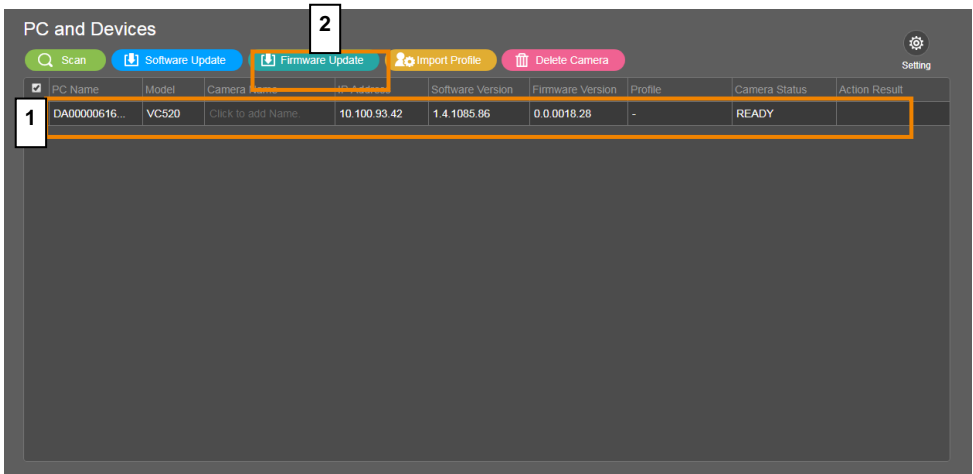
Home Position: Last operating position SN : 5100227200020

# Firmware Update

Updating the firmware of selected cameras.

While the camera is operating, the software update is not allowed. Please make sure the camera is idling before doing the update.

1. Select the cameras from list.
2. Click  button to update the cameras' firmware.
3. The update progress is displayed in “**Camera Status**” column. User can check result in “**Action Result**” column.



PC and Devices

2

Scan Software Update Firmware Update Import Profile Delete Camera Setting


<input checked="" type="checkbox"/>	PC Name	Model	Camera	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
1	DA00000616...	VC520	Click to add Name	10.100.93.42	1.4.1085.86	0.0.0018.28	-	READY	

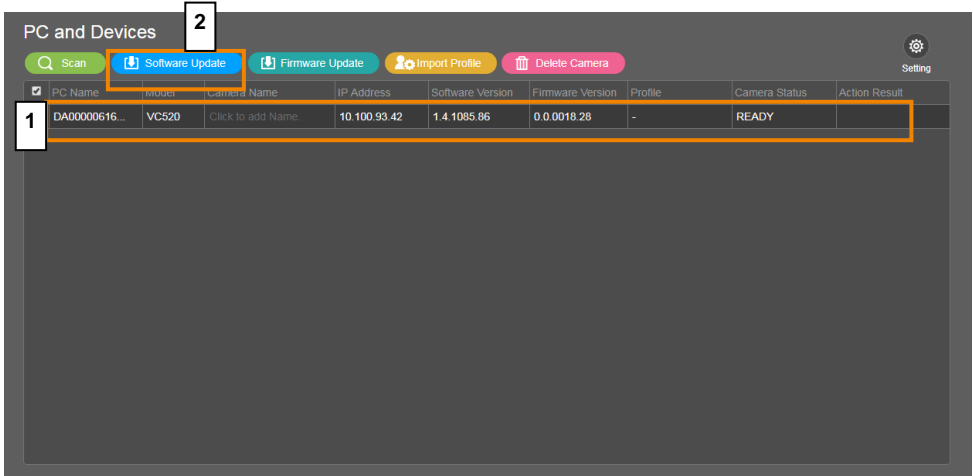
**[Note]** After updating, the AVer PTZApp might restart. The EZManager will lose connection with the camera. Please wait for EZManager to reconnect to the camera.

# Software Update

Updating the AVer PTZApp of the selected cameras.

While the camera is operating, the software update is not allowed. Please make sure the camera is idling before doing the update.

1. Select the cameras from list.
2. Click  button to update the AVer PTZApp of the selected cameras.
3. The update progress is displayed in “**Camera Status**” column. User can check result in “**Action Result**” column.




The screenshot shows the 'PC and Devices' section of the EZManager interface. At the top, there are several action buttons: 'Scan', 'Software Update', 'Firmware Update', 'Import Profile', and 'Delete Camera'. The 'Software Update' button is highlighted with a blue box and a callout '2'. Below the buttons is a table with the following columns: PC Name, Model, Camera Name, IP Address, Software Version, Firmware Version, Profile, Camera Status, and Action Result. The first row of the table is highlighted with an orange box and a callout '1'. The table contains one row of data:

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
DA00000616...	VC520	Click to add Name	10.100.93.42	1.4.1085.86	0.0.0018.28	-	READY	


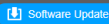
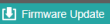
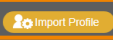


**[Note]** After updating, the camera might reboot. The EZManager will lose connection with the camera. Please wait for EZManager to reconnect to the camera.

# Import Profile

To import the setting profile to selected camera from local hard disk/external storage device

1. Select the cameras from list.
2. Click  button and select the file saved direction.

PC and Devices

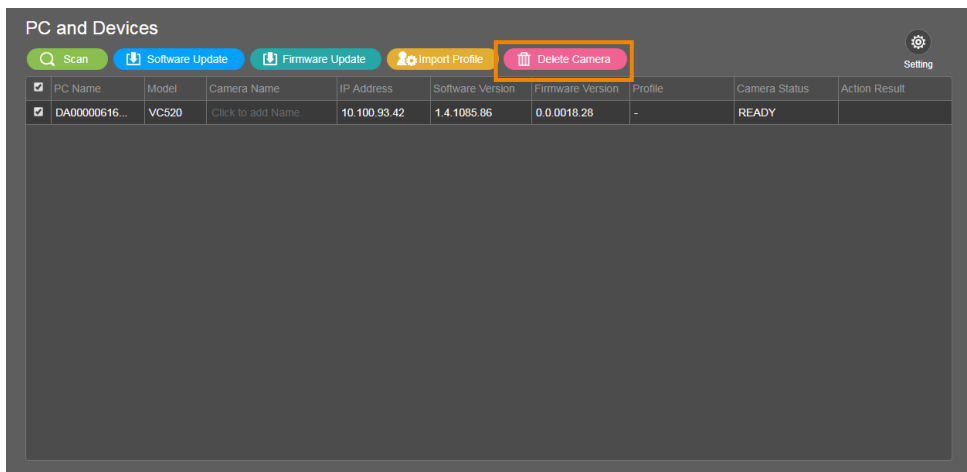
     

<input checked="" type="checkbox"/>	PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
<input checked="" type="checkbox"/>	DA00000616...	VC520	Click to add Name	10.100.93.42	1.4.1085.86	0.0.0018.28	-	READY	

## Delete Camera

To remove the selected cameras from the list.

Select the camera from the list and click  button to delete the camera.



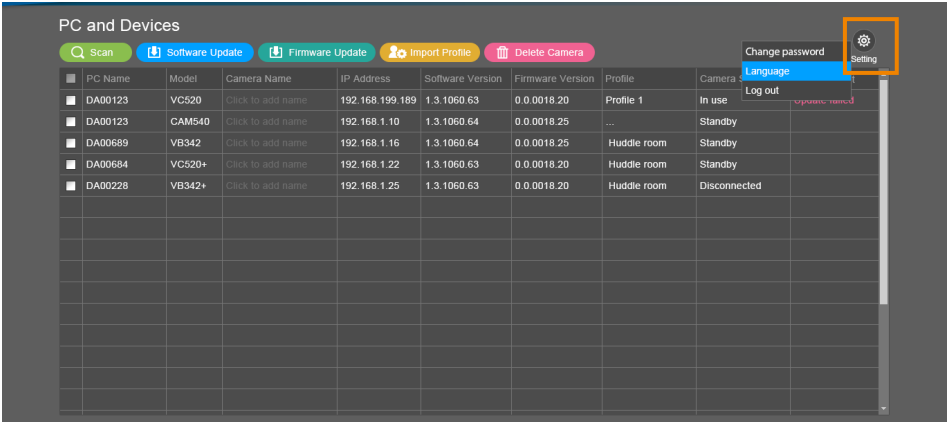
The screenshot shows the 'PC and Devices' management interface. At the top, there are several action buttons: 'Scan', 'Software Update', 'Firmware Update', 'Import Profile', and 'Delete Camera'. The 'Delete Camera' button is highlighted with a red box. Below the buttons is a table with the following data:

<input checked="" type="checkbox"/>	PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera Status	Action Result
<input checked="" type="checkbox"/>	DA00000616...	VC520	Click to add Name	10.100.93.42	1.4.1085.86	0.0.0018.28	-	READY	

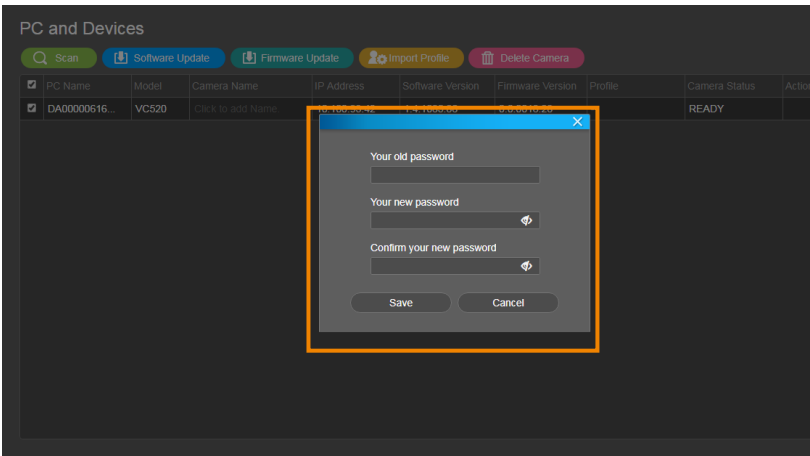
# Change Password

Change the login password of the EZManager.

1. Click “**Setting**” button.



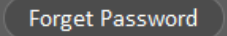
2. The password edit dialog is displayed. Enter the current password, new password, and re-enter password in corresponding column.
3. Click “**Save**” button to change the password.

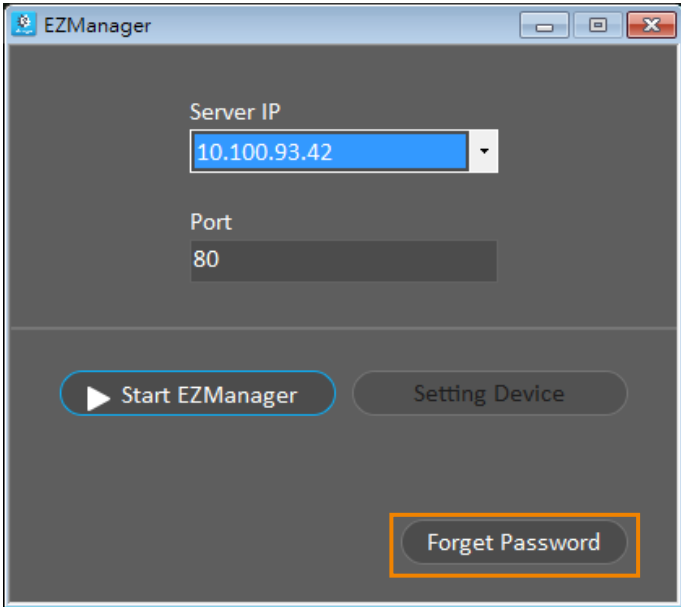




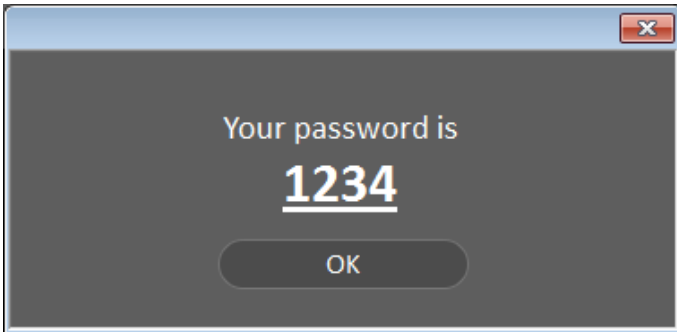
## Forget Password

If forget the login password of EZmanager, click **“Forget Password”** button on the login dialog.

Click  button.



A password dialog is displayed and current password is shown.



## Select System Language

Select the EZManager system language – We currently have English, Traditional Chinese and Japanese. It will display the corresponding language based on user's OS language setting.

## Logout the EZManager

Exit from EZManager system.

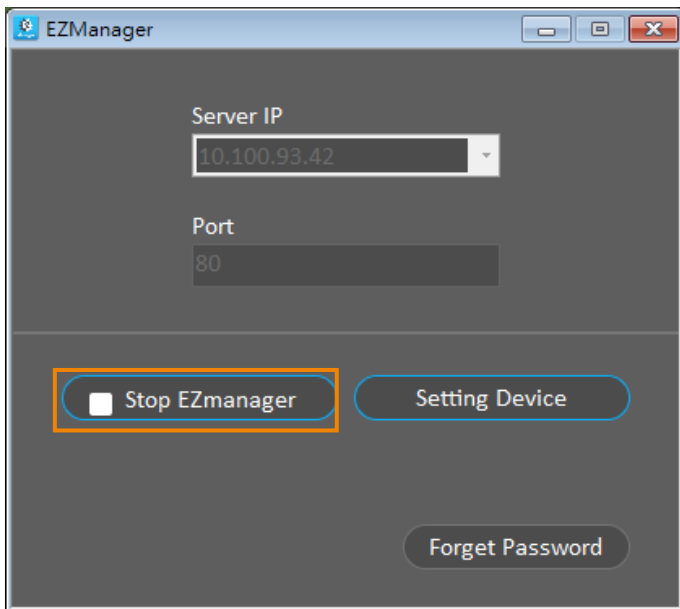
Click **“Setting”** > **“Log out”**

The screenshot shows the EZManager interface with a table titled "PC and Devices". The table has columns for PC Name, Model, Camera Name, IP Address, Software Version, Firmware Version, Profile, and Camera. The table contains five rows of data. In the top right corner, there is a "Setting" menu icon (a gear) which is highlighted with an orange box. A dropdown menu is open from this icon, showing options: "Change password", "Language", and "Log out". The "Language" option is highlighted in blue.

PC Name	Model	Camera Name	IP Address	Software Version	Firmware Version	Profile	Camera
DA00123	VC520	Click to add name	192.168.199.189	1.3.1060.63	0.0.0018.20	Profile 1	In use
DA00123	CAM540	Click to add name	192.168.1.10	1.3.1060.64	0.0.0018.25	...	Standby
DA00689	VB342	Click to add name	192.168.1.16	1.3.1060.64	0.0.0018.25	Huddle room	Standby
DA00684	VC520+	Click to add name	192.168.1.22	1.3.1060.63	0.0.0018.20	Huddle room	Standby
DA00228	VB342+	Click to add name	192.168.1.25	1.3.1060.63	0.0.0018.20	Huddle room	Disconnected

## Stop EZManager

Click “**Stop EZManager**” to disable the EZManager.



## Connects EZManager from Remote Device

When EZManager is starting, user can access EZManager through the internet to manager the cameras from remote site (ex: mobile phone, PC/Laptop).

1. Make sure EZManager is started.
2. Open Chrome browser on your device, enter IP address of EZManager.
3. The EZManager page will display on your device's Chrome browser.

## FAQ

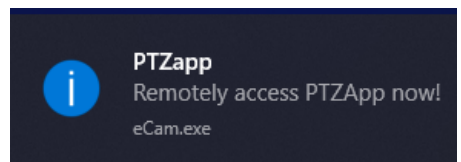
Q1: Why can't local site start video call while EZManager remotely access local live video view?

Answer:

- Please switch off the video view in PTZApp to cut off remote video access.
- This is because the live view displayed on EZManager is provided by PTZApp installed in local site PC. Since the video streaming is occupied by PTZApp, you are not able to get video streaming while opening ZOOM or other VC software.



Q2: Why do I see a pop up message “Remotely access PTZApp now!” in local site PC, both on PTZApp and PC desktop?



Answer:

- When EZManager remotely access local site PC, there will pop up this warning message to indicate this remote access. If local site PC wants to stop the remote monitoring, please launch PTZApp and switch off the live view.
- When EZManager remotely access local site PC, the local video resolution will drop to lower resolution at 640x480. When local site cut remote access, the image resolution will turn back to 1080p.