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AVer PTZ Management

— User Manual —

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Overview

AVer PTZ Management is a software system 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.

System Requirements

- CPU: Intel® Core™ i5 CPU or greater
- RAM: 4 GB
- Free Storage Space: 10 GB
- Network Card: 100/100 Mbps
- OS: Windows® 10, 11 (64 bits)

Supported AVer Cameras

PTC300V2 Series	PTC500 Series	PTC330 Series	PTC310 Series	PTC115 Series
PTC330UV2 *TR333V2*	PTC500S *TR530*	PTC330 *TR331*	PTC310 *TR311*	PTC115 *TR320*
PTC320UNV2 *TR323NV2*	PTC500+ *TR530+*	PTC330N *TR331N*	PTC310U *TR313*	PTC115+ *TR320+*
PTC320UV2		PTC330U *TR333*	PTC310H	
PTC310UV2 *TR313V2*			PTC310N *TR311N*	
PTC310HWV2 *TR311HWV2*			PTC310UN *TR313N*	
			PTC310HN	

PTZ330V2 Series	PTZ310V2 Series	PTZ330 Series	PTZ310 Series
PTZ330V2	PTZ310V2	PTZ330	PTZ310
PTZ330NV2	PTZ310NV2	PTZ330N	PTZ310N
PTZ330UV2	PTZ310UV2		
PTZ330UNV2	PTZ310UNV2		

DL Series	MD Series	CAM Series
DL10	MD330U	CAM550
DL30	MD330UI	CAM570

*US model name in italics

**Orange models do not support Click Track.

Installing AVer PTZ Management

1. Download AVer PTZ Management to your computer from AVer Download Center. (https://www.aver.com/Downloads/search?q=PTZ%20Management).

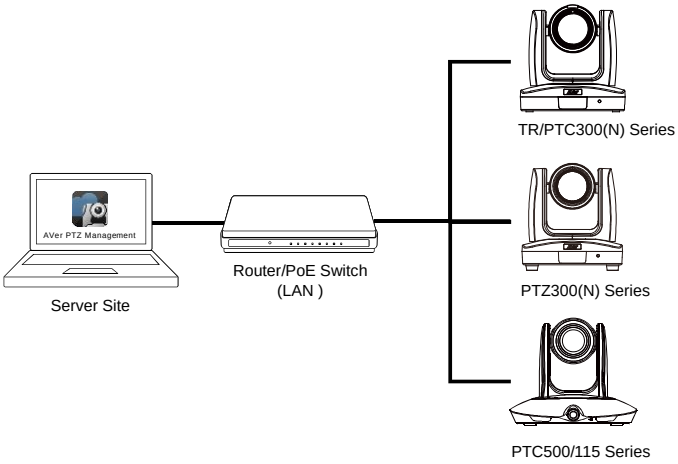
2. The installer includes AVer IPCam Utility. Please refer to <**AVer IPCam Utility**> for more details.

3. Double-click the downloaded .exe file.

4. Follow the instructions displayed on the setup wizard to install AVer PTZ Management.

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).



Getting Started

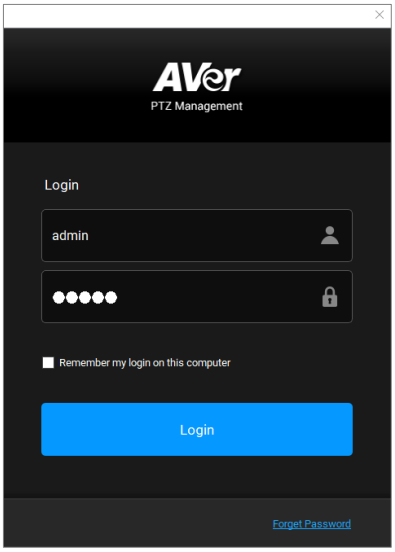
Login

1. Double click on your desktop to launch AVer PTZ Management.

2. Enter **User Name** and **Password**. The default user name and password are **admin/admin**. When finished, click **Login**.

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

4. Select "**Remember my login on this computer**" checkbox for future automatic logins.

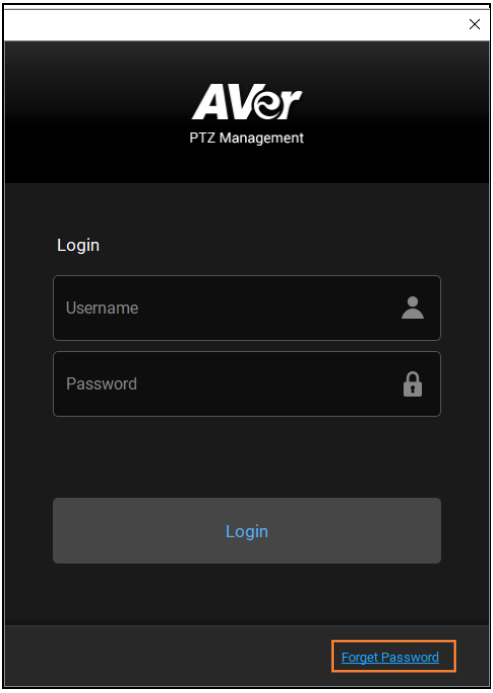


[Notes]

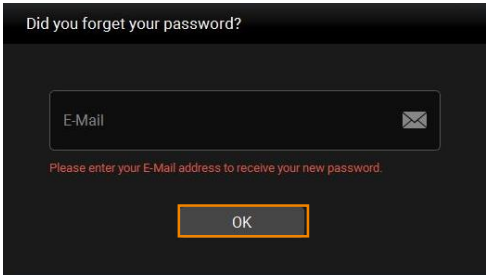
- **User name** and **password** remain admin even if your device changes.
- You can add multiple user accounts and apply specific privileges to each account. Please refer to <User Account Management> for more details.
- The recommended monitor resolution is 1920x1080 for displaying AVer PTZ Management. To re-size display resolutions of AVer PTZ Management software, go to Setup > System > Adjust Resolution.

Forget Password

If the login password of AVer PTZ Management is forgotten, click Forget Password hyper link on the **Login** window.



Enter email address and then click the OK button to receive your new password.



AVer PTZ Management Main Page

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

1. **Camera**

   Control the connected cameras and display camera live views. For more details, please refer to <**Camera**>.

2. **Setup**

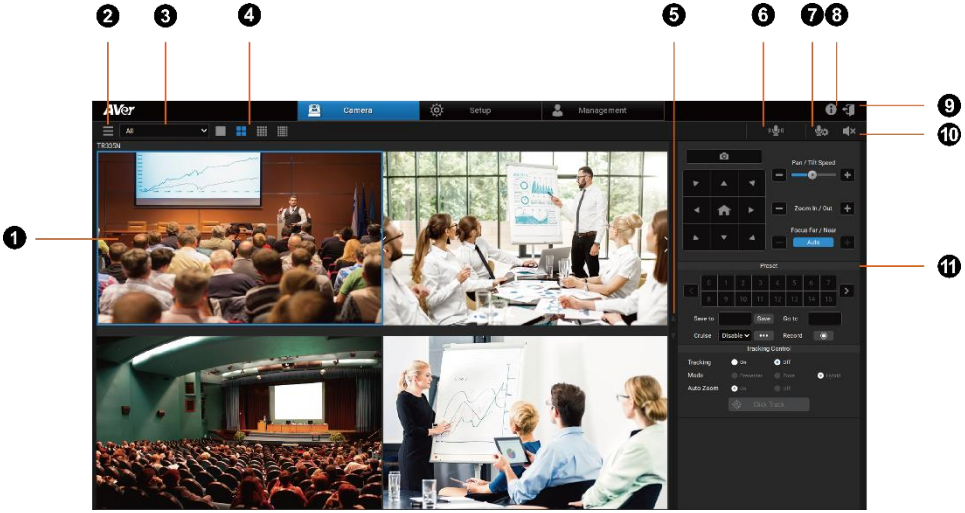
   Add cameras or group the connected cameras. You can also configure some system settings using this page. For more details, please refer to <**Setup**>.

3. **Management**

   View the connected camera information including camera name, IP information, firmware version and more, and manage camera status and settings. For more details, please refer to <**Management**>.

Camera

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



1. **Live View Window**

   Check your camera live view.
   - For Quad-View, 16-Division View and 25-Division View, double-click on a channel to display in Single-View.
   - Double click on the screen to return.

2. **Camera List**

   Click to view all the connected cameras.
   To add cameras, please refer to <**Add Cameras**>.

3. **Switch Group**

   Select a group from the drop-down list to display all the camera live view.
   To create a group, please refer to < **Group Cameras**>.

4. **Switch Layout**

   Click the buttons to switch among Single-View, Quad-View, 16-Division View and 25-Division View layout pages.

5. **Switch Layout Page**

   Click to switch among layout pages.

6. **Two Way Audio**

   Click and hold the button to record and send audio messages.

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

7. **Mic Setting**

   Select from the drop-down list to change the sound input device.

8. **About**

   Click to see more info about AVer PTZ Management.

9. **Logout**

   Click to log out to AVer PTZ Management.

10. **Audio Mute/Unmute**

    Select a camera and click the button to mute and unmute the camera audio.

11. **Control Panel**

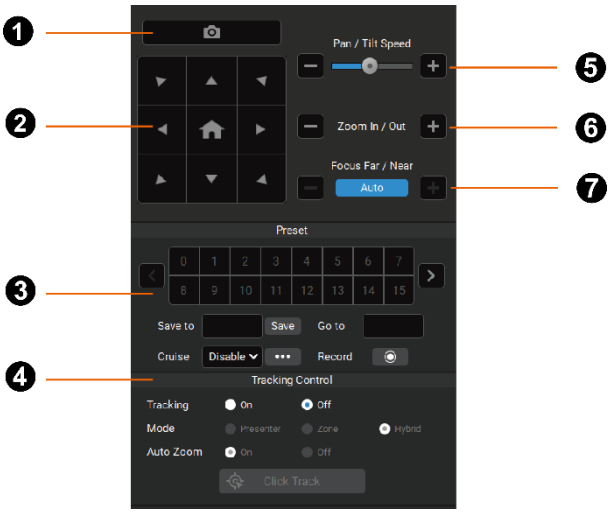
    Use the **Control Panel** to control the selected camera on the Live View window.

Control Panel

You can use the **Control Panel** to control the camera selected on the Live View window.

To use Control Panel:

1. Click to select a camera on the Live View window. It will be highlighted with a blue frame.
2. Use the **Control Panel** to control the selected camera.



1. **Snapshot**

   Click to take a snapshot. The system will store your snapshots in local folders. To change the snapshot directory, please refer to **Snapshot Folder** in the <**Configure System Settings**> chapter.

2. **Navigation/Home Buttons**

   Use the navigation buttons to control (pan/tilt) camera direction. Click **Home** button to go back to Home position.

   [Notes]
   On web application page of MD330U and PTC/TR3xx series, go to **Video & Audio** > **Video Mode**, select **USB +Streaming** or **Stream**. Then, on AVer PTZ Management, click anywhere on the single live view screen, the camera will pan and tilt until it focuses the center of the live view.

3. **Pan/Tilt Speed**

   Adjust the moving speed when using the Navigation buttons to pan/tilt the camera.

4. **Tracking Control**

   Turn on to focus on a target presenter and track with his/her movement.

   - **Tracking:** Turn **on** or **off** Tracking function.
   - **Mode:** Select a tracking mode. Go to your camera's web application to configure more tracking mode settings.

Mode	Description
Presenter	The camera focuses on the presenter and tracks the presenter's movement.
Zone	The camera follows and tracks the presenter only when the presenter moves from one pre-configured zone to another. Otherwise, the camera focuses only on the preset zone. (e.g., the whiteboard.)
Hybrid	It combines the **Presenter** and **Zone** modes. When the camera detects a presenter, it focuses and tracks the presenter. When the presenter enters a pre-configured zone, the camera zooms out and focuses the preset zone.

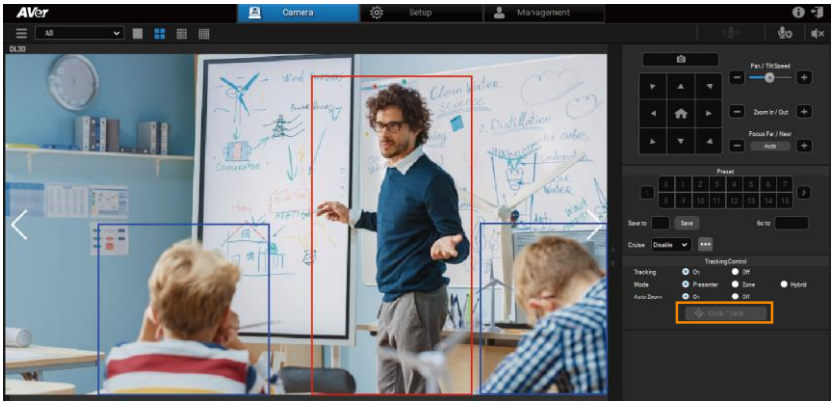
   - **Auto Zoom:** Auto Zoom is only available under **Presenter** and **Hybrid** modes.

Mode	Description
Auto Zoom On	The camera zooms in and out automatically to keep up with the presenter's walking paces and body languages.
Auto Zoom Off	The camera stops zooming in/out automatically and focuses the presenter according to the shot size of Preset 1.

- **Click Track:** Click **Click Track** to turn on or off target switching. The target presenter will be highlighted with a red frame, while the other detected presenters will be highlighted with blue frames.

  To switch a target presenter:

  1. Click **Click Track** to turn on (blue button) the function.
  2. Click on the presenter with a blue frame in the camera live view, the camera will switch focus to the presenter you click.



[Notes]

Click Track only works under Single-View.

5. **Zoom**

   Click **+** or **–** to zoom in or zoom out. You can also click on the camera live view, scroll up your mouse to zoom in and scroll down your mouse to zoom out.

6. **Focus**

   Click **Auto** to turn on and off the Auto Focus mode. In Auto Focus mode, the camera will automatically adjust camera focus. In Manual Focus mode, click **+** or **–** to focus near or far manually.

7. Preset Control

- **Set up Preset Positions:** Adjust camera direction with the navigation buttons, then enter a preset number (0~255) into the **Save to** text box. When finished, click **Save**.

- **Switch between Preset Positions:** Click on a number button to switch to the camera preset positions, or enter a preset number into the **Go to** text box. When finished, press **Enter** on your keyboard.

- **Cruise:** Select from the drop-down list to turn on or off Cruise function. Click to configure Cruise Setting. For more details, please refer to <**Cruise Management**>.

  To use Cruise Function:

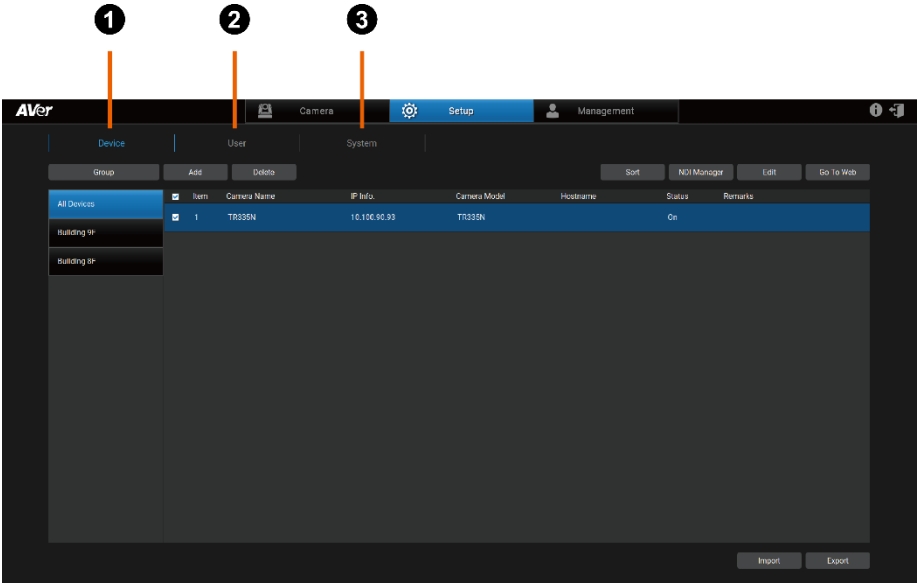
  1. Make sure all the preset positions have been pre-configured.
  2. Click **Add**, enter a preset position number in the **Go to** text box for the camera to switch to, and a dwell time in **Stay time(s)** text box.
  3. When finished, click **Save**. You may add more than one cruise route.
  4. To delete a cruise route, click to select a route, then click **Remove**.

- **Record:** Record your camera live view with the cyclical recording function.

  1. Go to **Management** > **Recording** to set up the storage location, storage size and cyclical recording time. For more details, please refer to <**Recording**>.
  2. After setting up, click on the Control Panel to start recording.

Setup

You can use the **Setup** page to view devices, users and system information, and perform advanced management and settings.



1. **Device**

   Search, add, delete and create groups for your devices.

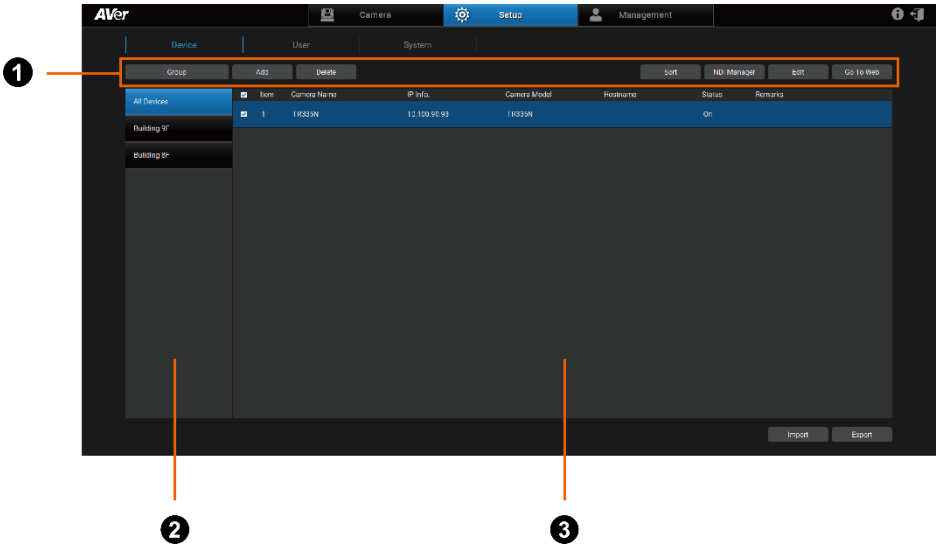
2. **User**

   Add, edit and delete user information.

3. **System**

   Check and configure PTZ Management system settings.

Device Settings



1. **Device Settings Menu Bar**
   Add and manage your devices, and visit the camera's web application for more camera settings.

2. **Camera Group List**
   View your camera groups for easy management.

3. **Device List**
   View all your connected camera devices and preform more settings.

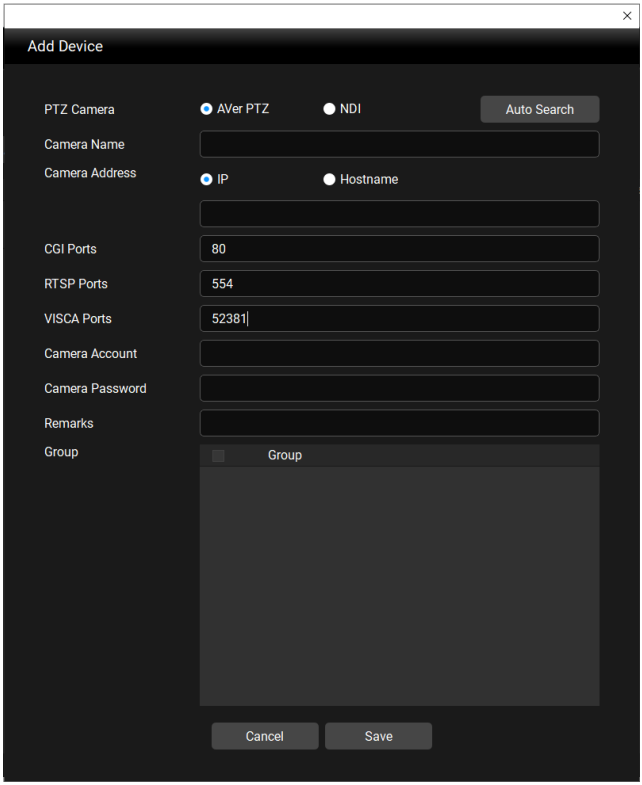
Add Cameras

Add AVer and NDI® cameras manually, automatically, via NDI Manager or via the Import Camera Profile function.

- AVer and NDI® cameras need to be on the same LAN as the computer running AVer PTZ Management.
- To add CAM Series cameras, make sure you have enabled **VISCA** and **RTSP** in **Add Device**.

To add cameras manually:

1. Go to **Setup** > **Device** > **Add**.

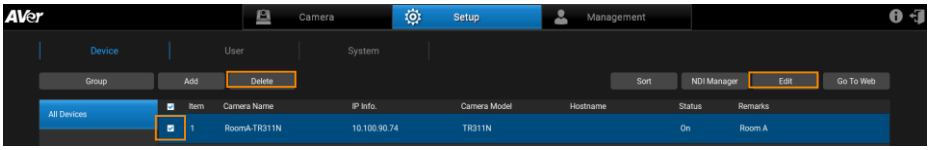


2. Select **AVer PTZ** for AVer cameras or **NDI** for NDI cameras.
3. Enter camera information.

Items	Description
Camera Name	Enter a camera name.
Camera Address	Select **IP** or **Hostname** and enter camera address in the text box.
CGI Port	Enter a port number if necessary. The default port number is 80.
RTSP Port	Enter a port number if necessary. The default port number is 554.
VISCA Port	Enter a port number if necessary. The default port number is 52381.
Camera Account	Enter camera username for the camera web application.
Camera Password	Enter camera password for the camera web application.
Remarks	Optionally enter some remarks for the camera.
Group	If you want to add this camera to a certain group, select a group. **[Note]** The groups have to be pre-configured. Please refer to <**Group Cameras**> for more details.

4. When finished, click **Save**. The camera will be added to the Device List.

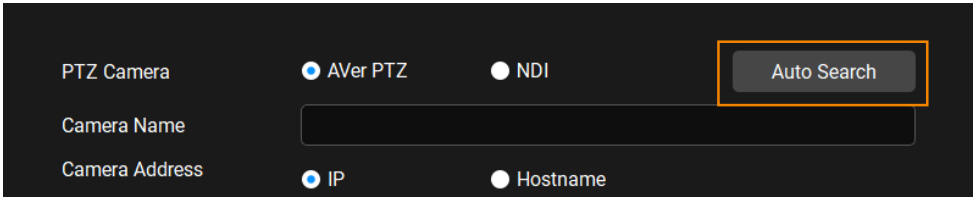
5. To edit or delete a camera device, select a camera from the Device List, and then click the **Delete** or **Edit** button.



To add cameras automatically:

1. Go to **Setup** > **Device** > **Add**.

2. Click **Auto Search**. 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 select **AVer PTZ** or **NDI** to filter between AVer cameras and NDI cameras. Select **All** to view all the results.

4. Click to select and add a camera. When finished, click OK. If your desired device is not on the list, click **Refresh** to search again.

5. Enter camera information, including Camera Account, Camera Password, Group and more. When finished, click **Save**.

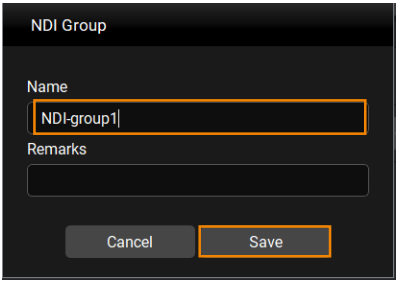
To add pre-grouped NDI® cameras with NDI Manager:

You can group NDI® cameras beforehand and add a group name in the NDI® Manager for group searching.

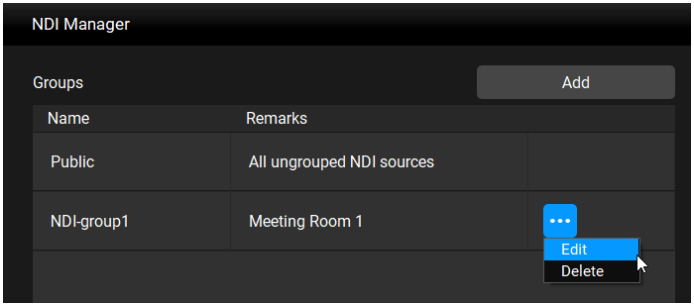
1. Group the NDI® Cameras beforehand.

2. Go to **Setup** > **Device** > **NDI Manager**.

3. Click **Add**. Enter the pre-determined NDI® group name. When finished, click **Save**.



4. Click ⋯ to edit or delete the group.

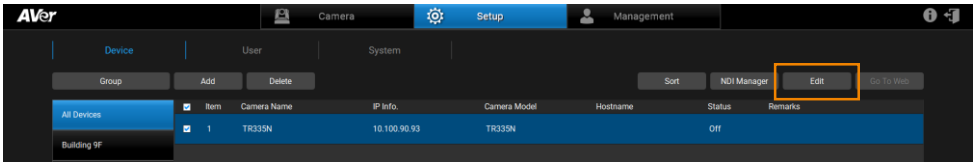


Edit Cameras

Configure your devices and settings regarding the connected cameras, including edit, delete, sort and more.

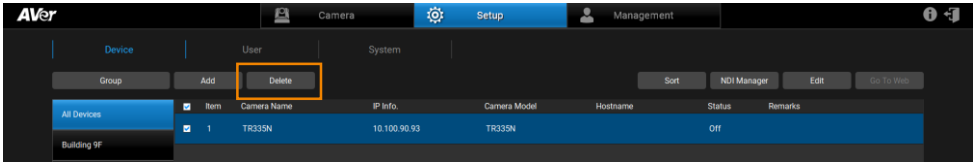
To edit connected camera information:

1. Go to **Setup** > **Device**, click to select a camera from the Device List.
2. Click **Edit**.
3. Configure your camera information. When finished, click **Save**.



To delete a connected camera:

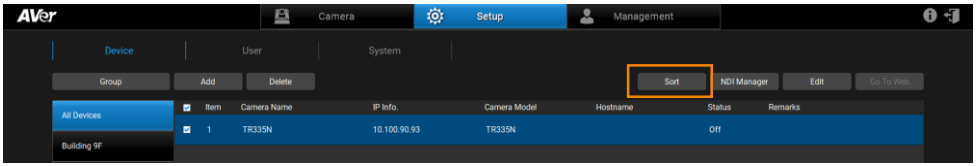
1. Go to **Setup** > **Device**, click to select a camera that you want to remove from the Device List.
2. Click **Delete**, and then click **OK**.

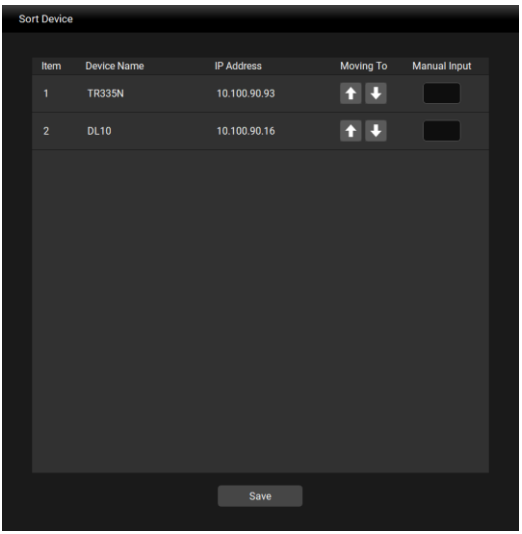


To re-arrange the camera order on the Device List:

1. Go to **Setup** > **Device**, click **Sort**.

2. Change the camera order on the Device List:
   - Click **Device Name** or **IP Address** to sort the camera list in an ascending or descending order based on the Device Name or IP Address.
   - Click the buttons to move the camera forward or backward on the list.
   - Enter a number in the **Manual Enter** box to re-arrange the camera order, and then press **Enter**.



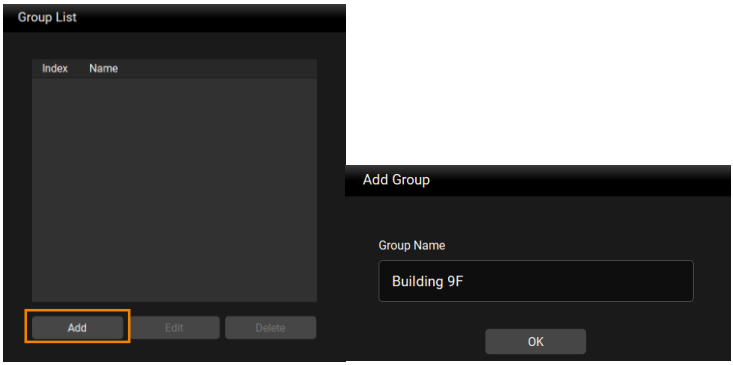


Group Cameras

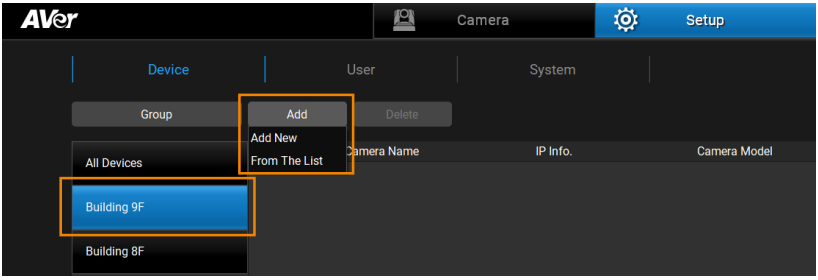
Group cameras for easy management. By default, you can add up to 64 groups.

To group cameras:

1. Go to **Setup** > **Device**, click **Group**.
2. Click **Add** and enter a group name. Click **OK**.



3. Click **Add** to add more groups. To edit or delete a group, click to select a group, and then click **Edit** or **Delete**.
4. To add cameras to the created group, click to select a group, and click **Add**.



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

5. To delete or edit a camera in a group, select a camera and click **Delete** or **Edit** on the Device List.

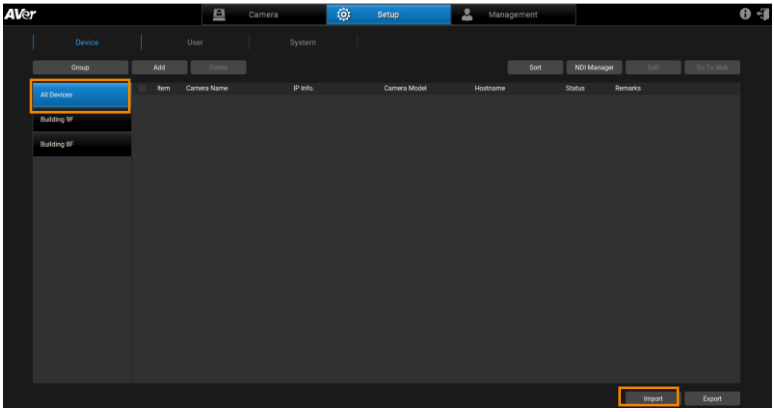
Import/Export Camera Profile

When switching to another operating system, you can import camera profile to the device list, or export camera profile to your local system. You can import the added cameras from the original system to the new one.

To import camera profile:

1. Prepare and store the camera profile (.csv) to your computer/system installed with AVer PTZ Management software. Click **Export** in **Setup** > **Device** to get the .csv file.

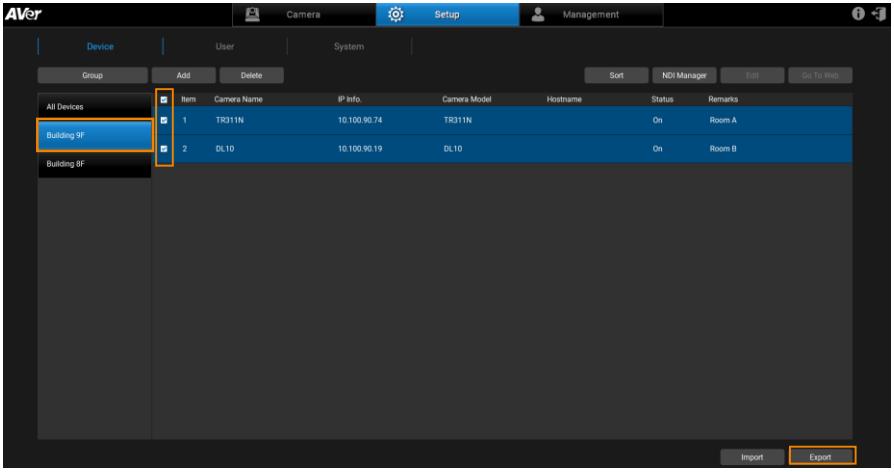
2. To import camera profile to the Device List of All Devices, click **All Devices** and then click **Import**.



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

To export camera profile:

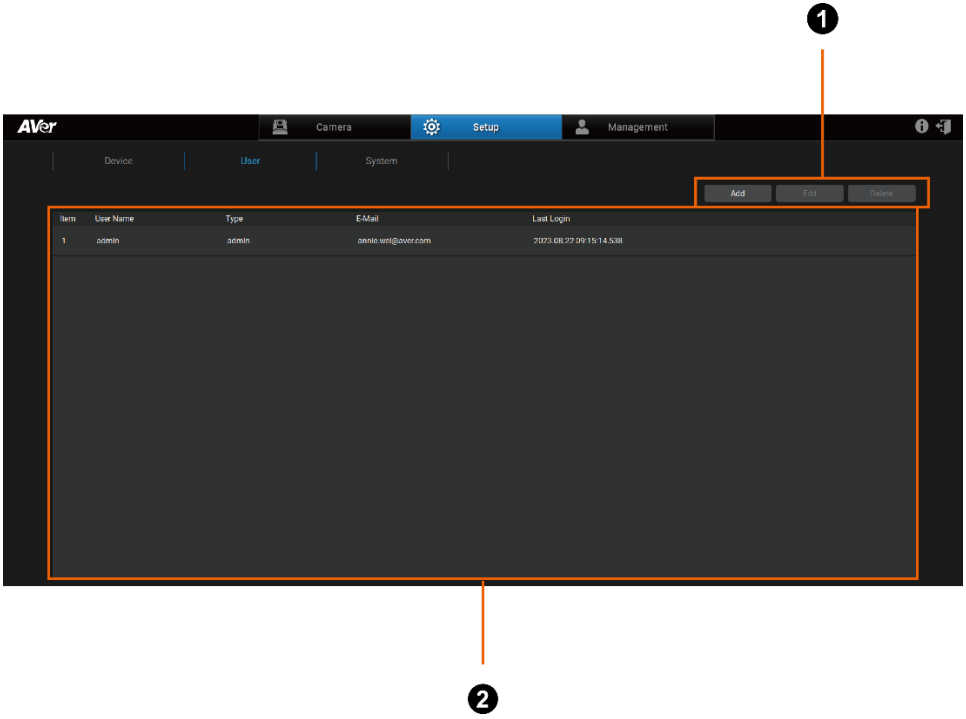
1. Go to **Setup** > **Device**, click to select a group and the cameras you want to export, and click **Export**.



2. Select a folder and click **OK**. The camera profile will be exported to this folder.

User Account Management

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



1. **User Account Menu Bar**

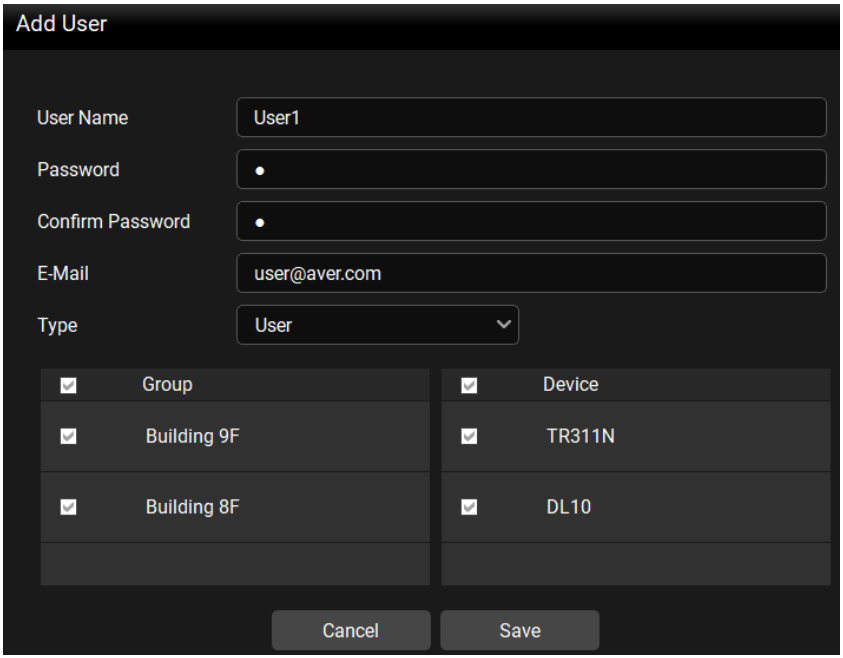
   Add, edit and delete user accounts.

2. **User Account List**

   View all the user account information.

Add users

1. Go to **Setup** > **User**, click **Add**.



2. Enter **User Name**, **Password** and **E-Mail**. Select an account Type for this user account and then select the privilege items from the Group and Device fields.

3. 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.

4. When finished, click **Save**.

To edit a user account:

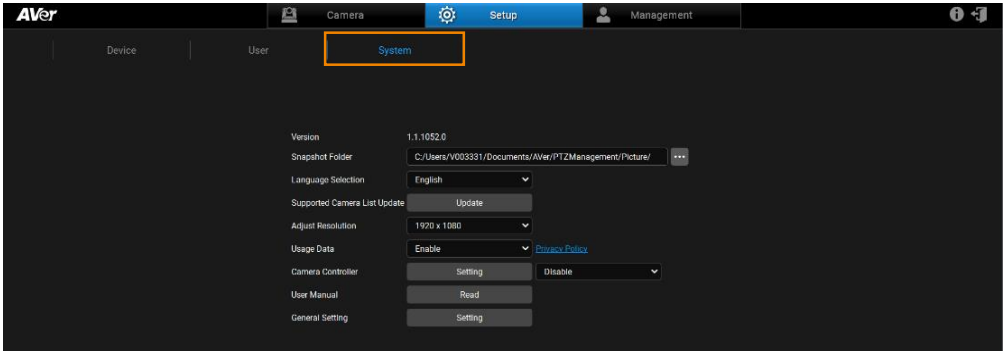
1. Go to **Setup** > **User**, click and select a user account that needs to be edited, click **Edit**.
2. When finished, click **Save**.

To delete a user account:

1. Go to **Setup** > **User**, click and select a user account that needs to be deleted, click **Delete**.
2. Click **OK** to delete.

System Settings

You can configure system settings including snapshot folder directory, system language, resolution and more.

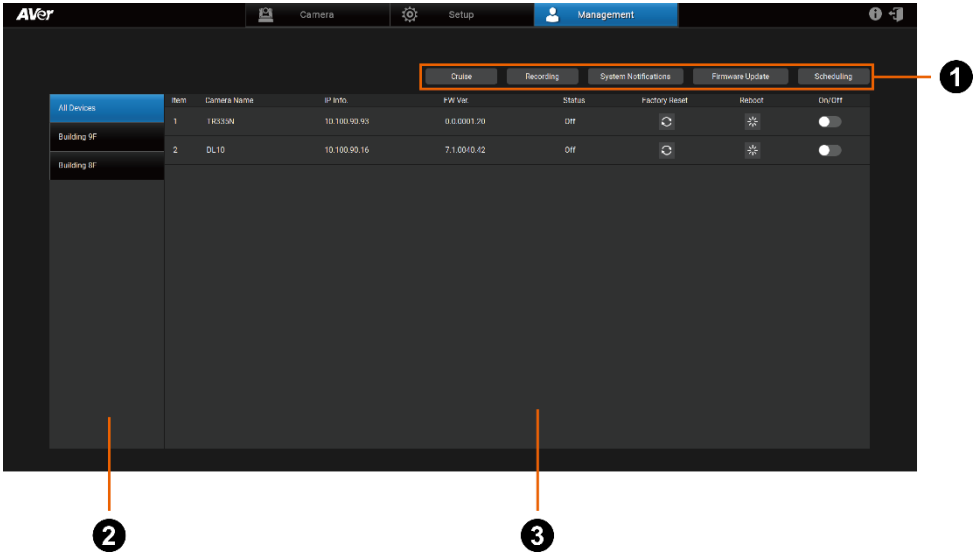


Items	Description
Version	Displays the version of AVer PTZ Management software.
Snapshot Folder	Select a folder to store the snapshot images.
Language Section	Select a language for AVer PTZ Management software, including English, Traditional Chinese, Korean and Russian.
Supported Camera List Update	Click **Update** to update the list of the supported cameras.
Adjust Resolution	Select from the drop-down list to set a 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, and more.
Camera Controller	Select from the check list to enable the function, and click **Settings** to set up **Ports** and **Speed**.
User Manual	Click **Read** to download AVer PTZ Management User Manual.

General Setting	Click **Settings**, and select or unselect the checkboxes of the following settings: ● Auto-start application ● Remember my login ● Running in the background when click “X” When finished, click **Save**.

Management

You can view connected camera information and manage the settings in **Management**.



1. Management Menu Bar

Items	Description
Cruise	Set up Cruise function for each camera.
Recording	Set up Recording function for each camera.
System Notifications	Send notification to users' email about new camera firmware update or camera video loss.
Firmware Update	Update camera firmware.
Scheduling	Set up schedule to power on/off or reboot cameras.
Factory Reset	Click to restore factory settings.
Reboot	Click to reboot the camera.
On/Off	Click to turn on/off the camera.

2. **Group List**

   View your camera groups.

3. **Device List**

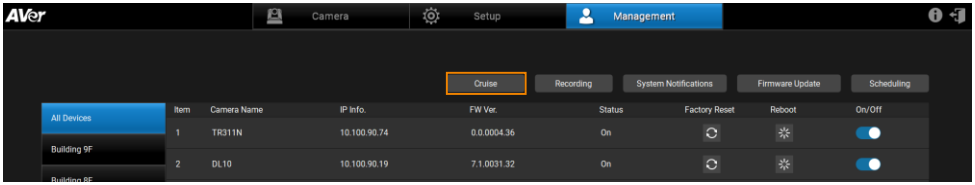
   View all your connected camera devices.

[Note]

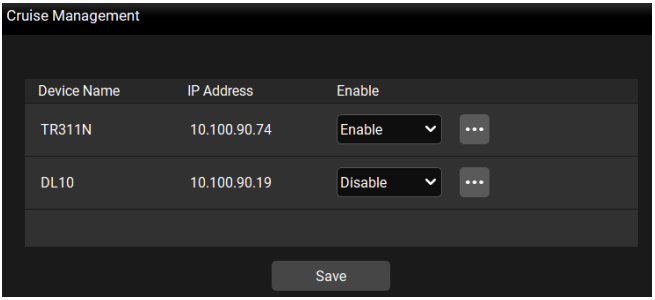
- Remember to turn on Wake-On-LAN (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- To prevent CAM Series cameras from going offline, turn off Sleep Timer or select to connect via RTSP on the camera's web interface.

Cruise Management

The Cruise function allows you to specify a scanning route based on the preset positions for the camera to automatically move among the positions.



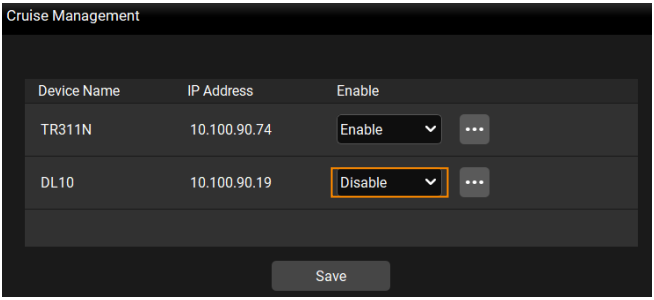
1. Click the **Cruise** button, and view connected devices below.



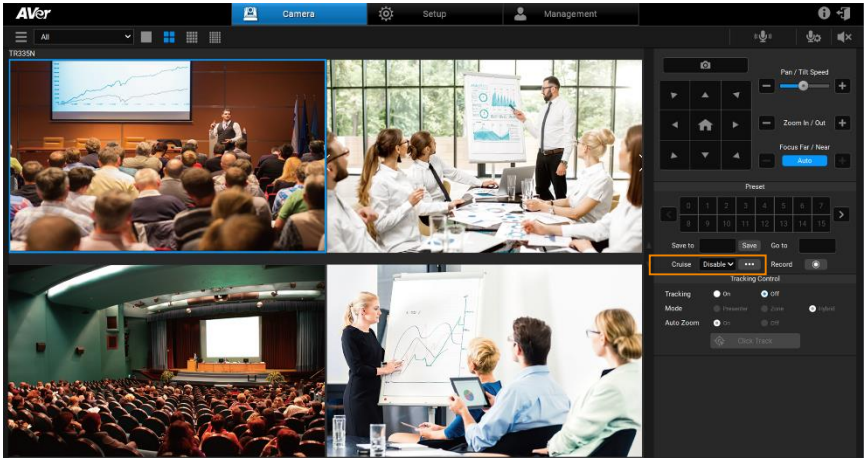
2. To enable the **Cruise** function for the desired cameras, select **Enable** in the Enable column for the desired cameras.
3. To set up a scanning route for the desired cameras, click ··· for the desired cameras.
4. When finished, click **Save**.
5. To view the Cruise results, go to the Live View window, the cameras setup with Cruise function should be cruising on the Live View.

To stop cruising, you can:

- Go to **Management** > **Cruise**, select **Disable** for the cameras you want to stop cruising and then click **Save**.

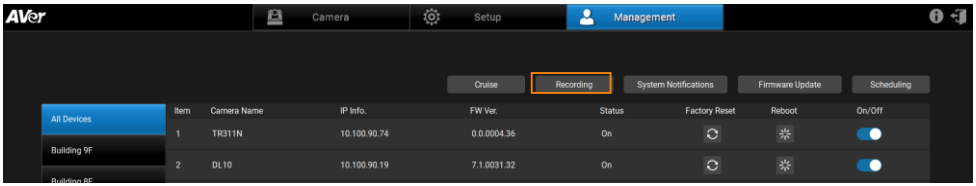


- Go to **Camera** > **Preset**, you can also use the **Cruise** function to enable/disable or set up the Cruise function. Please refer to **Cruise** in the <**Control Panel**> chapter for more details.

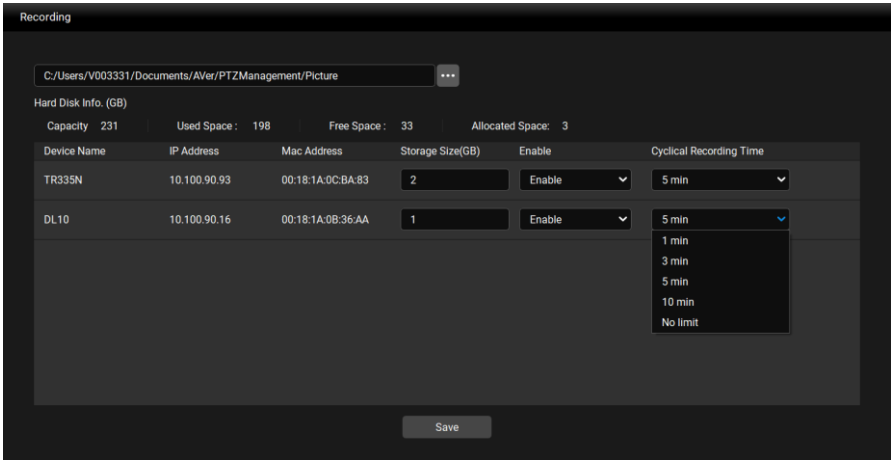


Recording

You can record each camera views in the system using this page.
[Notes] This function is not available for CAM Series.



1. Go to **Management** > **Recording**.



2. Click ··· and select a directory to restore camera recordings.

3. Enter the maximum storage capacity in the **Storage Size (GB)** field to set up the recording capacity. When the recording size reaches the maximum storage capacity, the camera will start loop recording to overwrite the oldest recordings with the new ones.

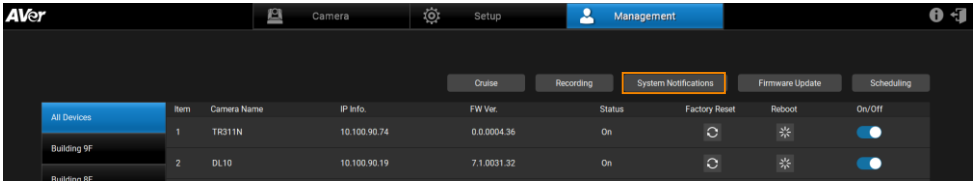
4. Select **Enable** from the drop-down list to turn on camera recording; select **Disable** to stop.

5. Select a **Cyclical Recording Time** from the drop-down list set up the duration time of camera recordings. When finished, click **Save**.

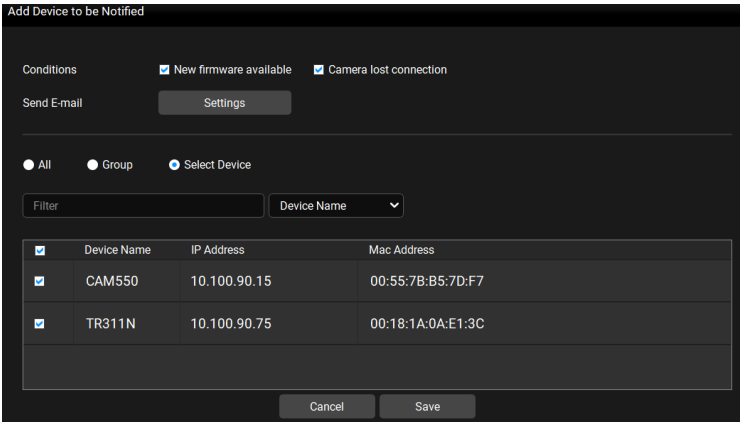
System Notifications

You can receive system notifications with pre-configured email account.
[Notes] This function is not available for CAM Series.

1. Go to **Management** > **System Notifications** > **Add**.



2. Configure the related settings and then click **Save** to add this notification to the **System Notifications** list.

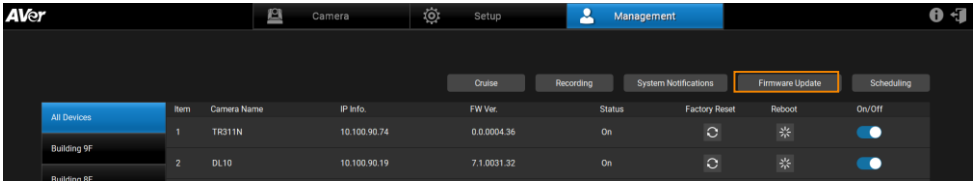


- **Conditions:** Select the conditions for receiving notifications.
- **Send E-mail:** Click **Settings** and enter an email address to receive notifications.
- **Select cameras:** You can select the desired cameras by clicking **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the **Filter** field to filter cameras.

3. When finished, click **Save**.
4. In **System Notifications**, select **Enable** from the drop-down list to turn on the notification; select **Disable** to turn it off.

Firmware Update

You can conduct camera firmware update through AVer's network server or update manually.
[Notes] Firmware cannot be updated when the selected cameras are power-off, standby or offline.



To update camera firmware, you can:

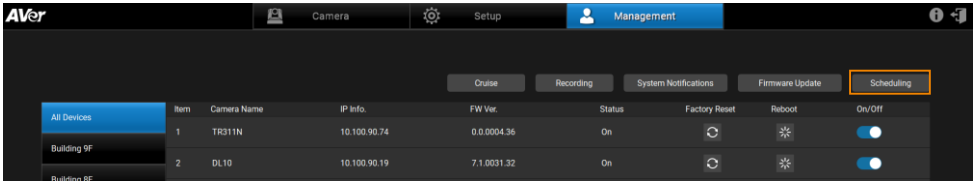
- **Update automatically:**
  1. Make sure you have access to AVer's network server.
  2. Go to **Management** > **Firmware Update**, select **Auto Update** > Select camera(s) and click **Start** to update.

- **Update manually:**
  1. Store the firmware file to your system.
  2. Select **Manual Select FW File** and then click ··· to open the firmware file.
  3. Select camera and click **Start** to update.

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

Scheduling

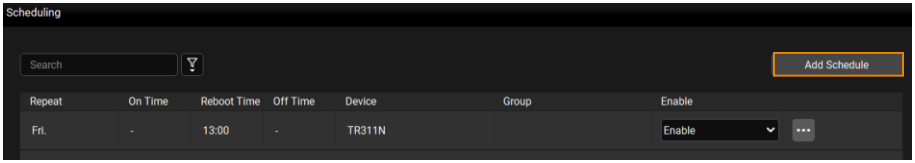
Set up schedule to power on/off or reboot cameras. The schedule will execute until you disable it.
[Notes] This function is not available for CAM Series.



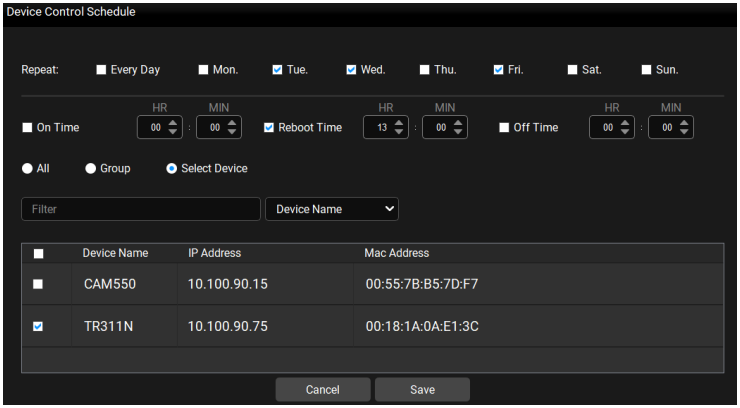
- Make sure all devices are connected via Ethernet cable in order to power on.
- Remember to turn on Wake On Lan (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- Keep PTZ Management running to control the camera on /off/reboot.

To create a schedule:

1. Go to **Management** > **Scheduling > Add Schedule**.



2. Configure the schedule settings and click **Save** to add this schedule to the **Scheduling** list.

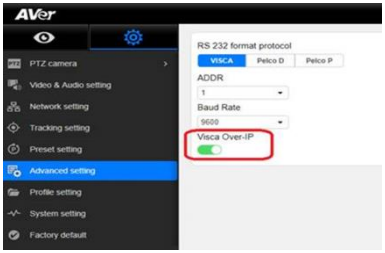


- **Repeat:** Select a routine day for the schedule. Select **Every Day** to activate the schedule daily; or select the desired day(s) to activate the schedule on the selected day(s).
- **Action items:** Set up action time for the selected action items. Action items include **On Time**, **Reboot Time** 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. On the **Scheduling** list, select **Enable** from the drop-down list to turn on the function; select **Disable** to turn it off.

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. Please refer to <**Supported AVer Cameras**> to check supported models.

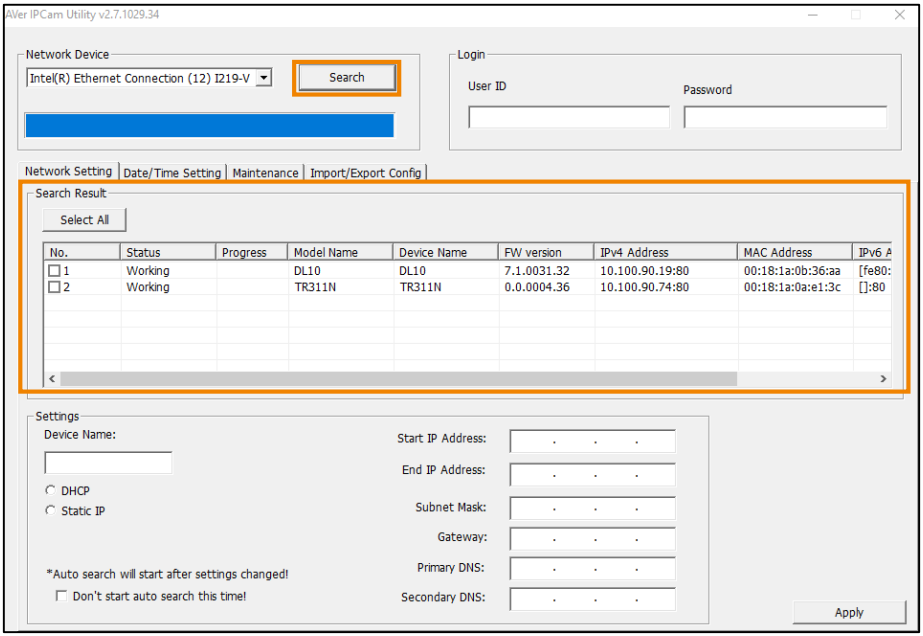
5. What should I do when "**IP Conflict**" message appears?
   - An IP conflict arises when two devices share the same IP address, which is probably caused by an internal error of the DHCP server. In that case, a warning message will pop up. You can change, delete or add a camera IP address again via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

Appendix

Find and edit camera IP with AVer IPCam Utility

AVer IPCam Utility application will be installed along with AVer PTZ Management. You can use the AVer IPCam Utility to look for the network cameras connected on the same LAN, or configure camera network settings.

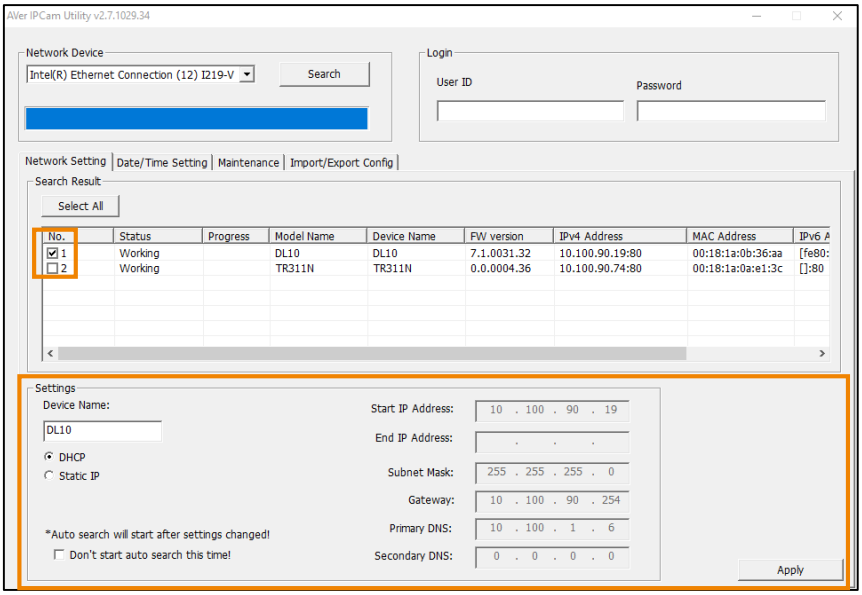
1. Ensure the cameras and the computer installed with AVer IPCam Utility are connected on the same LAN.
2. Double-click on the AVer IPCam Utility shortcut on your desktop to launch the software.



3. Click **Search**, the cameras connected on the same LAN will be searched and displayed in the **Search Result** field. You can view the camera info like **Model Name**, **MAC Address**, FW version and etc. in this field.

To configure the network setting of a camera:

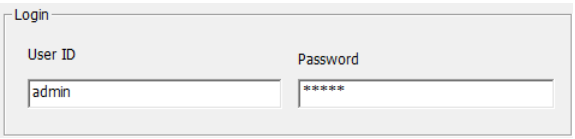
1. In the **Search Result** field, select a camera by checking the checkbox in the **No.** column, the network info of the selected camera will be displayed in the **Settings** field.



2. In the **Settings** field, you can either change the network setting of a camera to **Static IP** or **DHCP**.

   - **Static IP:** Select **Static IP** and then fill in the related network info on the right side.
   - **DHCP:** Select **DHCP** and the relative network info will be automatically displayed on the right side.

3. In the **Login** field, input the **User ID** and **password**.



4. Click the **Apply** button, the camera network settings have been applied.