

PTZ Control Panel

User Manual



COPYRIGHT

©2022 AVer Information Inc. All rights reserved. | June 06, 2022

All rights of this object belong to AVer Information Inc. Reproduced or transmitted in any form or by any means without the prior written permission of AVer Information Inc. is prohibited. All information or specifications are subject to change without prior notice.

TRADEMARKS

“AVer” is a trademark owned by AVer Information Inc. Other trademarks used herein for description purpose only belong to each of their companies.

DISCLAIMER

No warranty or representation, either expressed or implied, is made with respect to the contents of this documentation, its quality, performance, merchantability, or fitness for a particular purpose. Information presented in this documentation has been carefully checked for reliability; however, no responsibility is assumed for inaccuracies. The information contained in this documentation is subject to change without notice.

In no event will AVer Information Inc. be liable for direct, indirect, special, incidental, or consequential damages arising out of the use or inability to use this product or documentation, even if advised of the possibility of such damages.

Help

For FAQs, technical support, software and user manual download, please visit:

Headquarters

Download Center: <https://www.aver.com/download-center>

Technical Support: <https://www.aver.com/technical-support>

USA Branch office

Download Center: <https://www.averusa.com/business/support/>

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

Europe Branch office

Download Center: <https://www.avereurope.com/download-center>

Technical Support: <https://www.avereurope.com/technical-support>

Contact Information

Headquarters

AVer Information Inc.

<https://www.aver.com>

8F, No.157, Da-An Rd., Tucheng Dist., New Taipei City 23673, Taiwan

Tel: +886 (2) 2269 8535

USA Branch office

AVer Information Inc., Americas

<https://www.averusa.com>

668 Mission Ct., Fremont, CA 94539, USA

Tel: +1 (408) 263 3828

Toll-free: +1 (877) 528 7824

Technical support: support.usa@aver.com

Europe Branch office

AVer Information Europe B.V.

<https://www.avereurope.com>

Westblaak 134, 3012 KM, Rotterdam, The Netherlands

Tel: +31 (0) 10 7600 550

Technical support: eu.rma@aver.com

Japan Branch Office

アバー・インフォメーション株式会社

<https://jp.aver.com>

〒160-0023 日本東京都新宿区西新宿 3-2-26 立花新宿ビル 7 階

Tel: +81 (0) 3 5989 0290

テクニカル・サポート: VCInfo.JP@aver.com

Vietnam Branch Office

Công ty TNHH AVer Information (Việt Nam)

Tầng 5, 596 Nguyễn Đình Chiểu, P.3, Quận 3, Thành phố Hồ Chí Minh 700000, Việt Nam

Tel: +84 (0)28 22 539 211

Contents

PREFACE	1
MINIMUM SYSTEM REQUIREMENT	1
DOWNLOADING THE APPLICATION	1
CONNECTION	2
USING PTZ CONTROL PANEL	3
Start	3
Main Functions Introduction	4
Camera Control	5
Livestream	5
Snapshot	6
Two-Way Audio	7
Pan/Tilt Buttons	8
Zoom In/Out	9
Pan/Tilt Speed	10
Focus Far/Near	10
Tracking Control	11
Preset Point	14
Profile	14
Voice Control	15
System Setup	19
Language	20
Help Center	21
Log Out PTZ Control Panel	21
Troubleshooting	22

PREFACE

PTZ Control Panel is an application for iPad/iPhone users to control AVer cameras through the network. This allows user to control and set up camera anywhere as long as network is available.

The supported models are listed below:

AVer tracking cameras (USA region)

- TR310/TR311/TR311HN/TR313/TR331/TR333
- TR530/TR320/TR530+/TR320+
- TR313V2
- TR333V2
- DL30/DL10

AVer tracking cameras (non USA region)

- PTC310/PTC310U/PTC310H
- PTC115/PTC500S/PTC115+/PTC500+
- PTC330UV2
- DL30/DL10

AVer PTZ cameras

- PTZ310/PTZ310N/PTZ330/PTZ330N/MD330U Series

MINIMUM SYSTEM REQUIREMENT

iPad/iPhone requirement:

- OS: iOS/iPadOS 9 or later (Voice control function requires iOS/iPadOS 10 or later.)

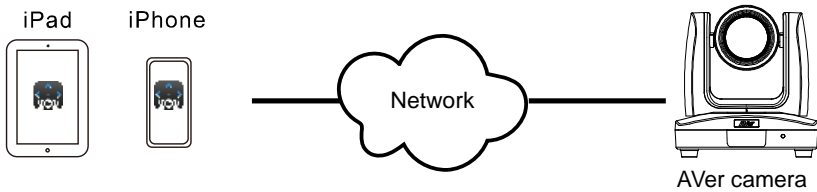
DOWNLOADING THE APPLICATION

Through the PTZ Control Panel, user can control the AVer cameras. Therefore, user needs to download the PTZ Control Panel at client (iPad/iPhone) site.

To get this application, please visit Apple App Store to download.

CONNECTION


- Please make sure all devices are well-connected and power on.
- IP address, camera account, and passwords are needed when connecting.
- If the camera and iPad/iPhone are not under the same LAN, the camera needs a public IP address, and please check UDP and TCP ports are not blocked by the firewall and the network packet are correctly routed to the camera.
 - ✓ VISCA Control port: 52381
 - ✓ CGI port: 80
 - ✓ RTSP port: 554





USING PTZ CONTROL PANEL

Start

Connect your iPad/iPhone to the same network as your AVer camera. Your iPad/iPhone should be connected to the Wi-Fi and the AVer camera will be connected via Ethernet.

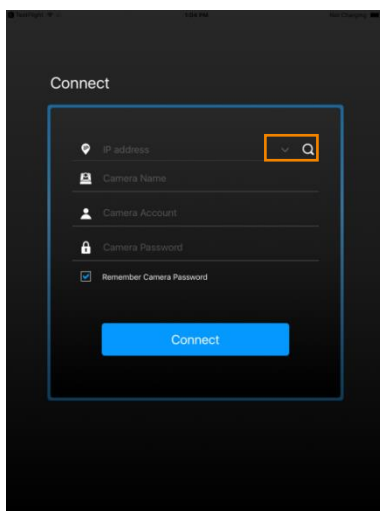
1. Tap  to launch PTZ Control Panel.
2. There are two ways to input IP address.

Auto search: Tap auto search icon  to display IP addresses and select one.

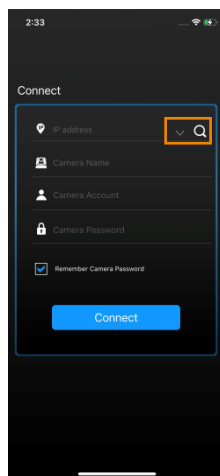
Manual enter: Tap arrow button  to enter the IP address or select one from previously saved IP addresses (up to 8 latest successfully connected IP addresses will be automatically saved). The IP addresses will be automatically updated according to MAC addresses.

[Notes]

- A. The auto search function only supports for server site and client site (iPad/iPhone) that are at the same LAN segment.
- B. Camera must be power on to ensure the proper connection.



iPad



iPhone

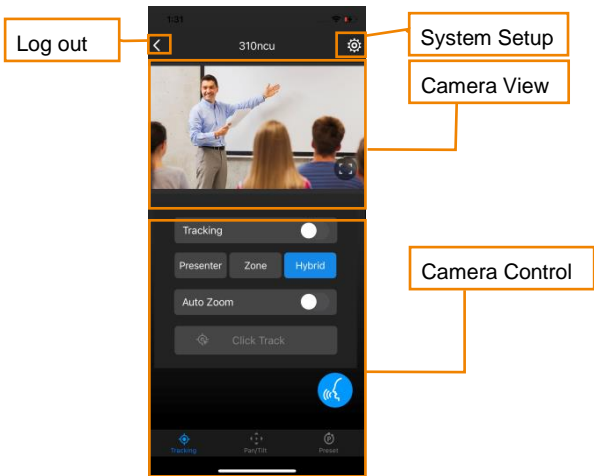
3. Enter Camera Account and Camera Password. Tick the “Remember Camera Password” if necessary. Then, tap **Connect**.

Main Functions Introduction

The top section mainly shows the camera view and bottom section is for camera control panel.



iPad



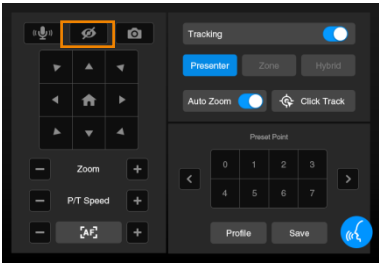
iPhone

Camera Control

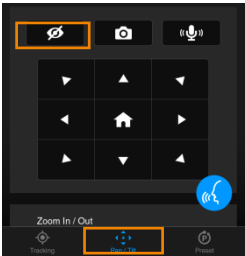
Livestream

Gray button  indicates livestream on.

To turn off livestream, tap the gray button  and the button will turn to blue .



iPad

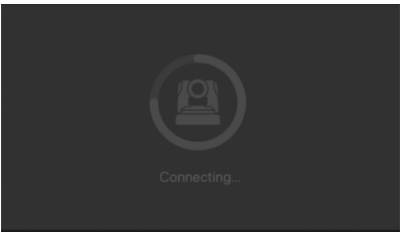


iPhone

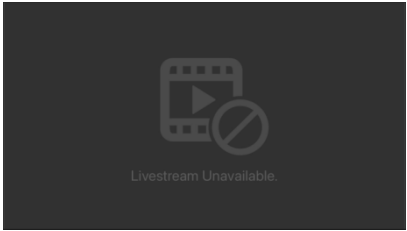
Camera view will display current state like below:



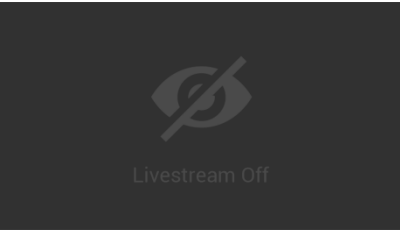
Livestream On



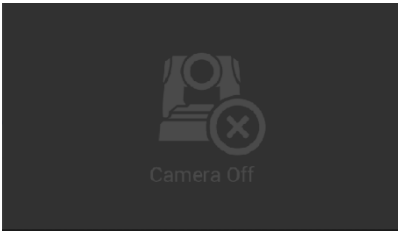
Connecting...



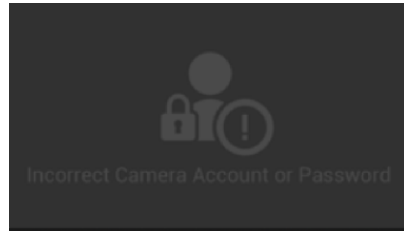
Livestream Unavailable



Livestream Off




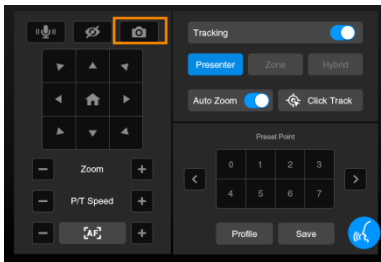
Camera Off



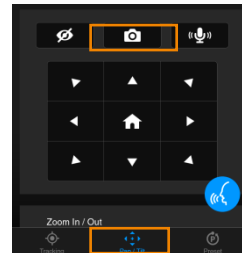
Incorrect Camera Account or Password

Snapshot

Tap  button to make a snapshot and save it to iPad's/iPhone's Album folder.




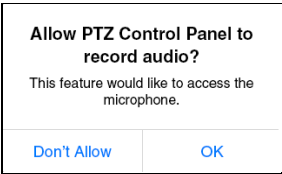
iPad





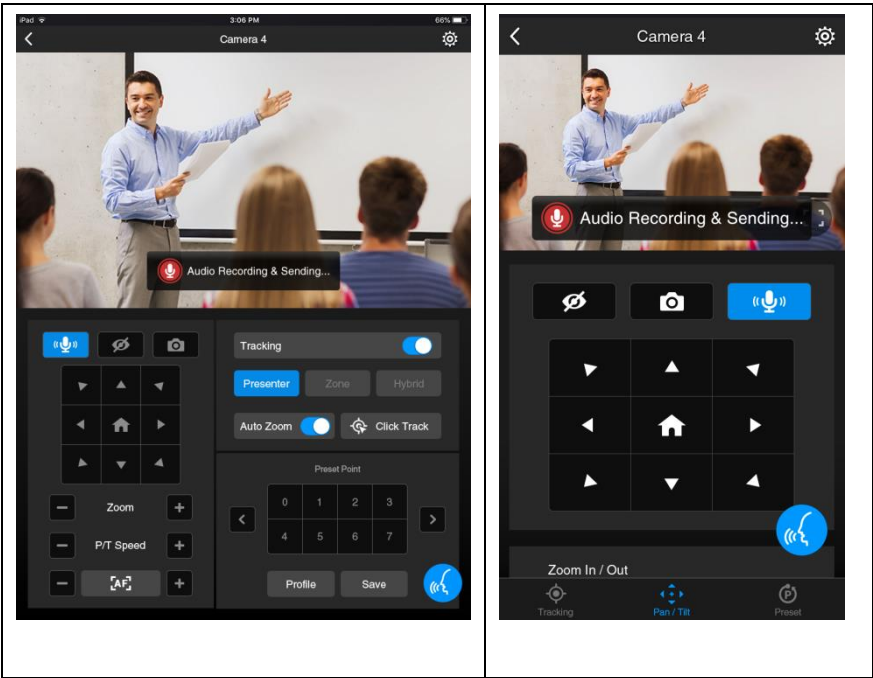
iPhone

Two-Way Audio

- 1. Tap  to enable two-way audio.
- 2. Tap **OK** to allow access for the microphone.




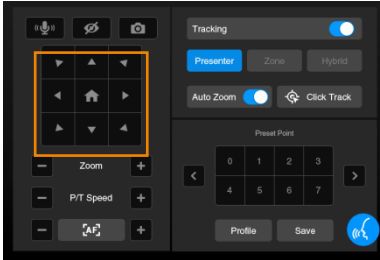
- 3. Tap and hold . As you are holding , you will see “Audio Recording & Sending...” on the live view, indicating you can start talking. Meanwhile, instead of receiving any audio, you can only output audio.



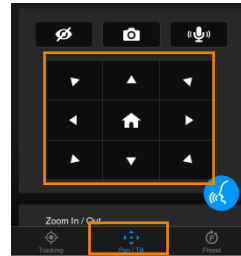
[Note]: Two-way audio is only supported for certain camera models, such as MD330U series.

Pan/Tilt Buttons

- Use the navigation buttons to control the camera directions. Tap  button to go back to Home position. If user wants to adjust the moving speed of camera, tap P/T speed buttons (refer to [Pan/Tilt Speed](#) section).



iPad

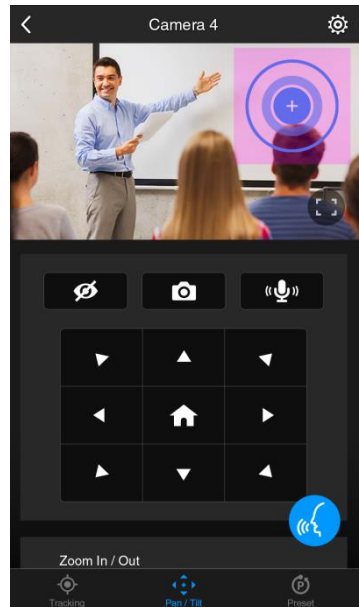


iPhone

- You can navigate your camera to and center on any point on your live view simply by tapping twice on that point. An aiming mark will appear on that point, indicating the camera is about to move. The camera will halt when that point is in the center of the live view.



iPad

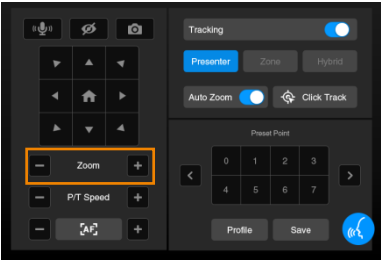


iPhone

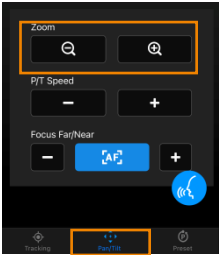
Zoom In/Out

When zooming in/out on the live view, you can see the zoom ratio on the upper-right hand side of the live view. There are two methods of zooming in/out:

- 1 You can tap the plus or the minus sign.



iPad

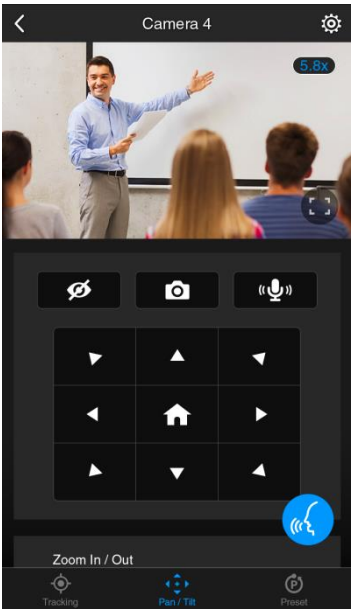


iPhone

- 2 You can pinch and zoom in/ out on the live view.



iPad

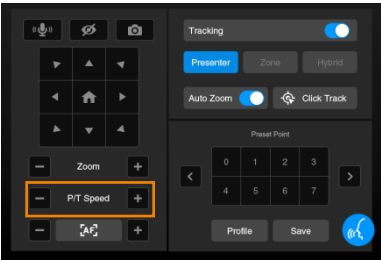


iPhone

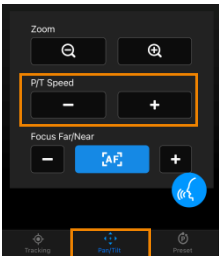
[Note]: The actual zoom ratio depends on the camera specification.

Pan/Tilt Speed

Adjust the moving speed of camera including pan and tilt.



iPad



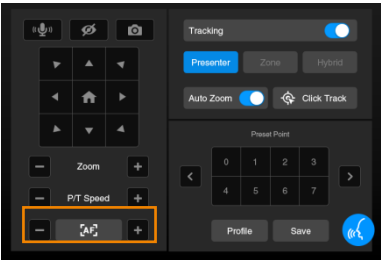
iPhone

Focus Far/Near

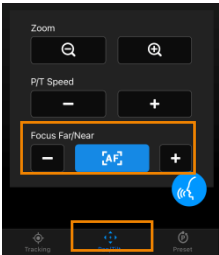
Allow user to automatically or manually focus far or near.

Blue AF button  indicates the auto mode.

To switch to manually focus, tap the blue AF button  and the button will turn to gray .



iPad



iPhone

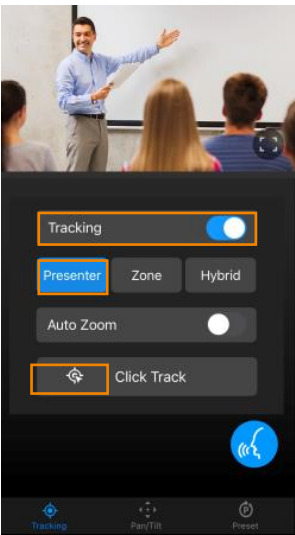
Tracking Control

PTZ Control Panel allows user to lock a target and track with lens. Enable **Tracking** feature to lock the target.

The **Presenter** mode can focus on locked aim with less background images.

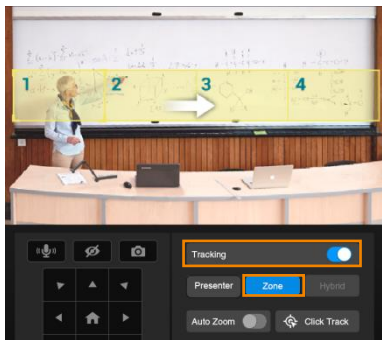


iPad

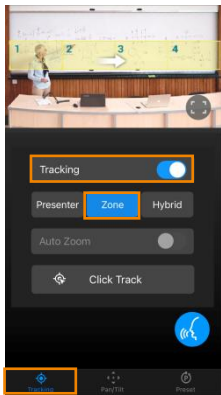


iPhone

For a wider image with a long distance from the camera lens, select **Zone** mode to see more background images.



iPad

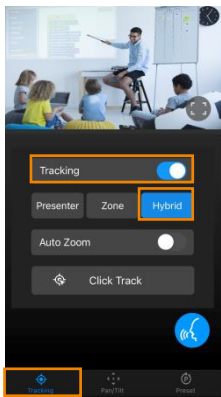


iPhone

For the combination of Presenter and Zone modes, select **Hybrid** mode.



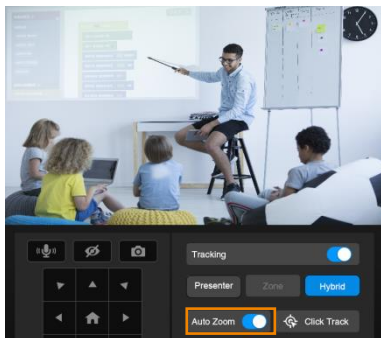
iPad



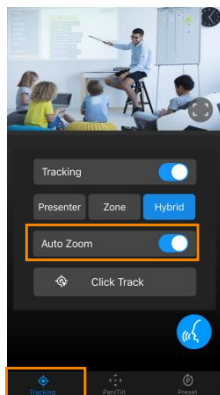
iPhone

To enable the Auto Zoom, switch the toggle. When Auto Zoom is off, camera stops zooming in/out automatically but keeps the size of Preset 1.


[Note] Auto Zoom is disabled under Zone mode.



iPad



iPhone

Tap the gray  Click Track button to lock the target with a red frame. Other tracking targets will be tracked with blue frames.

If user wants to select a new target, just simply tap the target in the camera view.

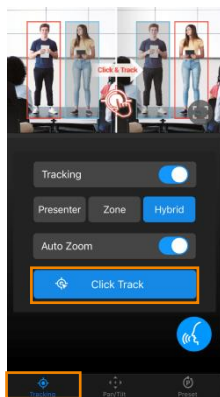
[Note] Cameras below don't support Click Track:

USA: TR530, TR320, PTZ310, PTZ330

Non-USA: PTC500s, PTC115, PTZ310, PTZ330



iPad



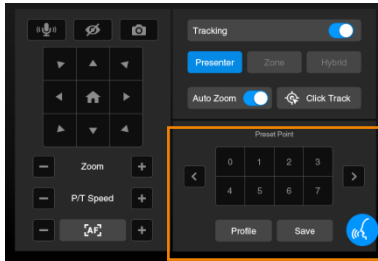
iPhone

Preset Point

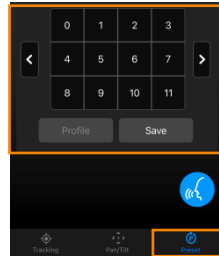
PTZ Control Panel supports up to 256 preset positions.

To set up a preset position:

1. Tap a preset point number. The selected preset point number will turn into blue.
2. Use Pan/Tilt and Zoom In/Out buttons to adjust the position.
3. Tap **Save** button to save the position to the selected preset point.



iPad



iPhone

To view saved preset position, simply tap the preset point number.

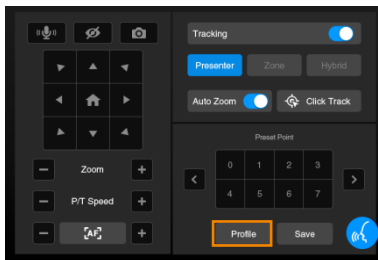
Profile

User can set different profiles in web setting and switch profiles here.

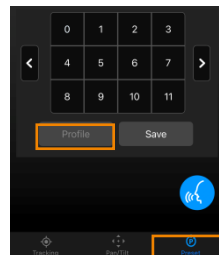
[Note] TR320/530 and PTC500s/115 cameras have max 5 profiles and DL cameras have max 3 profiles.

To load a profile:

1. Tap **Profile** button.

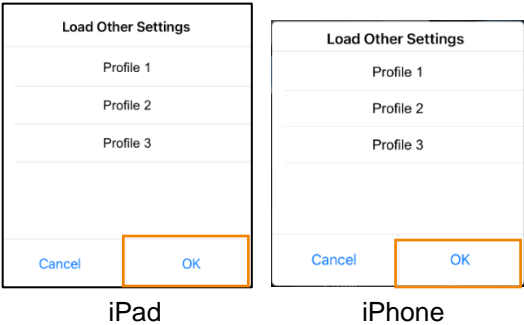


iPad



iPhone

2. Select the Profile and tap **OK** to confirm.



Voice Control

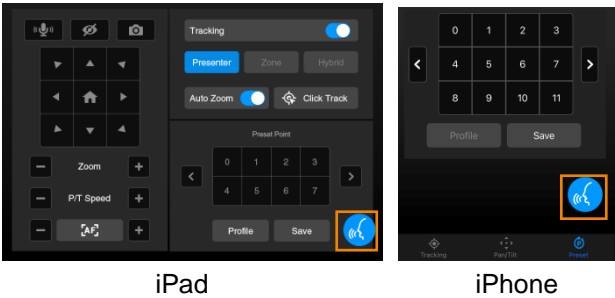
User can utilize the Voice Control function instead of manual operation.

[Notes]

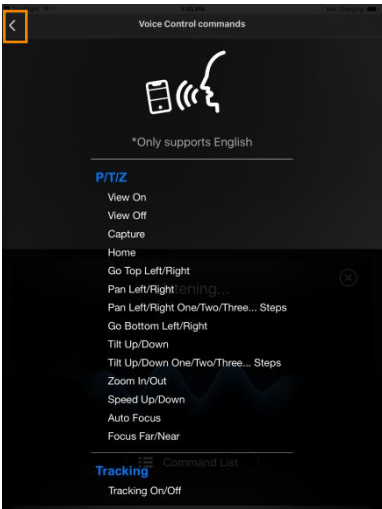
- 1. Voice Control requires iOS/iPadOS 10 or later.
- 2. Voice Control only supports English.

To open Voice Control:

- 1. Tap **Voice Control** icon.



2. Tap **Command List** to view the available commands. Tap arrow to go back.



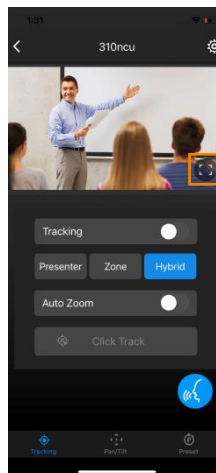
3. Start voice command. If succeeded, “You may continue to next one.” will appear. If failed, “The command cannot be found. Please try again.” will appear. The warning message will also appear when voice command is not supported by the model. Tap x icon to close the window.





User can also utilize the Voice Control function in full screen of landscape mode on iPhone.

1. Tap **Full Screen** icon.



2. Tap **Command List** to view the available commands. Tap arrow to go back.



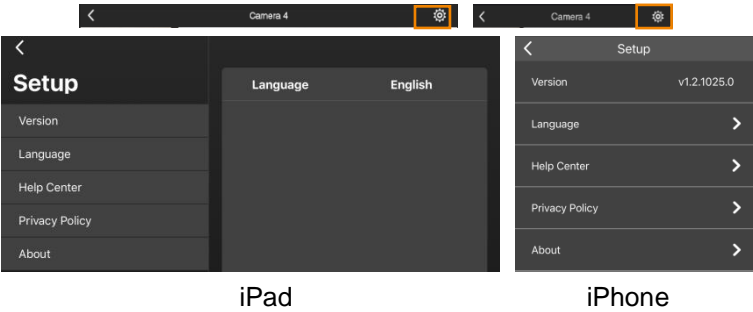


3. Start voice command. If succeeded, “You may continue to next one.” will appear. If failed, “The command cannot be found. Please try again.” will appear. The warning message will also appear when voice command is not supported by the model. Tap **Full Screen Exit** icon to close the window.



System Setup

Tap setup button to open the setup page. User can review app version, help center, privacy policy, and about information and configure the system language.



Language

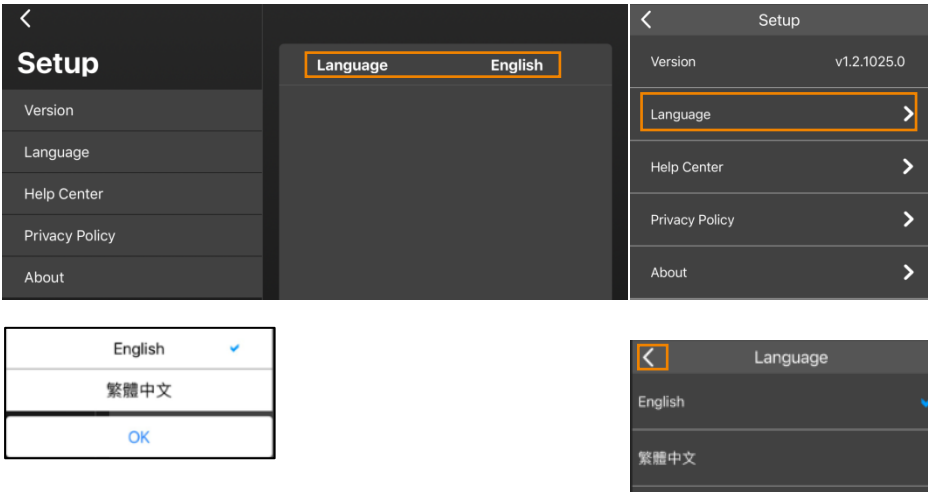
The PTZ Control Panel system languages currently include English and Traditional Chinese.

iPad:

Tap the Language button to pop up a language dialog. Select desired language and tap **OK** to switch to different language.

iPhone:

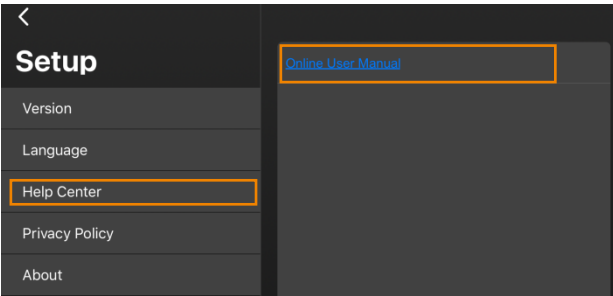
Tap Language and select desired language. Tap arrow icon to go back.



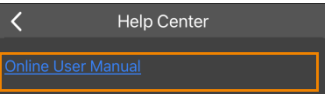
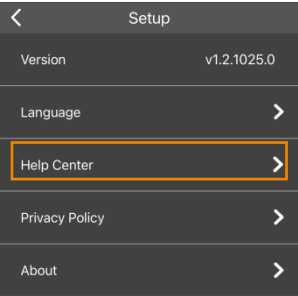
Help Center

Tap **Help Center** < **Online User Manual** for the user manual.


iPad

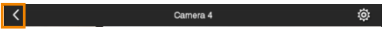


iPhone

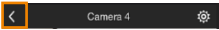


Log Out PTZ Control Panel

Tap  to log out the PTZ Control Panel.



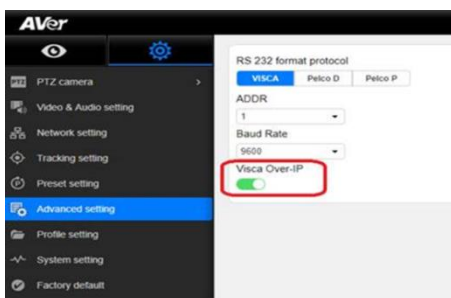
iPad



iPhone

Troubleshooting

1. How do I connect to a different camera?
 - Currently, we can only connect 1 camera at a time. If necessary, you can log out and connect to another camera.
2. Why can't I use "Click Track"?
 - Click Track function can only be used when Tracking is enabling and only supports the following models: DL30, DL10, TR310, TR311, TR313, TR313V2, TR333, TR333V2, PTC310, PTC310U, PTC310H, PTC333U and PTC330UV2.
3. Why can't I see the image?
 - Please make sure the camera mode includes streaming.
4. Why is the camera status always in off status?
 - Please make sure PTZ Control Panel and camera are at the same LAN segment.
 - Please check **VISCA Over-IP** is enabled. The web setting interfaces vary depending on models.



- If PTZ Control Panel and camera are not at the same LAN segment, please check UDP and TCP ports are not blocked by the firewall.
 - ✓ VISCA Control port: 52381
 - ✓ CGI port: 80
 - ✓ RTSP port: 554