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AVer PTZ Link

User Manual

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Technical Support: https://averusa.force.com/support/s/contactsupport

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PREFACE

AVer PTZ Link is a software to link AVer cameras to microphone system. The supported models are listed below.

AVer tracking cameras (USA region)

- TR310/TR311/TR311HN/TR313/TR331/TR333
- TR530/TR320/TR530+/TR320+
- TR313V2
- TR333V2 (*This series is estimated to have a pilot run by the end of December.)
- DL30

AVer tracking cameras (non USA region)

- PTC310/PTC310U/PTC310H
- PTC115/PTC500S/PTC115+/PTC500+
- PTC330UV2 (*This series is estimated to have a pilot run by the end of December.)
- DL30

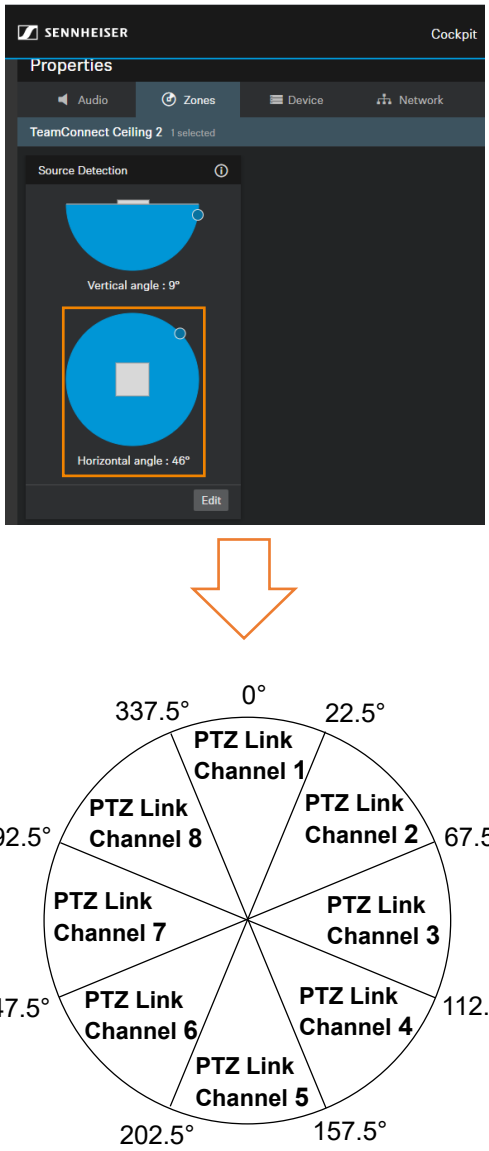
AVer PTZ cameras

- PTZ310/PTZ310N/PTZ330/PTZ330N

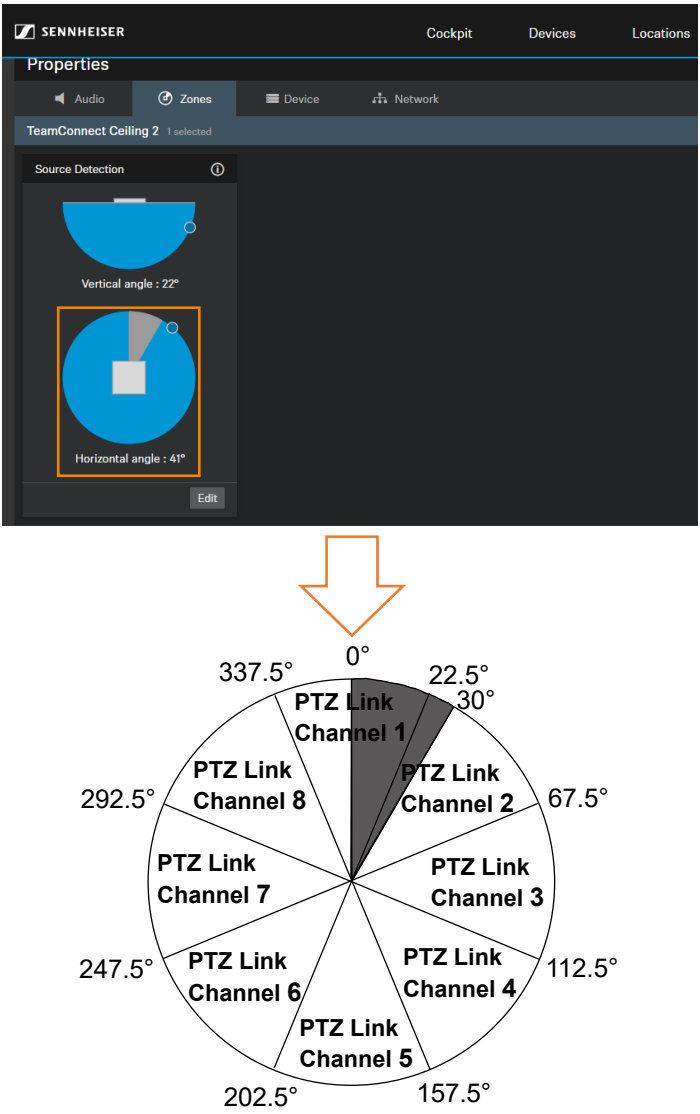
Microphone system

- Shure IntelliMix® P300 processor
- Shure MXA310 microphone
  [Note] Using single channel on MXA310 is not supported by PTZ Link. To operate PTZ Link normally, please add and configure other channels on MXA310 webpage.
- Shure MXA710 microphone
  [Note] It is required to set up and configure channels for MXA710 on Shure Designer software first, so PTZ Link can be worked properly.
- Shure MXA910 microphone
- Sennheiser TeamConnect Ceiling 2 microphone
  [Note] It is required to set up and configure channels for TCC2 on Sennheiser Control Cockpit software first, so PTZ Link can be worked properly.

1. PTZ Link divides Senheisser's horizontal angles into 8 equal parts, which corresponds Channel 1 to Channel 8 of PTZ Link.



2. If any Exclusion Zone is activated in Sennheiser Control Cockpit software, the corresponding channel(s) of PTZ Link will also be affected. For example, if Exclusion Zone is set from 0˚ to 30˚, the audio signals from 0˚~22.5˚ of PTZ Link Channel 1 and 22.5˚~30˚ of PTZ Link Channel 2 will be neglected.



MINIMUM SYSTEM REQUIREMENT

PC hardware and software requirement

- CPU: Intel® Core™ 2 Duo 2.00GHz or higher
- RAM: 2GB of RAM or more
- HDD: 100MB (Free Space)
- OS: Windows® 7, 8.1, 10 & macOS v10.14 or later
- Network available

DOWNLOADING THE APPLICATION

Through AVer PTZ Link, user can link AVer cameras to microphone system. Therefore, user needs to install AVer PTZ Link at server (PC/laptop) site and keep AVer PTZ Link running during the meeting.

To get this software, please visit our download center (see below URL) to download.

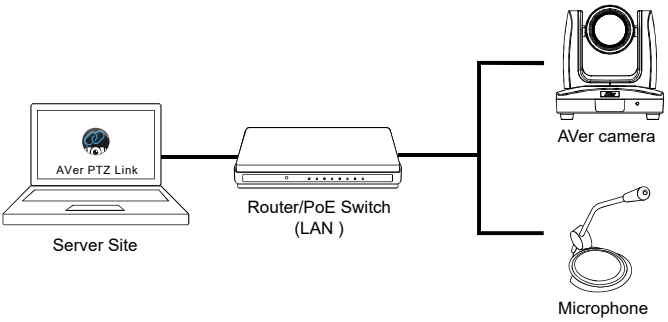
Global: https://www.aver.com/download-center

USA: https://www.averusa.com/pro-av/support/

Europe: https://www.avereurope.com/download-center

CONNECTION

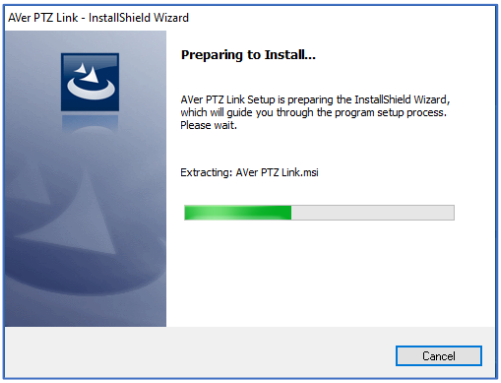
- Please make sure all devices are well-connected and power on.
- Needs to install “**AVer PTZ Link**” application.
- All devices are suggested on a same LAN, or UDP port – 52381 & TCP port – 2202 must be available between devices.

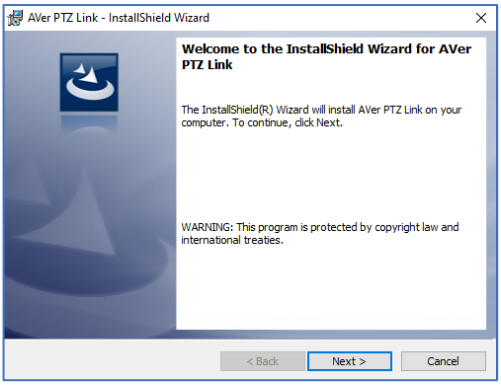


OPERATION

Install AVer PTZ Link

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





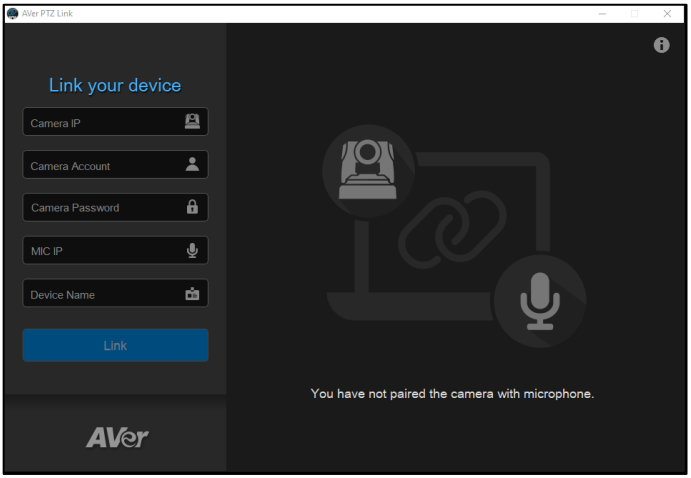
2. After installation, AVer PTZ Link icon is displayed.
3. Double-click to launch AVer PTZ Link.

Link Device

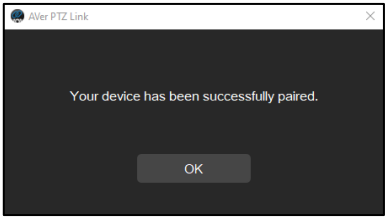
1. Enter camera IP (in IPv4 format), camera account, camera password, microphone IP (in IPv4 format), and create a device name (length has to be less than 20 characters) for this paired camera and microphone. Then, click “Link.”

   [Notes]

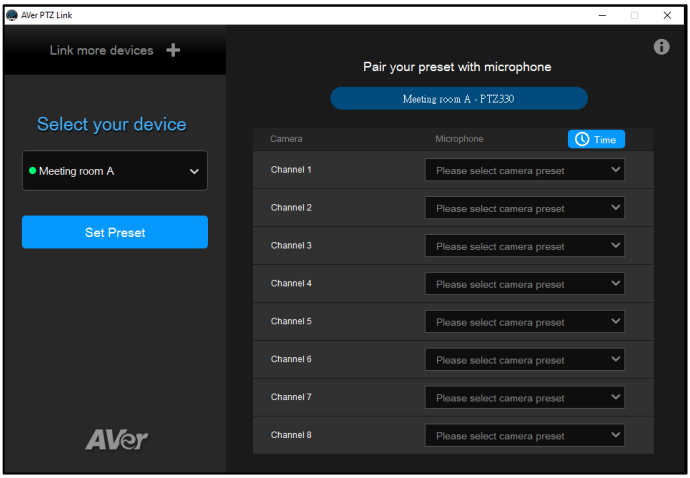
   - AVer PTZ Link will memorize the last setting, including device name and preset setup.
   - When AVer PTZ Link launches, the paired devices will automatically run.
   - Links can be created even for the offline cameras.



When the camera and the microphone have been successfully paired, a message dialog will appear. Click OK or × button to close the dialog.



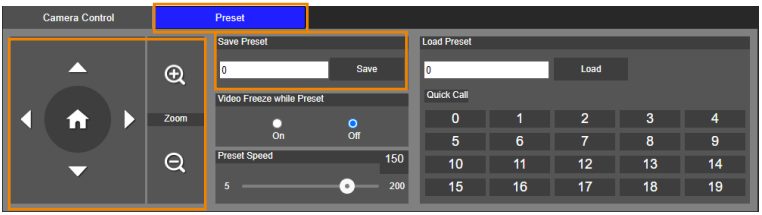
2. Click Set Preset button and enter the camera's account and password to sign in the camera's web setting page.



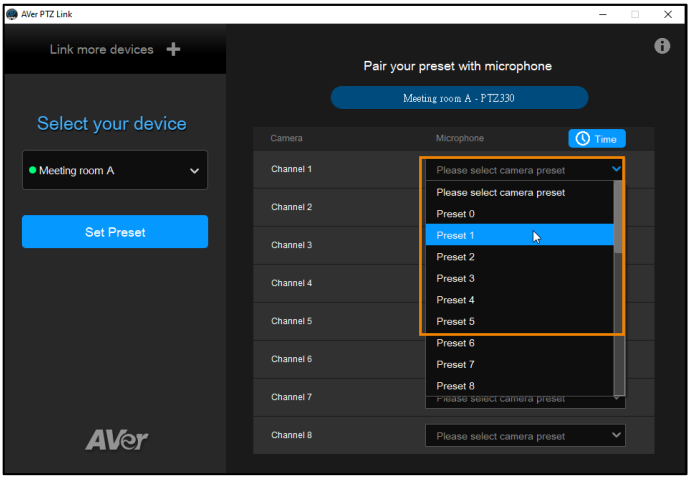
3. In the Live View of web setting page, click Preset tab. Enter the preset number in the Save Preset field and use directional and zoom in/out buttons to adjust camera to desired position. Click Save button to save the preset position.

[Notes]

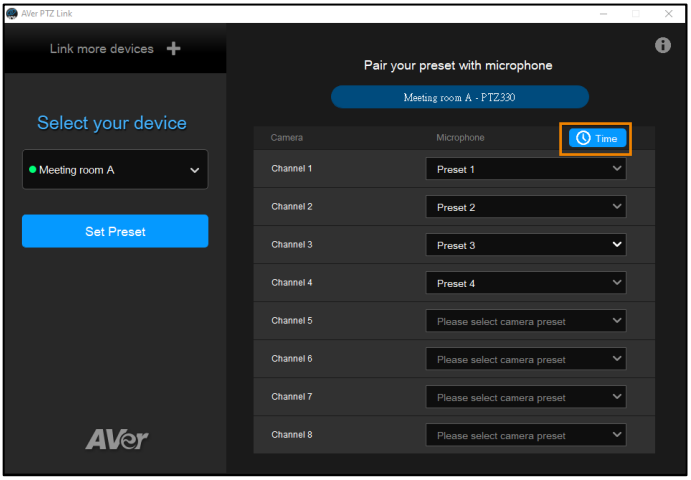
- Each camera's web setting page may vary. Please refer to camera's user manual for more details.
- Up to 256 (0~255) preset points can be set up.



4. After setting preset, pair your preset with microphone. Use the drop-down list to select camera preset for each channel (up to 8 channels for each device).

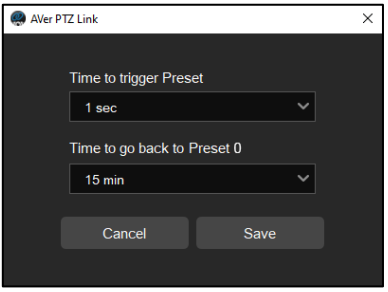


5. Click Time button to open a dialog to set up time to trigger preset and time to go back to Preset 0.

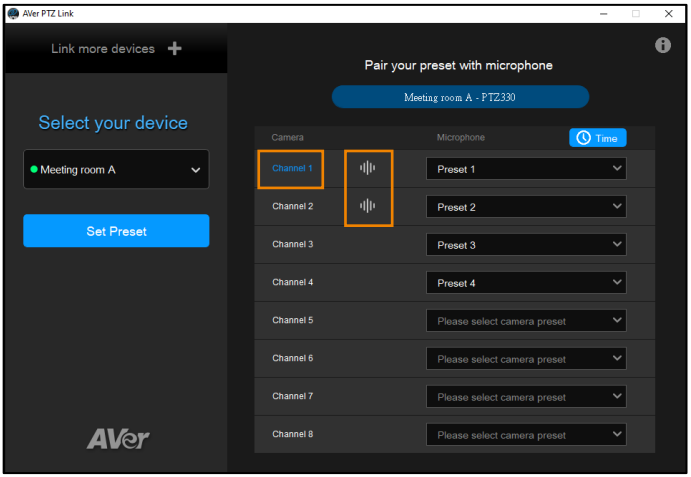


Time to trigger Preset (default 1 second) is the detected voice time threshold before camera moving to the preset of that voice. For example, if Time to trigger Preset is set at 3 sec and a speaker has talked longer than 3 seconds, the camera will move to the preset of that speaker. However, if a speaker has talked less than 3 seconds, the camera will not move.

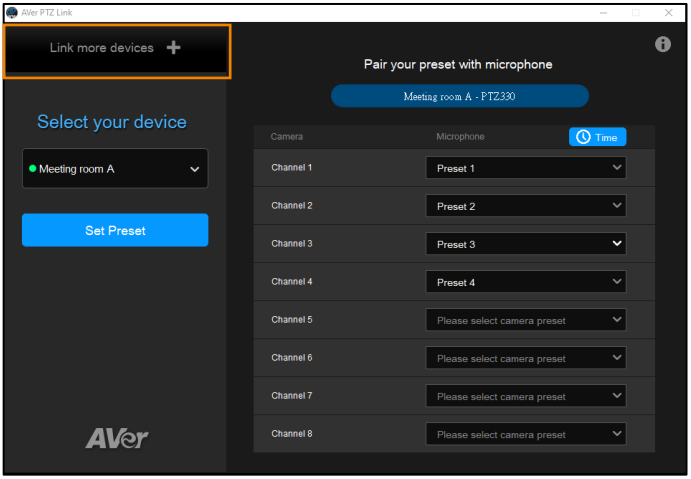
Time to go back to Preset 0 (default 15 minutes) is the time interval between no voice detecting and camera moving to the Preset 0. Click Cancel or Save button to confirm. Click × button to close the dialog.

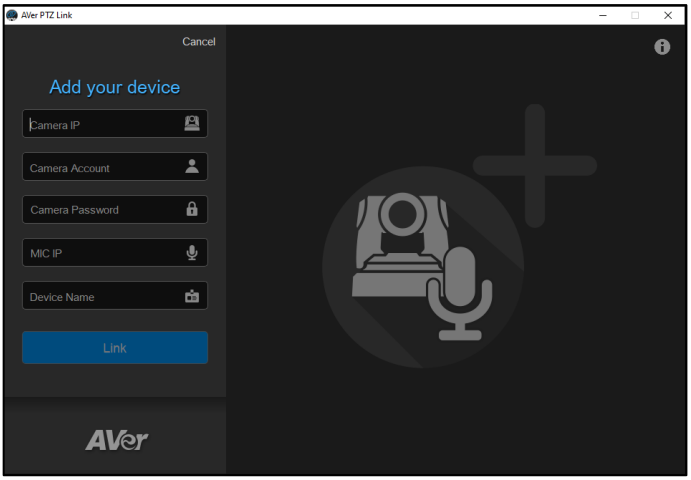


If the voice is detected by any channel, the voice tracking icon will appear. The Channel in blue indicates that the camera is staying at its preset point.

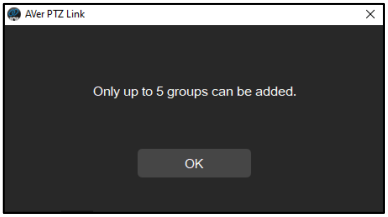


6. To link more devices, click Link more devices + button and repeat above steps.



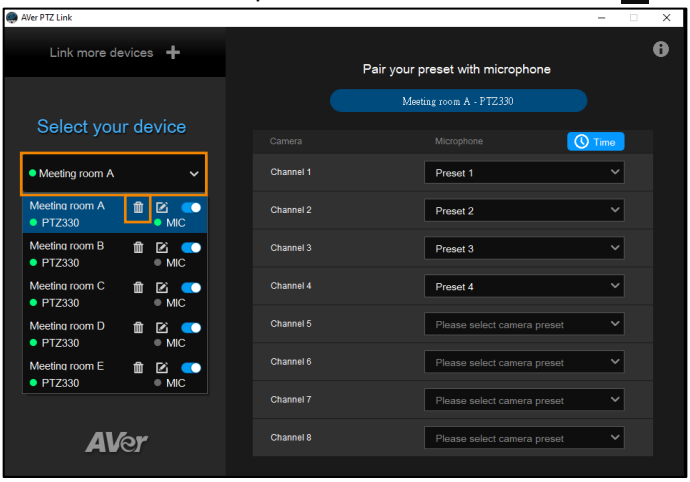


Up to 5 pairs can be created. If user wants to create more than 5, a warning dialog will appear. Click OK or × button to close the dialog.



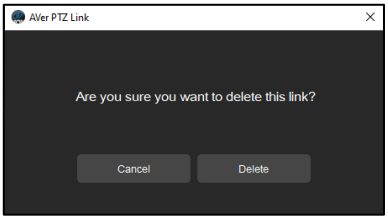
Delete Device

To delete the device, click the drop-down list of device and click icon.



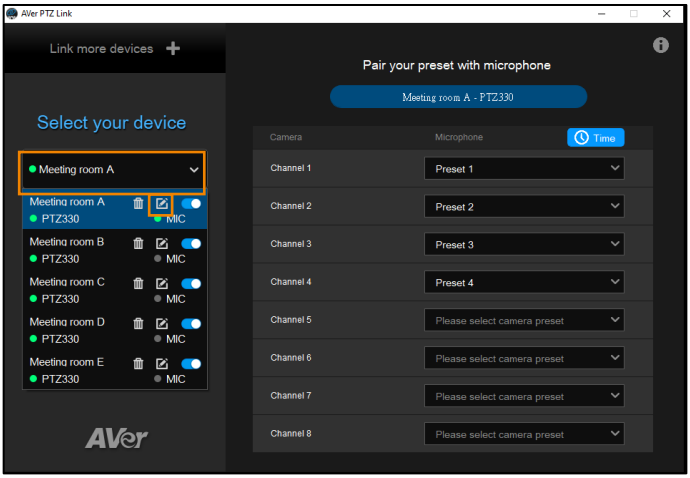
A warning dialog will appear. Click Cancel or Delete button to confirm.

Click × button to close the dialog.

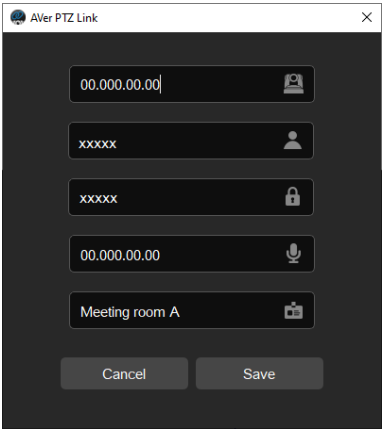


Edit Device

To edit the device, click the drop-down list of device and click button.

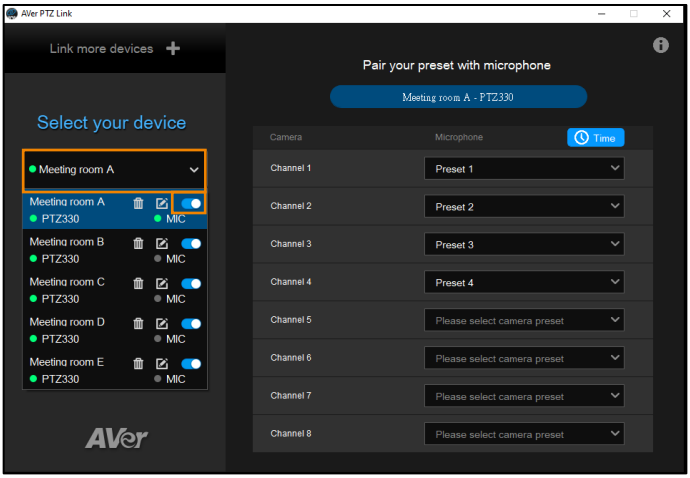


A set up dialog will appear. Edit the information and click Save button. Click × or Cancel button to close the dialog.

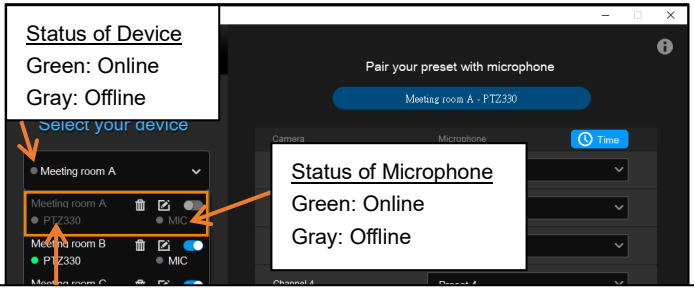


Disable Device

To disable the device, click the drop-down list of device and toggle the switch.



The status of device/camera/microphone will become offline and Set Preset button will be disabled.



Status of Camera

Green + Camera Model: Online supported camera with correct camera account and password

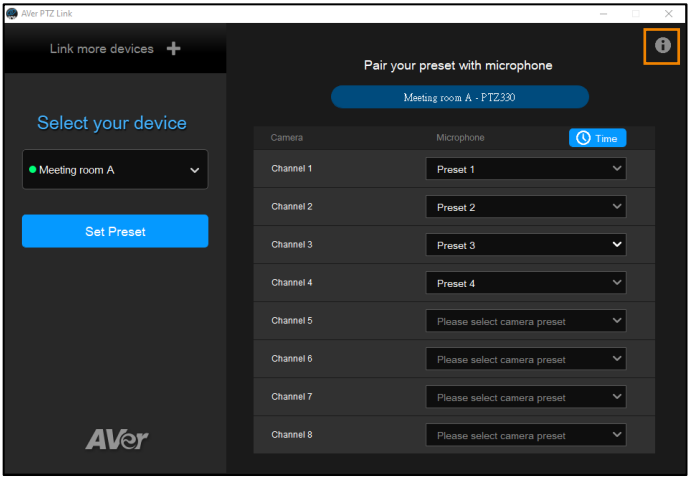
Gray + Camera IP: Offline supported/unsupported camera that has never linked before

Gray + Camera Model: Offline supported camera that has linked before

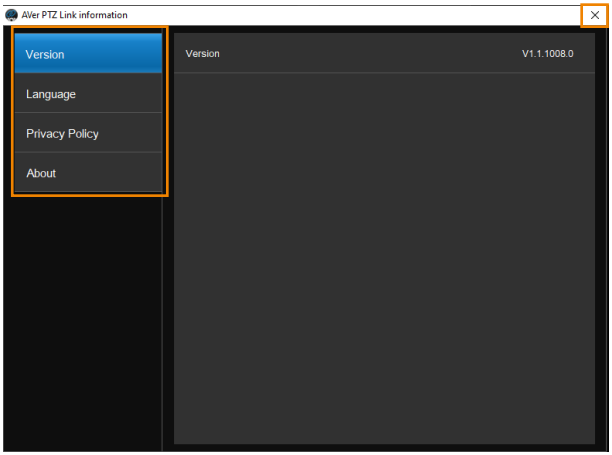
Red + ACC/PW Error: Online camera with incorrect account or password

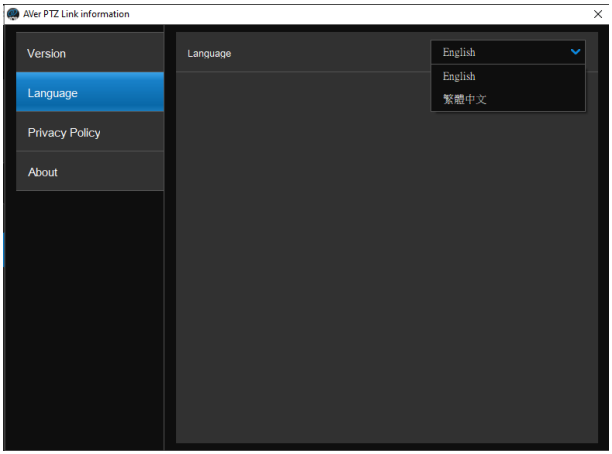
Review Information and Configure Language

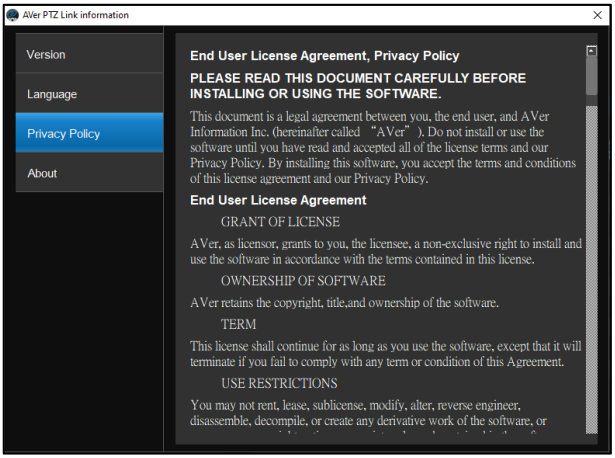
To review version/Privacy Policy/About information or configure the Language, click button.



The Information dialog will appear. Click the tabs to review or configure. Click × button to close the dialog.




AVer PTZ Link information
Version
Language
Privacy Policy
About
Language
English
English
繁體中文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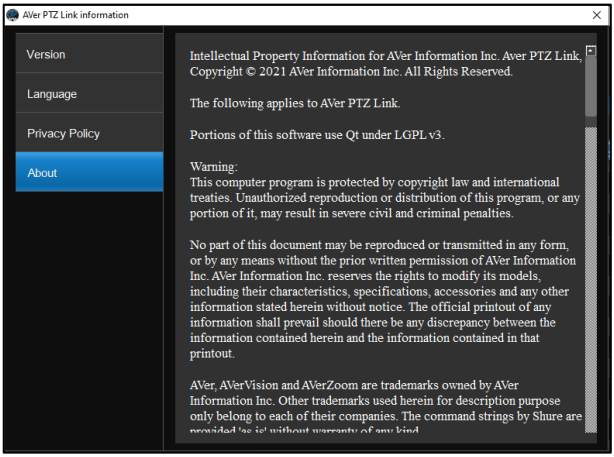
AVer PTZ Link information
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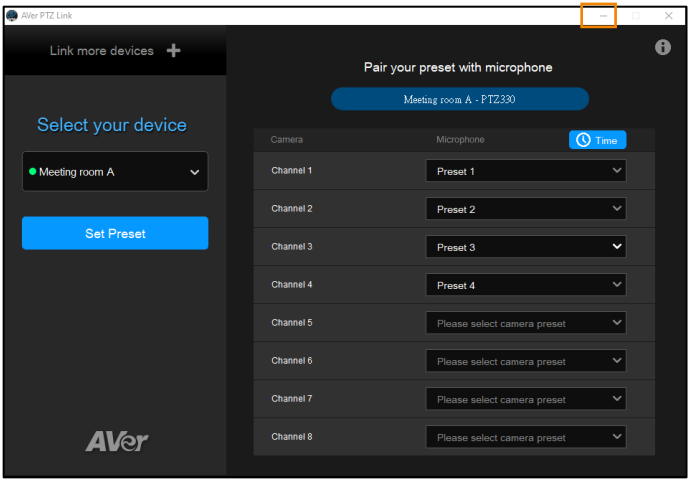
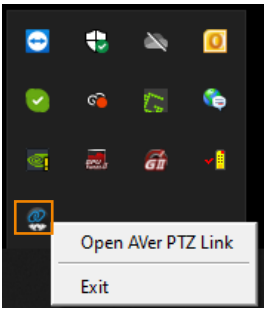
Minimize and Restore AVer PTZ Link

To make voice tracking work during the meeting, AVer PTZ Link must be kept running. User can minimize AVer PTZ Link to system tray to run in background. Click – button to minimize AVer PTZ Link.

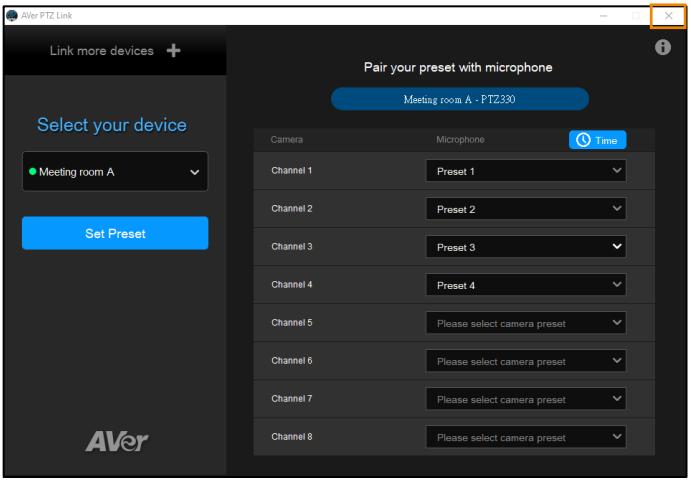


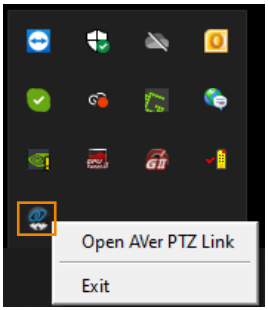
To restore, right-click AVer PTZ Link icon on the system tray and select **Open AVer PTZ Link**.



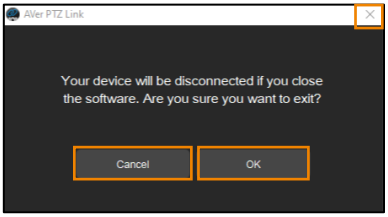
Exit AVer PTZ Link

Click × button or right-click AVer PTZ Link icon on the system tray and select **Exit** to exit AVer PTZ Link.





The warning dialog will appear. Your device will be disconnected if you close the software. Click Cancel or OK button to confirm. Click the × button to close the dialog.



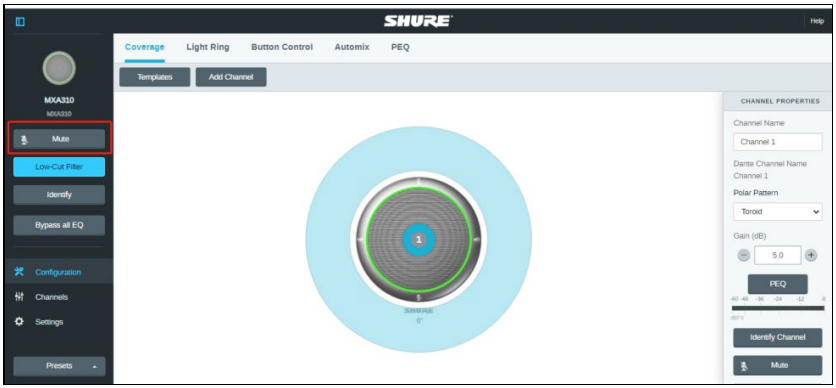
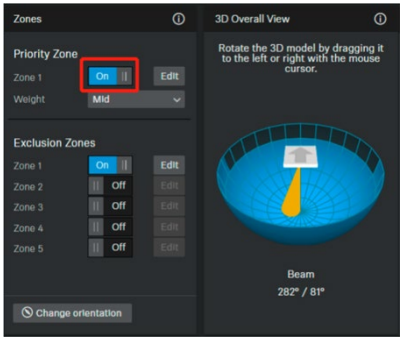
Troubleshooting

1. How to set up multiple cameras or microphones with PTZ Link?
   - You can set up a maximum of 5 groups of devices in PTZ Link. For example, when there are two microphones and one camera in the room, you can set two microphones into two groups accordingly. Each microphone has 8 channels that can be matched to 8 different preset points of the camera. One AVer camera has up to 256 preset points available. To make sure the audio tracking functions well, each group has to be enabled and the software is kept running.

2. What microphone brands are supported by PTZ Link?
   - Currently, PTZ Link supports Shure MXA310, MXA710, MXA910, P300 and Sennheiser TeamConnect Ceiling 2 and we are actively developing partnerships with other brands that bring the audio solution. If other microphone integration with AVer Pro AV cameras in your region is needed, please feel free to let us know. You may contact the technical support listed on the previous page.

3. How do the Mute functions of Shure microphones work with PTZ Link?
   - If the Mute function of a single channel of the microphone is enabled, the corresponding channel of PTZ Link will not detect the voice.

   - If the Mute function is enabled on the webpage of the microphone, it is also required to disable the corresponding device on PTZ Link. Thus, the microphone will not respond in PTZ Link.



4. After the configuration on AVer PTZ Link is completed, I noticed the camera might be too sensitive and keeps shifting to different presets I paired up. Is there anything special I need to do?
   - This may have something to do with **Time to trigger Preset**. You can extend **Time to trigger Preset** to solve the problem.
5. When connecting to Sennheiser TeamConnect Ceiling 2 via AVer PTZ Link, I encounter a situation where speakers all around the room are invariably detected. What would you suggest me to do?
   - 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: https://www.sennheiser-sites.com/responsive-manuals/SCC/EN/index.html#page/SCC_EN/SCC_04_EN.5.3.html#ww1106250.