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AVer PTZ Management

User Manual

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Contact Information

Headquarters
AVer Information Inc.
https://www.aver.com
8F, No.157, Da-An Rd., Tucheng Dist., New Taipei City 23673, Taiwan
Tel: +886 (2) 2269 8535

USA Branch office
AVer Information Inc., Americas
https://www.averusa.com
668 Mission Ct., Fremont, CA 94539, USA
Tel: +1 (408) 263 3828
Toll-free: +1 (877) 528 7824
Technical support: support.usa@aver.com

Europe Branch office
AVer Information Europe B.V.
https://www.avereurope.com
Westblaak 134, 3012 KM, Rotterdam, The Netherlands
Tel: +31 (0) 10 7600 550
Technical support: eu.rma@aver.com

Japan Branch Office
アバー・インフォメーション株式会社
https://jp.aver.com
〒160-0023 日本東京都新宿区西新宿 3-2-26 立花新宿ビル 7 階
Tel: +81 (0) 3 5989 0290
テクニカル・サポート: Support.EDU.JP@aver.com

Vietnam Branch Office
Công ty TNHH AVer Information (Việt Nam)
Tầng 5, 596 Nguyễn Đình Chiểu, P.3, Quận 3, Thành phố Hồ Chí Minh 700000, Việt Nam
Tel: +84 (0)28 22 539 211

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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.

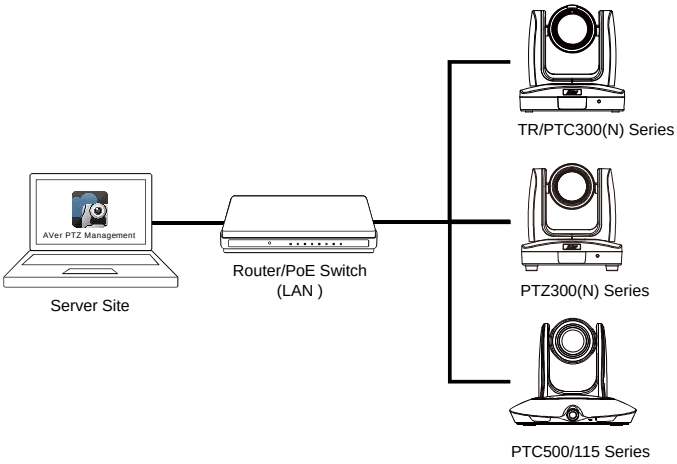
Minimum System Requirements

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)

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).



Downloading the Application

You can download and install AVer PTZ Management in a PC or laptop.

To download the **AVer PTZ Management** software, go to the download center. In the Search AVer Products field, enter “PTZ Management” and press the **Enter** key on your keyboard. Click the **Download** button to start downloading the software.

Download Centers

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

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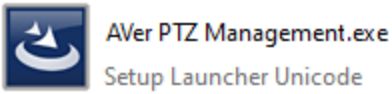
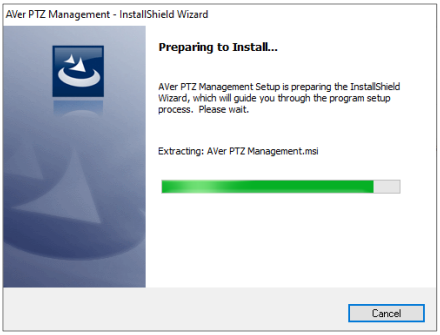


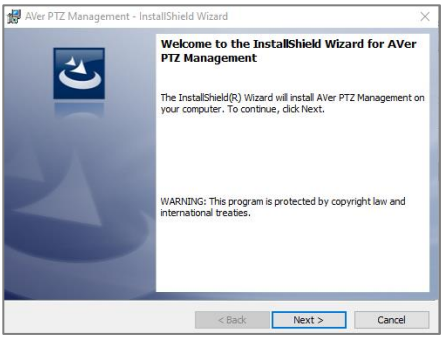
[Note] AVer IPCam Utility application will be installed along with AVer PTZ Management. Users can set up camera IP via AVer IPCam Utility. For more details, please refer to <AVer IPCam Utility>.

Installation and Uninstallation

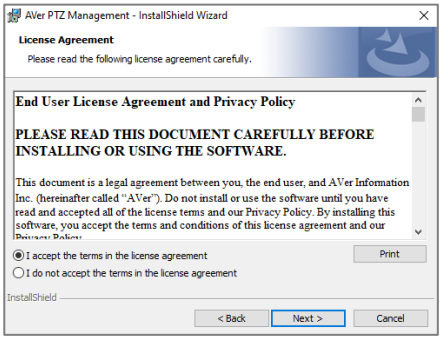
Installing the Software

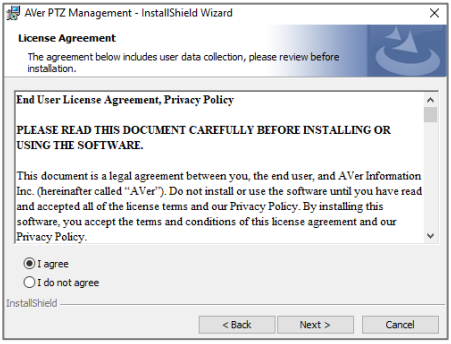
1. After downloading the software, double-click AVer PTZ Management.exe to start installing. Select a language and then follow the on-screen instructions to complete the installation.





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.



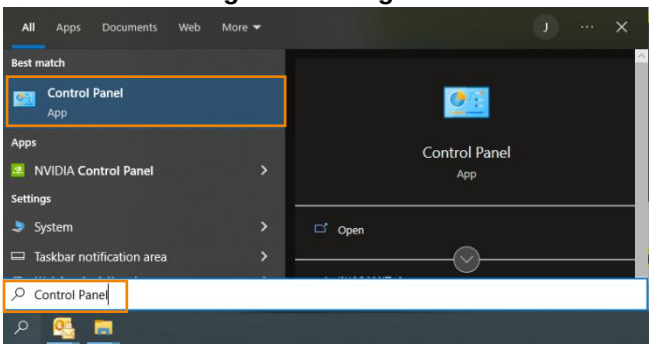


2. When the installation is completed, the AVer PTZ Management shortcut icon will be displayed on the desktop.
3. Double-click to launch AVer PTZ Management.

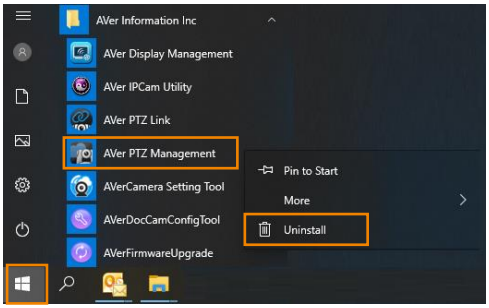
Uninstalling the Software

You can uninstall the software from the **Control Panel** > **Programs and Features** in the Windows system.

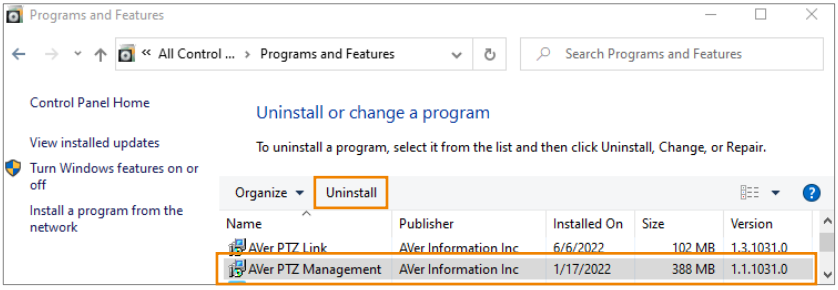
1. Enter the **Programs and Features** directory. You can try either way:
   - In search on the taskbar, enter **Control Panel** and select it from the results. Select **Programs** > **Programs and Features**.



   - In the **Start** menu, click on it and look for the software on the list, right-click on the software, then click **Uninstall**.



2. Find the software, select the software and then click **Uninstall**.



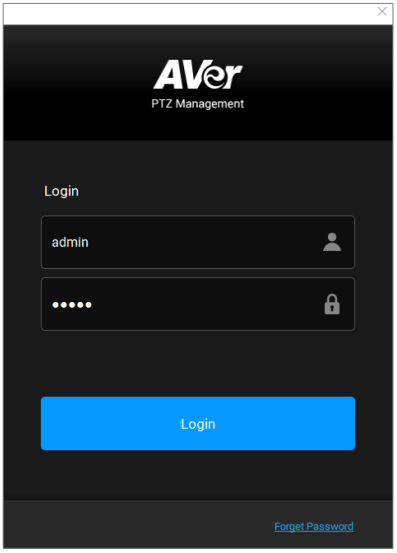
Getting Started

Login

1. Double-click on your desktop to launch AVer PTZ Management.
2. Enter the User Name and Password. The default user name and password are both **admin**. Click **Login**.

   [Note]

   - 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.

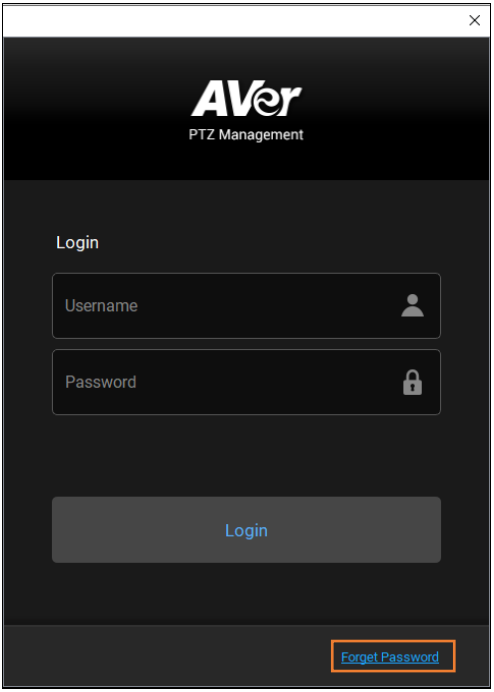


   [Note] The recommended monitor resolution is 1920x1080 for displaying AVer PTZ Management. Some layout will be incomplete if 1366x768 resolution is selected. To re-size display resolution of AVer PTZ Management software, go to **Setup** > **System** > **Adjust Resolution**.

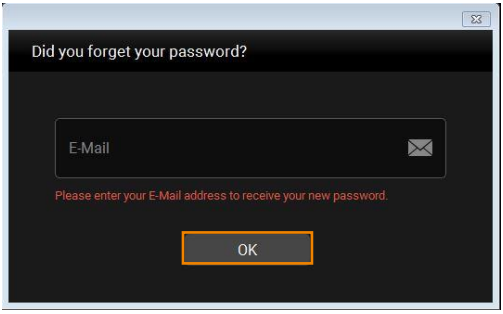
3. For first time login users, please enter your email address in case you need to request for “Forget Password”.

Forget Password

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

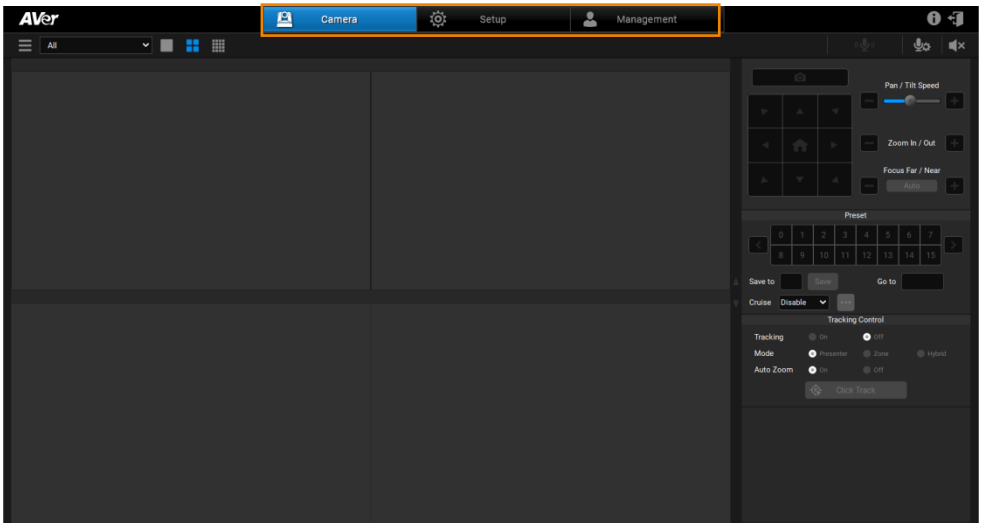


Enter the E-mail address and then click the OK button to receive your new password.



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 the cruise, recording and system notifications functions, 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 click on a camera from the Camera List to display its 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 among 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 among Layout page 1 (camera 1-4), Layout page 2 (camera 5-8) and Layout page 3 (camera 9-12).

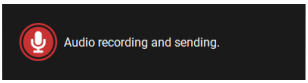
[Note] You can double-click on the live view image to switch the layout to Single-View. Double-click on the Single-View again and you can switch between the Real Full Screen, (i.e., without the control panel) and Single-View.

【**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.

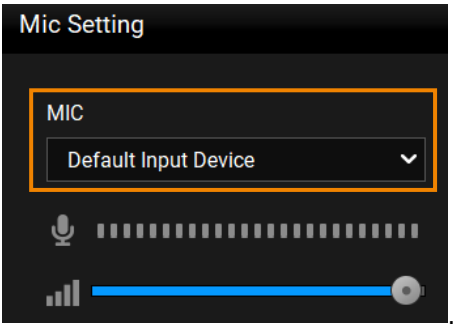
【**Switch Layout Page**】Click to switch among layout pages. For example, if you have added 12 cameras and Quad-View is selected, there will be 3 Quad-View pages. Click the **Switch Layout Page** buttons to display among Layout page 1 (camera 1-4), Layout page 2 (camera 5-8) and Layout page 3 (camera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

【**Control Panel**】Select a camera first on the Live View window and then use the functions on the Control Panel to control the selected camera. For more details, please refer to <Control Panel>.

【**Two-Way Audio**】Click and hold the **Two-Way Audio** icon , the color of the icon will turn to blue and you will see the message “Audio recording and sending” shown as below 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 the **Mic Setting** icon 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.

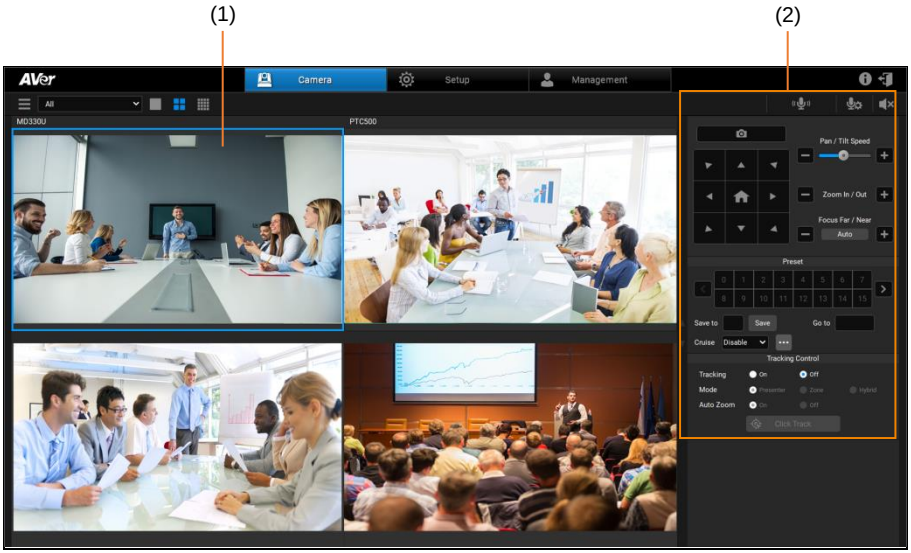
【**Audio Mute/Unmute**】Select a camera first and then click to mute or unmute the audio of the selected camera. To select a camera on the Live View window, directly click on a camera, the selected camera will be highlighted with a blue frame.

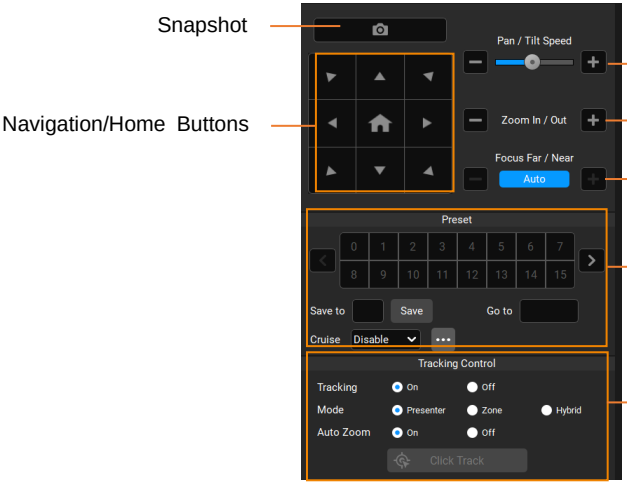
Control Panel

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**】In this field, you can set up multiple preset positions for cameras or perform the preset position function.

Save Preset Positions:

You can save up to 256 preset positions.

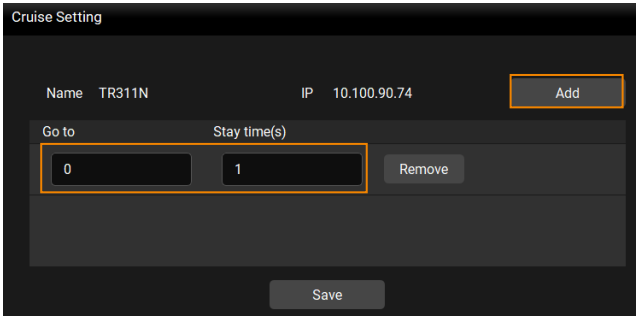
1. On the Live View widow, select a camera by clicking on it, the selected camera will be highlighted with a blue frame.
2. On the Control Panel, input a preset number in the **Save to** input box.
3. Use the direction and zoom in/out buttons to move the camera view to a desired position.
4. In the **Save to** field, 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 the **Go to** input box and then press the Enter key on your keyboard.

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

1. Ensure the preset positions have been pre-configured for the desired cameras.
2. On the Live View widow, select a camera by clicking on it. The selected camera will be highlighted with a blue frame.
3. On the Control Panel, click the ••• button in the **Cruise** field. The **Cruise Setting** window appears.



On the **Cruise Setting** window, you can add multiple preset positions and specify the dwell time for each position.

a. To add the first preset position to this route, click the **Add** button.

b. Input the number of the preset positions in the **Go to** column and then input a dwell time in the **Stay time(s)** column. The camera will stay at this position for the setup time.

c. Follow **Step a** and **Step b** to add more preset positions to this route.

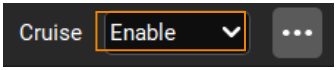
d. To delete a preset position, simply click the **Remove** button.

e. When this route setup is completed, click **Save**.

[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.

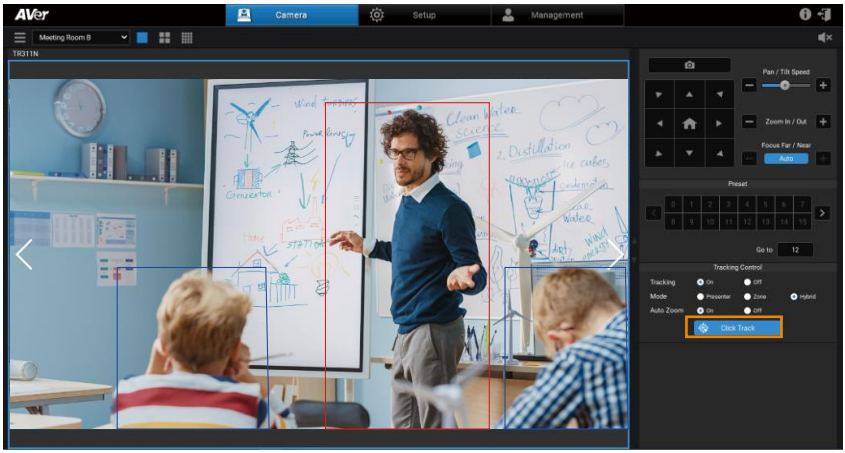
4. Back on the Control Panel, in the **Cruise** field, select **Enable** from the **Cruise** drop-down list to start cruising the camera. Select **Disable** to stop cruising.



5. You can cruise multiple cameras simultaneously. Follow **Step 2~4** to set up more cameras with the **Cruise** function.

【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. The modes have to be pre-configured on the camera side.
  - 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.



[Note]

- 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

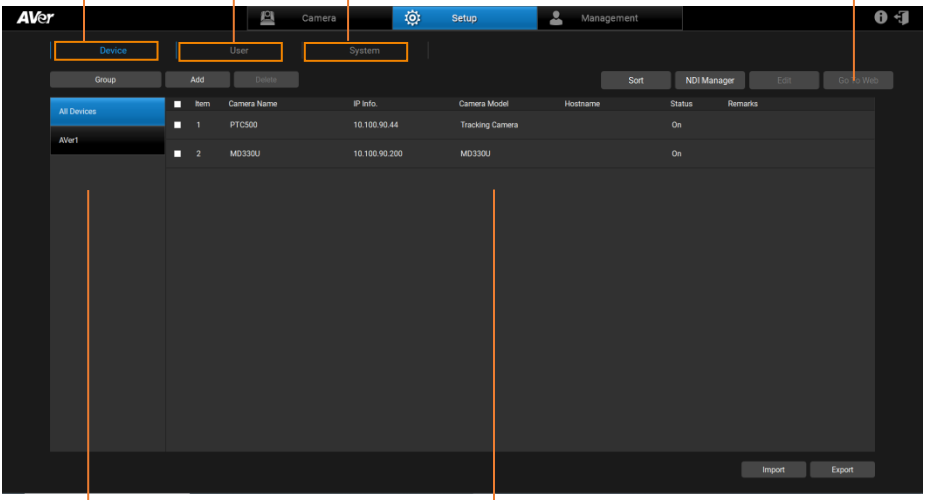
You can use the **Setup** page to add cameras or group the connected cameras. You can also configure some system settings using this page.

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

Search, add, delete and group cameras

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



All Devices:
Click to display all the added cameras

Groups: Click to display the cameras added to the group

Device List
The added cameras will be displayed here

Add Cameras

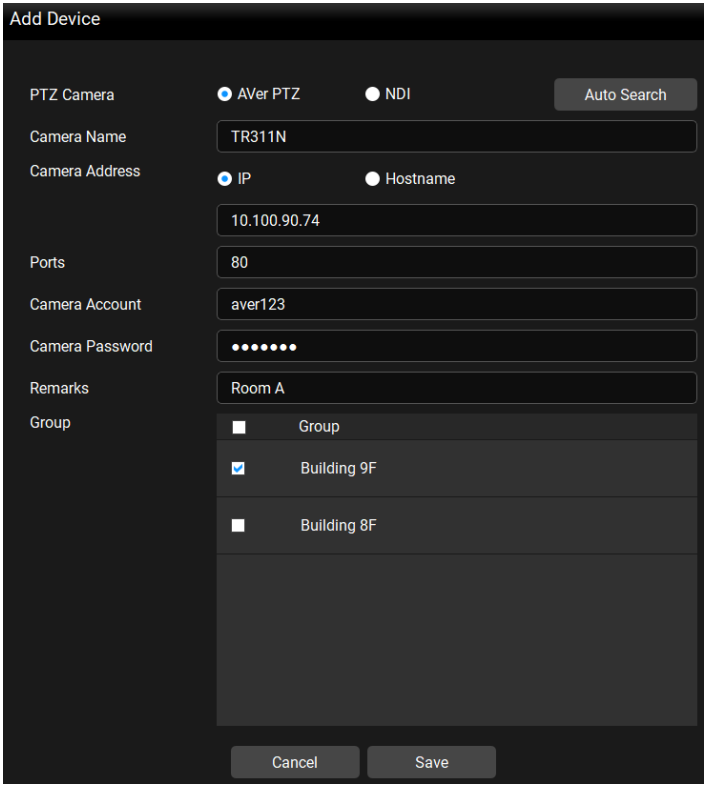
You can add both AVer and NDI® cameras to the AVer PTZ Management application. There are four ways to add cameras:

- 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 installed with AVer PTZ Management (server site).

To manually add cameras:

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



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.

   Camera Name: Input a camera name.

   Camera Address: Select **IP** or **Hostname** and input the info in the column.

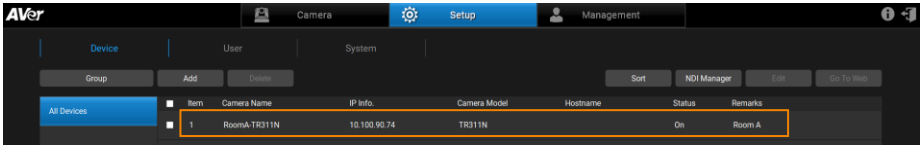
   Ports: Enter a port number if necessary. The default port number is 80.

   Camera Account: Input the ID of the camera.

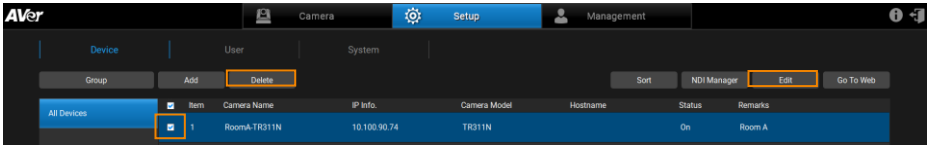
   Camera Password: Input the password of the camera.

   Remarks: Optionally enter some remarks for the camera.

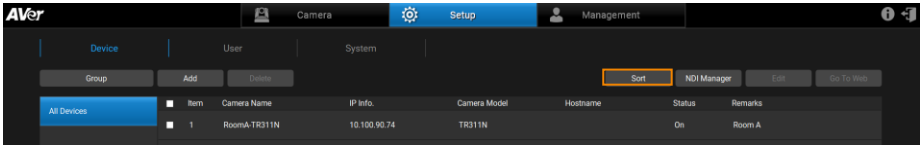
   Group: If you want to add this camera to a certain group, select a group. **[Note]** The groups have to be pre-configured. Please refer to <Group Cameras> for more details.
4. Click **Save**, the camera has been added to the Device List.



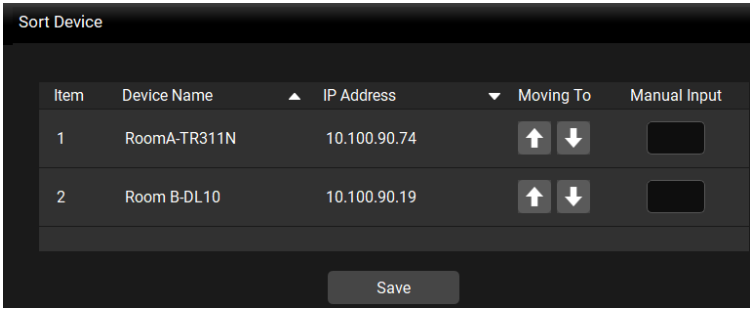
5. Follow steps 1~4 to add more cameras.
6. If you want to edit or delete a camera, on the Device List, select a camera and then click the **Delete** or **Edit** button.



7. You can also click the **Sort** button to sort the cameras on the Device List.



Click **Sort**, the below window appears.

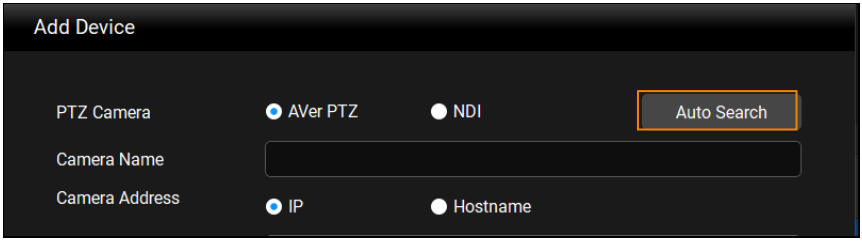


- Click the triangle button beside **Device Name** or **IP Address** can sort the camera list in an ascending or descending order based on the Device Name or IP Address.
- Click the buttons to move up or move down the camera on the list.
- You can manually sort the camera list by inputting a sorting number in the **Manual Input** box and then press the Enter key on your keyboard. For example, if you want to move Room B-DL10 to the first row, input “1” in the **Manual Input** box of Room B-DL10 and then press the Enter key. The Room B-DL10 has been moved to the first row.

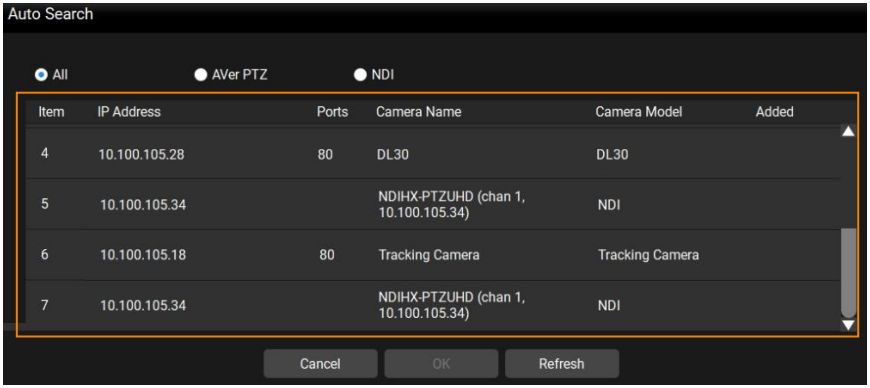
To automatically add cameras:

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

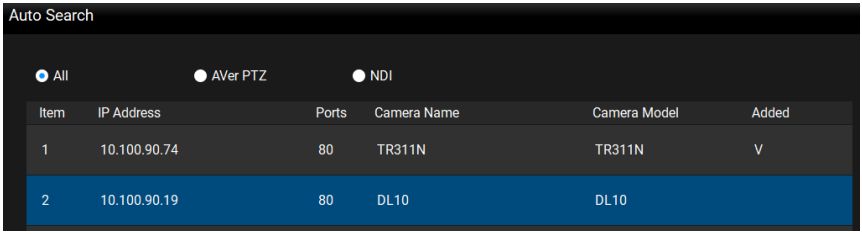
1. Under **Setup** > **Device**, click the **Add** button.
2. Click the **Auto Search** button. The application will automatically search for both the AVer PTZ cameras and NDI® cameras connected on the same LAN.



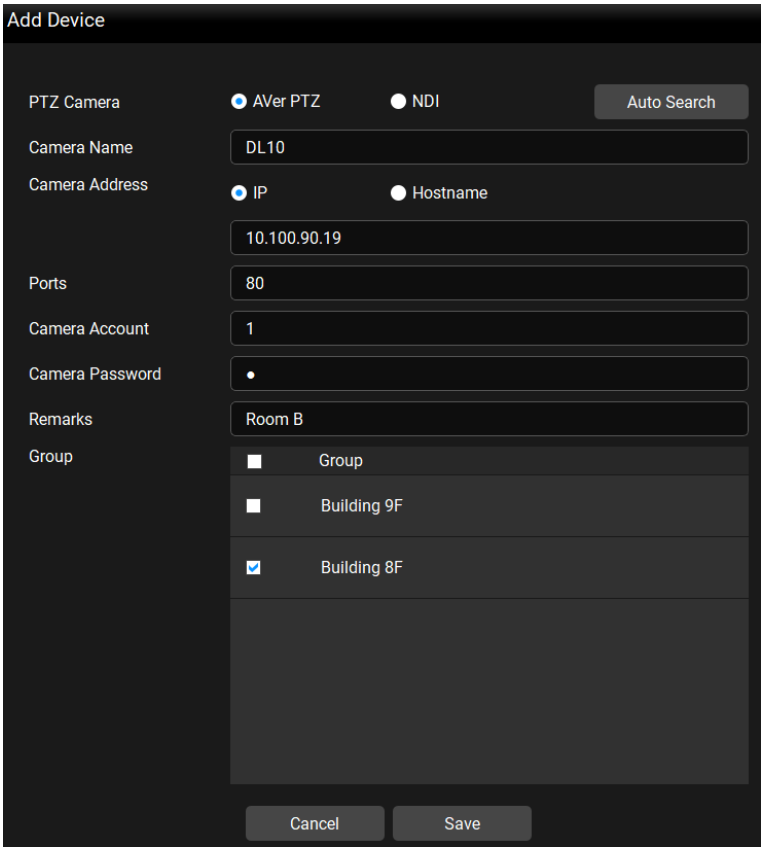
3. The searched cameras will be displayed on the list. You can select **AVer PTZ** or **NDI** to filter between AVer cameras and NDI cameras. Select **All** can display all the searched cameras.



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



5. Input the camera information.



Camera Name: Input a camera name.

Camera Address: Select **IP** or **Hostname** and input the info in the column.

Ports: Enter a port number if necessary. The default port number is 80.

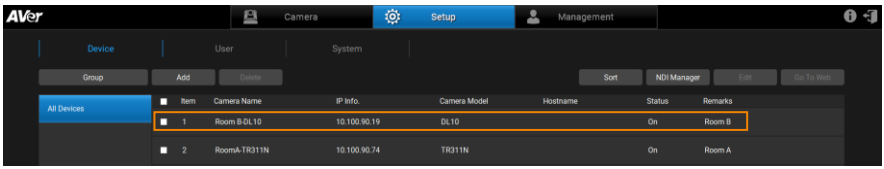
Camera Account: Input the ID of the camera.

Camera Password: Input the password of the camera.

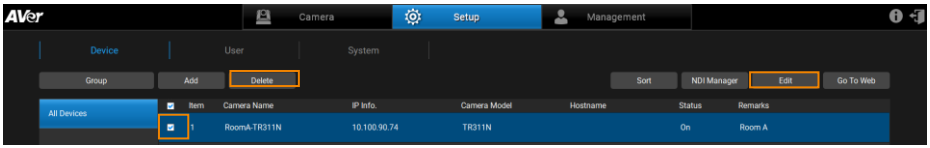
Remarks: Optionally enter some remarks for the camera.

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.

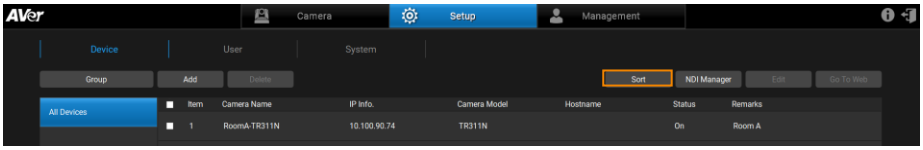
6. Click **Save**, the camera has been added to the device list.



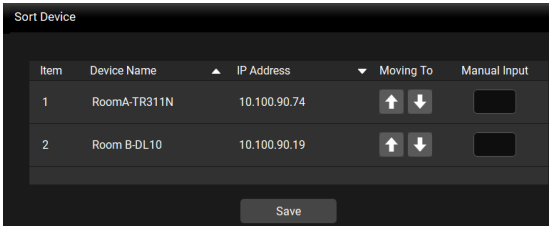
7. Follow steps 1~6 to add more cameras.
8. If you want to edit or delete a camera, on the Device List, select a camera and then click the **Delete** or **Edit** button.



8. You can also click the **Sort** button to sort the cameras on the Device List.



Click **Sort**, the below window appears.

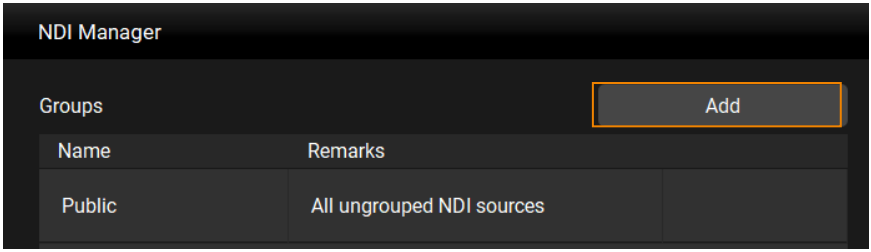


- Click the triangle button beside **Device Name** or **IP Address** can sort the camera list in an ascending or descending order based on the Device Name or IP Address.
- Click the buttons to move up or move down the camera on the list.
- You can manually sort the camera list by inputting a sorting number in the **Manual Input** box and then press the Enter key on your keyboard. For example, if you want to move Room B-DL10 to the first row, input “1” in the **Manual Input** box of Room B-DL10 and then press the Enter key. The Room B-DL10 has been moved to the first row.

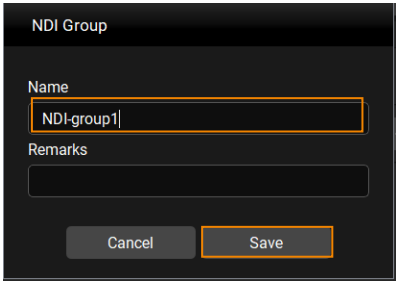
To add pre-grouped NDI® cameras using NDI Manager:

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.

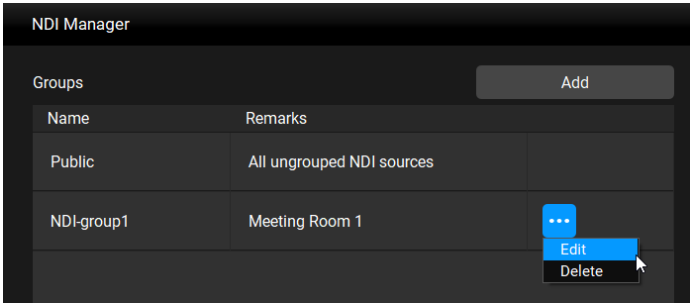
1. Ensure the NDI® Cameras have been grouped beforehand.
2. Under **Setup** > **Device**, click the **NDI Manager** button.



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.



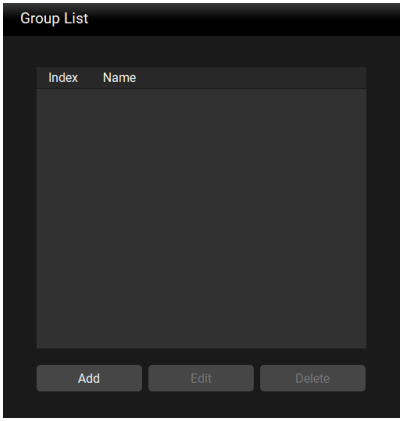
4. You can optionally edit or delete the group by clicking ⋯.

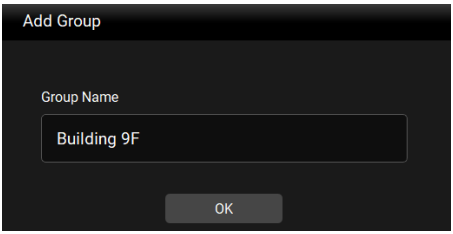


Group Cameras

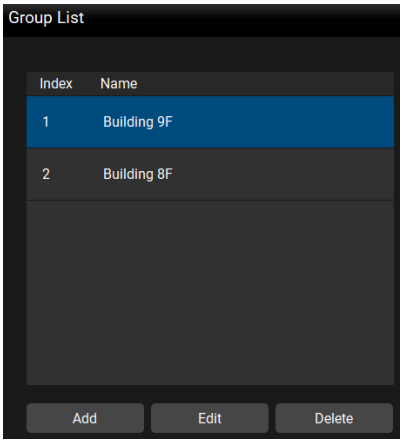
After adding cameras to the PTZ Management application, you can start grouping the added cameras for management purpose. By default, up to 64 groups can be added.

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**.

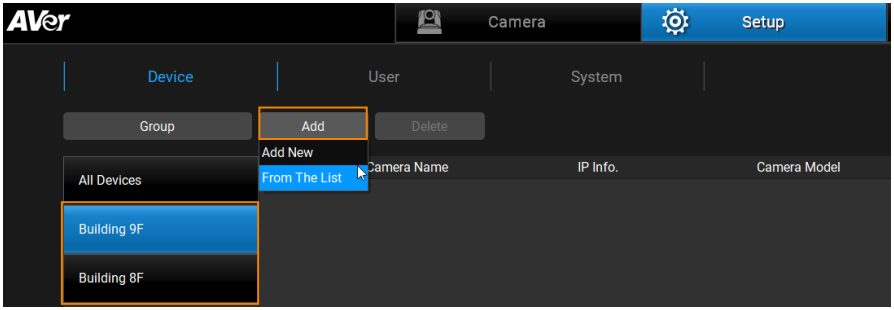




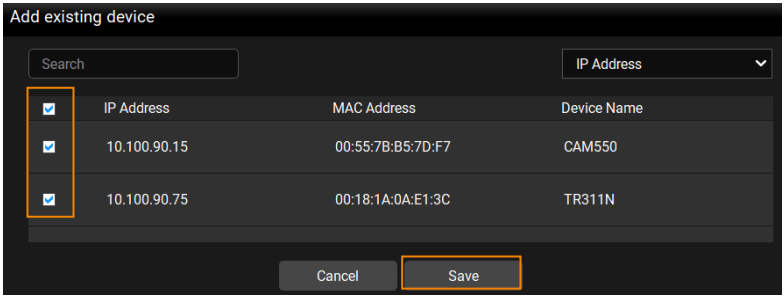
4. The group name has been added to the Group List. Click **Add** to add more groups. Up to 64 groups can be added. If you want to edit or delete a group, select a group by clicking on it, and then click the **Edit** or **Delete** button.



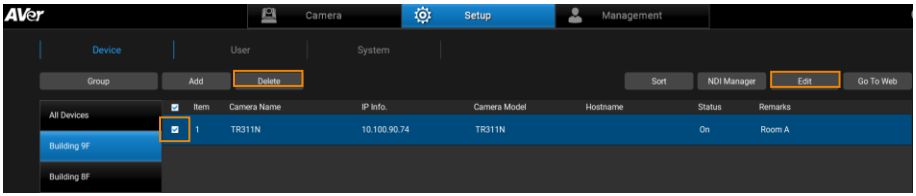
5. To add cameras to the created group, select a group by clicking on it and then click the **Add** button.



- 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.



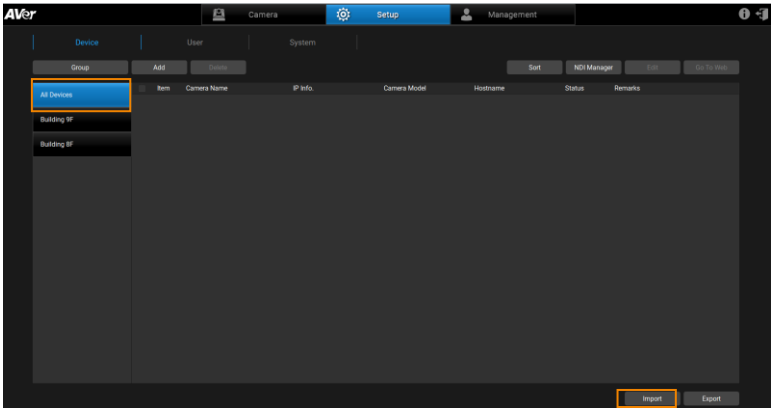
Import/Export Camera Profile

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 batch added to your new system by using the import function.

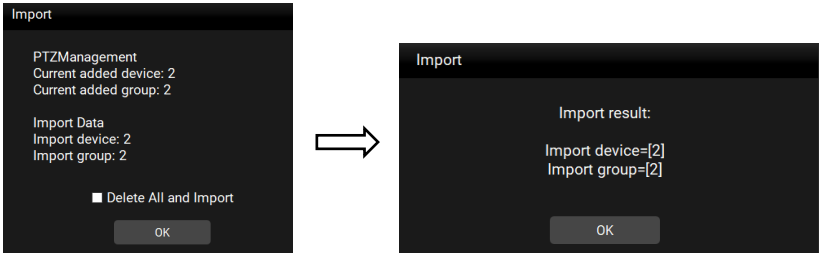
You can import camera profile from **All Devices** or the created **Groups**. Here we use **All Devices** for example on how to import camera profile.

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**.



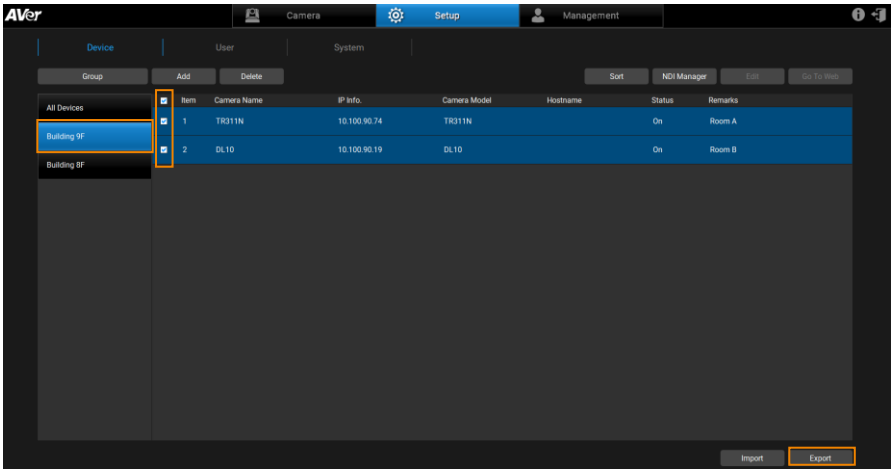
3. Select the camera profile (.csv) and then click **OK**. The cameras in the camera profile will be added to the Device List.



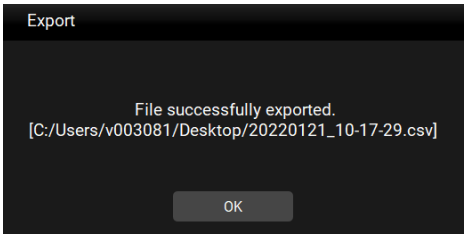
You can export camera profile from **All Devices** or the created **Groups**. Here we use **Group** for example on how to export camera profile.

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**.



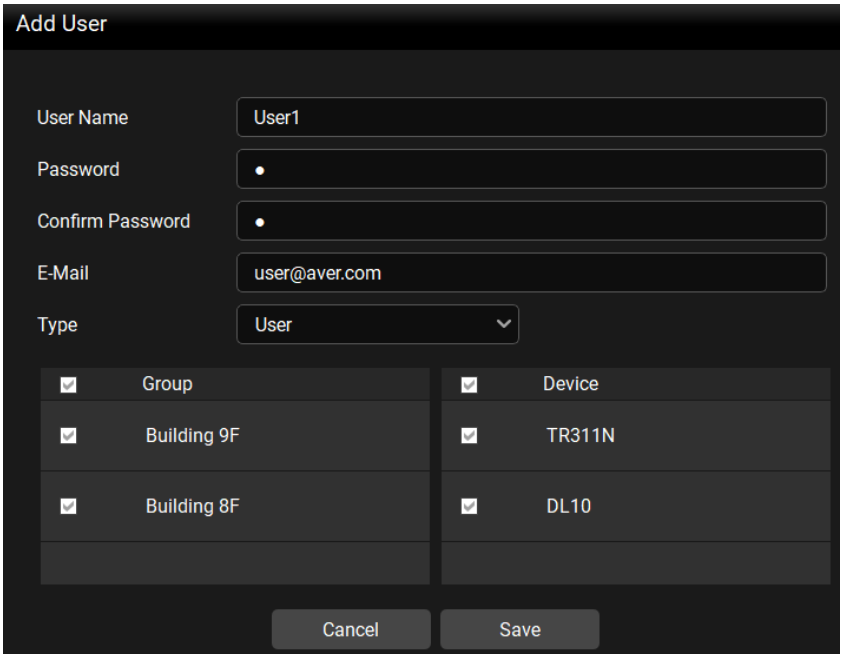
2. Select a folder and then click **OK**, the camera profile will be exported to this folder.



User Account Management

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

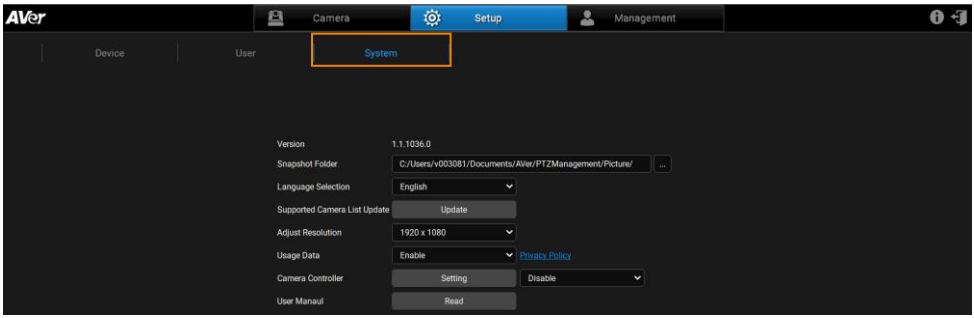
1. To add a new account, under **Setup** > **User**, click the **Add** button.



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 has been 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.

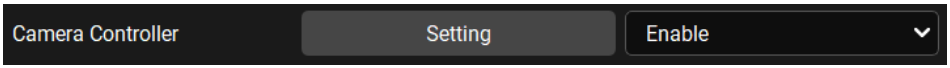
Supported Camera List Update: Click the **Update** button to update the list of the supported cameras.

Adjust Resolution: Select a resolution. The default resolution for AVer PTZ Management is 1920x1080. If necessary, you can click the drop-down list to select the other resolution, 1280x720.

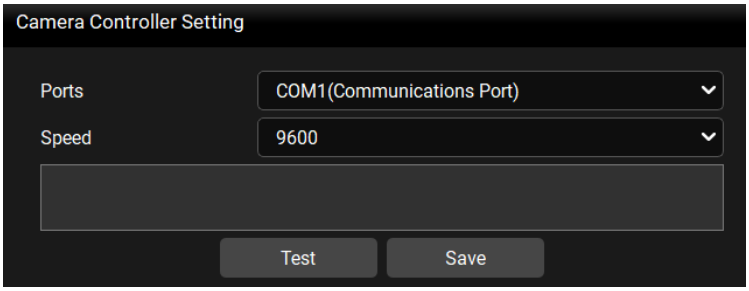
Usage Data: To continuously improve AVer PTZ Management, we may collect your usage data. However, we will not collect personally identifiable information such as your e-mail address, MAC address, IP address, etc.

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.

Camera Controller: If you want to use AVer CL01 PTZ Camera Controller to control the connected PTZ cameras, follow the steps below for configuration.



1. Ensure the CL01 Controller has been connected to the USB port of the computer installed with AVer PTZ Management.
2. In the **Camera Controller** field, click the **Setting** button. After setting up the **Ports** and **Speed**. Click the **Save** button.
   You can click the **Test** button to test whether the connection has been built-up successfully.

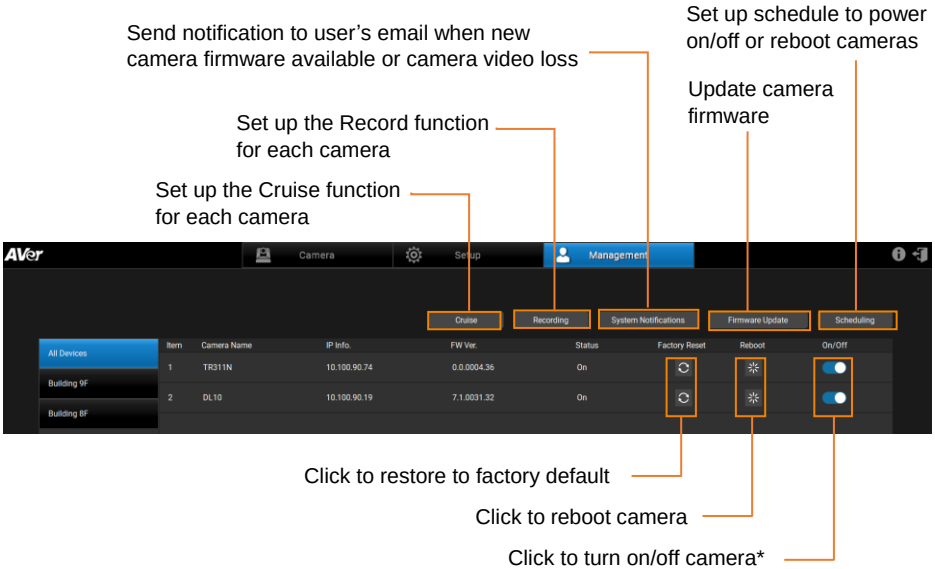


   Ports: Select the COM port of the computer that the CL01 Controller is connected to. To check the COM port, go to **Device Manager** > **Ports (COM & LPT)** of your computer.
   Speed: Select a baud rate.
3. Select **Enable** from the drop-down list in the **Camera Controller** field.
4. On the Live View window, select a PTZ camera by clicking on it, the selected camera will be highlighted with a blue frame. And you can use the CL01 Controller to control the selected PTZ camera.

User Manual: Click the **Read** button to download the PDF file of the User Manual of AVer PTZ Management.

Management

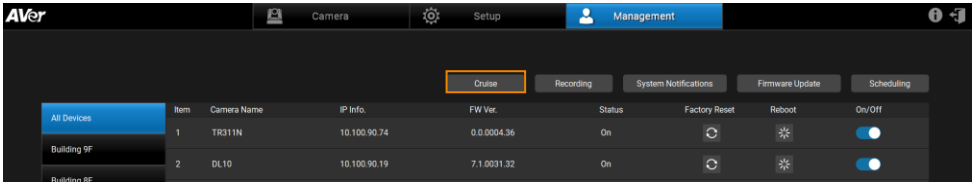
Under **Management**, you can view the connected camera information such as camera name, IP information, firmware version, camera status and etc.. You can set up cruise, record and system notification functions or update camera firmware, reset camera value to factory default, reboot the camera, or set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



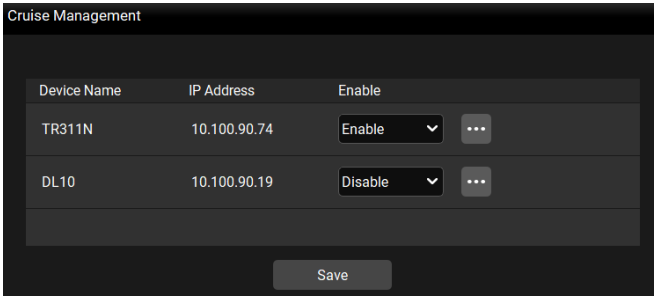
* Remember to turn on Wake-On-LAN (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.

Cruise Management

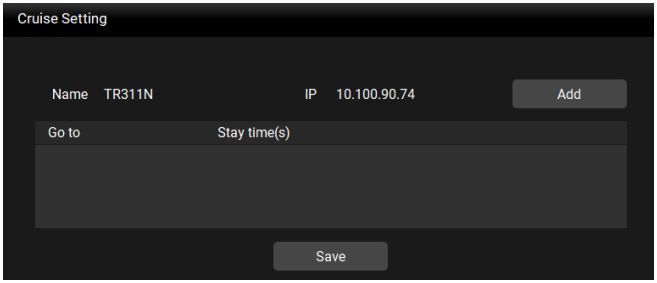
The Cruise function allows users to specify a scanning route based on the preset positions for the camera to automatically move among the positions.



1. Click the **Cruise** button, the below window appears.



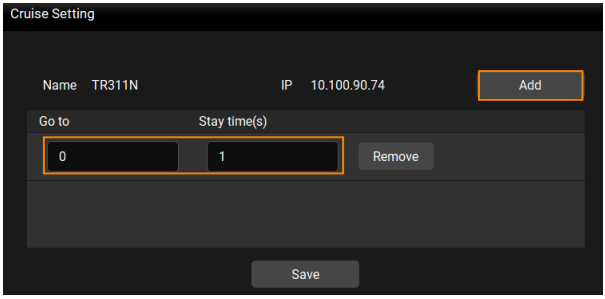
2. To enable the **Cruise** function for the desired cameras, select **Enable** in the Enable column for the desired cameras.
3. To set up a scanning route for the desired cameras, click the ••• button for the desired cameras, the below window appears.



On this window, you can add multiple preset positions and specify the dwell time for each position.

a. Ensure the preset positions have been pre-configured for the desired cameras.

b. To add the first preset position to this route, click the **Add** button.



c. Input the number of the preset positions in the **Go to** column and then input a dwell time in the **Stay time(s)** column. The camera will stay at this position for the setup time.

d. Follow **Step b** and **Step c** to add more preset positions to this route.

e. To delete a preset position, simply click the **Remove** button.

f. When this route setup is completed, click **Save**.

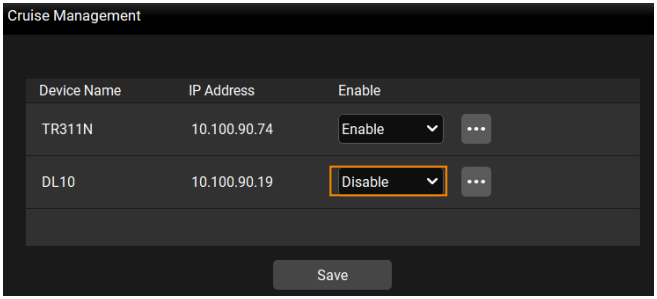
[Note]

- 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.

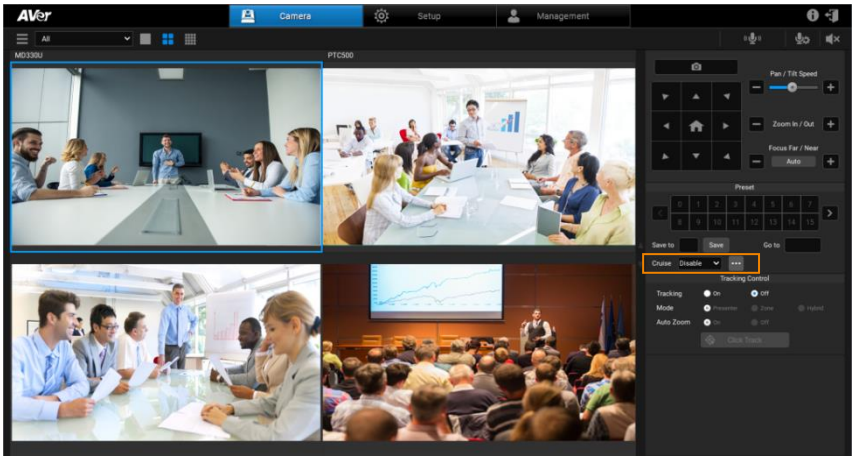
4. After configuring the Cruise settings for all of the desired cameras, on the **Cruise Management** page, click the **Save** button to save the settings.
5. To view the Cruise results, go to the Live View window, the cameras setup with Cruise function should be cruising on the Live View.

6. To stop cruising, you can try either way:

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

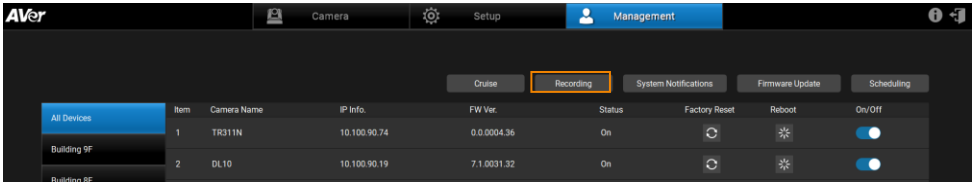


- You can also use the **Cruise** function on the Control Panel to instantly enable/disable or set up the Cruise function. Please refer to *Cruise* in the <Control Panel> chapter for more details.

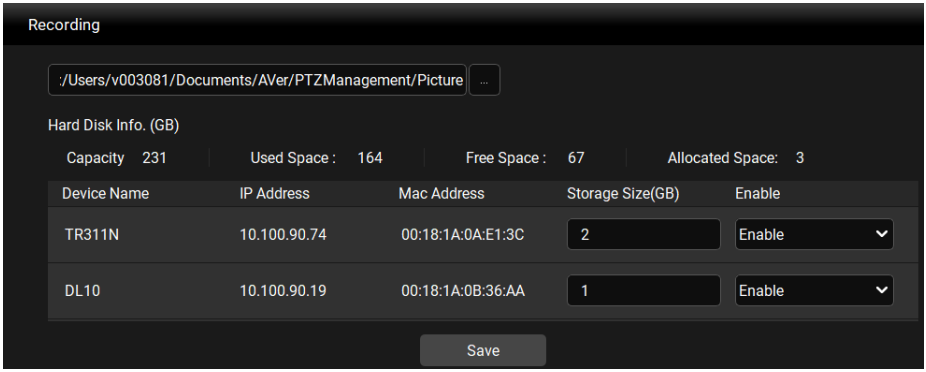


Recording

You can record each camera views in the system using this page.



1. Under **Management**, click **Recording**, the below Recording window appears.

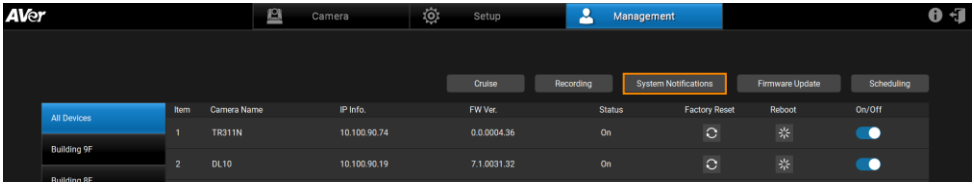


   a. To select a storage path for the camera recordings, click the ... button and select a directory.
   b. The storage capacity of your system will be automatically displayed in the **Hard Disk Info. (GB)** field as a reference for setting up the capacity for each camera recording.
   c. To set up the recording capacity for the desired cameras, input the maximum storage capacity in the **Storage Size (GB)** field. When the recording size reaches the maximum storage capacity, the recording of the camera will stop.
   d. Select **Enable** from the drop-down list in the **Enable** field to enable the Recording function of the camera.
   e. To stop camera recording, select **Disable** from the drop-down list in the **Enable** field.
   f. Click **Save** to save the settings.

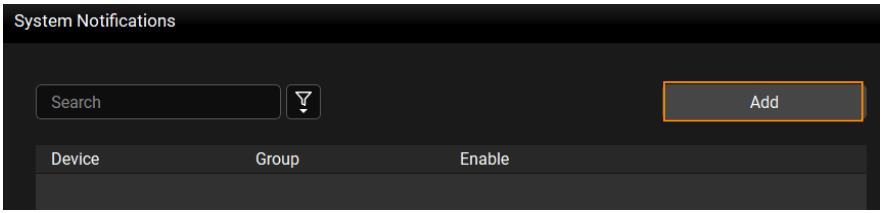
2. The Recording setup is completed. You can find the recordings (.mp4) stored in the storage path.

System Notifications

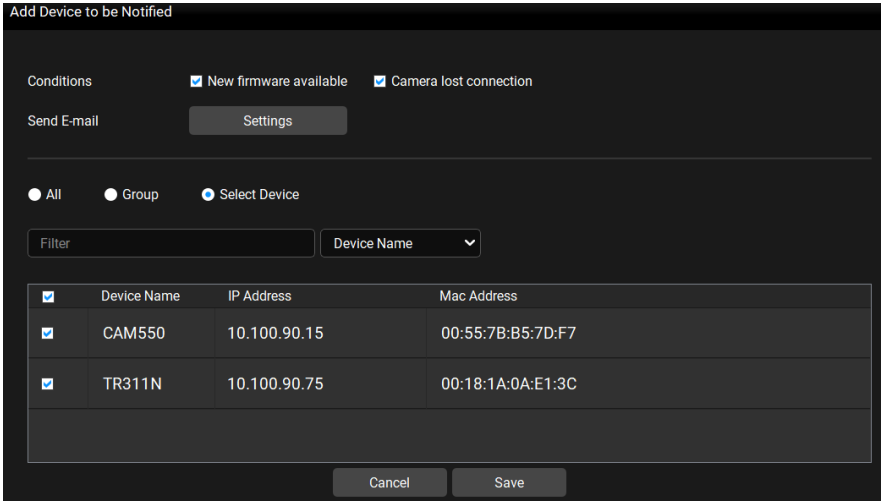
You can receive system notifications, such as “new firmware available” (camera and PTZ Management) or “camera video loss” with pre-configured email account.



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



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



Conditions: Select the desired conditions to be notified.

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

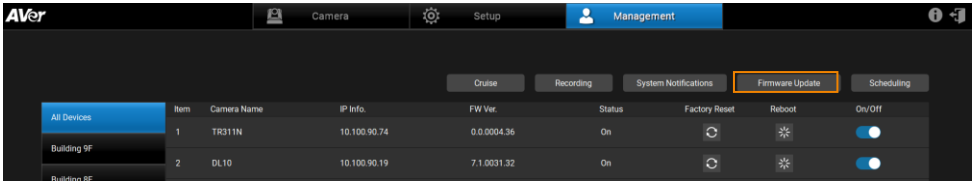
Select cameras: You can select the desired cameras by clicking **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the **Filter** field to filter cameras.

3. On the **System Notifications** page, select **Enable** from the drop-down list in the **Enable** field.
4. To disable the notification, select **Disable** from the drop-down list in the **Enable** field.
5. Follow **Step 1** to **Step 3** to set up more notifications.

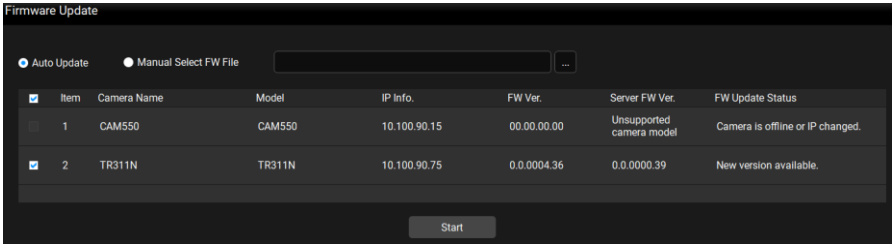
Firmware Update

You can update camera firmware using this page.

[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.

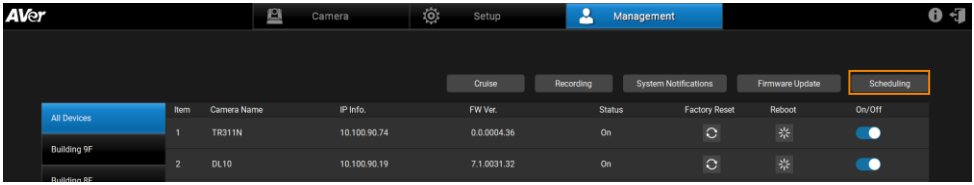
   Automatically: Select **Auto Update**. Select the camera(s) and then click the **Start** button. PTZ Management will start updating firmware of the selected camera(s).

   Manually: Store the firmware file to your system. Select **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.

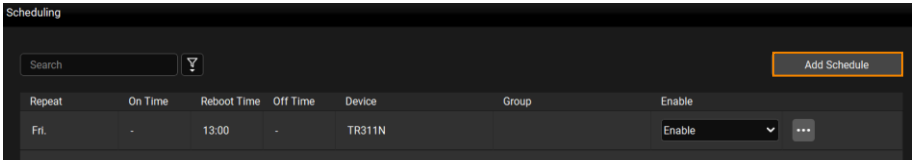


[Note]

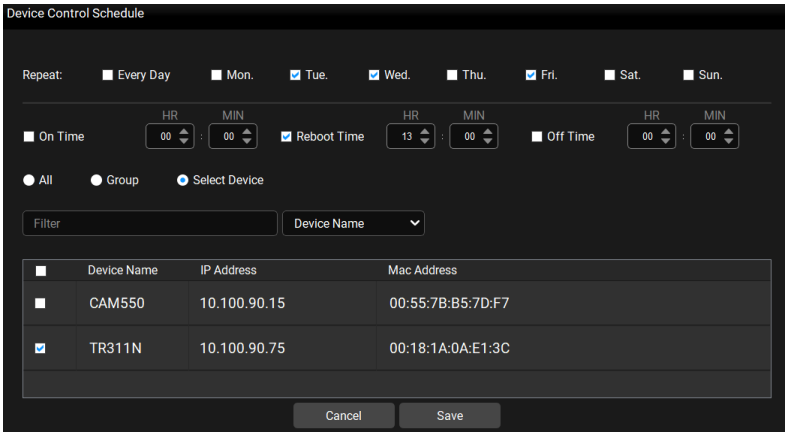
- Make sure all devices are connected via Ethernet cable in order to power on.
- Remember to turn on Wake On Lan (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- The PTZ Management must be running in order to control the camera on /off/reboot.

To create a schedule:

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



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

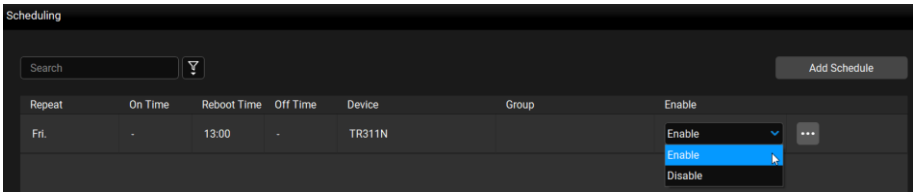


Repeat: Select a routine day for the schedule. Select **Every Day** to activate the schedule daily; or select the desired day(s) to activate the schedule on the selected day(s).

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 in the **Enable** field.



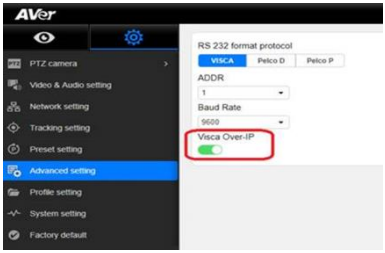
4. To disable the schedule, select **Disable** from the drop-down list in the **Enable** field.
5. Follow **Step 1** to **Step 3** to add more schedules.

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.

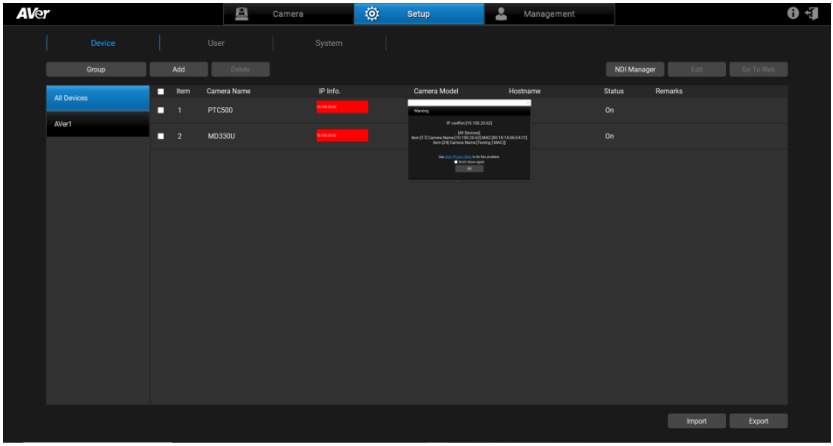


   - If AVer PTZ Management and camera are not at the same LAN segment, please check UDP and TCP ports are not blocked by the firewall.
     - ✓ VISCA Control port: 52381
     - ✓ CGI port: 80
     - ✓ RTSP port: 554

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.



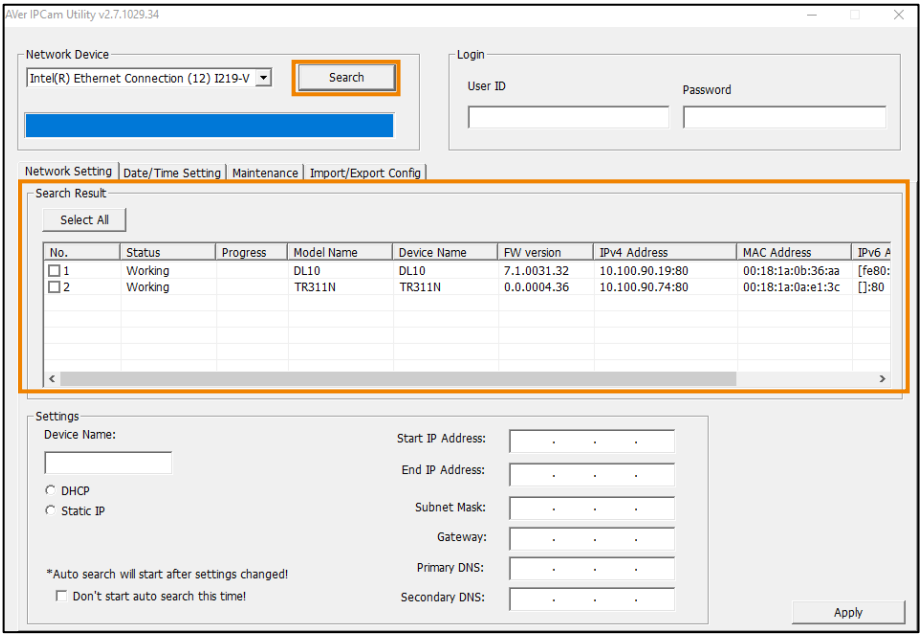
Appendix

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.

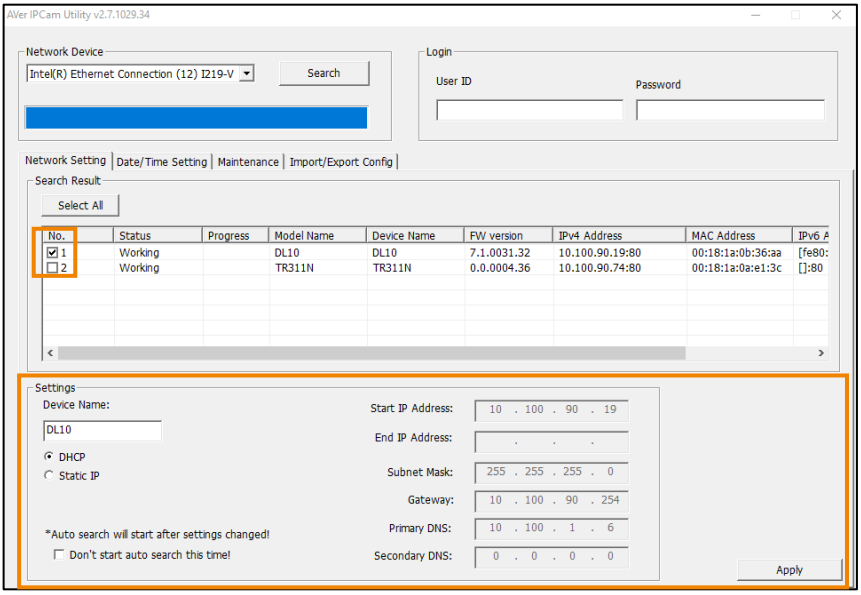
1. Ensure the cameras and the computer that is installed with AVer IPCam Utility are connected on the same LAN.

2. Double-click on the AVer IPCam Utility shortcut on your desktop to launch the software.

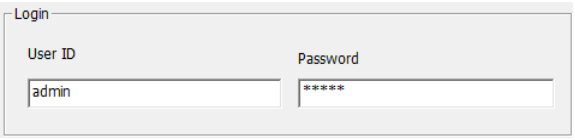


3. Click **Search**, the cameras connected on the same LAN will be searched and displayed in the **Search Result** field. You can view the camera info like Model Name, MAC Address, FW version and etc. in this field.

4. To configure the network setting of a camera:
   a. 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.



   b. 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.
   c. In the **Login** field, input the camera ID and password.



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