

AVer PTZ Management

User Manual



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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>

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Contents

| | |
|------------------------------------|----|
| PREFACE | 1 |
| MINIMUM SYSTEM REQUIREMENT | 1 |
| DOWNLOADING THE APPLICATION | 2 |
| HARDWARE CONNECTION | 3 |
| INSTALLATION | 4 |
| Install AVer PTZ Management | 4 |
| GETTING STARTED | 5 |
| Login | 5 |
| Forget Password | 6 |
| Main Functions Introduction | 7 |
| Camera | 8 |
| Control Panel | 10 |
| Setup | 15 |
| Add Cameras | 16 |
| Group Cameras | 21 |
| Import/Export Camera Profile | 23 |
| User Account Management | 25 |
| Configure System Settings | 26 |
| Management | 27 |
| System Notifications | 28 |
| Firmware Update | 29 |
| Scheduling | 30 |
| TROUBLESHOOTING | 32 |

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>

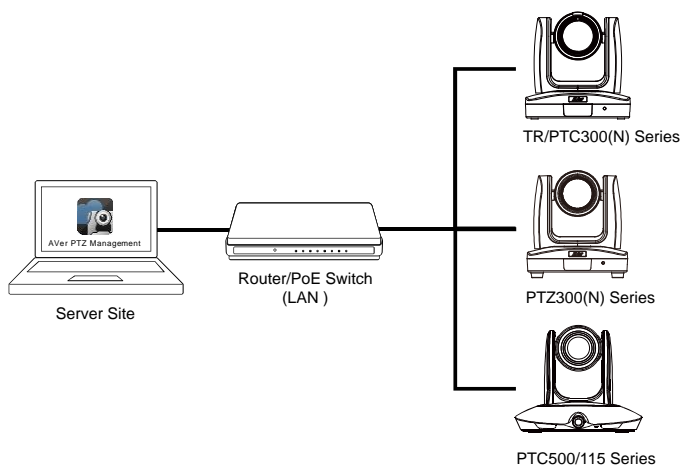


AVer PTZ Management.exe

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


HARDWARE CONNECTION

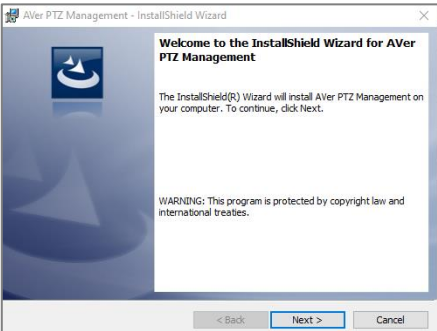
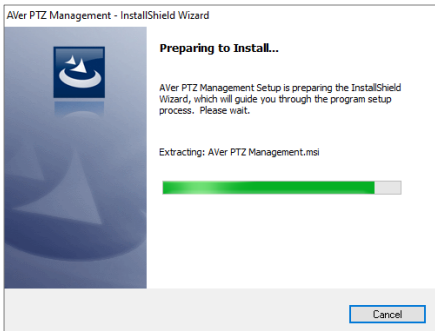
- Please make sure all devices are well-connected and powered on.
- Install “**AVer PTZ Management**” application.
- The server site IP needs to be a public IP address, if the client site and server site are not on the same LAN (different locations).



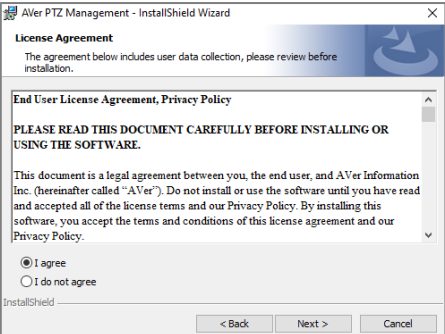
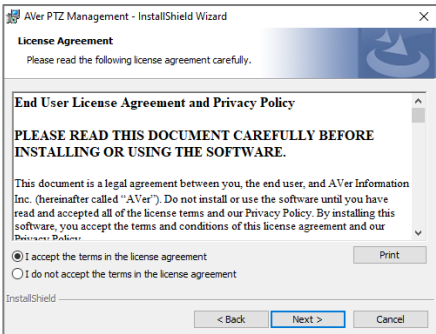
INSTALLATION



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.



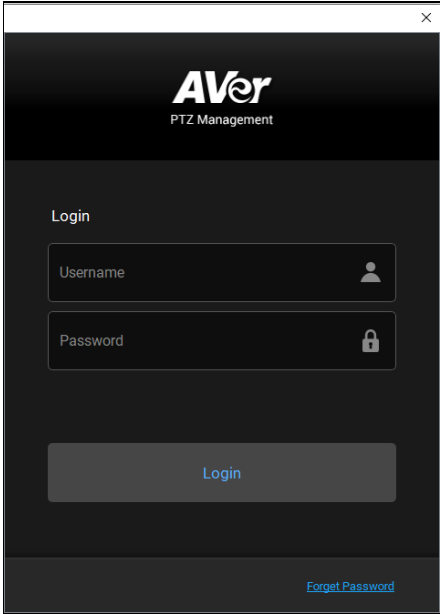
2. After installation, the AVer PTZ Management icon  will be displayed on the desktop.
3. Double-click  to launch AVer PTZ Management.

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.



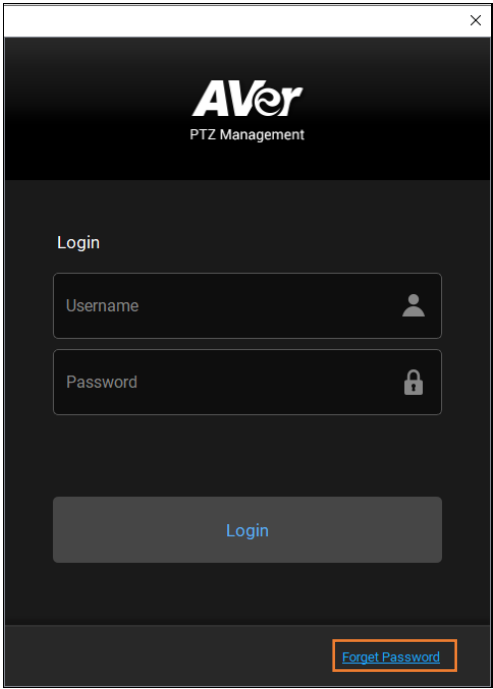
The screenshot shows a web-based login interface for AVer PTZ Management. The interface is dark-themed. At the top, the AVer logo is displayed above the text 'PTZ Management'. Below this, the word 'Login' is centered. There are two input fields: 'Username' with a user icon on the right, and 'Password' with a lock icon on the right. A 'Login' button is positioned below the password field. At the bottom right, there is a link that says 'Forgot Password'.

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

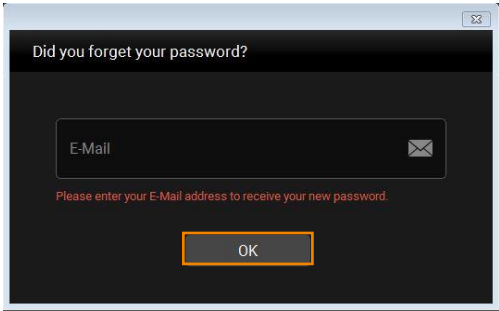
3. For first time login, please enter your email address in case you need to request for “Forget Password”.

Forget Password

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

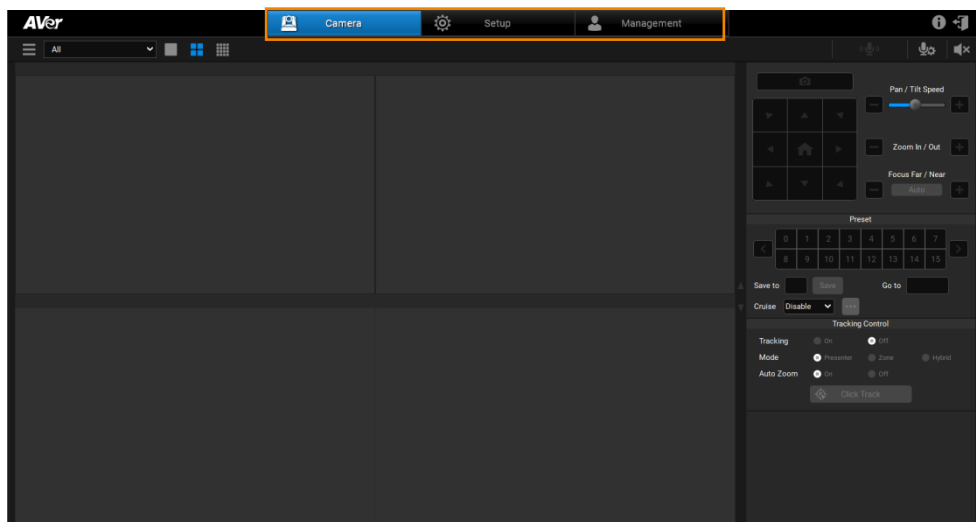


Enter the E-mail address and then click the [OK](#) button to receive your new password.



Main Functions Introduction

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



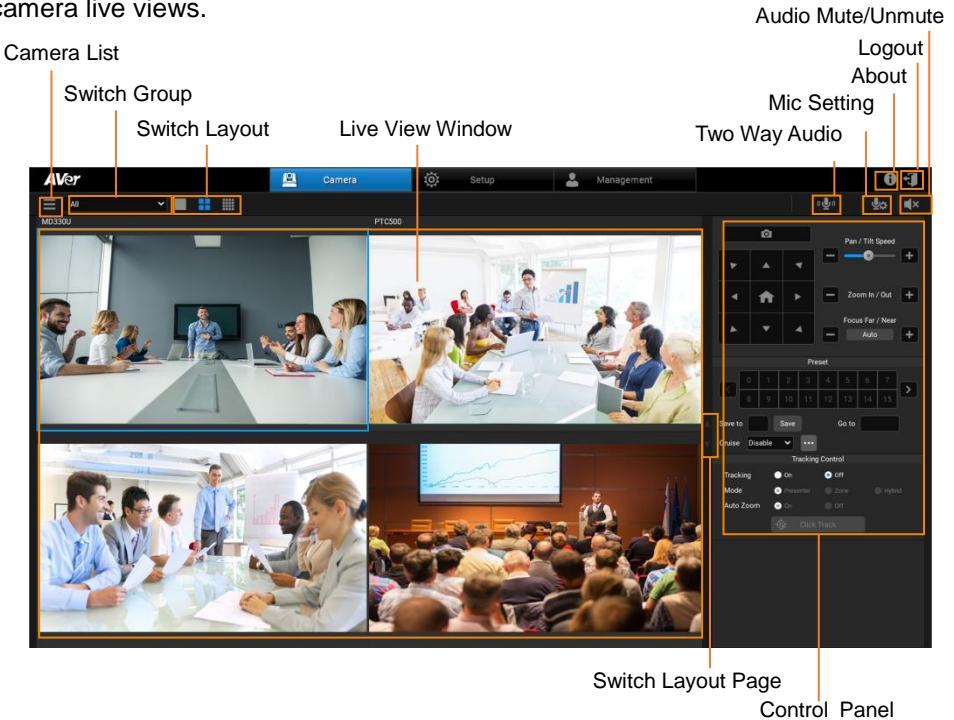
Camera: You can use the Camera page to control the connected cameras and display camera live views. For more details, please refer to [Camera](#).

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).

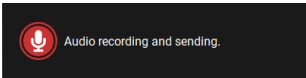
[Note]: You can double click on the live view image to switch the layout to Single-View. Double click on the Single-View again and you can switch between the Real Full Screen, (i.e., without the control panel) and Single-View.

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.

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](#).

Two-Way Audio: Click and hold . As you are holding , you will see



on the live view, indicating you can start talking.

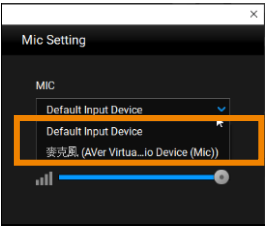
Meanwhile, instead of receiving any audio, you can only output audio.

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

Mic Setting: The default input device for **Two-Way Audio** is the sound input device selected in your Windows operating system. Alternatively, you can click



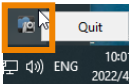
and select a microphone from the drop-down list



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

Logout: Click to logout AVer PTZ Management.

[Note]: You can also right click on the PTZ Management icon from the Windows



taskbar and click **Quit** to exit PTZ Management.

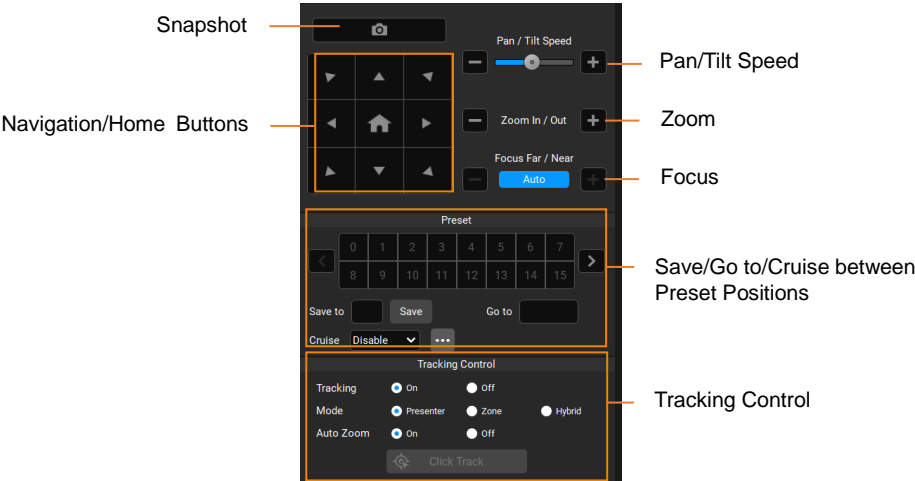
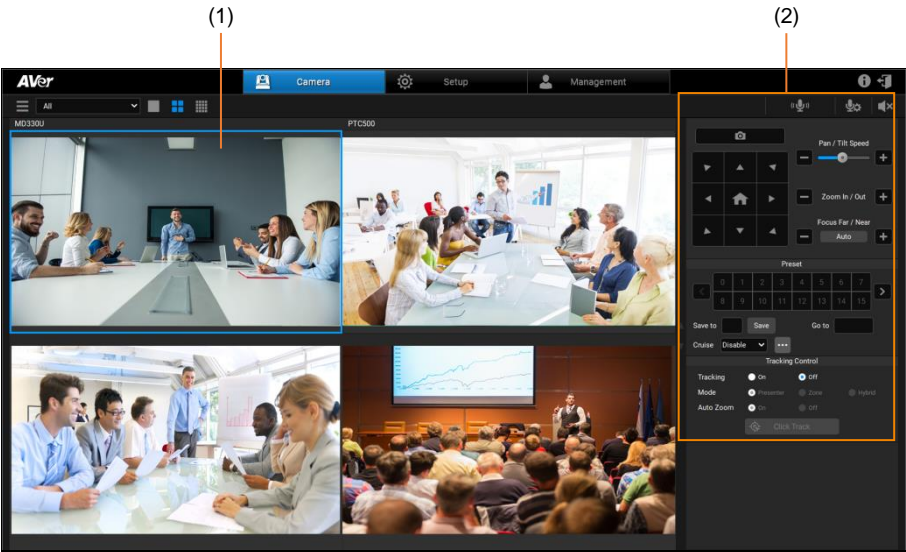
Audio Mute/Unmute: Select a camera first and then click to mute or unmute the audio of the selected camera. To select a camera on the Live View window, directly click on a camera, the selected camera will be highlighted with a blue frame.

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.

[Note]: On the Web User Interface of MD330U series, under **Video & Audio**, select either **USB +Streaming** or **Stream** for **Video Mode**. Then, on PTZ Management, click anywhere on the single live view screen of MD330U series and the camera will pan and tilt until that clicked point is in the center of the live view.

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. You can also click on the camera live view and scroll up your mouse to zoom in and scroll down your mouse to 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.

Preset:

Save Preset Positions:


You can save up to 256 preset positions.

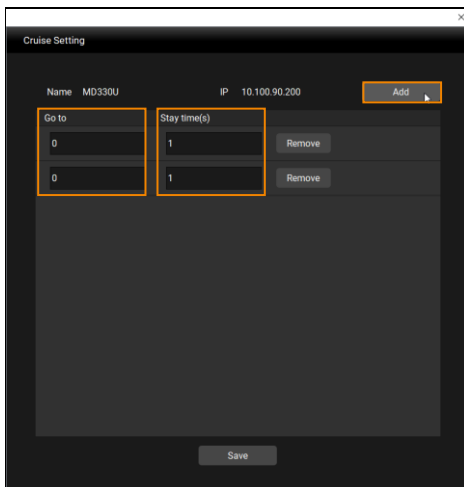
1. Input a preset number in the “Save to” input box.
2. Use the direction and zoom in/out buttons to move the camera view to the desired position.
3. Click the “Save” button to save this position.

Go to Preset Positions:

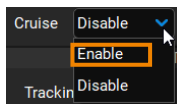
Click on a preset number and the camera will turn to the clicked preset position. You can also enter a preset number (0~255) in **Go to** field and then press the Enter key on your keyboard.

Continuously Cruise the Camera between Preset Positions:

1. Click on the meatball menu .
2. On the popped up dialogue box, click **Add**.



3. Input the first preset position number in the first “Go to” field. Input the number of seconds to keep the camera at the first preset position in the “Stay time(s)” field. The camera will move according to the order of the preset positions on the Cruise Setting List.
4. Click **Add** to configure the second preset position you want to steer the camera to.
5. Click **Add** to set up more preset positions. Click **Remove** to erase a preset position.
6. Click **Save** to establish the Cruise Setting List.
7. Back on the preset control panel, select **Enable** from the **Cruise**



drop-down list to start cruising the camera. Select **Disable** to stop the cruising.

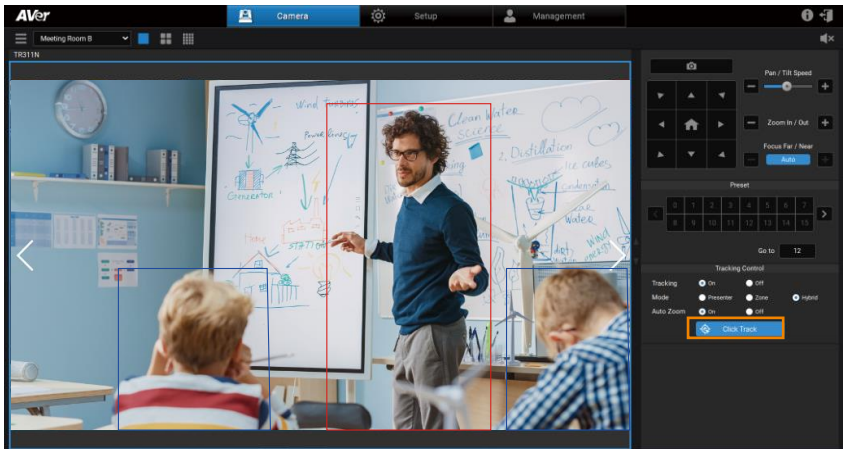
8. You can cruise multiple cameras simultaneously.

[Note]:

- Countdown of “Stay time” starts as soon as the camera departs from the previous preset position. You can add a few seconds for the camera to travel between preset positions.
- The cruising will stop temporarily if the power/Internet is disconnected, or you log out of PTZ Management. Cruising will resume after reconnection or login.
- The cruising will stop once and for all if the camera is deleted from the camera list.

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, MD330U series
 Non-USA: PTC500s, PTC115, PTZ310, PTZ330, MD330U series
- **Click Track** only works under Single-View.

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.

Search, add, delete and group cameras

Add, edit and delete user information

Assign the snapshot folder, select language, update the supported camera list, adjust resolution, and enable/disable the collection of usage data

Select a camera and then click “Go To Web” to enter camera Web UI

The screenshot shows the AVer Setup page with a top navigation bar containing 'Camera', 'Setup' (highlighted), and 'Management'. Below the navigation bar are three tabs: 'Device' (highlighted), 'User', and 'System'. The 'Device' tab is active, showing a table of devices. The table has columns for 'Item', 'Camera Name', 'IP Info', 'Camera Model', 'Hostname', 'Status', and 'Remarks'. Two devices are listed: 'PTC300' and 'MD330U'. The 'All Devices' button is highlighted on the left. The 'Go To Web' button is highlighted on the right. The 'Import' and 'Export' buttons are at the bottom right.

| Item | Camera Name | IP Info | Camera Model | Hostname | Status | Remarks |
|------|-------------|---------------|-----------------|----------|--------|---------|
| 1 | PTC300 | 10.100.90.44 | Tracking Camera | | On | |
| 2 | MD330U | 10.100.90.300 | MD330U | | On | |

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:

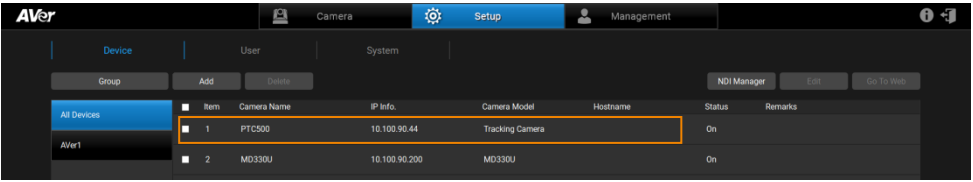
1. Under **Setup > Device**, click the “Add” button.

The screenshot shows the 'Add Device' window with the following fields and options:

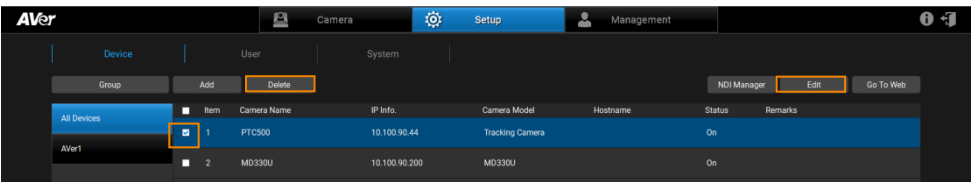
- PTZ Camera:** Radio buttons for **AVer PTZ** (selected) and **NDI**. An **Auto Search** button is to the right.
- Camera Name:** A text input field.
- Camera Address:** Radio buttons for **IP** (selected) and **Hostname**. Below is a text input field.
- Ports:** A text input field containing the value **80**.
- Camera Account:** A text input field.
- Camera Password:** A text input field.
- Remarks:** A text input field.
- Group:** A dropdown menu showing **Group** and **AVer1** as options.
- Buttons:** **Cancel** and **Save** buttons at the bottom.

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. Select **IP** or **Hostname** for Camera Address.
5. Click “Save”. The camera will be added to the Device List.



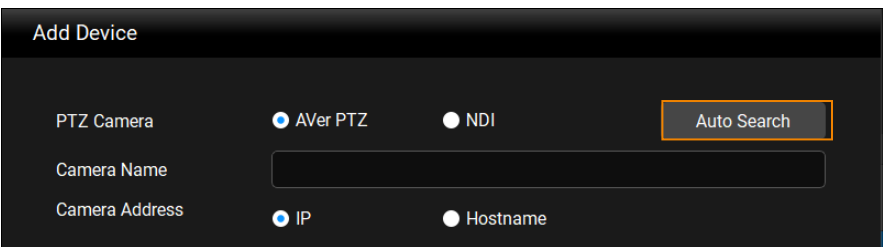
6. Follow steps 1~4 to add more cameras.
7. If you want to edit or delete a camera, on the Device List, select a camera and then click the “Delete” or “Edit” button.



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 | | NDIHX-PTZUHD (chan 1, 10.100.105.34) | NDI | |
| 6 | 10.100.105.18 | 80 | Tracking Camera | Tracking Camera | |
| 7 | 10.100.105.34 | | NDIHX-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 | 10.100.90.44 | 80 | PTC500 | Tracking Camera | |
| 2 | 10.100.90.200 | 80 | MD330U | MD330U | |

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

Add Device

PTZ Camera: ☒ AVer PTZ ☐ NDI

Camera Name:

Camera Address: ☒ IP ☐ Hostname

Ports:

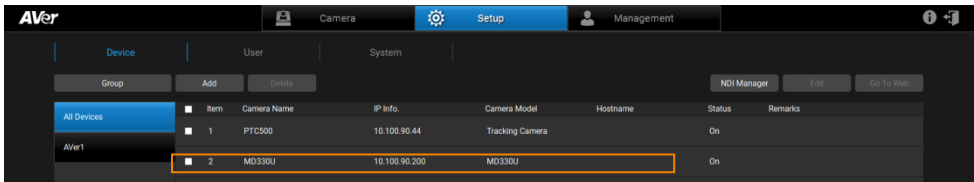
Camera Account:

Camera Password:

Remarks:

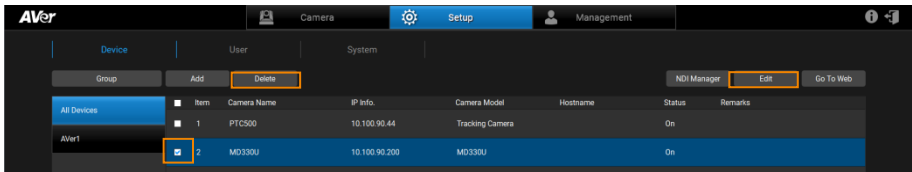
Group:
 ☐ Group
 ☐ AVer1

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



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

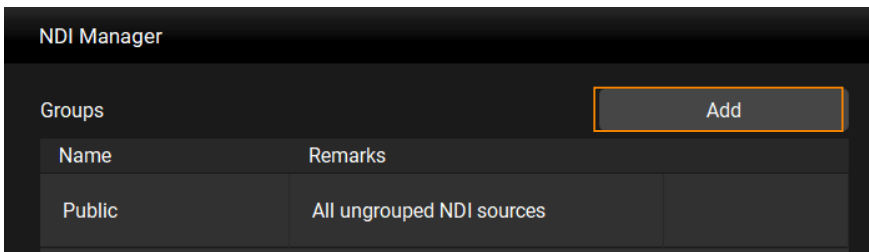
8. If you want to edit or delete a camera, on the Device List, select a camera and then click the “Delete” or “Edit” button.



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

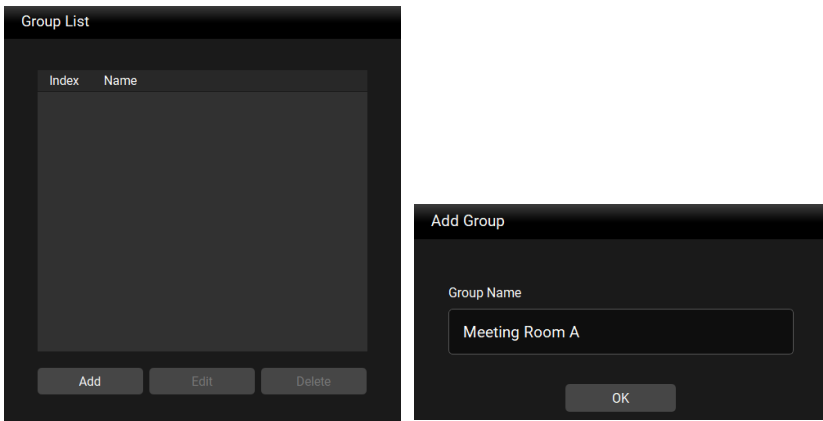
Add

| Name | Remarks | |
|------------|---------------------------|---|
| Public | All ungrouped NDI sources | |
| NDI-group1 | Meeting Room 1 | <div><div>...</div><div>Edit</div><div>Delete</div></div> |

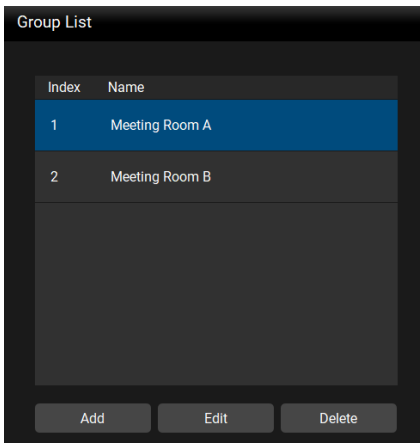
Group Cameras

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.

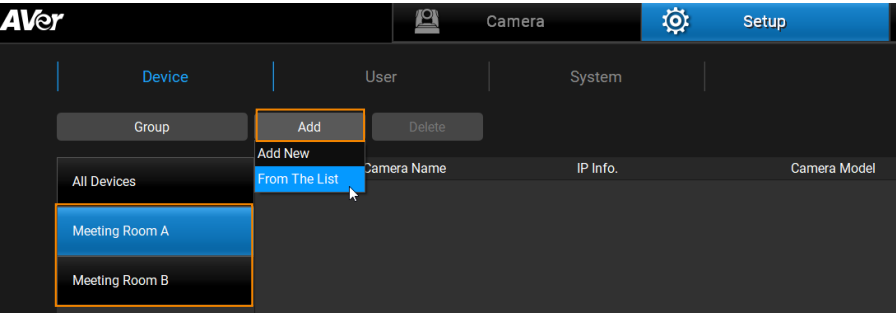
- 1. Add cameras. Please refer to [Add Cameras](#) for more details.
- 2. Under **Setup > Device**, click the “Group” button.
- 3. Click “Add” and then input a group name. Click “OK”.



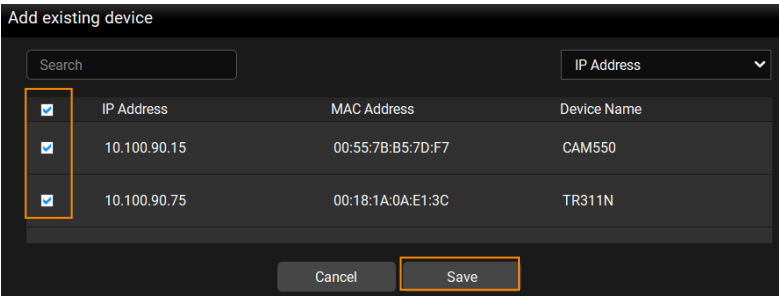
- 4. The group name has been added to the Group List. Click “Add” to add more groups. Up to 64 groups can be added. If you want to edit or delete a group, select a group by clicking on it, and then click the “Edit” or “Delete” button.



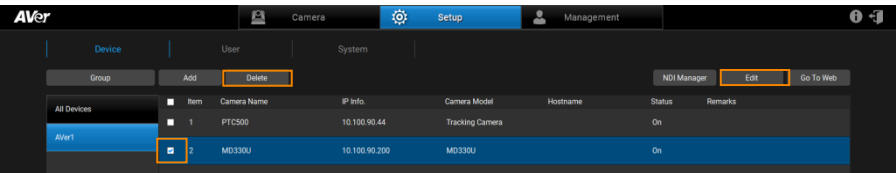
5. To add cameras to the created group, select a group by clicking on it and then click the “Add” button.



- **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.



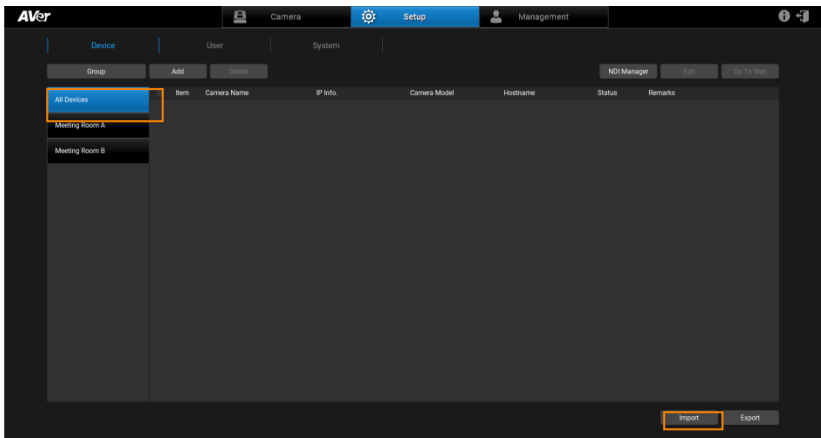
Import/Export Camera Profile

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.

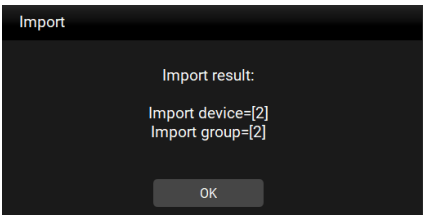
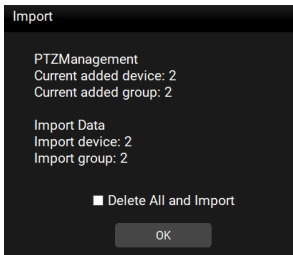
You can import camera profile from “All Devices” or the created “Groups”. Here we use “All Devices” for example on how to import camera profile.

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”.



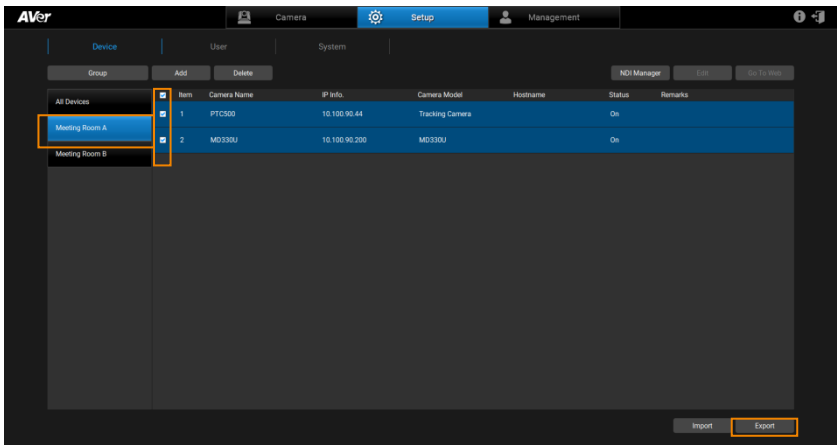
- 3. Select the camera profile (.csv) and then click “OK”. The cameras in the camera profile will be added to the Device List.



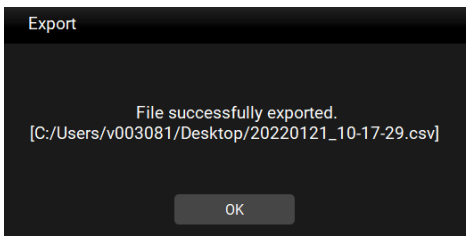
You can export camera profile from “All Devices” or the created “Groups”. Here we use “Group” for example on how to export camera profile.

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

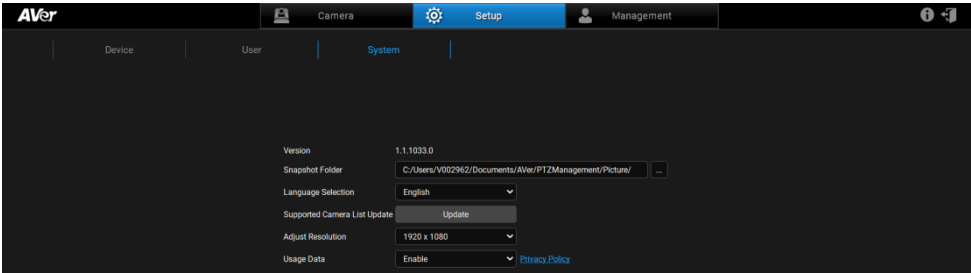
Cancel

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, Traditional Chinese and Korean.

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 1920 x 1080. If necessary, you can click the drop-down list to select the other resolution, 1280 x 720.

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

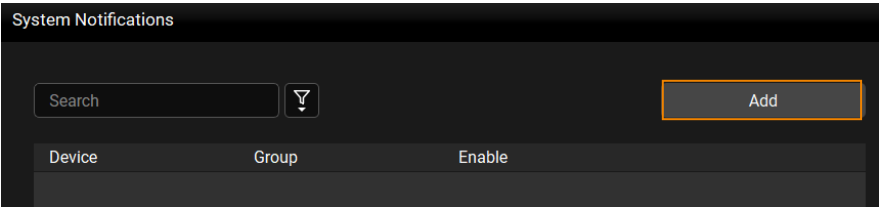
Click to turn on/off camera*

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

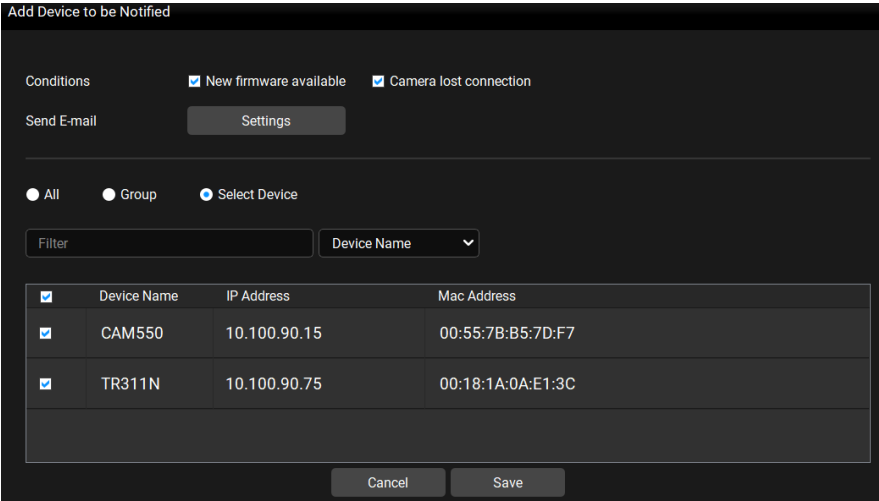
System Notifications

You can receive system notifications, such as “new firmware available” (camera and PTZ Management) 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.

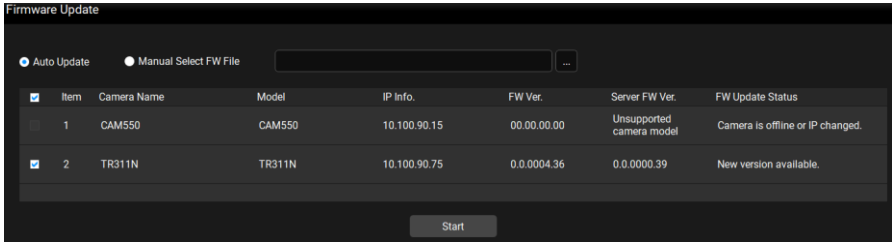
- 3. Click “Save”, this notification will be added to the System Notifications list.
 Follow Step 1 to 3 to set up more notifications.


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

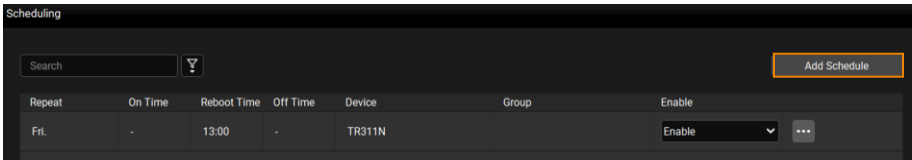
You can set up schedule to power on/off or reboot cameras. The schedule will execute until you disable it.

[Notes]

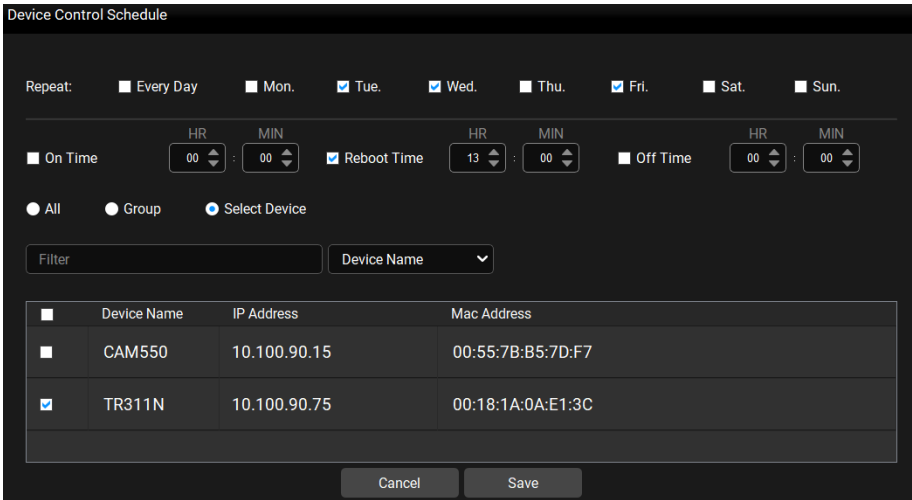
- Make sure all devices are connected via Ethernet cable in order to power on.
- Remember to turn on Wake On Lan (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- The PTZ Management must be running in order to control the camera on /off/reboot.

To create a schedule:

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



2. Configure the schedule settings.



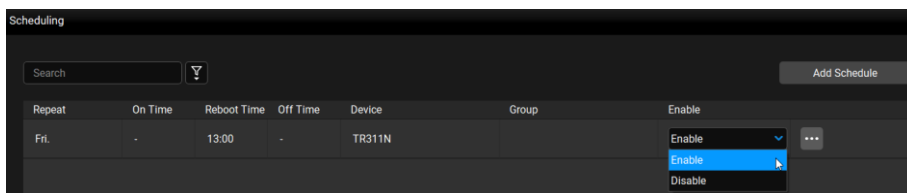
Repeat: Select a routine day for the schedule. Select Every Day to activate the schedule daily; or select the desired day(s) to activate the schedule on the selected day(s).

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.

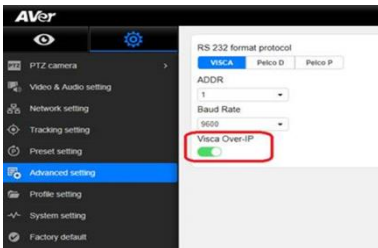
To edit or delete a schedule, click  and click Edit or Delete.



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/DL30

Non USA:
PTC310/PTC310U/PTC310H/PTC310N/PTC310UN/PTC310HN/
PTC330/PTC330N/PTC330U/PTC330UV2/PTC330UNV2/PTC330V2/
PTC330NV2
DL10/DL30

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.

