

AVer PTZ Management

User Manual



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

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PREFACE

AVer PTZ Management is a software that allows you to manage and control multiple AVer cameras through the network. You can update, setup or group the connected cameras anywhere as long as the network is available.

MINIMUM SYSTEM REQUIREMENT

PC hardware and software requirement:

- CPU: Intel® Core™ i5 CPU or above
- RAM: 4G
- HDD: 10G (Free Space)
- Network card: 100M bps
- OS: Windows® 7, 8, 10, 11 (64 bits)

DOWNLOADING THE APPLICATION

You can find and manage the AVer cameras via AVer PTZ Management. Download and install AVer PTZ Management at the client (PC/laptop) site.

Visit our download center (see the URL below) to download AVer PTZ Management.

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

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

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

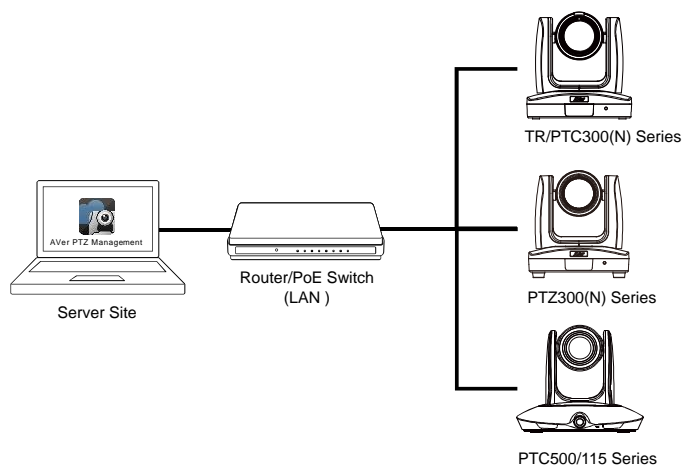


AVer PTZ Management.exe

[Note] AVer IPCam Utility application will be installed along with AVer PTZ Management. Users can set up camera IP via IPCam Utility.


HARDWARE CONNECTION

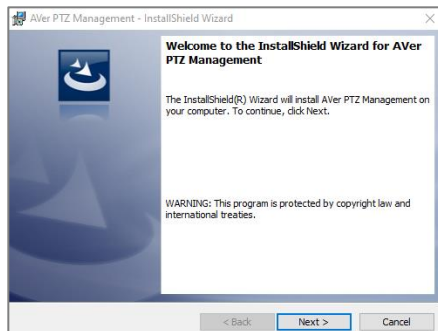
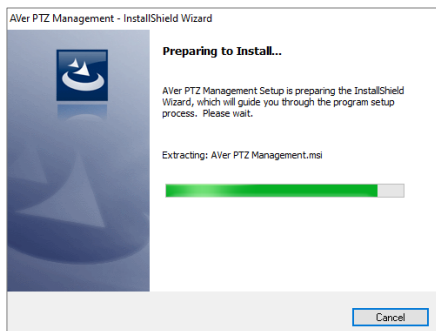
- Please make sure all devices are well-connected and powered on.
- Install “**AVer PTZ Management**” application.
- The server site IP needs to be a public IP address, if the client site and server site are not on the same LAN (different locations).



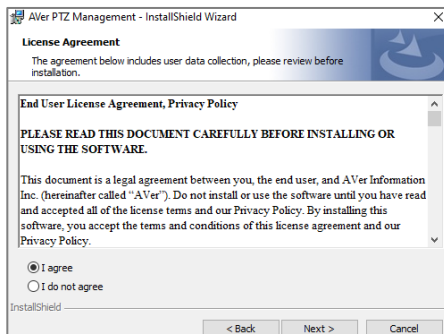
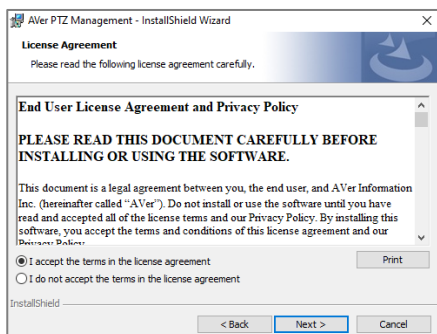
INSTALLATION



Install AVer PTZ Management

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




Select “I accept the terms in the license agreement” and click “Next”. If you allow us to collect data, select “I agree”. **[Note]** You can later disable data collection if required. Please refer to *Usage Data* in the [Configure System Settings](#) chapter for more details.



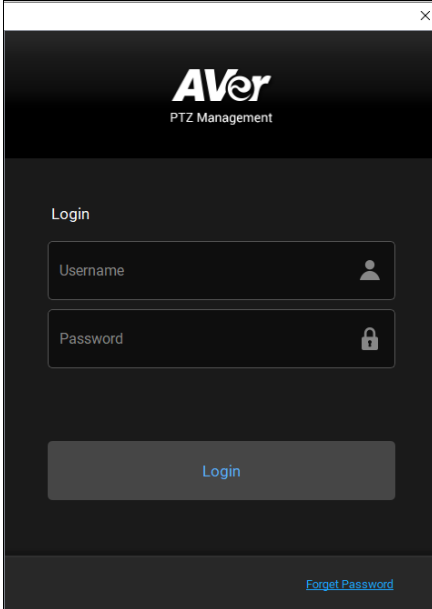
2. After installation, the AVer PTZ Management icon  will be displayed on the desktop.
3. Double-click  to launch AVer PTZ Management.

GETTING STARTED

Login

1. Double-click  on your desktop to launch AVer PTZ Management.
2. Enter your User Name and Password (whose default values are both **admin**).
Click “Login.”

[Note] User name and password remain admin even if your device changes.

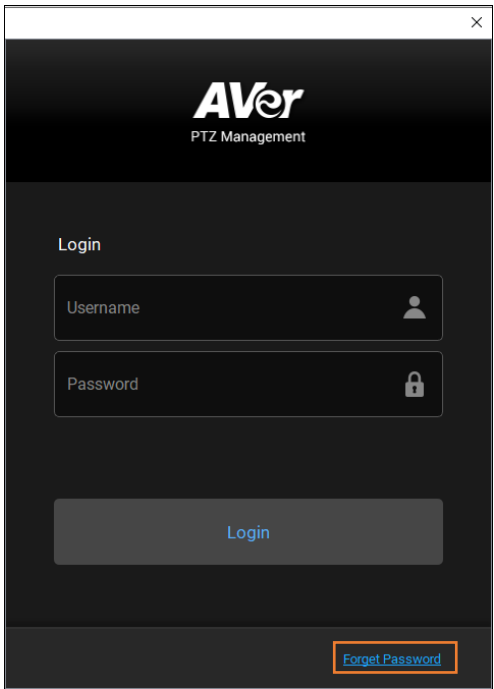


[Note] The recommended monitor resolution to view AVer PTZ Management is 1920x1080. Some layout will be incomplete in the 1366x768 resolution.

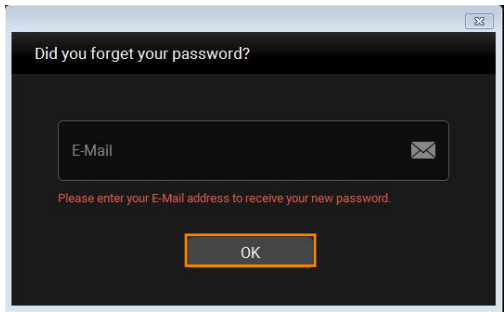
3. For first time login, please enter your email address in case you need to request for “Forget Password”.

Forget Password

If the login password of AVer PTZ Management is forgotten, click [Forget Password](#) hyper link on the login dialog.

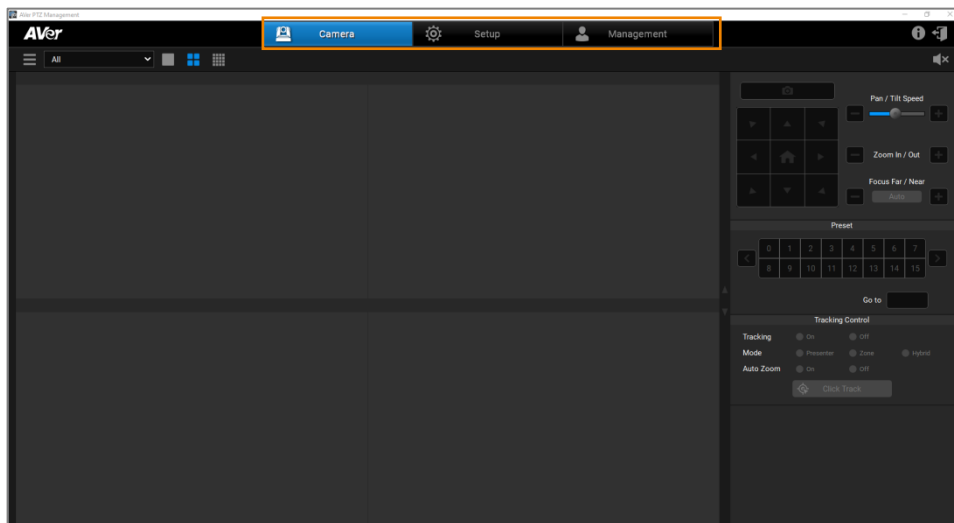


Enter the E-mail address and then click the [OK](#) button to receive your new password.



Main Functions Introduction

AVer PTZ Management provides three main functions, including **Camera**, **Setup** and **Management**.



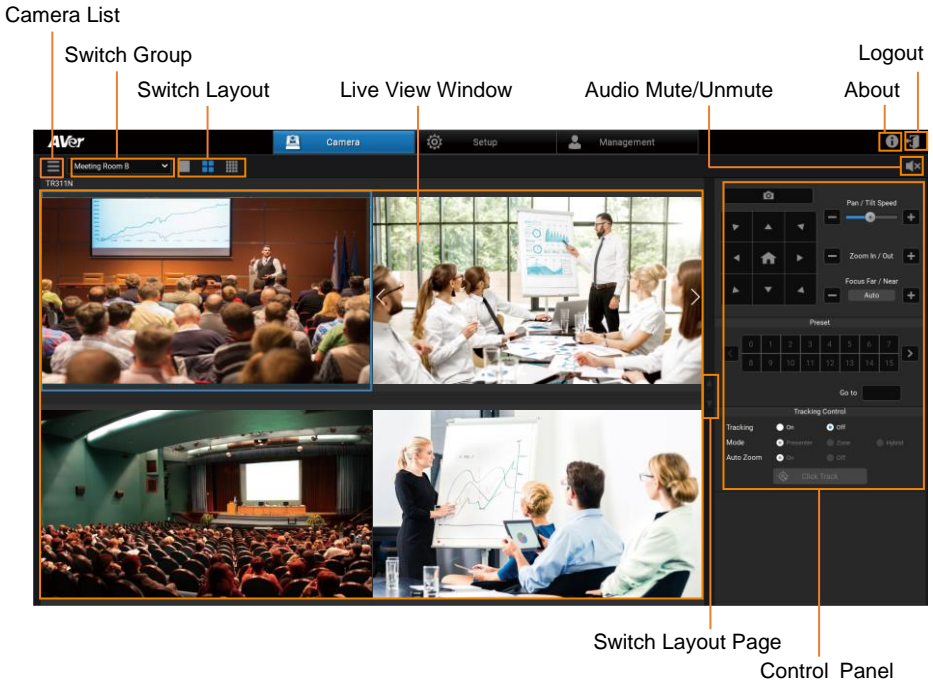
Camera: You can use the Camera page to control the connected cameras and display camera live views. For more details, please refer to [Camera](#).

Setup: You can use the Setup page to add cameras or group the connected cameras. You can also configure some system settings using this page. For more details, please refer to [Setup](#).

Management: Under Management, you can view the connected camera information such as camera name, IP information, firmware version, camera status and etc.. You can set up system notifications, update camera firmware, reset camera value to factory default, reboot the camera, or set up schedules to power on/off/reboot the cameras. For more details, please refer to [Management](#).

Camera

You can use the **Camera** page to control the connected cameras and display camera live views.



Camera List: After adding cameras to the system, you can see the added cameras on the Camera List. If single-view is selected for the Layout, you can also click on a camera to display camera live view on the single-view layout. To add cameras, please refer to [Add Cameras](#).

Switch Group: After creating groups to the system, you can select a group to display all the camera live view included in the selected group. To create a group, please refer to [Group Cameras](#).

Switch Layout: Three layout options are provided, Single-View, Quad-View and 16-Division View. You can also use the “Switch Layout Page” buttons to switch between layout pages. For example, if you have added 12 cameras and Quad-View is selected, there will be 3 Quad-View pages. Click the “Switch Layout Page” buttons to display between Layout page 1 (camera 1-4), Layout page 2 (camera 5-8) and Layout page 3 (camera 9-12).

Live View Window: The live view of the added cameras will be displayed here. For Quad-View and 16-Division View, double-click on a channel can display the channel in Single-View. To return to the previous layout view, double-click on the channel again.

Audio Mute/Unmute: Select a camera first and then click to mute or unmute the audio of the selected camera. To select a camera on the Live View window, directly click on a camera, the selected camera will be highlighted with a blue frame.

About: Click to see more info about AVer PTZ Management.

Logout: Click to logout AVer PTZ Management.

Switch Layout Page: Click to switch between layout pages. For example, if you have added 12 cameras and Quad-View is selected, there will be 3 Quad-View pages. Click the “Switch Layout Page” buttons to display between Layout page 1 (camera 1-4), Layout page 2 (camera 5-8) and Layout page 3 (camera 9-12).

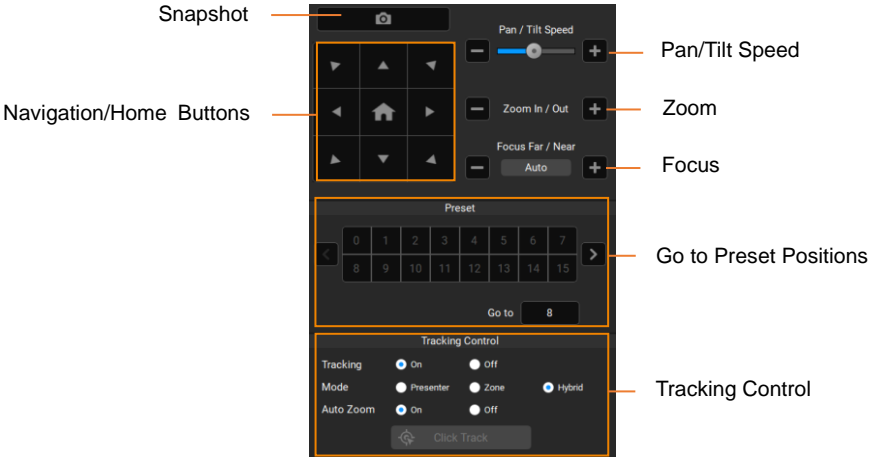
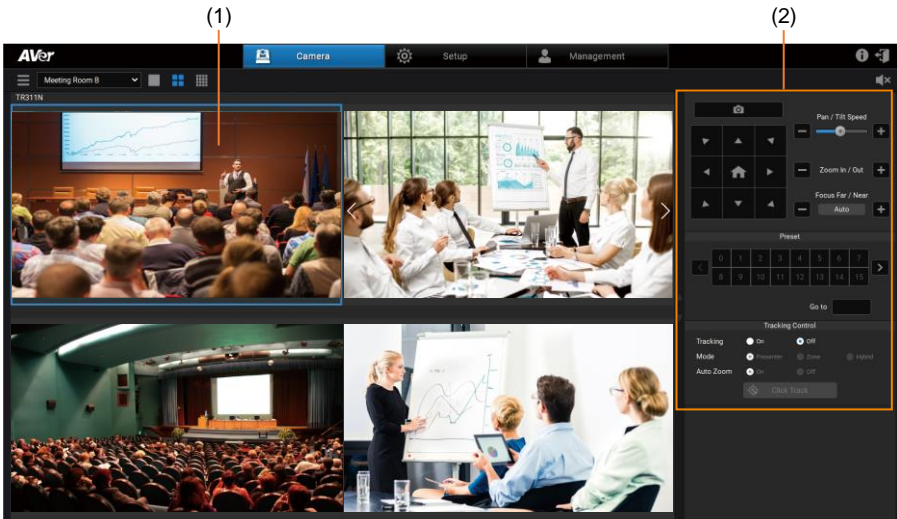
Control Panel: Select a camera first and then use the function on the Control Panel to control the selected camera. For more details, please refer to [Control Panel](#).

Control Panel

You can use the Control Panel to control the camera selected on the Live View window. Functions on the Control Panel are described as below.

To start using the Control Panel:

- 1. Select a camera on the Live View window by clicking on it, the selected camera will be highlighted with a blue frame.
- 2. You can start using the Control Panel to control the selected camera.



Snapshot: Click to take a snapshot of the selected camera. The snapshot images will be stored in the local system. To change the snapshot image directory, please refer to *Snapshot Folder* in the [Configure System Settings](#) chapter.

Navigation/Home Buttons: Use the navigation buttons to control (pan/tilt)

camera direction. Click the  button to go back to Home position.

Pan/Tilt Speed: Adjust the moving speed when using the Navigation buttons to pan/tilt the camera.

Zoom: Click the + or – buttons to zoom in or zoom out.

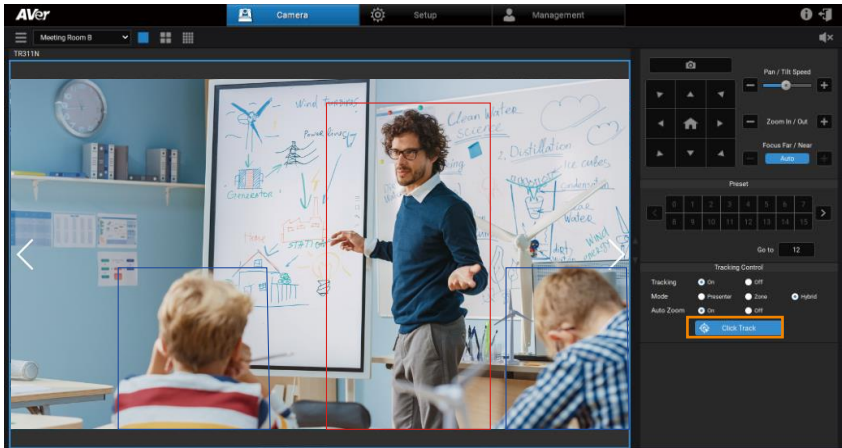
Focus: Click on the “Auto” button to enable (blue button) or disable (gray button) the Auto Focus mode. In Auto Focus mode (blue Auto button), the camera will automatically adjust camera focus. In Manual Focus mode (gray Auto button), you can manually click the + or – button to focus near or far.

Go to Preset Positions: AVer PTZ Management supports up to 256 preset positions. You can control the camera to turn to the pre-configured preset positions. For more details, please refer to *Perform Go To Preset Function* later in this chapter.

Tracking Control: AVer PTZ Management allows users to lock on a target presenter and track with his/her movement.

- **Tracking:** Select On/Off to enable/disable the Tracking function.
- **Mode:** Select a tracking mode.
 - Presenter: Camera will focus on the presenter and track the presenter's movement.
 - Zone: Camera will follow the presenter only when he/she moves from one pre-configured zone into another. Otherwise, it focuses on the content of, for instance, the whiteboard, the projector screen and etc..
 - Hybrid: You can benefit from the advantages of both the **Presenter** and **Zone** modes. Under **Hybrid Mode**, the camera tracks and captures the presenter's movement. As the presenter enters the pre-configured zone, the camera navigates to focus on the content of the zone, such as the whiteboard and the projector screen.
- **Auto Zoom:** Auto Zoom is only available under **Presenter** and **Hybrid** modes. When **Auto Zoom** is **On**, the camera can zoom in and out automatically to keep up with the presenter's walking back and forth and body language. When **Auto Zoom** is **Off**, the camera stops zooming in/out automatically and shoots the presenter according to the shot size of Preset 1 so that the camera footage remains stable.

- **Click Track:** Click the “Click Track” button to enable (blue button) or disable (gray button) the change target function. When camera has focused on a target, the target will be locked on with a red frame. Other recognized targets will be locked on with a blue frame. If you want to select a new target for the camera to track, click on the “Click Track” button to enable (blue button) the change target function, simply click on a new target in the camera live view, the new target will be locked on with a red frame.



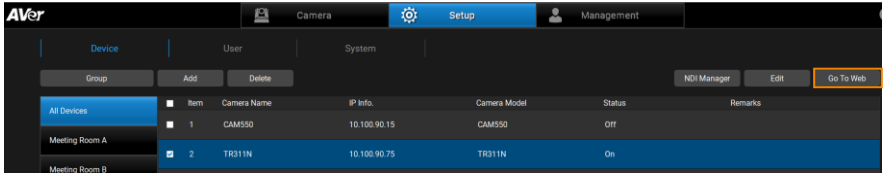
[Notes]

- Cameras below don't support **Click Track**:
USA: TR530, TR320, PTZ310, PTZ330
Non-USA: PTC500s, PTC115, PTZ310, PTZ330
- **Click Track** only works under Single-View.

Perform Go to Preset Function

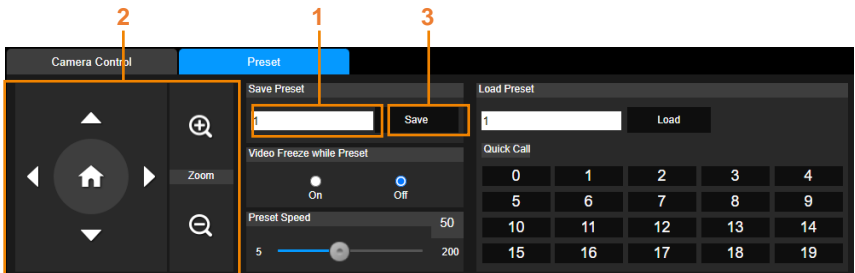
To perform the Go to Preset function, follow the steps below:

1. Ensure the preset positions of the camera have been pre-configured. You can use the “Go To Web” button to enter the camera Web interface and then configure the preset positions.
 - a. Under **Setup > Device**, select a camera from the Device List and then click the **Go To Web** button. The system will direct to the camera Web interface.



- b. On the Live View page of the camera, click the “Preset” tab on the bottom panel to set up preset positions.

Input a preset number in the “Save Preset” input box first, use the direction and zoom in/out buttons to move the camera view to the desired position, and then click the “Save” button to save this position.

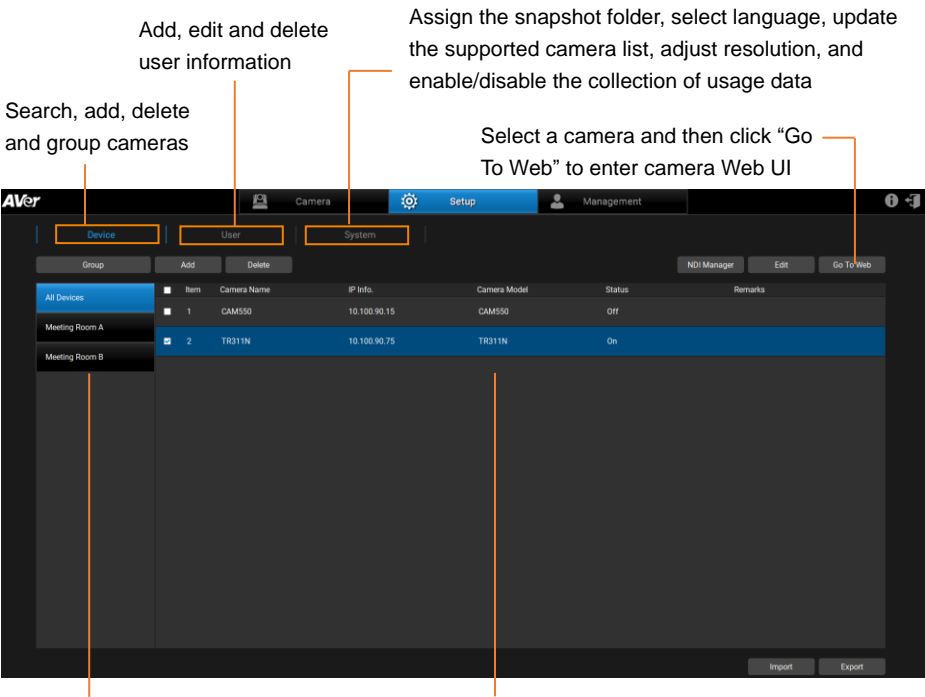


[Note]

- 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.
2. To perform the Go to Preset function, select a camera on the Live View window first. On the Control Panel, click on a preset number, the camera will turn to the clicked preset position. You can also enter a preset number (0~255) in **Go to** field and then press the Enter key on your keyboard.

Setup

You can use the **Setup** page to add cameras or group the connected cameras. You can also configure some system settings using this page.



All Devices:

Click to display all the added cameras

Device List

The added cameras will be displayed here

Groups: Click to display the cameras added to the group

Add Cameras

You can add both AVer and NDI® cameras to the AVer PTZ Management application. There are four ways to add cameras:

- Manually add cameras
- Automatically add cameras
- Using NDI Manager to add pre-grouped NDI® cameras
- Using the Import function to import camera profile. Refer to [Import/Export Camera Profile](#) for more details

[Note] Both AVer and NDI® cameras (client sites) have to be connected on the same LAN with the PC downloaded with AVer PTZ Management (server site).

To manually add cameras:

1. Under **Setup > Device**, click the “Add” button.

Add Device

PTZ Camera

☒ AVer PTZ

☐ NDI

Auto Search

Camera Name

CAM550

Camera IP

10.100.90.199

Ports

80

Camera Account

admin1

Camera Password

•••••

Remarks

Group

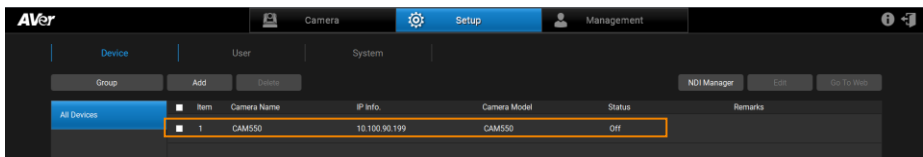
☐ Group

Cancel

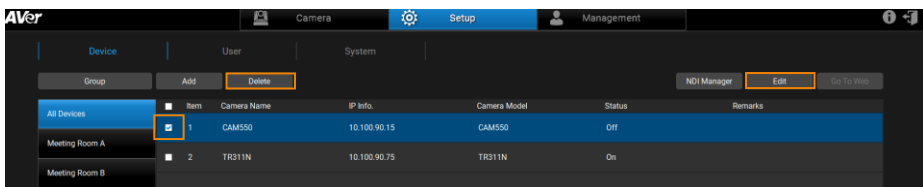
Save

2. If you want to add an AVer camera, select **AVer PTZ**; if you want to add an NDI® camera, select **NDI**.
3. Input the camera information.

4. Click “Save”. The camera will be added to the Device List.



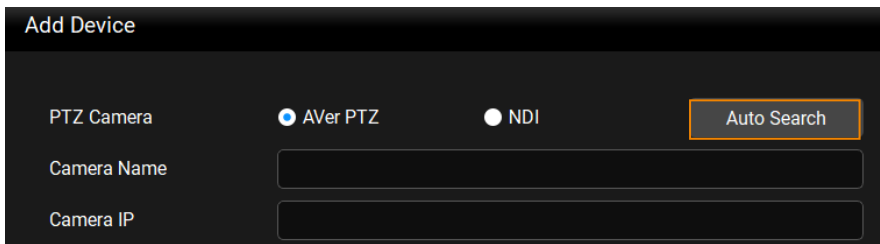
5. Follow steps 1~4 to add more cameras.
6. If you want to edit or delete a camera, on the Device List, select a camera and then click the “Delete” or “Edit” button.



To automatically add cameras:

You can automatically search for the cameras connected on the same LAN and then add them to the PTZ Management application.

1. Under **Setup > Device**, click the “Add” button.
2. Click the “Auto Search” button. The application will automatically search for both the AVer PTZ cameras and NDI® cameras connected on the same LAN.



3. The searched cameras will be displayed on the list. You can click **AVer PTZ** or **NDI** to filter between AVer cameras and NDI cameras.

Auto Search

☒ All
 ☐ AVer PTZ
 ☐ NDI

Item	IP Address	Ports	Camera Name	Camera Model	Added
4	10.100.105.28	80	DL30	DL30	
5	10.100.105.34		NDIH-X-PTZUHD (chan 1, 10.100.105.34)	NDI	
6	10.100.105.18	80	Tracking Camera	Tracking Camera	
7	10.100.105.34		NDIH-X-PTZUHD (chan 1, 10.100.105.34)	NDI	

- Select a desired camera by clicking on it, the selected camera will be highlighted with a blue background. Click “OK”.

Auto Search

☒ All
 ☐ AVer PTZ
 ☐ NDI

Item	IP Address	Ports	Camera Name	Camera Model	Added
1	10.100.90.75	80	TR311N	TR311N	

- Input the Account name and Password of the camera. Click “Save”.

Add Device

PTZ Camera
 ☒ AVer PTZ
 ☐ NDI

Camera Name:

Camera IP:

Ports:

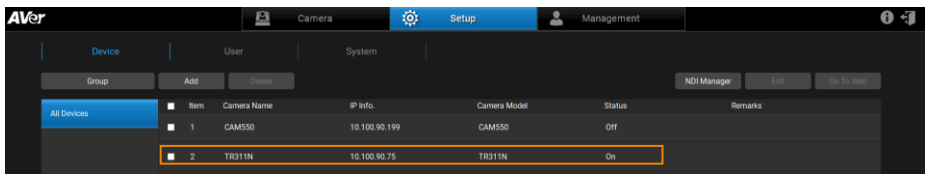
Camera Account:

Camera Password:

Remarks:

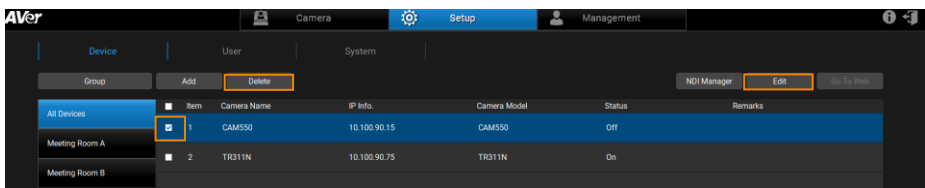
Group: ☐ Group

6. The camera will be added to the device list.



7. Follow steps 1~5 to add more cameras.

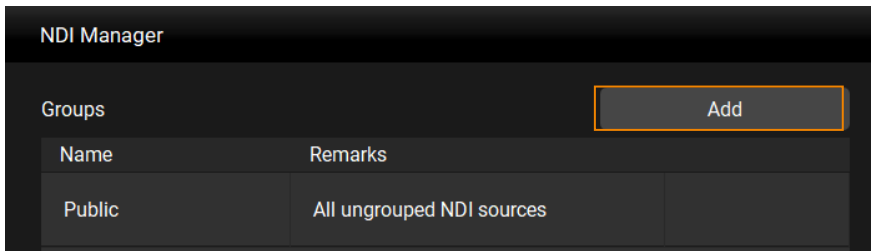
8. If you want to edit or delete a camera, on the Device List, select a camera and then click the “Delete” or “Edit” button.



To add pre-grouped NDI® cameras using NDI Manager:

You can add NDI® cameras which you have grouped together beforehand, add the group name in the NDI® Manager so that this group can be searched for.

- 1. Ensure the NDI® Cameras have been grouped beforehand.
- 2. Under **Setup > Device**, click the “NDI Manager” button.



- 3. Click the “Add” button. Input the Name of the pre-determined NDI® group name. Click “Save”. You can now search for cameras in this group.

NDI Group

Name

NDI-group1

Remarks

Cancel Save

4. You can optionally edit or delete the group by clicking ...

NDI Manager

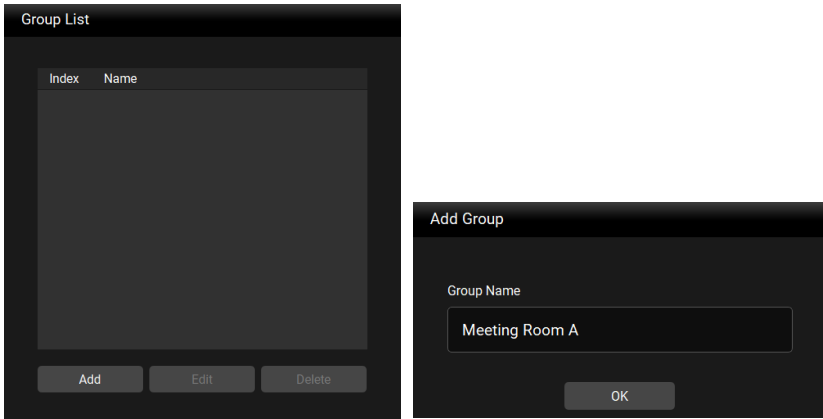
Groups Add

Name	Remarks	
Public	All ungrouped NDI sources	
NDI-group1	Meeting Room 1	...
		Edit
		Delete

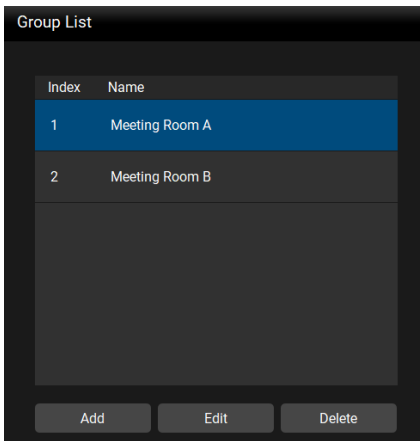
Group Cameras

After adding cameras to the PTZ Management application, you can start grouping the added cameras for management purpose. By default, up to 64 groups can be added.

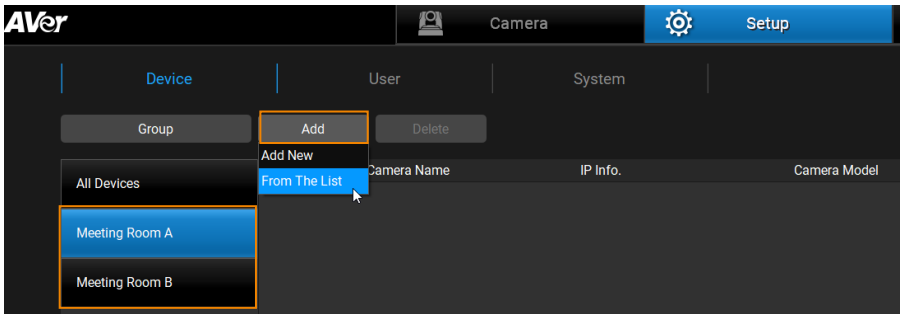
- 1. Add cameras. Please refer to [Add Cameras](#) for more details.
- 2. Under **Setup > Device**, click the “Group” button.
- 3. Click “Add” and then input a group name. Click “OK”.



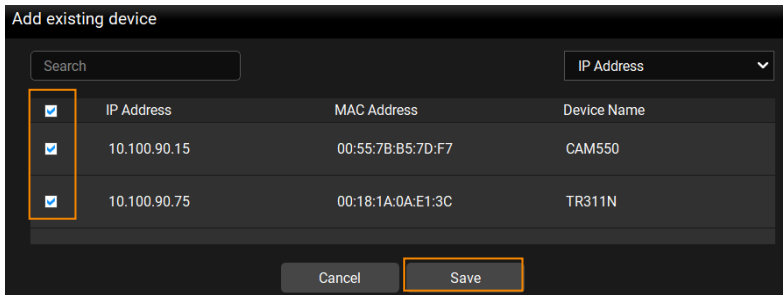
- 4. The group name has been added to the Group List. Click “Add” to add more groups. Up to 64 groups can be added. If you want to edit or delete a group, select a group by clicking on it, and then click the “Edit” or “Delete” button.



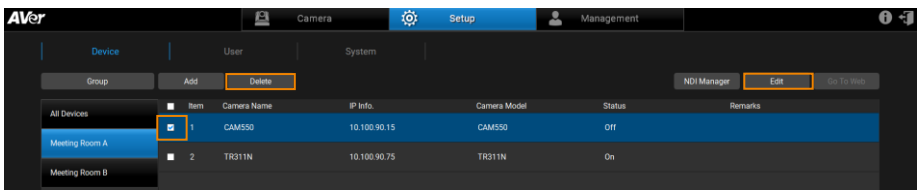
5. To add cameras to the created group, select a group by clicking on it and then click the “Add” button.



- **Add New:** If you want to manually add cameras to this group, click “Add New” and then input the related camera info. Please refer to *To manually add cameras* in the [Add Cameras](#) chapter.
- **From the List:** If you want to add the cameras from the Device List to this group, click “From The List”, select the desired cameras and then click “Save”. The cameras will be added to this group.



6. If you want to delete or edit a camera in a group, on the Device List, select a camera and then click the “Delete” or “Edit” button.



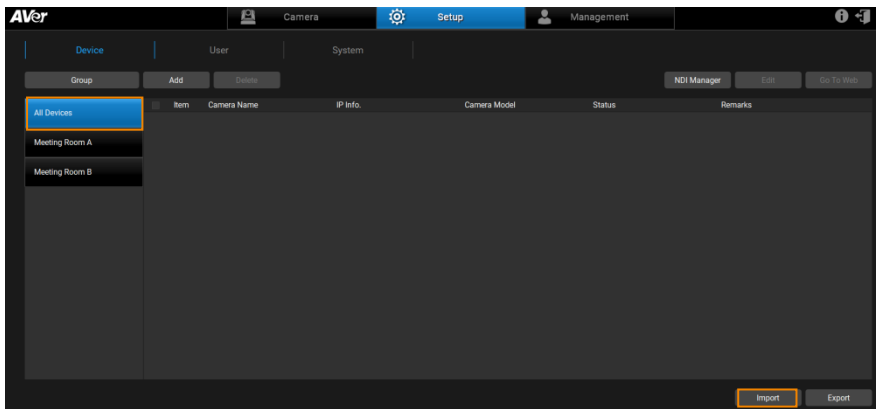
Import/Export Camera Profile

You can import camera profile to the device list, or export camera profile to your local system. This function is useful when you want to change another system. Cameras that have been added to your old system can be added to your new system by using the import function.

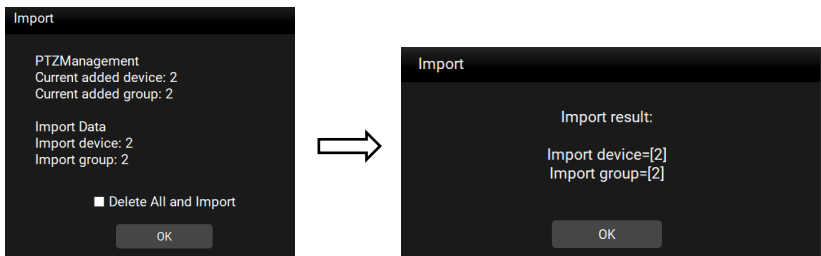
You can import camera profile from “All Devices” or the created “Groups”. Here we use “All Devices” for example on how to import camera profile.

To import camera profile:

- 1. Prepare and store the camera profile (.csv) to your computer/system installed with PTZ Management software. You can click the “Export” button on **Setup > Device** to get the .csv file.
- 2. To import camera profile to the Device List of All Devices, click “All Devices” and then click “Import”.



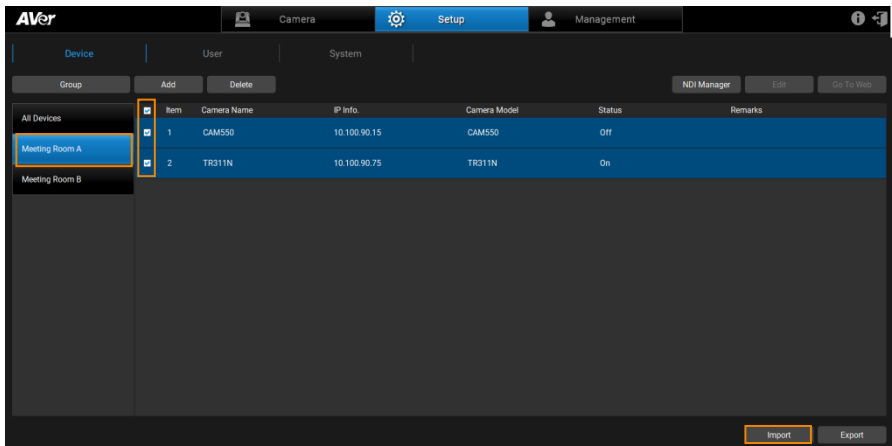
- 3. Select the camera profile (.csv) and then click “OK”. The cameras in the camera profile will be added to the Device List.



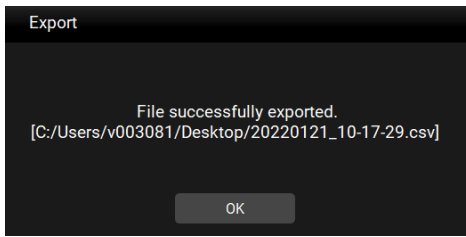
You can export camera profile from “All Devices” or the created “Groups”. Here we use “Group” for example on how to export camera profile.

To export camera profile:

1. Under **Setup > Device**, click on a Group on the left-side pane, select the cameras you want to export, and then click “Export”.



2. Select a folder and then click “OK”, the camera profile will be exported to this folder.



User Account Management

You can add, edit or delete user accounts using this page and grant privileges to admin/user accounts.

1. To add a new account, under **Setup > User**, click the “Add” button.

Edit User

User Name

User1

Password

•

Confirm Password

•

E-Mail

user1@aver.com

Type

User

☒

Group

☒

Meeting Room A

☒

Meeting Room B

☒

Device

☒

CAM550

☒

TR311N

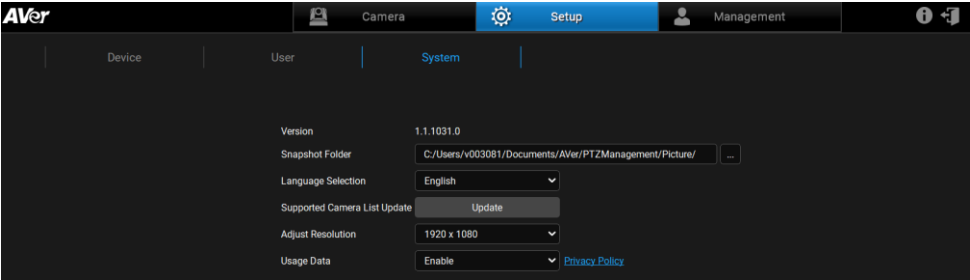
Cancel

Save

2. Input the User Name, Password and E-Mail of the user. Select a Type for this user account and then select the privilege items from the Group and Device fields. Select the group(s) to grant access to the group(s). Select the camera(s) to grant access to the camera(s) for camera control, e.g. pan, tilt, zoom, go to preset, tracking, etc.
3. Click “Save”. This user will be added to the user list.
4. To edit the user name, password and other user information, select a user by clicking on it and then click the “Edit” button. You can also click the “Delete” button to delete the selected user account.

Configure System Settings

You can configure system settings using this page. Go to **Setup > System**.



Version: Displays the version of AVer PTZ Management software.

Snapshot Folder: Select a folder to store the snapshot images.

Language Selection: Select a language for PTZ Management software. Options include English and Traditional Chinese.

Supported Camera List Update: Click the “Update” button to update the list of supported cameras.

Adjust Resolution: Select a resolution. The default resolution for AVer PTZ Management is 1920x080. The other resolution available is 1280x720. The software will restart after you change the resolution.

Usage Data: To continuously improve AVer PTZ Management, we may collect your usage data. However, we will not collect personally identifiable information such as your e-mail address, MAC address, IP address, etc.

You can choose whether you agree to allow our service to collect your information when you install or update the software. If you disagree, the function will be disabled. Moreover, you can select **Disable** whenever you would like to. Click “Privacy Policy” for more details.

Management

Under **Management**, you can view the connected camera information such as camera name, IP information, firmware version, camera status and etc.. You can set up system notifications, update camera firmware, reset camera value to factory default, reboot the camera, or set up schedules to power on/off/reboot the cameras.

Send notification to user's email when new camera firmware available or camera video loss

Update camera firmware

Set up schedule to power on/off or reboot cameras

System Notifications

Firmware Update

Scheduling

	Item	Camera Name	IP Info	FW Ver.	Status	Factory Reset	Reboot	On/Off
1	CAM550	10.100.90.15	00.00.00.00	Off				
2	TR311N	10.100.90.75	0.0.0004.36	On				

Click to restore to factory default

Click to reboot camera

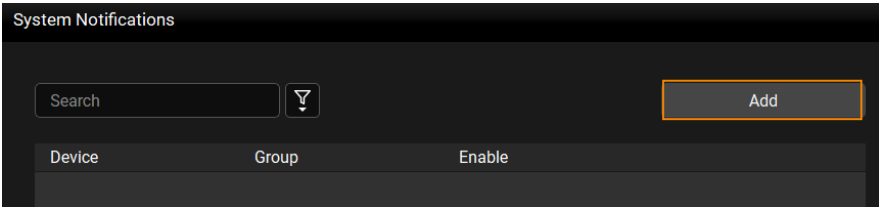
Click to turn on/off camera*

* Remember to turn on Wake-On-LAN (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.

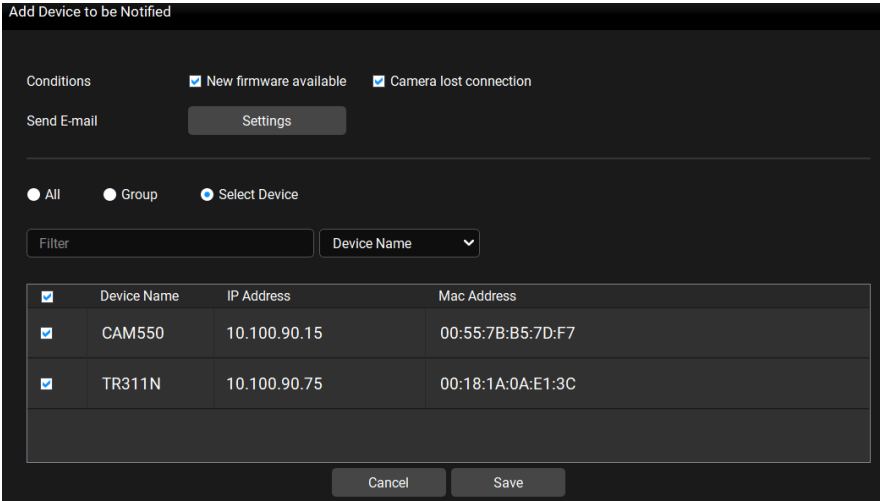
System Notifications

You can receive system notifications, such as “new camera firmware available” or “camera video loss” with pre-configured email account.

1. Under **Management**, click “System Notifications” and then click “Add”.



2. Configure the related settings.



Conditions: Select the desired conditions to be notified.

Send E-mail: Click “Settings” to input an email address to receive notifications.

Select cameras: You can select the desired cameras by clicking **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the Filter field to filter cameras.

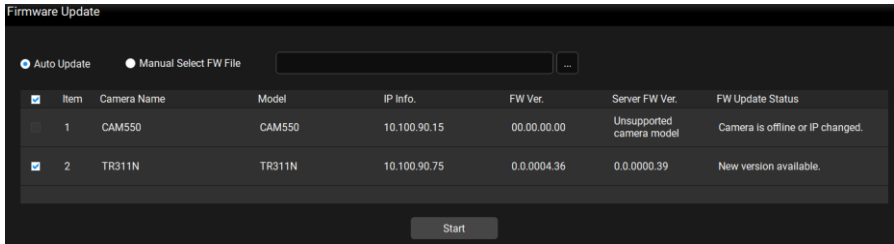
3. Click “Save”, this notification will be added to the System Notifications list.
Follow Step 1 to 3 to set up more notifications.


Firmware Update

You can update camera firmware using this button.

[Note] Firmware cannot be updated when the selected cameras are power-off, standby or offline.

- 1. Under **Management**, click “Firmware Update”.



- 2. There are 2 ways to update firmware: Automatically (default) or Manually.
Automatically: Click on “Auto Update”. Select the camera(s) and then click the “Start” button. PTZ Management will start updating firmware of the selected camera(s).
Manually: Store the firmware file to your system. Click on “Manual Select FW File” and then click  to open the firmware file. Select the camera and then click the “Start” button. PTZ Management will start updating firmware of the selected camera.

[Note] After updating, the cameras will restart. The AVer PTZ Management will lose connection with the camera. Please wait for AVer PTZ Management to reconnect to the cameras.

Scheduling

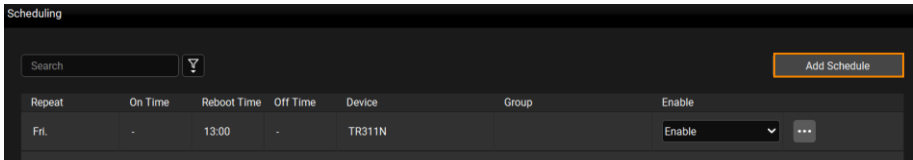
You can set up schedule to power on/off or reboot cameras. The schedule will execute until you disable it.

[Notes]

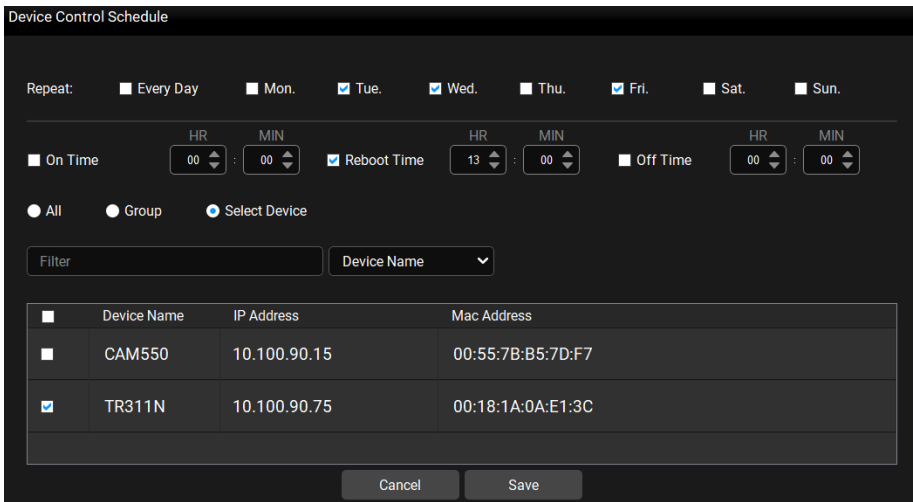
- Make sure all devices are connected via Ethernet cable in order to power on.
- Remember to turn on Wake On Lan (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- The PTZ Management must be running in order to control the camera on /off/reboot.

To create a schedule:

1. Under **Management**, click “Scheduling” and then click “Add Schedule”.



2. Configure the schedule settings.



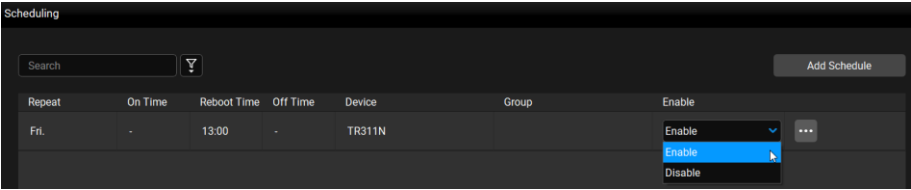
Repeat: Select a routine day for the schedule. Select Every Day to activate the schedule daily; or select the desired day(s) to activate the schedule on the selected day(s).

Action items: Set up action time for the selected action items. Action items include **On Time**, **Reboot Time** and **Off Time**.

Select cameras: You can select the desired cameras to be applied with this schedule. Select from **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the Filter field to filter cameras.

- 3. Click “Save”, the schedule will be added to the Scheduling list. In the Enable field, select Enable/Disable to enable/disable the schedule. Note that only when “Enable” is selected will the schedule be activated.

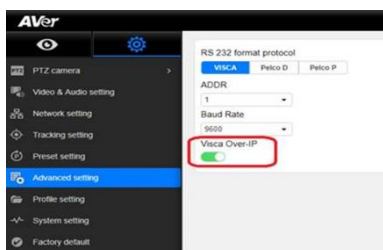
To edit or delete a schedule, click  and click Edit or Delete.



- 4. Follow Step 1 to 3 to add more schedules.

TROUBLESHOOTING

1. How many cameras can I connect?
 - Currently, we can connect up to 256 cameras with AVer PTZ Management.
2. Why is there no camera shown after auto-search?
 - Please make sure AVer PTZ Management and camera are on the same LAN segment.
3. Why is the camera status always in off status?
 - Please make sure AVer PTZ Management and camera are on the same LAN segment.
 - Please check **VISCA over IP** is enabled. The web setting interfaces vary depending on models.



- If AVer PTZ Management 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
4. Why can't I click "Click Track"?
 - Click Track function can only be used when Tracking is enabled and only supports the following models:
USA:
TR310/TR311/TR311HN/TR313/TR331/TR333
TR313V2/TR333V2/TR333NV2/TR331V2/TR331NV2
DL10

Non USA:
PTC310/PTC310U/PTC310H/PTC310N/PTC310UN/PTC310HN/
PTC330/PTC330N/PTC330U/PTC330UV2/PTC330UNV2/PTC330V2/
PTC330NV2
DL10

5. What should I do when “IP Conflict” message appears?
- An IP conflict arises when two devices share the same IP address, which is probably caused by an internal error of the DHCP server. In that case, a warning message will pop up. You can change, delete or add a camera IP address again via **Aver IPCam Utility** to resolve the IP conflict.

