

PTZApp 2

— User Manual —

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

Non-USA

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

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

USA

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

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

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Contents

Overview	1
System Requirements	1
Install PTZApp 2	1
Open and Quit PTZApp 2	2
Supported AVer Devices	3
Get Started	4
USB Devices	4
Device Card Overview	5
Floating Live View Overview	6
Virtual Stream	7
Keystone Correction	8
Smart Gallery	10
Configure Settings on PTZApp 2	11
PTZ Control	11
Interface 1	13
Save, Load and Clear a Preset	14
Add and Delete Available Presets (Presets 10-127)	14
Interface 2	15
Save and Load a Preset	16
Interface 3	17
Save and Load a Preset	18
Settings	19
Tracking Mode	22
System	24
Audio	25
Preset Link	26
Set up Preset Link	26
Set up Supported Microphones	28

Overview

PTZApp 2 is a free software for Windows® and Mac® computers that enables full control of AVer USB device functions. In PTZApp 2, users can change the IP address setting, configure the parameters of the device, set up AI tracking functions and advanced image and audio settings, pan, tilt, and zoom the device.

System Requirements

Windows

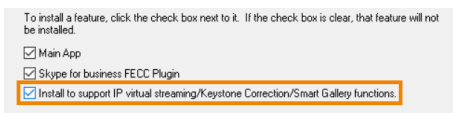
- CPU: Intel Core i5-6xxx 3.0GHz
- RAM: 4G
- HDD: 3G (free space)
- OS: Windows 7 (64 bits), Windows 10 (64 bits), Windows 11 (64 bits)

Mac

- CPU: 1.3 GHz Intel Core i5
- RAM: 8G
- HDD: 3G (free space)
- OS: MacOS 10.14

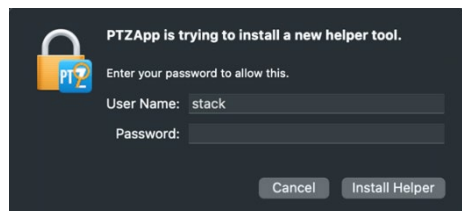
Install PTZApp 2

1. Download PTZApp 2 to your computer from AVer Download Center. (<https://www.aver.com/download-center>).
2. Double-click the downloaded .exe file.
3. Follow the instructions displayed on the setup wizard to install PTZApp 2.
4. You'll be prompted to install plug-ins for additional features.



Select **Main App** and **Install to support...**





Windows

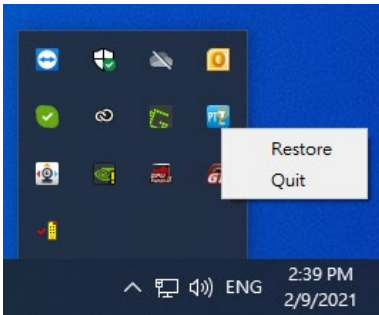


Authorize with your username and password

Mac

Open and Quit PTZApp 2

1. Double-click the PTZApp 2 icon  to open PTZApp 2 in your browser.
2. Connect your AVer device to your computer with a USB cable. When PTZApp 2 detects a USB-connected device, a device card will appear under USB Devices.
3. Click the **Setting** button  on your device card for pan, tilt and zoom controls, presets, and advanced settings.
4. To quit PTZApp 2, click the **Show Hidden Icons** arrow on the taskbar, right-click the PTZApp 2 icon , and select **Quit**.
5. If you can't open PTZApp 2 after installation, click the **Show Hidden Icons** arrow on the taskbar, right-click the PTZApp 2 icon , and select **Restore**.



Supported AVer Devices

Video Conferencing Cameras

CAM570	FONE700	VB350	VC540
CAM550	FONE540	VB342 Pro	VC520 Pro3
CAM540		VB342+	VC520 Pro2
CAM530		VB342	VC520 Pro
CAM520 Pro3		VB130	VC520+
CAM520 Pro2			VC520
CAM520 Pro			VC322
CAM520			
CAM340+			
CAM340			
CAM130			

Professional Tracking Cameras

V3	V2	
	USA	Outside USA
TR211	TR311HVV2	PTC310HVV2
TR315	TR313V2	PTC310UV2
TR315N	TR333V2	PTC330UV2
TR335	TR323V2	PTC320UV2
TR335N	TR323NV2	PTC320UNV2

Professional PTZ Cameras

PTZ330UV2
 PTZ330UNV2
 PTZ310UV2
 PTZ310UNV2
 PTZ231
 PTZ211

Note: This list is subject to change without notice. Refer to the release note from AVer Download Center for the most updated list.

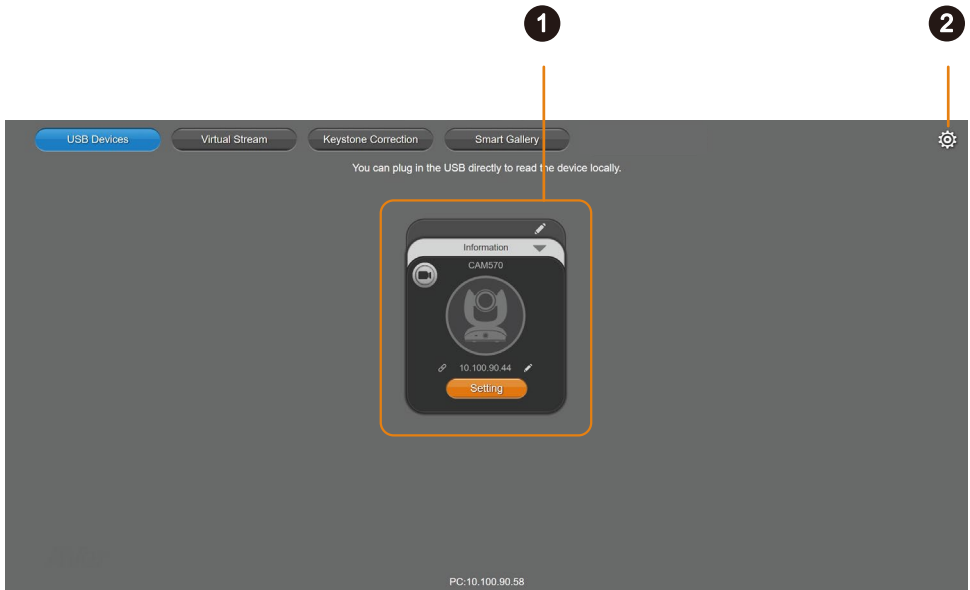
Get Started

The PTZApp 2 interface includes the following pages:

- USB Devices
- Virtual Stream
- Keystone Correction
- Smart Gallery

USB Devices

PTZApp 2 opens to USB Devices page. When a USB-connected device is detected, a device card will appear here.



1. Device Card

Represents a detected USB-connected AVer device.

2. PTZApp 2 Settings

Item	Description
Language	Change the PTZApp 2 interface language to English, Chinese or Japanese.
Hotkey Control	Turn hotkey on or off.
PTZApp Update	View PTZApp 2 version or check for updates.
Usage Data	Opt-in or opt-out of providing anonymous usage data.
EZManager Pair	Pair with EZManager to manage all your USB-connected AVer devices.


Device Card Overview




1. Name

Click the **pencil icon**  to name your device.


2. Information

Click the **triangle icon**  to view device information such as firmware version. Click again to exit.


3. Live View

Click the **video recorder icon**  to open a floating live view.


4. Web Interface

Click the **hyperlink icon**  to access your device's web interface via IP connection on your browser.


5. Edit IP Address

Click the **pencil icon**  to switch between static IP and DHCP connection. The default static IP address is **192.168.1.168**.

6. Setting

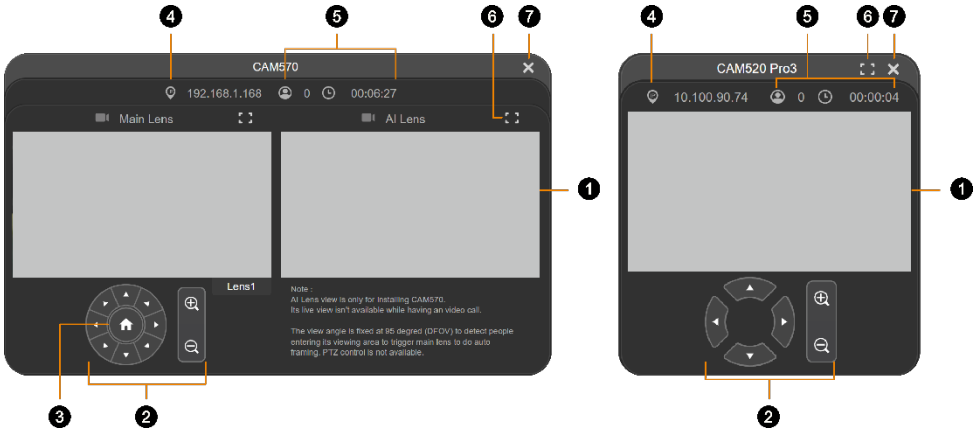
Click the **Setting button**  for pan-tilt-zoom controls, presets, and advanced settings.

7. Extended Speakerphone or Microphone (VC devices only)

Click the **extension icon**  to see your extended speakerphones or microphones.

Floating Live View Overview

Note: The floating live view interface may vary depending on your device and firmware version.



1. Live View


2. Directional Pad and Zoom

3. Pan-Tilt Reset

Reset the pan-tilt position to the center.



4. IP Address

5. Head Count and Video Transmission Duration


Click the **head count** icon  to display head count and the duration of your video transmission.

Click the icon again to hide the information.

6. Full Screen

Click the **full screen** icon  to expand the live view in full screen. Click the icon  or press **Esc** on your keyboard to exit full screen.

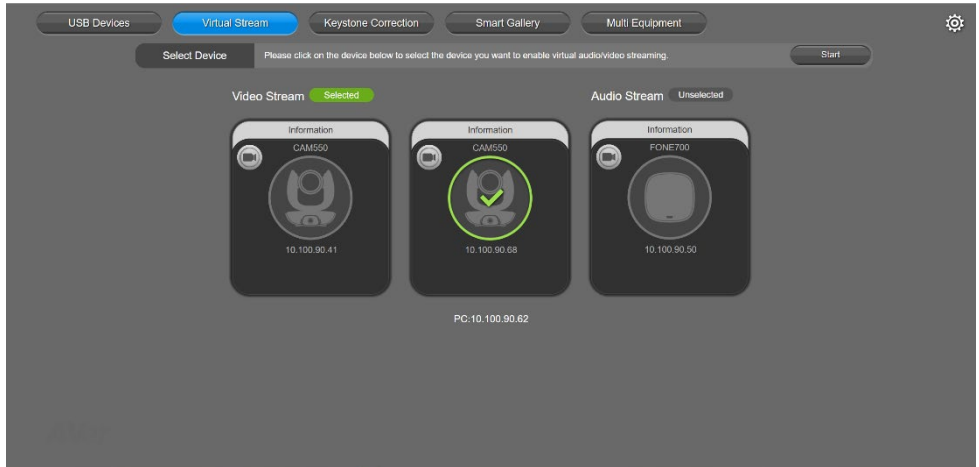
7. Close

Click the **X** icon  to close the floating live view and stop transmitting video.

Virtual Stream

Virtual Stream allows you to send a single video and audio feed over IP to video conferencing software such as Teams, Skype and Zoom.

- Video latency may vary depending on your CPU. We recommend Intel Core i5 or higher.



To start a virtual stream:

1. Make sure your device and computer running the video conferencing software are connected to the same network.
2. Make sure you have enabled your device's RTSP setting on its web interface.
3. Go to **Virtual Stream**, select your device.
4. Click **Start** on the upper right corner.
 - Enter the RTSP password, if any.
5. Open your video conferencing software. Choose **AVer USB VCam** for video, **AVer VMic Device** for microphone, and **AVer VSpk Device** for speaker, not your device model name.
6. For pan, tilt and zoom controls, use a remote control or VISCA commands.

To stop a virtual stream:

Click **Stop** on your device card.

Keystone Correction

Keystone Correction adjusts the geometry of an image to make it appear rectangular and aligned.

- Keystone Correction is available on Windows only.
- When using Teams Room, disable **Content Enhancement** for a better result.




USB Devices Virtual Stream **Keystone Correction** Smart Gallery ⚙️

Operation :

1. Connect the camera with USB.
2. If the connection is done, the camera card appears.

Information

VC520 Pro2



10.100.95.36

Start

Note :

1. When starting the function, you'll find both "camera model name" and "AVer USB VCam" as video sources in VC software such as Zoom app. Please choose "AVer USB VCam".
2. Please switch off this function while enabling "Content enhancement" function in Teams Rooms app since Teams has its keystone correction effects. (Only for CAM130 content camera)
3. To use Auto detection function, your PC should have independent graphic card to support it.
4. Supported models: CAM130 content camera / CAM520 Pro2 / VC520 Pro2.

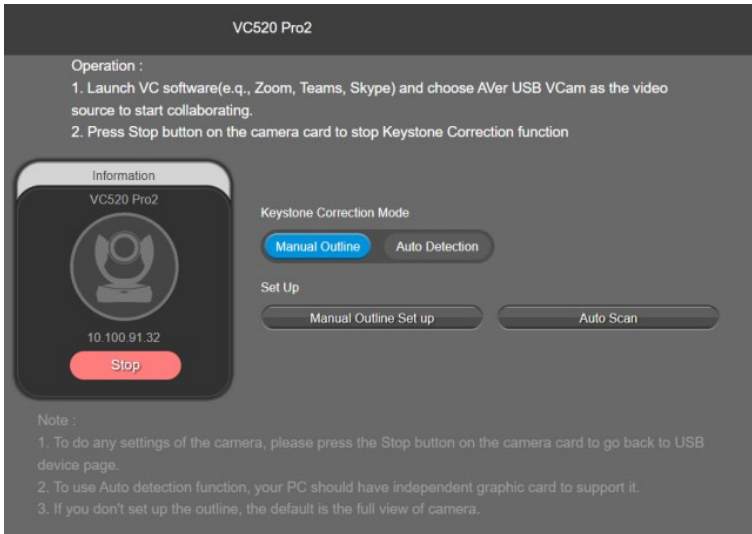
PC:10.100.95.28

To use Keystone Correction:

1. Connect your device to the computer with a USB cable.
2. Go to **Keystone Correction** > click **Start** on your device card.
3. Open your video conferencing software. Choose **AVer USB VCam** for video, not your device model name.
4. Select **Manual Outline** or **Auto Detection**, then adjust the border as follows.

To stop using Keystone Correction:

Click **Stop** on your device card.



- **Manual Outline**

1. Select **Manual Outline** > **Manual Outline Set up**.
2. Drag the corners to adjust the frame to fit your desired area, such as the whiteboard. Click **Next**.



3. Click **Edit** to resize. Click **Save** to finish.

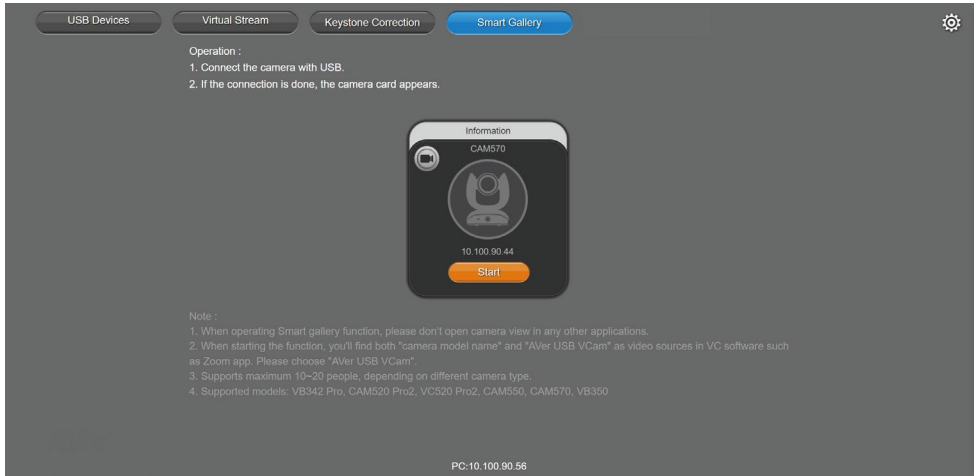
- **Auto Detection**

1. Select **Auto Detection** > **Auto Scan**.
2. If prompted, follow the on-screen instructions to download and install the keystone package.
Note: Your computer must have an independent graphic card to support Auto Detection.
3. Click **Edit** to resize. Click **Save** to finish.

Smart Gallery

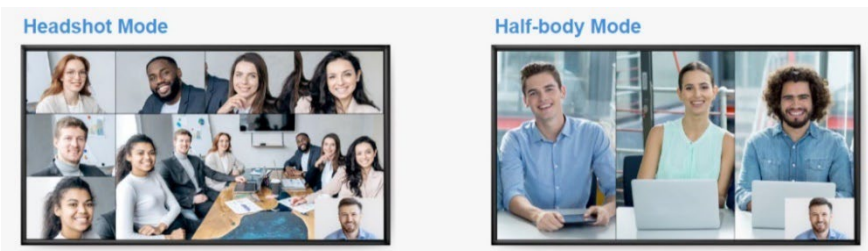
Smart Gallery creates a close-up frame for each participants and present them in a single stream composited gallery.

- Smart Gallery supports 10-20 people depending on your AVer device model.



To use Keystone Correction:

1. Connect your device to the computer with a USB cable.
2. Go to **Smart Gallery** > click **Start**.
3. Select a layout.



4. Open your video conferencing software. Choose **AVer USB VCam** for video, not your device model name.

To stop using Smart Gallery:

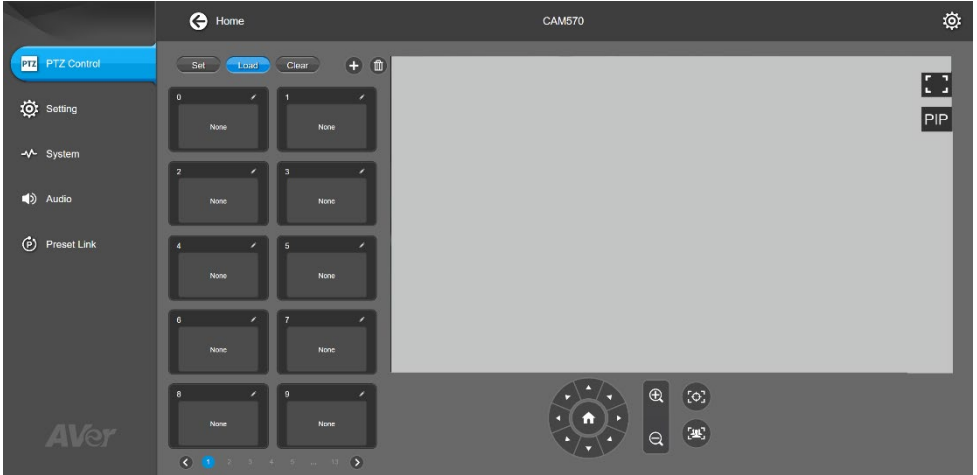
Click **Stop** on your device card.

Configure Settings on PTZApp 2

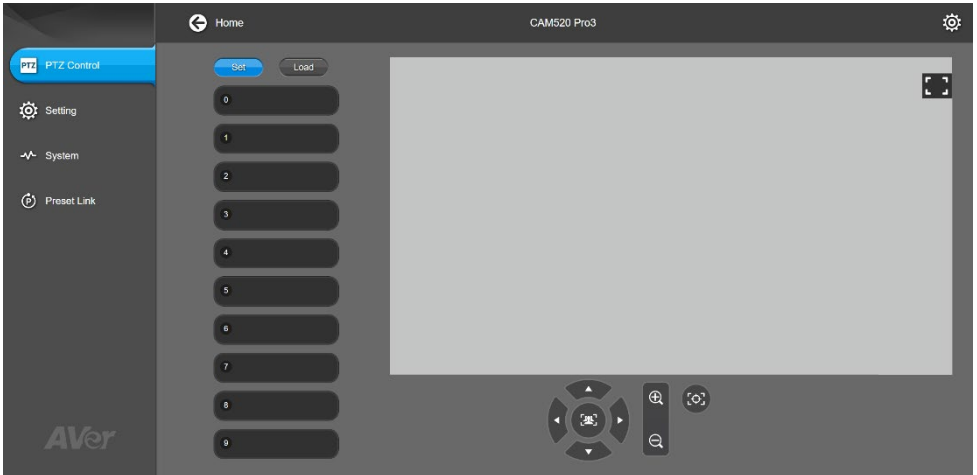
PTZ Control

Note: The PTZ Control interface may vary depending on your device and firmware version.

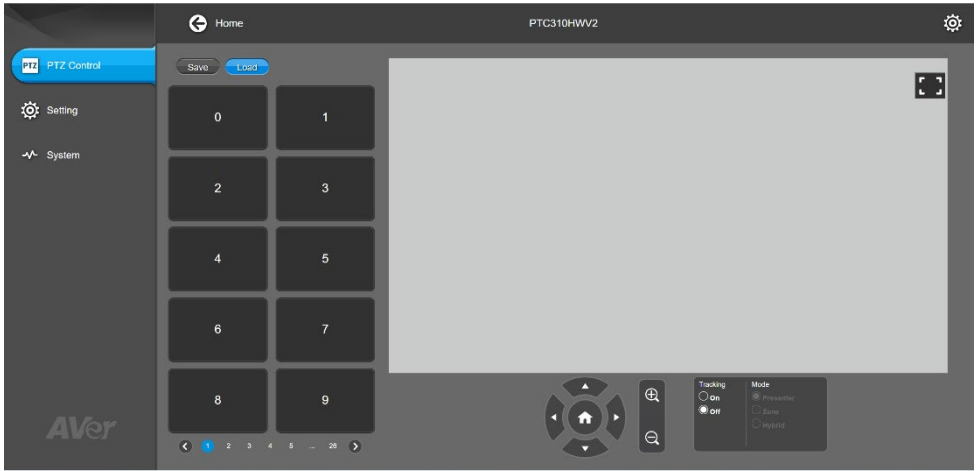
- **Interface 1**



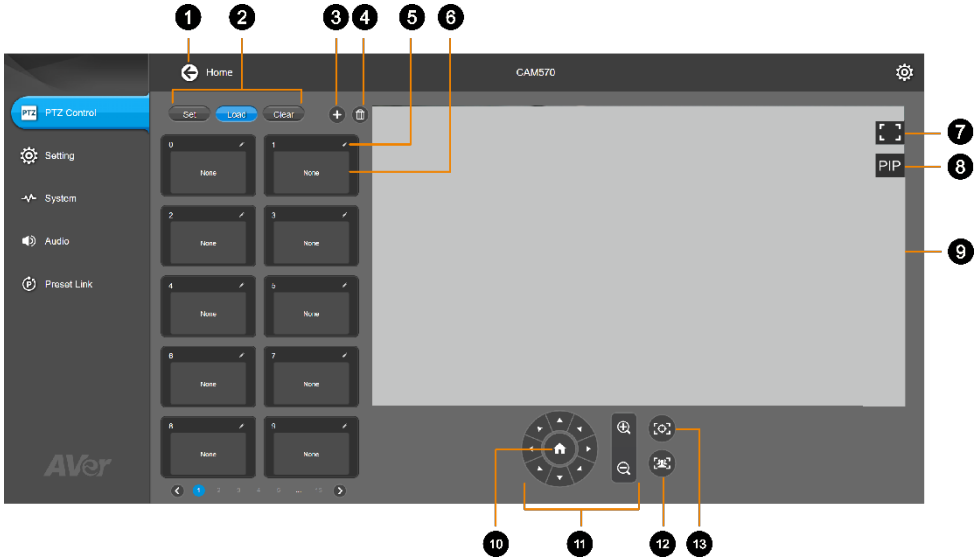
- **Interface 2**



- **Interface 3**



Interface 1



1. Home

Click to return to the USB Devices page.

2. Preset Function

3. Add

Click the plus icon to add a preset.

4. Delete



Click a trashcan icon to delete a preset.

5. Name

Click the pencil icon to name a preset.

6. Thumbnail

7. Full Screen

Click the full screen icon  to expand the live view in full screen. Click the icon  or press **esc** on your keyboard to exit full screen.

8. Picture-in-Picture


9. Live View


10. Pan-Tilt Reset

Reset the pan-tilt position to the center.

11. Directional Pad and Zoom

12. SmartFrame

Click the SmartFrame icon  to frame entire group on screen and remove excess space.

Note: The SmartFrame icon  appears on video when triggered. To hide the icon, go to the **Setting** tab > **On-Screen Menu** > **Off**.

13. One-Touch Focus

Click to autofocus once.

Save, Load and Clear a Preset



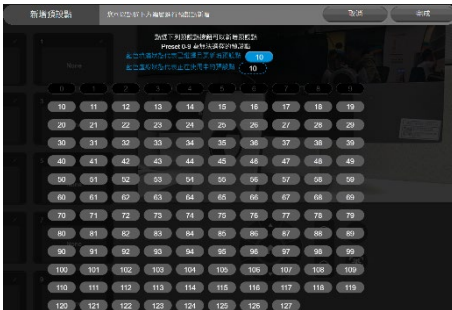
To save a preset:

1. Use the pan, tilt and zoom controls to position your device.
2. Select **Set**, then a preset number to save that position.
3. Select **Yes** when prompted. A thumbnail of your preset will appear.

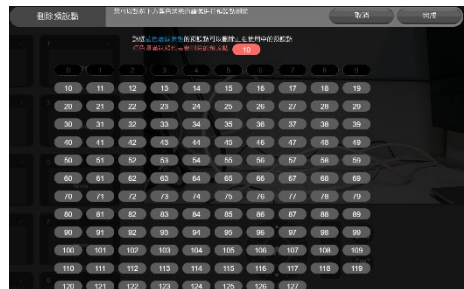
Add and Delete Available Presets (Presets 10-127)

There are 10 available presets 0-9 by default.

Click the plus icon to add up to 128 available presets, or click the trashcan icon to delete available presets.



Add



Delete

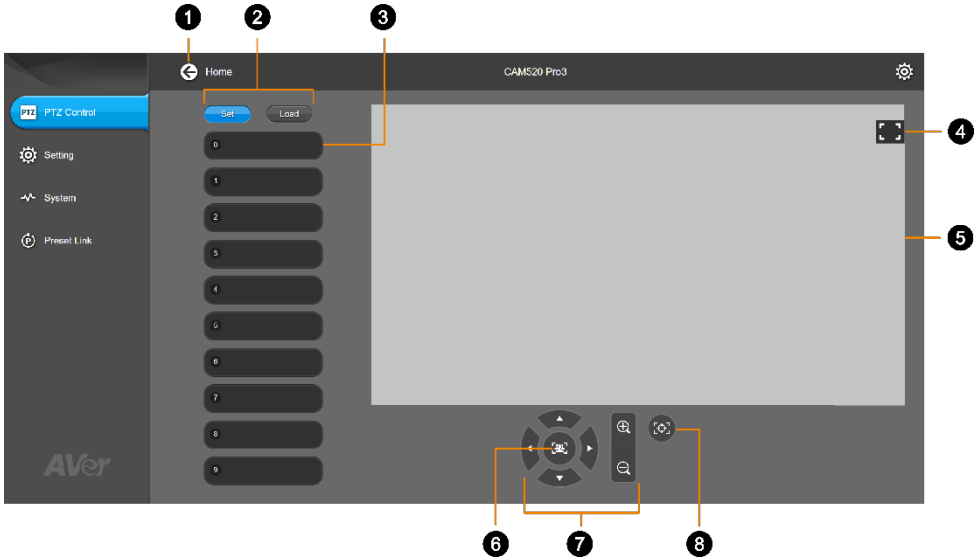
To add an available presets:

1. Select the plus icon, then select the preset numbers you want to add.
2. Select **Done**.

To delete an available preset:

1. Select the trashcan icon, then select the preset numbers you want to delete.
2. Select **Done**.

Interface 2





1. Home

Click to return to the USB Devices page.

2. Preset Function


3. Preset Number


4. Full Screen

Click the full screen icon  to expand the live view in full screen. Click the icon  or press **esc** on your keyboard to exit full screen.

5. Live View

6. Home

Click the SmartFrame icon  to frame entire group on screen and remove excess space.

Note: The SmartFrame icon  appears on video when triggered. To hide the icon, go to the **Setting** tab > **On-Screen Menu** > **Off**.

7. Directional Pad and Zoom

8. One-Touch Focus

Click to autofocus once.

Save and Load a Preset

To save a preset:

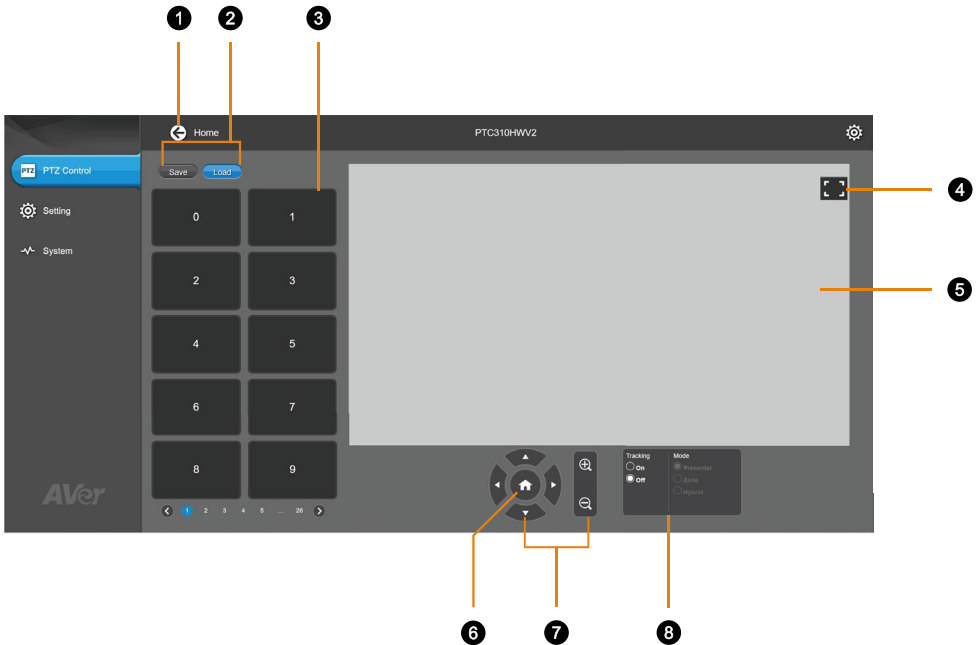
1. Use the pan, tilt and zoom controls to position your device.
2. Select **Set**, then a preset number to save that position.
3. Select **Yes** when prompted.



To load a preset:

Select **Load**, then a preset number to load that position.

Interface 3





1. Home

Click to return to the USB Devices page.

2. Preset Function

3. Preset Number

4. Full Screen

Click the full screen icon  to expand the live view in full screen. Click the icon  or press **esc** on your keyboard to exit full screen.

5. Live View

6. Home

Reset the pan-tilt position to the center.

7. Directional Pad and Zoom

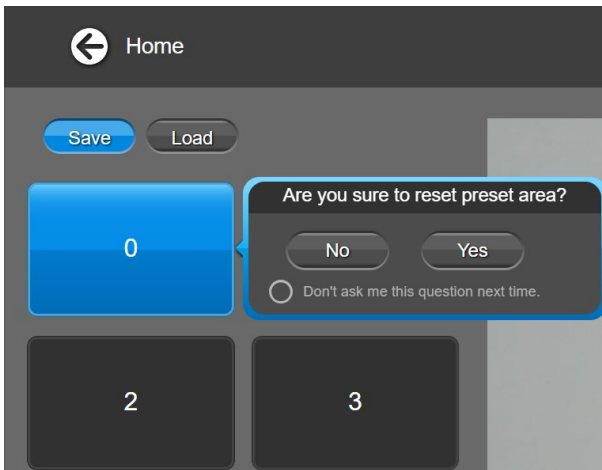
8. Tracking Control Panel

Turn Tracking on or off and select a tracking mode to follow the presenter in real time as they move. For details on tracking settings, refer to your device's user manual.

Save and Load a Preset

To save a preset:

4. Use the pan, tilt and zoom controls to position your device.
5. Select **Save**, then a preset number to save that position.
6. Select **Yes** when prompted.

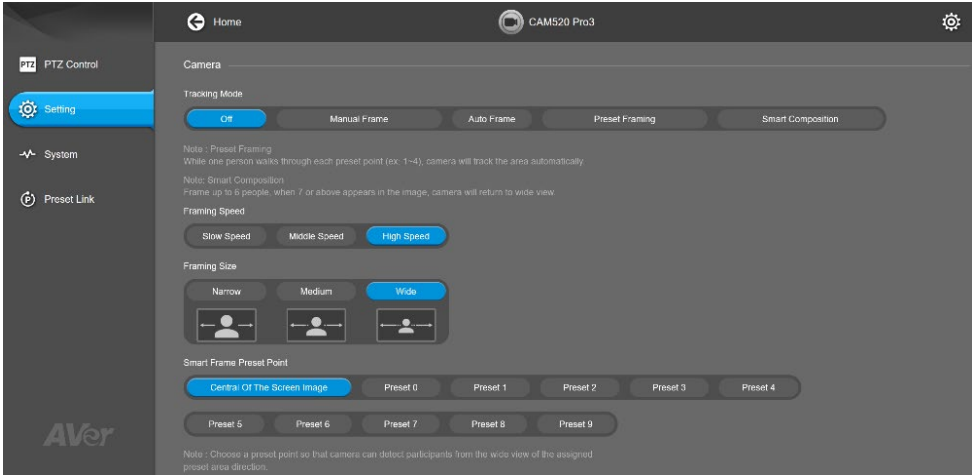


To load a preset:

Select **Load**, then a preset number to load that position.

Settings

Note: These features are device-sensitive. Refer to your device's user manual for details.

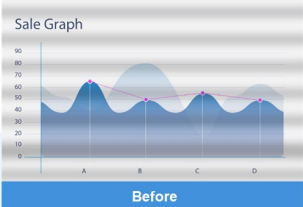
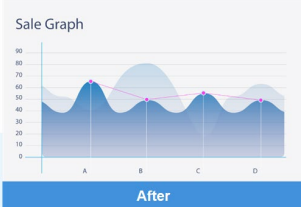


Camera

Item	Description
Tracking Mode	Select a tracking mode. For details, refer to <Tracking Mode>.
Framing Speed	Select a duration before auto frame: <ul style="list-style-type: none"> • Slow: 5 seconds before auto frame. • Middle: 3 seconds before auto frame. • High: 1 second before auto frame.
Framing Size	Select a framing size to include or remove excess space on either side of the subject.
SmartFrame Preset Point	Select a preset as the starting point for SmartFrame.
Autofocus	Automatically focus after each pan, tilt and zoom, or automatically focus continually.
Camera Focus	Adjust the focal length manually by dragging the slider or automatically.
Home Position	Select a home position that your device moves to when powered on.
Sleep Position	Select a home position that your device moves to when entering standby mode.
Sleep Timer	Set a duration before standby mode. <ul style="list-style-type: none"> • When transmitting video over USB, RTSP or RTMP, the device won't enter standby mode.
On-Screen Menu	Turn On-Screen Menu on or off. <ul style="list-style-type: none"> • Load Preset Off: Displays all statuses except load preset.

Camera Binding	<p>Set the device to a device selection buttons 1-3 on the remote control.</p> <ul style="list-style-type: none"> When camera binding is turned off, all selections on the remote control can by default operate the device.
Save Preset	<p>Turn Save Preset on or off.</p> <ul style="list-style-type: none"> When Save Preset is turned off, you won't be able to save presets using the remote control, web interface, hotkeys or VISCA commands.

Image

Item	Description
Image Flip	Flip the image vertically.
Image Mirror	Flip the image horizontally.
WDR	Turn wide dynamic range (WDR) on or off.
Flicker Decrease on IFP / Monitor	<p>Turn Flicker Decrease on IFP / Monitor on or off.</p> <div style="display: flex; justify-content: space-around;">   </div>
Frequency	Select a frequency.
White Balance	<p>Select a white balance setting:</p> <ul style="list-style-type: none"> Manual: Adjust the white balance manually by dragging the slider. Auto White Balance (AWB): Adjust the white balance automatically. Auto Tracking White Balance (ATW): Adjust the white balance automatically in a wide color temperature range as the color temperature of the light source shifts.
Noise Reduction	Adjust noise reduction level.
Brightness	Adjust brightness level.
Sharpness	Adjust sharpness level.
Saturation	Adjust saturation level.
Low Light Compensation	<p>Turn Low Light Compensation on or off.</p> <ul style="list-style-type: none"> When Low Light Compensation is turned on, the frame rate will be reduced to 10-15fps.
Allow Remote Access	Turn Allow Remote Access on or off.
Low Resolution under 720p (except 848*480)	Enable to transmit video in 720p or lower.
Enlarge Total Zoom Up to 24x	Enable or disable Enlarge Total Zoom Up to 24x.
Video Frame Rate	Select a video frame rate.

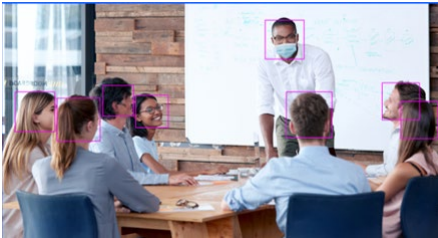
RS232


Item	Description
ADDR	Select your settings to set up an RS-232 connection.
Baud Rate	
Protocol	
VISCA over IP	
SSL Function on IP Webpage	

Tracking Mode

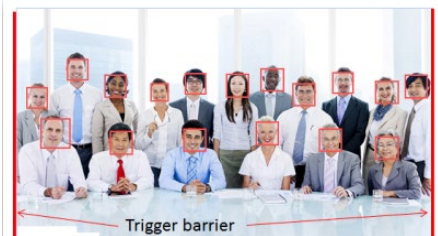
Available tracking modes may vary depending on your device.

Manual Frame



Frames manually using the SmartFrame button  to frame entire group on screen once.

Auto Frame



Frames entire group on screen automatically. If no one is in view, the device will default to preset 0.

Preset Framing



Frames the presenter in real time as they move using presets. If no one is within the presets, the device will default to group framing.

Audio Tracking

Frames active speaker on screen.

If no one is speaking, the device will stay at the last position or default to group framing after your selected **Audio Tracking Idle Interval**.

Presentation Mode



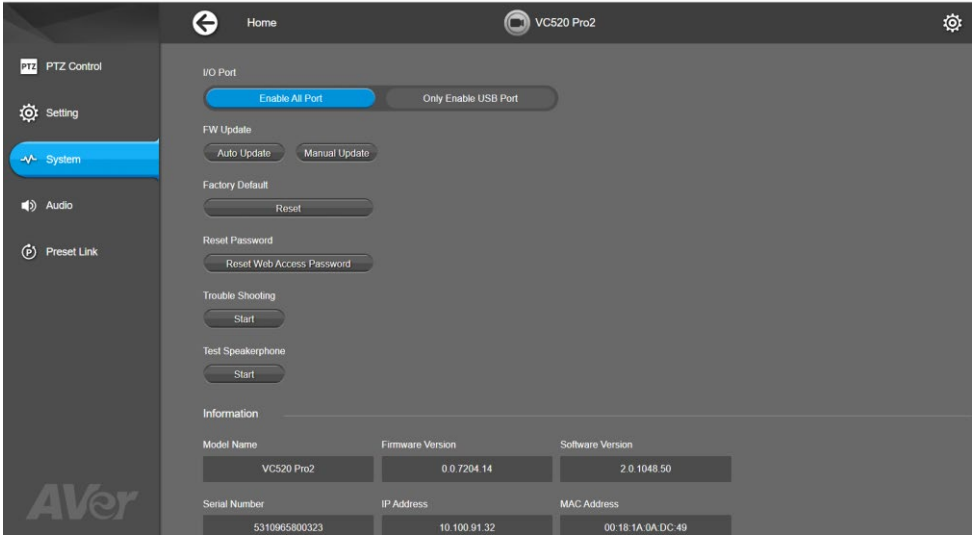
A combination of presets (not Preset Framing) and Audio Tracking.

Uses presets when active speaker is speaking inside of presets; uses Audio Tracking and frames active speaker on screen when they are speaking outside of presets.

If no one is speaking, the device will stay at the last position or default to group framing after your selected **Audio Tracking Idle Interval**.

System

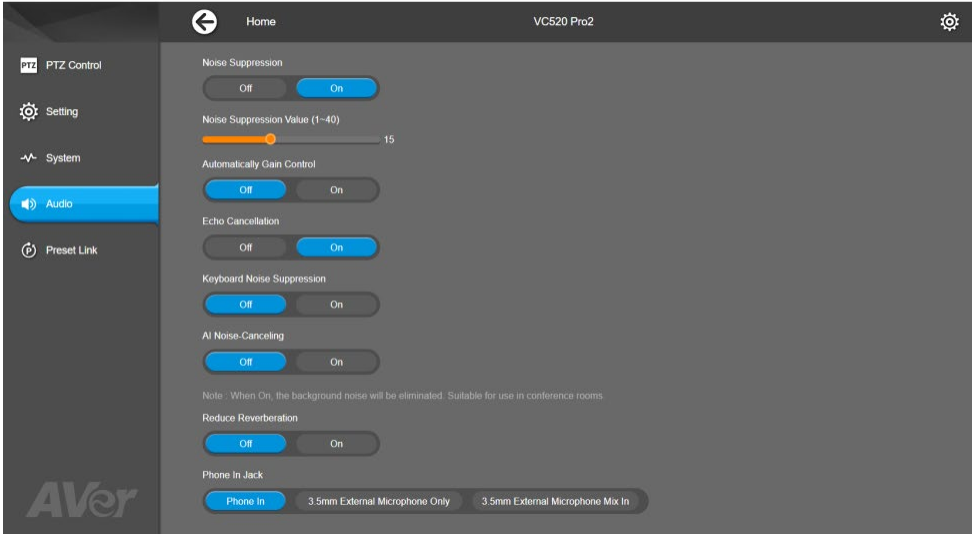
Note: These features are device-sensitive. Refer to your device's user manual for details.



Item	Description
I/O Port	Enable all input/output ports or only the USB port.
Firmware Update	Update your device's firmware. <ul style="list-style-type: none"> • Auto Update: Checks and updates online. • Manual Update: Update the firmware using a file offline. <p>Note: the device will reboot and the connection will be lost. Please wait a few minutes and keep the power cable connected. If the cable is unplugged during this process, it will cause damage to the device.</p>
Factory Default	Reset your device to factory default settings: <ul style="list-style-type: none"> • Video conferencing devices: Select the checkmark to keep the IP address, web interface password, or both. • Professional devices: Factory default resets both IP address and web interface password.
Reset Password	Reset the web interface password. <ul style="list-style-type: none"> • The default password is aver4321.
Troubleshooting	Generate an error log for an AVer technician.
Test Speakerphone	Test your speakerphone by recording a message.
Information	Displays your device information such as IP address.

Audio

Note: These features are device-sensitive. Refer to your device's user manual for details.



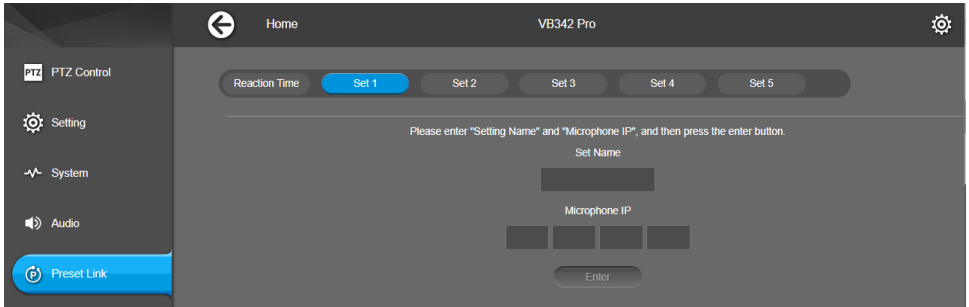
Item	Description
Noisie Suppression	Reduce ambient noise.
Automatically Gain Control	Maintain a constant output audio level.
Echo Cancellation	Reduce echo.
Keyboard Noise Suppression	Reduce keyboard noise.
AI Noise-Canceling	Reduce the sound of crying babies or barking dogs.
Reduce Reverberation	Reduce the sound reverberation within a room.
Phone In Jack	Select an audio source based on the device connected to the phone in port and use case: <ul style="list-style-type: none"> • Phone In: Connect a smartphone to communicate with remote participants. • 3.5 mm Microphone Only: Use only your connected external microphones as audio sources. • 3.5 mm Microphone Mix In: Use both the FONE540 and your connected external microphones as audio sources.

Preset Link

Frame the active talker with voice-tracking functionality by linking AVer devices with third-party microphone systems (supported models).

Note: Refer to the release note from AVer Download Center for the complete list of supported microphones.

Set up Preset Link

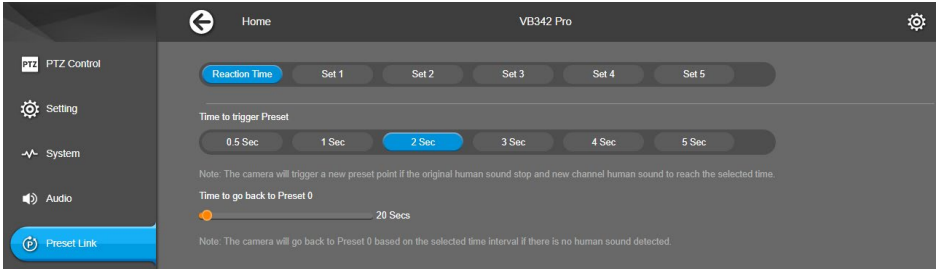


1. Go to **Preset Link** tab, then enter **Set Name** and **Microphone IP** for your microphone. Preset Link may include 2 sets or 5 sets depending on your device.
2. Turn on **Link** > select **Model**.



3. Select link by **APP** or **CAMERA**.
- **APP:** The device is transmitting video over USB. PTZApp 2 must stay open during video transmission.
 - **CAMERA:** The device is transmitting video over IP. The device must be connected to the network during video transmission.

4. Pair microphone channels with presets in **Preset Binding for Microphone Channel**.
5. Set up **Reaction Time**.



- **Time to trigger Preset:** Select an interval for the device to go to a preset after sound detection.
- **Time to go back to Preset 0:** Select an interval for the device to go to preset 0 after no sound detection.

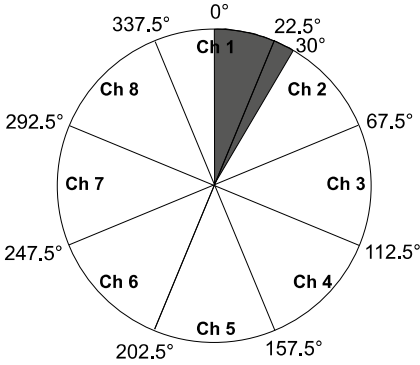
Set up Supported Microphones

Third-party microphone systems may require setup in their manufacture software.

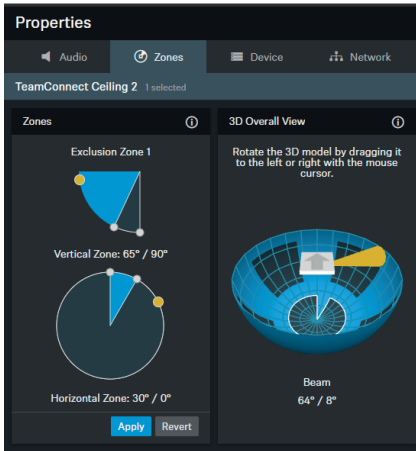
Sennheiser

TeamConnect Ceiling 2

Sennheiser Control Cockpit



- PTZApp 2 divides TeamConnect Ceiling 2's horizontal angles into 8 equal parts, which correspond to PTZApp 2 channel 1-8.

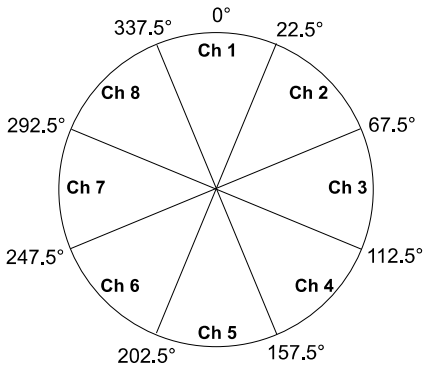


- An Exclusion Zone set in Sennheiser Control Cockpit also affects the corresponding channel in PTZApp 2.

Yamaha

RM-CG Ceiling Array Microphone

PTZApp 2



MT300 divides RM-CG's horizontal angles into 8 equal parts, which correspond to MT300 channel 1-8.

RM-TT Tabletop Array Microphone

RM-CR Remote Conference Processor

RM-W Wireless Microphone System

PTZApp 2

1. PTZApp 2 voice tracking function requires linking more than one RM-TT or RM-W microphones for location data.
2. If you link these microphones to the RM-CR Remote Conference Processor, enter the processor's IP address in the **Microphone IP** field when adding microphones in PTZApp 2.