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AVer PTZ Link

User Manual

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Technical Support: https://www.avereurope.com/technical-support

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 Link is a software to connect AVer cameras to microphone systems to achieve voice tracking throughout the meeting.

Two versions and free trial are provided:

- Free Version:
  - Free for IP Camera connection.
  - Up to 5 groups can be added to the Device List.
  - Up to 8 microphone channels are provided for Channel setup.
- Premium Version:
  - Pay for Virtual Camera (USB) connection.
    [Note] At present, Virtual Camera only supports Windows® OS.
  - Up to 25 groups can be added to the Device List.
  - Up to 128 microphone channels are provided for Channel setup.
- 60-day free trial:
  - Support for both IP camera and Virtual Camera (USB) connection.

The supported models are listed below:

AVer tracking cameras (USA region)

- TR310/TR311/TR311HN/TR313/TR331/TR333
- TR530/TR320/TR530+
- TR313V2/TR333V2/TR323NV2/TR311HWV2
- DL30

AVer tracking cameras (non USA region)

- PTC310/PTC310U/PTC310H
- PTC115/PTC500S/PTC115+/PTC500+
- PTC330UV2
- DL30

AVer PTZ cameras

- PTZ310/PTZ310N/PTZ330/PTZ330N

Microphone systems

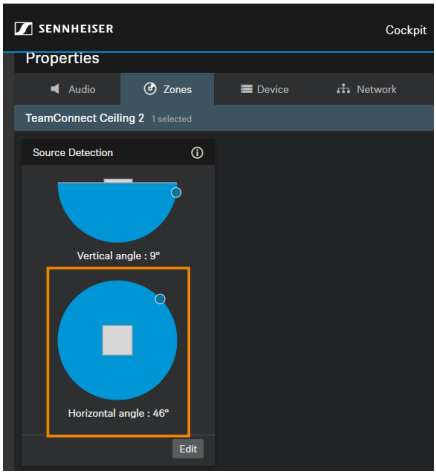
Shure microphone systems:

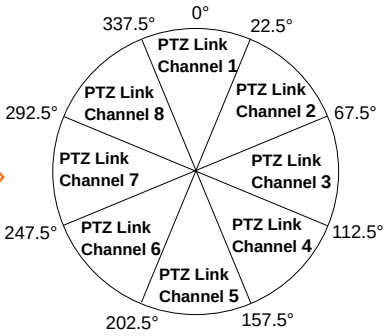
- Shure MXCW series
- Shure IntelliMix® P300 processor
- Shure MXA310 microphone
  [Note] Using single channel on MXA310 is not supported by PTZ Link. To operate PTZ Link normally, please add and configure other channels on MXA310 webpage.
- Shure MXA710 microphone
  [Note] It is required to set up and configure channels for MXA710 on Shure Designer software first, so that PTZ Link can work properly.
- Shure MXA910 microphone
- Shure MXA920 microphone

Sennheiser microphone systems:

- Sennheiser TeamConnect Ceiling 2 (TCC2) microphone
  [Note] It is required to set up and configure channels for TCC2 on Sennheiser Control Cockpit software first, so that PTZ Link can work properly.

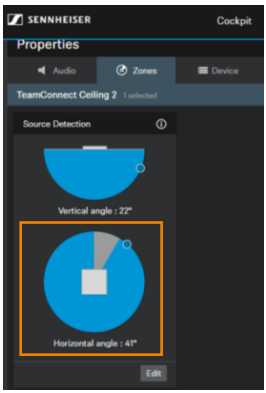
1. PTZ Link divides Senheisser's horizontal angles into 8 equal parts, which corresponds Channel 1 to Channel 8 of PTZ Link.

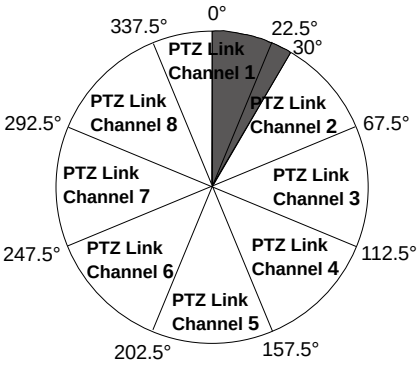




2. If any Exclusion Zone is activated in Sennheiser Control Cockpit software, the corresponding channel(s) of PTZ Link will also be affected.

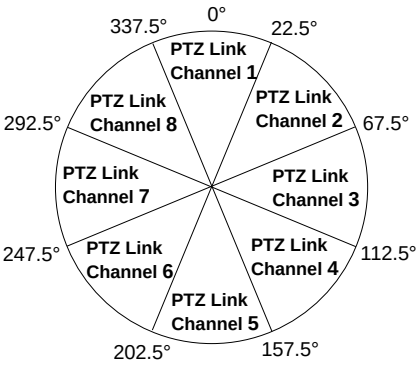
   For example, if Exclusion Zone is set from 0° to 30°, the audio signals from 0°~22.5° of PTZ Link Channel 1 and 22.5°~30° of PTZ Link Channel 2 will be neglected.





Yamaha microphone systems:

- Yamaha RM-CG ceiling array microphone
  It is required to set up and configure channels for RM-CG so that PTZ Link can work properly. PTZ Link divides the RM-CG horizontal angles into 8 equal parts, which corresponds to Channel 1~8 of PTZ Link.



- Yamaha RM-TT tabletop array microphone
- Yamaha RM-CR remote conference processor
- Yamaha RM-W wireless microphone system

[Note] RM-TT and RM-W must be linked to the Yamaha RM-CR remote conference processor. When setting up, please set the IP address of the RM-CR as MIC IP, not the IP address of the RM-TT or RM-W.

MINIMUM SYSTEM REQUIREMENT

PC hardware and software requirement

- CPU: Intel® Core™ i5 or higher
- RAM: 4GB or more
- HDD: 300MB (Free Space)
- OS: Windows® 7, 8.1, 10, 11 & macOS v10.14 or later
- Network available

DOWNLOADING THE APPLICATION

Through AVer PTZ Link, user can link AVer cameras to microphone systems. Therefore, user needs to install AVer PTZ Link at server (PC/laptop) site and keep AVer PTZ Link running during the meeting.

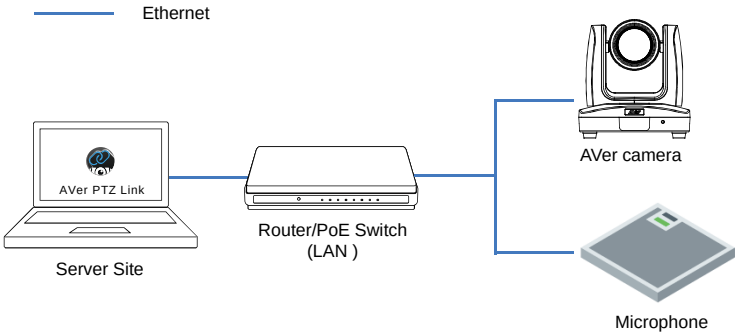
To get this software, please visit our download center (see below URL) to download.

Headquarters: https://www.aver.com/download-center
USA: https://www.averusa.com/pro-av/support/
Europe: https://www.avereurope.com/download-center

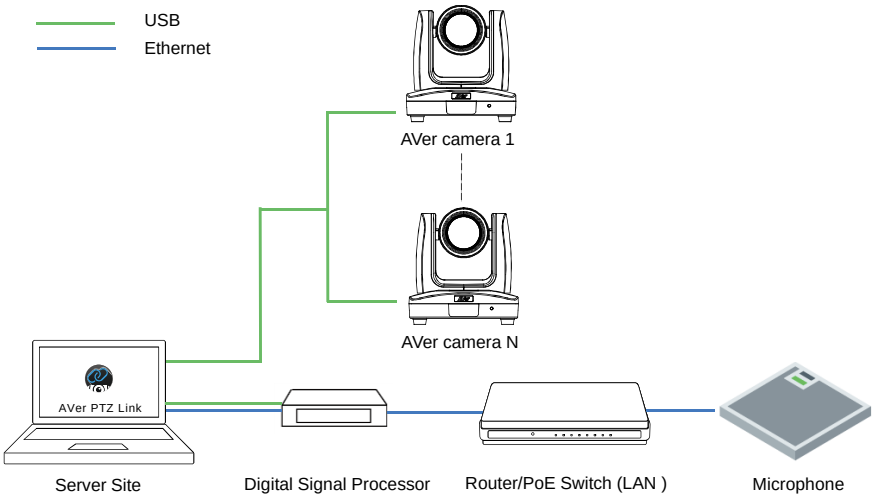
[Note] AVerCamera Setting Tool will be installed along with PTZ Link. Users can use AVerCamera Setting Tool to operate Virtual Cameras.

HARDWARE CONNECTION

- Please make sure all devices are well-connected and power on.
- Needs to install "**AVer PTZ Link**" application on the server site.
- For IP Camera connection (free version), all devices are suggested to be connected on the same LAN, or UDP port – 52381 & TCP port – 2202 must be available between devices.

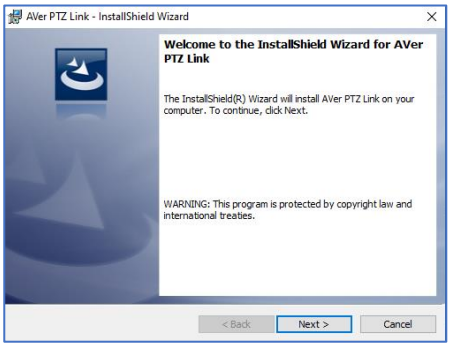


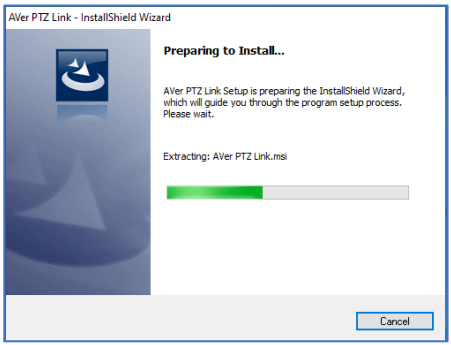
- For Virtual Camera connection (premium version), connect the camera to the USB port on the server site.



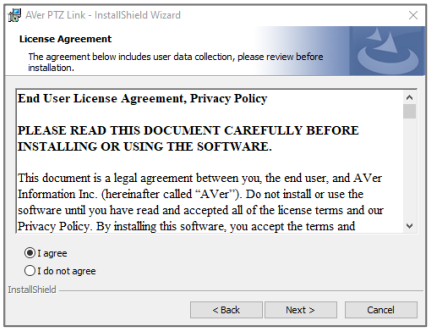
INSTALL AVer PTZ LINK

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

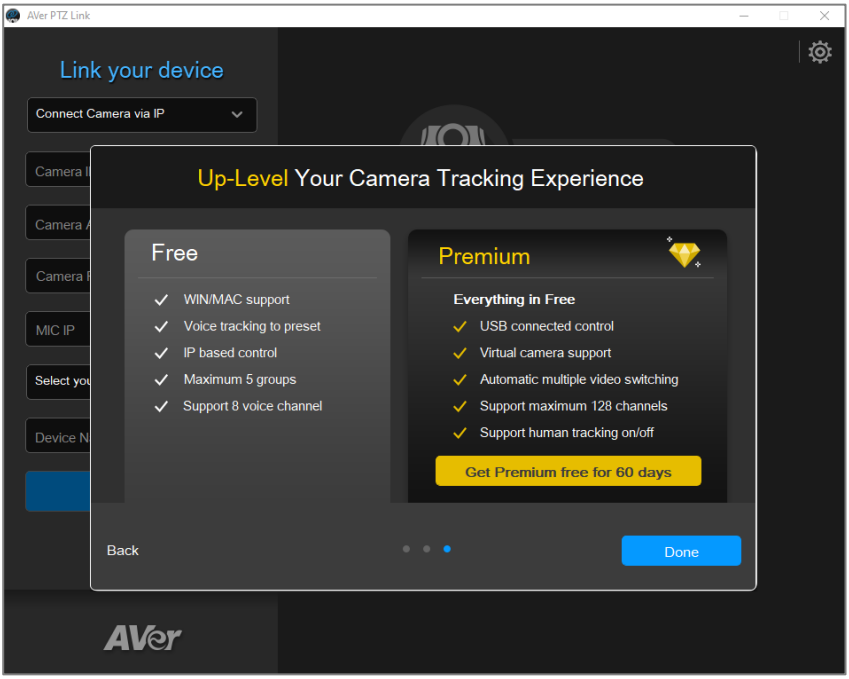




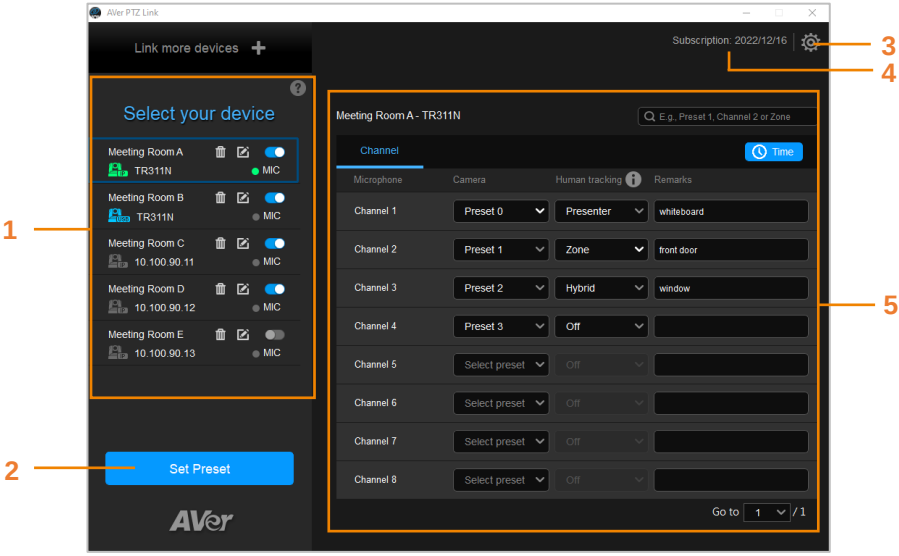
Select “I accept the terms in the license agreement” and click “Next”. If you allow us to collect data, select “I agree”. **[Note]** You can later disable data collection if required. Please refer to System for more details.



2. After installation, AVer PTZ Link icon is displayed on the desktop.
3. Double-click to launch AVer PTZ Link. The welcome popup will give you a short introduction about this software and the advantages of using Premium version. Click “Get Premium free for 60 days” or click “Done” when finish reading.


AVer PTZ Link
Link your device
Connect Camera via IP
Camera I
Camera A
Camera F
MIC IP
Select you
Device N
Up-Level Your Camera Tracking Experience
Free
WIN/MAC support
Voice tracking to preset
IP based control
Maximum 5 groups
Support 8 voice channel
Premium
Everything in Free
USB connected control
Virtual camera support
Automatic multiple video switching
Support maximum 128 channels
Support human tracking on/off
Get Premium free for 60 days
Back
Done
AVer

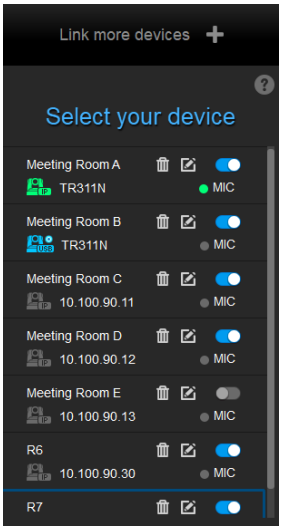
PTZ LINK MAIN PAGE



1. **Device List:** You can use the device list to add/delete/edit or enable/disable the devices. Please refer to Device List Information and Add Devices for more details.
2. **Set Preset:** Click to set up preset positions. This button will only be available when the selected device has been enabled (toggle the switch to enable). Please refer to Set Up Preset Positions for more details.
3. **AVer PTZ Link Information:** You can view system information, change system language, activate premium license and etc. using this page. Please refer to AVer PTZ Link Information for more details.
4. **Expiration Date:** Shows the expiration date of your premium license or the free trial subscription.
5. **Voice Tracking Configuration:** After adding the devices to the program, you can configure **Channel** setup to perform the voice tracking function. Please refer to Voice Tracking Configuration for more details.

Device List Information

For premium version users, you can add up to 25 devices (camera and microphone combination) to the Device List. For free version users, up to 5 devices are supported. AVer PTZ Link supports both IP camera (free version) and USB camera (premium version) connection.



Click “Link more devices +” to add more device group.
Click “?”, a list of device status appears.
Icons below indicate the device status which includes the camera and microphone:

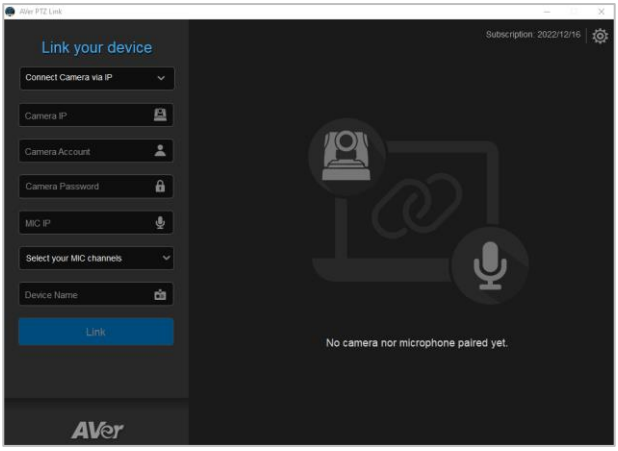
Icon	Status
	Device (IP camera) is online.
	Device is offline.
	Virtual Camera is sent to the third party program.
	Virtual Camera (camera connected by USB) is enabled.
	Incorrect account or password.
	Inactivated.
	Delete the group.
	Edit the group.
	Enable or disable the group.
	Displays microphone status. Green: online; Gray: offline.

Add Devices

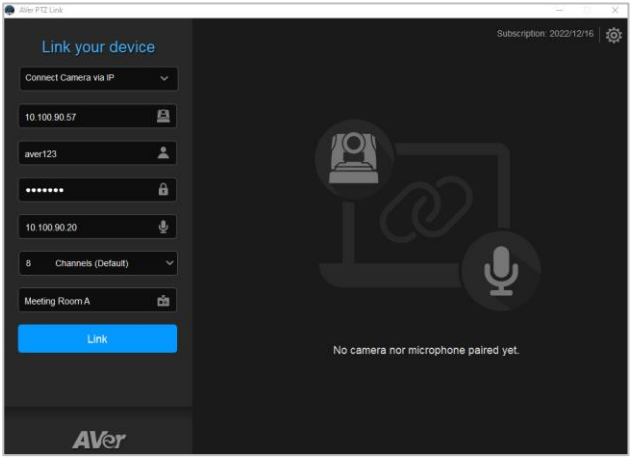
You can add up to 5 devices (free version) or 25 devices (premium version) to the Device List. AVer PTZ Link supports both IP camera (free version) and USB camera (premium version) connection.

IP Camera Connection

1. Select “Connect Camera via IP” from the device drop-down list.
   [Note] If you have added a device, click “Link more devices +” to start adding another device.



2. Input the IP camera and microphone information.

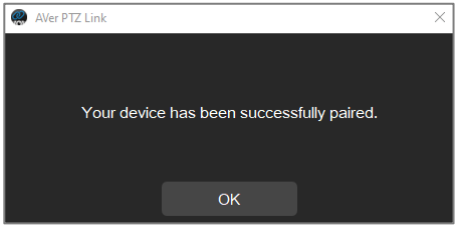


Camera IP: Enter camera's IP address (in IPv4 format).
Camera Account: Enter camera account ID.
Camera Password: Enter camera password.
MIC IP: Enter microphone's IP address (in IPv4 format).
MIC Channels: Select your microphone channels. 8-channel is provided for free account users by default. Up to 128 channels are provided for premium users.
Device Name: Input a device name (length has to be less than 20 characters) for this paired camera and microphone.

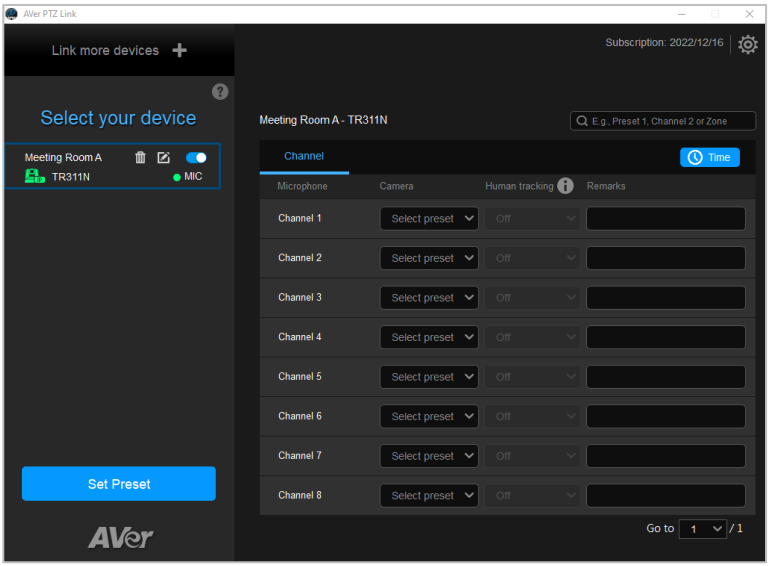
[Note]

- AVer PTZ Link will memorize the last setting, including device name and preset setup.
- When AVer PTZ Link launches, the paired devices will automatically run.
- Links can be created even for the offline cameras.

3. Click "Link" to pair the camera with microphone and a message window will appear. Click "OK" to confirm the settings and a popup guides you the process of starting voice tracking and Virtual Camera through PTZ Link. Click "Done" when finish reading.



4. The device has been added to the Device list.



5. Follow the above steps to add more devices.

Virtual Camera (USB) Connection

This function is only available for premium users. You can also start a 60-day free trial.

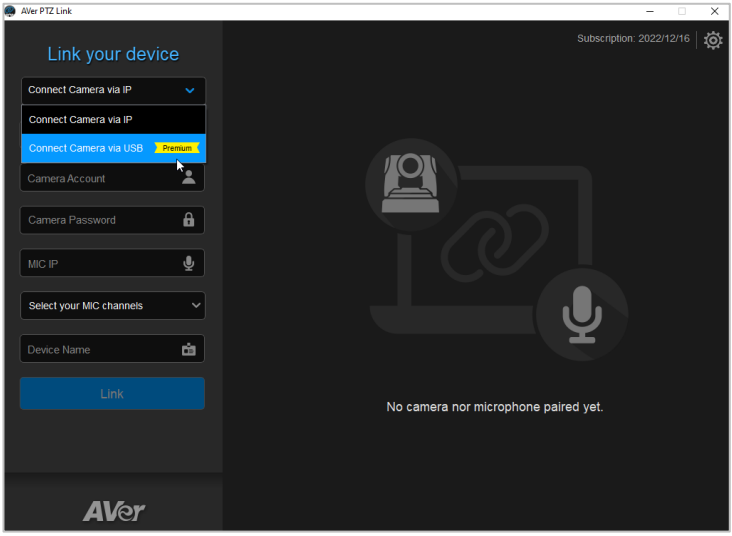
[Note]

- At present, Virtual Camera only supports Windows® OS.
- To maintain video quality during video conference, the lowest output resolution of Virtual Camera is 720p.

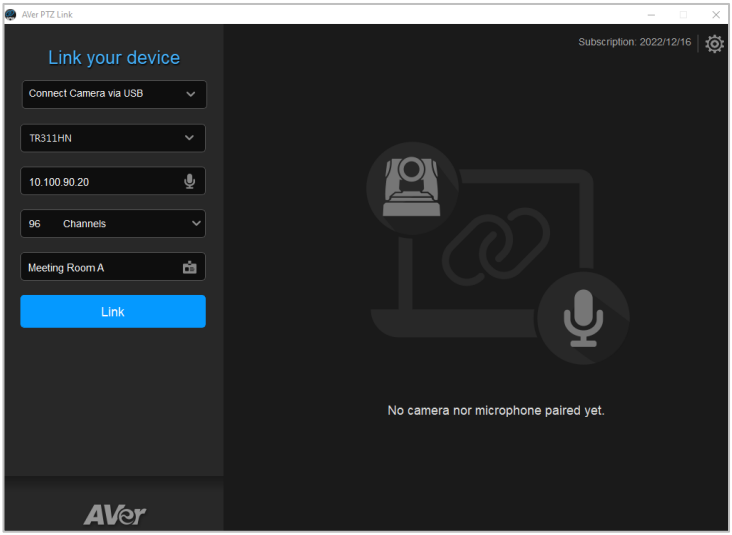
1. Ensure the premium license key has been activated. Please refer to License.
2. Connect the USB camera to the USB port on the computer/system.
3. Select “Connect Camera via USB” from the device drop-down list. PTZ Link will automatically detect the USB cameras connected to the system.

   [Note]

   - If you have added a device, click “Link more devices” to start adding another device.
   - To optimize your Virtual Camera experience, please disable the sleep mode function of the connected Virtual Cameras.



4. Select an USB camera and input microphone IP address.

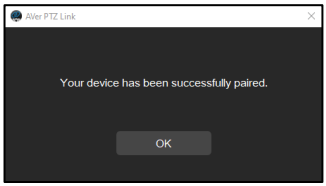


Select Camera: After connecting the USB camera to the computer, the PTZ Link will automatically detect the connected USB cameras. Select a camera from the drop-down list.
MIC IP: Enter microphone's IP address (in IPv4 format).
MIC Channels: Select your microphone channels. 8-channel is provided for free account users by default. Up to 128 channels are provided for premium users.
Device Name: Input a device name (length has to be less than 20 characters) for this paired camera and microphone.

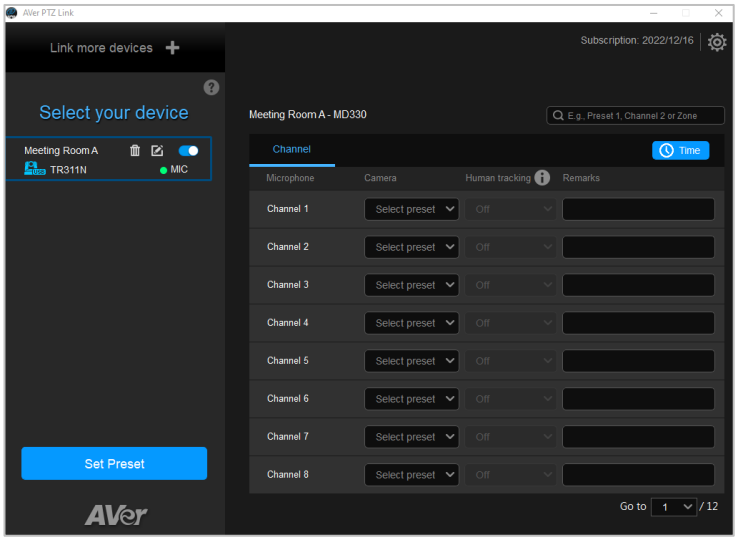
[Note]

- AVer PTZ Link will memorize the last setting, including device name and preset setup.
- When AVer PTZ Link launches, the paired devices will automatically run.

5. Click "Link" to pair the camera with microphone and a message window will appear. Click "OK" to confirm the settings.



6. The device has been added to the device list.

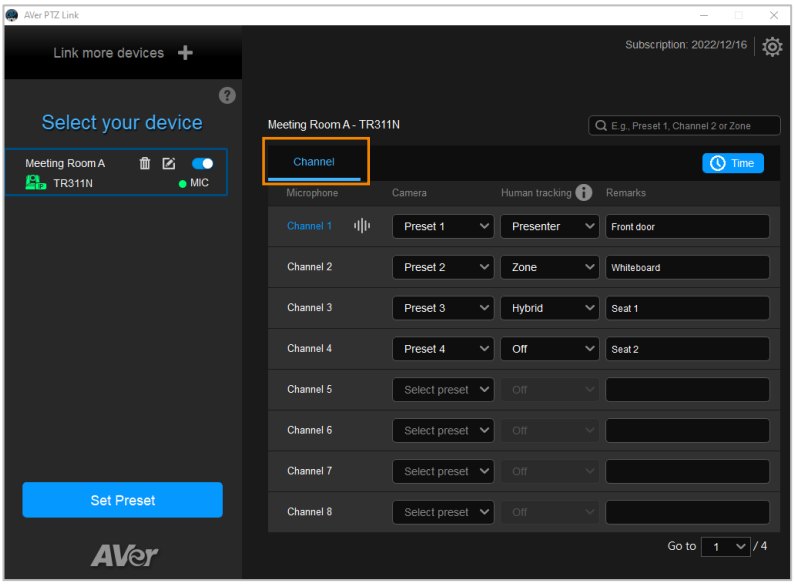


7. Follow the above steps to add more devices.

Voice Tracking Configuration

After adding the devices to the program, you can further configure the voice tracking function.

Channel setup can be done by pairing up microphone channels and camera preset positions. When microphone detects sound, the camera will move to the pre-configured position. The Channel setup supports both IP cameras and Virtual Cameras (USB).

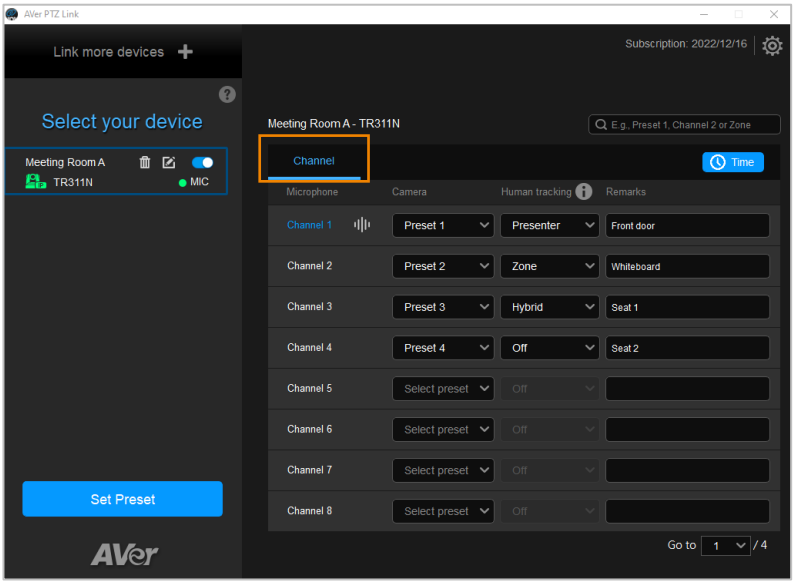


Channel Setup

Channel setup allows users to perform the Voice Tracking function by pairing up microphone channels and camera preset positions. The Channel setup supports both IP cameras and Virtual Cameras (USB).

To enable voice tracking by configuring Channel setup, you need to do the following:

1. Set up preset positions of the cameras. Refer to Set Up Preset Positions.
2. Pair up preset positions with microphone channels. Refer to Pair Up Preset Positions with Microphone.

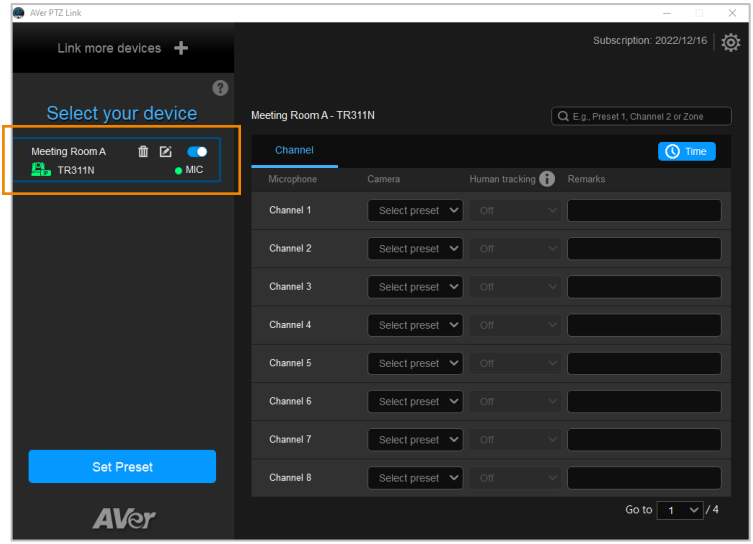


Set Up Preset Positions

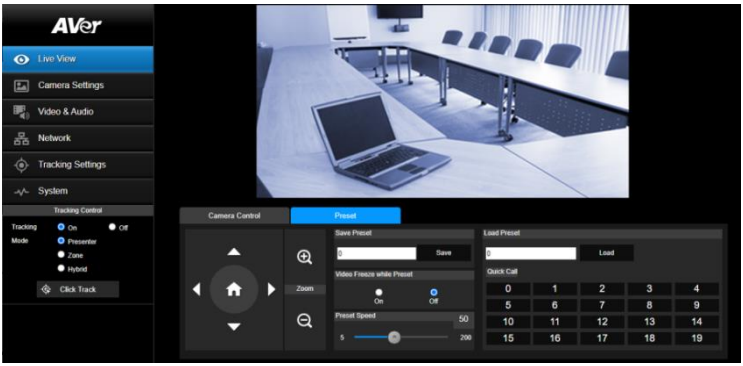
After adding the devices, you can start configuring the preset positions of the cameras.

To set up preset positions for IP cameras:

1. Select an IP camera on the Device List by clicking on it. The selected device will be highlighted with a blue frame. Ensure the device has been enabled .

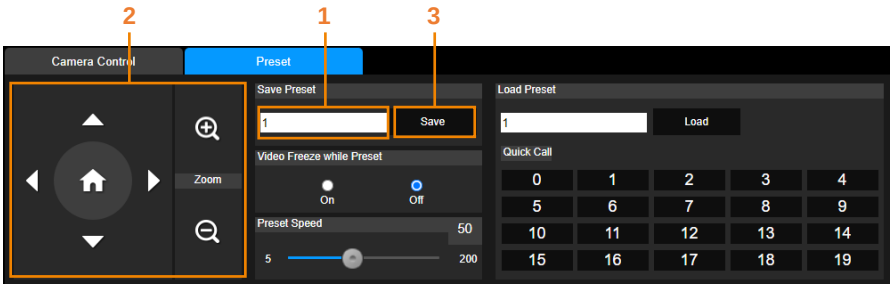


2. Click “Set Preset”, the PTZ Link will direct you to the web page of the IP camera. Input the username and password to login.



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

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



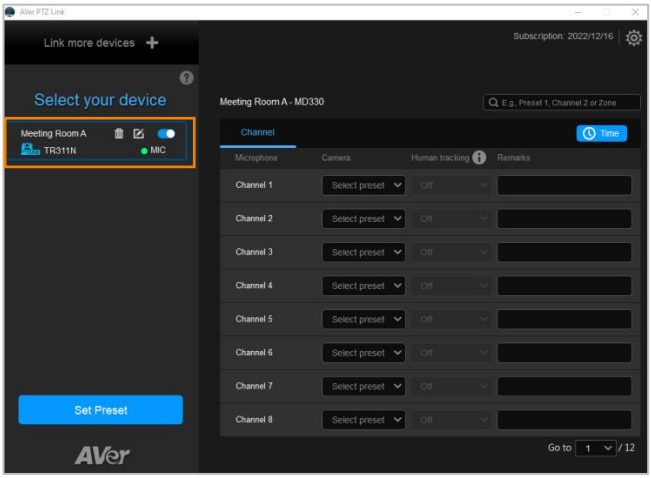
[Note]

- Each camera’s web setting page may vary. Please refer to camera’s user manual for more details.
- Up to 256 (0~255) preset points can be set up.

4. After setting up the preset positions, you can start pairing the preset positions with the connected microphone. Please refer to Pair Up Preset Positions with Microphone.

To set up preset positions for USB cameras:

1. Select an USB camera on the Device List by clicking on it. The selected device will be highlighted with a blue frame.



2. Click “Set Preset”, the AVerCamera Setting Tool appears. You can use this tool to set up preset positions. Up to 256 (0~255) preset positions can be set up.

   a. Select a USB camera from the top camera drop-down list.

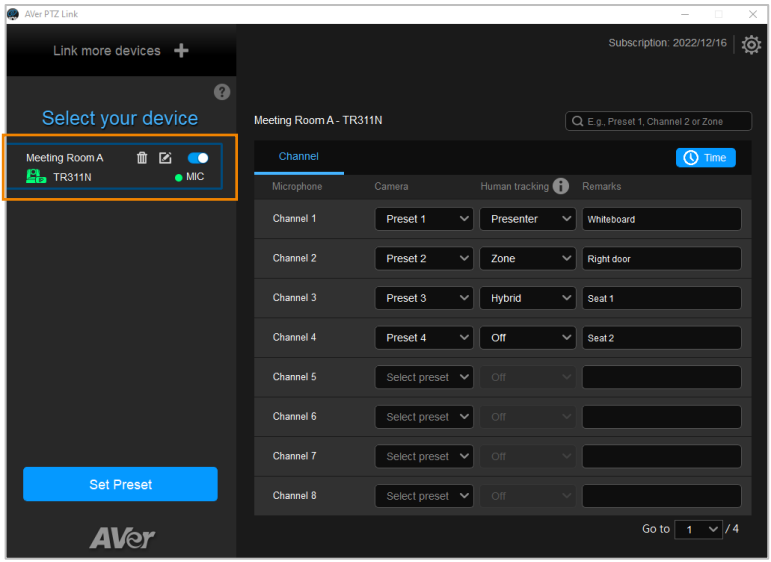
   b. To set up a preset position, select a number in the “Preset setting” field, use the direction and zoom in/out buttons to move the camera view to the desired position, and then click the “Save” button to save this position.

3. After setting up the preset positions, you can start pairing the preset positions with the connected microphone. Please refer to Pair Up Preset Positions with Microphone.

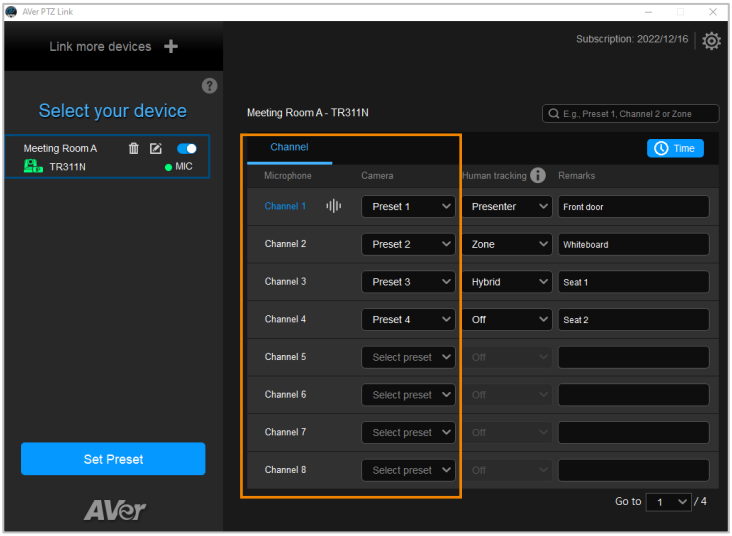
Pair Up Preset Positions with Microphone

After setting up camera's preset positions, you can start pairing the preset positions with the connected microphone. When PTZ Link detects voice from the microphone, the corresponding camera will be triggered to the pre-configured preset position.

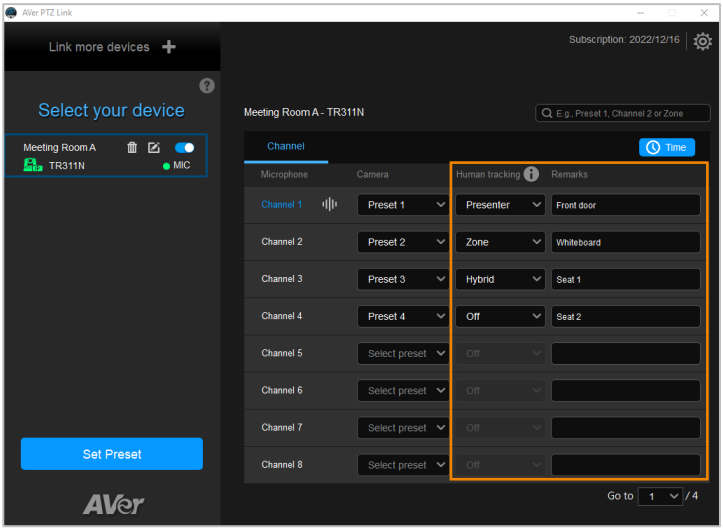
1. Select a camera on the Device List by clicking on it, the selected device will be highlighted with a blue frame. Ensure the preset positions of the selected camera have been configured.



2. On the right-side panel, click the **Channel** tab, select the preset position from the Camera drop-down list to the corresponding Microphone channel.



3. You can add some notes in the Remarks field, which is a reminder of the configured position or the settings. For premium users, optionally enable the “Human tracking” function. Select Presenter/Zone/Hybrid in the Human tracking field to enable the function. If you do not want to enable this function, select “Off”.



[Notes]

- To perform the Human tracking function, you will have to pre-configure the related tracking settings on the camera. Please refer to the user's manual of your camera.
- The supported models of "Human Tracking" function are listed below:

  USA region:

  - TR310/TR311/TR311HN/TR313/TR331/TR333
  - TR313V2/TR333V2
  - DL30

  Non-USA region:

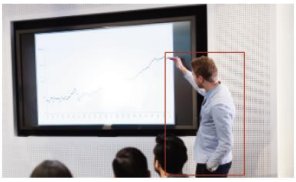
  - PTC310/PTC310U/PTC310H
  - PTC330UV2
  - DL30

To incorporate voice tracking with human tracking, you may enable "Human Tracking" in this section. A possible use case might be:

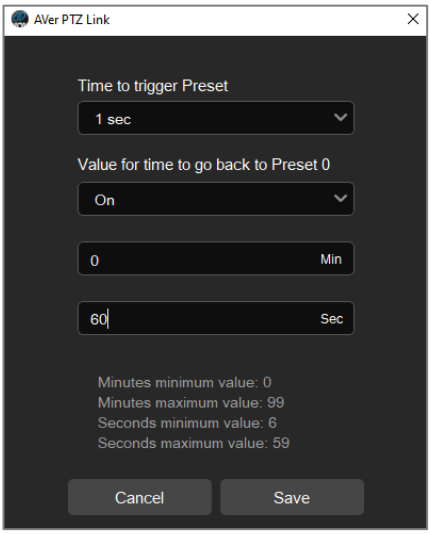
Set the presenter area of the training room as MIC Channel 1, pair up with camera Preset 1, then choose Presenter mode for Human Tracking.

With this setup, the camera first goes to Preset 1 after a speaker starts talking in the presenter area (MIC Channel 1), then the camera tracking (Presenter Mode) will be automatically turned on.

Microphone detects voice **Camera goes to Preset 1** **Presenter Tracking**



4. You can further set up the dwell time to trigger preset or go back to a pre-configured home position (Preset 0). Click the Time button Time, the below window appears.

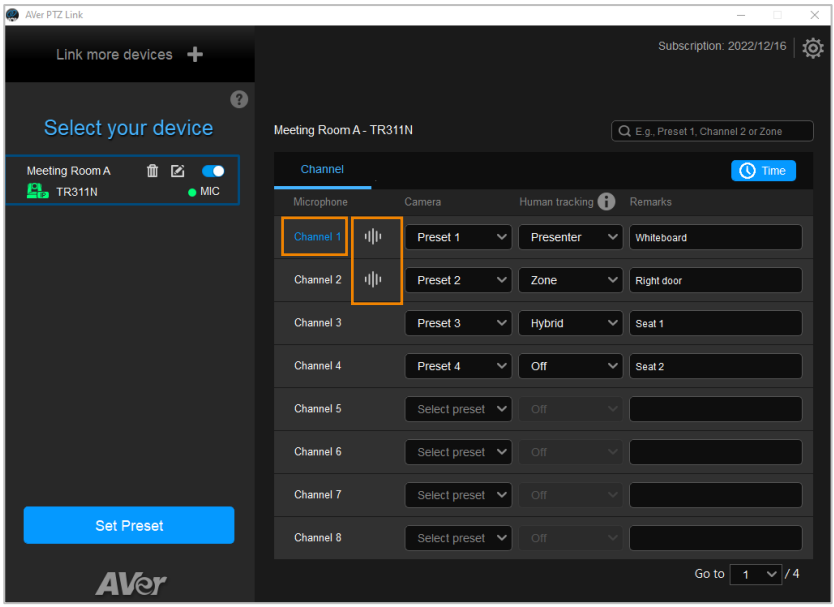


Time to trigger Preset (default 1 sec.): Set up a dwell time to trigger preset positions. The dwell time is the detected voice time to trigger camera to go to the corresponding preset positions. For example, if 3-second is selected, the camera will only be triggered when the voice has been continuously detected for at least 3-second. If the detected voice only lasts 2 seconds (less than 3 seconds), the camera will not move.

Value for time to go back to Preset 0: Select “On” and then set up a time interval to trigger the camera to go to Preset 0 (home position). For example, if 10-minute is selected, the camera will move to Preset 0 when there is no voice detected for 10-minute. If you want to disable this function, select “Off”.

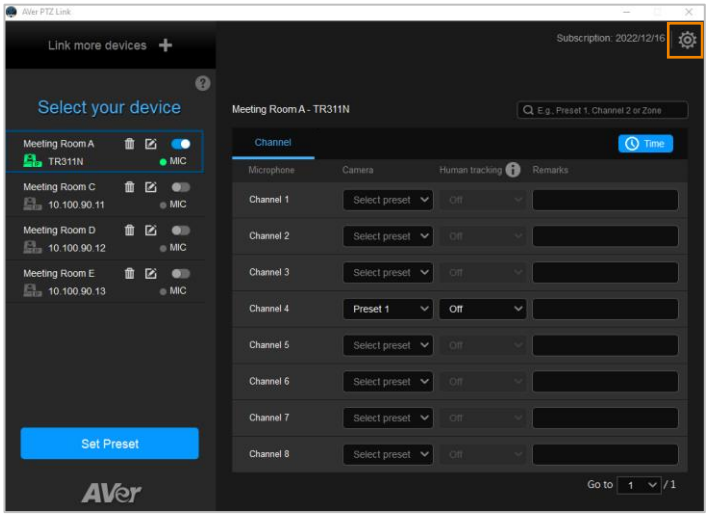
Click “Save” to save the settings or click “Cancel” to cancel the configuration.

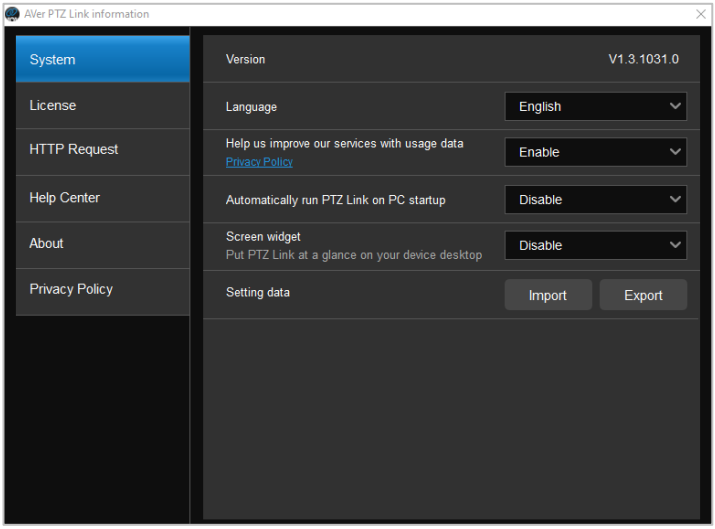
5. The pair-up configuration is completed. When voices are detected, the voice tracking icons will appear next to the channels. The Channel in blue indicates that the camera is staying at its preset point.



AVer PTZ Link Information

You can view system information, change system language, activate premium license and etc. using this page. Click to display AVer PTZ Link Information page.

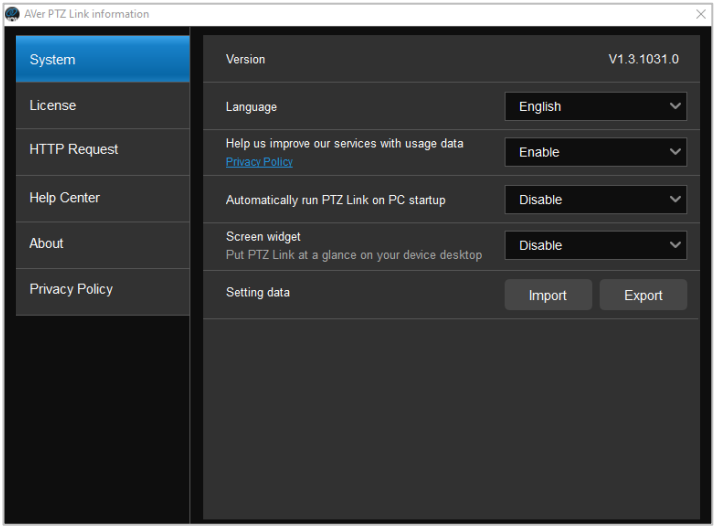




System

On the System page, you can view system version, change system language, disable usage data or set up PTZ Link to automatically run when startup PC. You can also import or export PTZ Link data, or enable screen widget to quickly enable or disable all the groups on the device list.

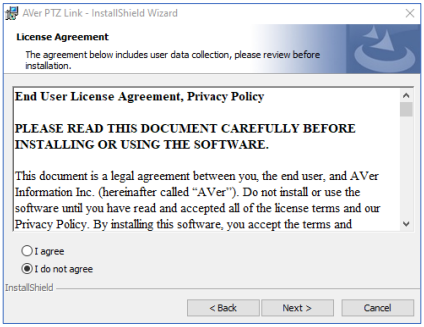
To enter the System page, on the PTZ Link main page, click to display AVer PTZ Link Information page and then click “System”.



Version: Displays system version.

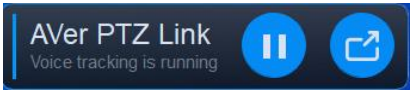
Language: Select a preferred language.

Help us improve our services with usage data: If you selected “I agree” on the License Agreement pop-up window when installing the PTZ Link software, however, you want to disable the option, click “Disable” from the drop-down list.



Automatically run PTZ Link on PC startup: Select “Enable” if you want to auto run this program on startup.

Screen widget: The on-screen widget is a floating window that can be dragged to any position on the screen. Select “Enable” or “Disable” to enable or disable the function. If **Screen widget** is enabled, when minimizing the PTZ Link program, the program will turn to a floating window. Click to disable (toggle switch off) all the devices on the device list. Click to enable (toggle switch on) all the devices on the device list. Click to maximize the PTZ Link program.



The floating window can also be displayed on the Zoom Room after enabling the **Screen widget** function and minimizing the PTZ Link program.

Setting data: You can export the setting data of this program to your computer by clicking the “export” button, or import the setting data to the program by clicking the “Import” button. This function is useful when you want to change to another computer to run the configured devices. You can directly import the setting data to add all the devices.

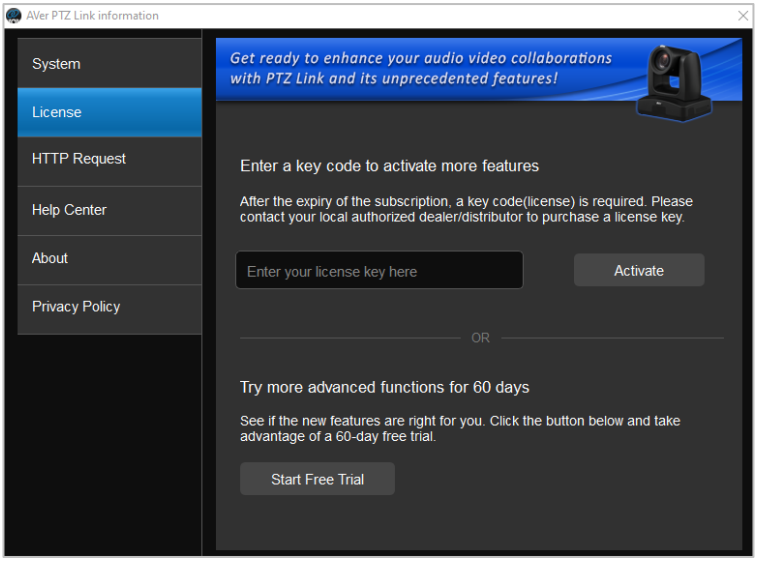
Except the License information data, all the setting data, including the added groups and pair up settings between camera preset positions and microphone channels, will be exported.

License

You can use this page to activate your premium license for Virtual Camera connection and up to 128 microphone channels; or start a 60-day free trial. One license key can only be activated on one computer.

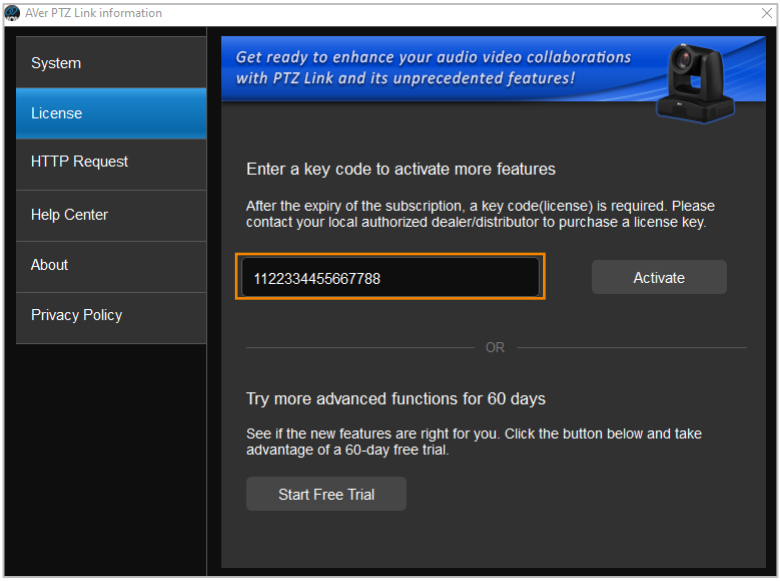
To enter the License page, on the PTZ Link main page, click to display AVer PTZ Link Information page and then click “License”.

[Note] Since one license key can only be activated on one computer. If you want to transfer the license key to a new computer, you will need to deactivate the license key from the original computer and then activate it on the new computer. For license deactivation, please refer to **To deactivate the license key**.



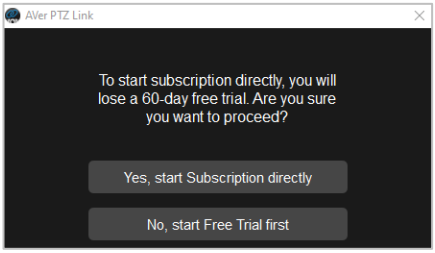
To activate the license key:

1. On the AVer PTZ Link Information page, click “License” to enter the License page. Input the license key in the input box.

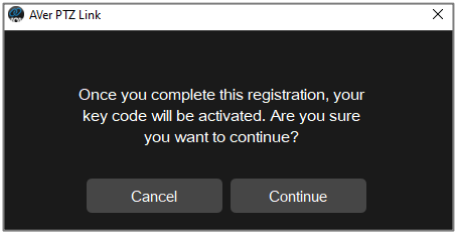


2. Click “Activate”, the below message window appears. Click “Yes, start Subscription directly”.

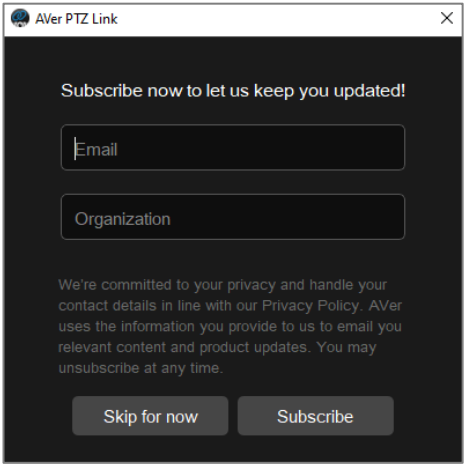
   [Note] You will waive your free trial if you subscribe your license key. If you have started the Free Trial, subscribing the license key will immediately activate the premium version without including the remaining days of the trial period. In such case, you can click “No, start Free Trial first” to wait until the trial period expires.



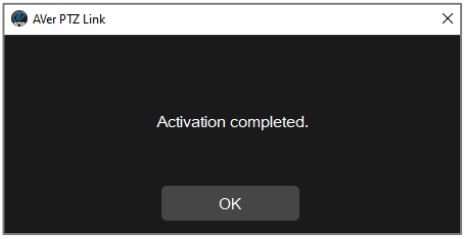
3. Click “Continue” to start activating the license key.



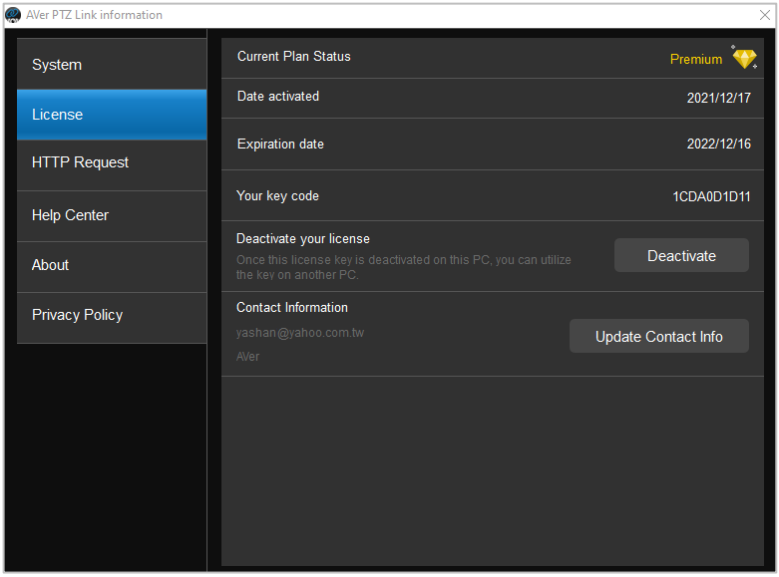
4. Input your email and organization information for subscription.



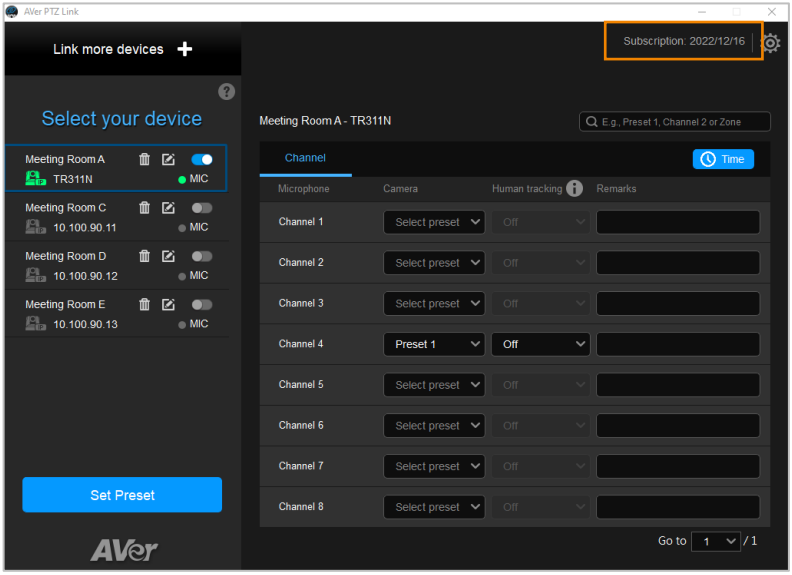
5. The activation is completed.



6. The license info will be displayed.



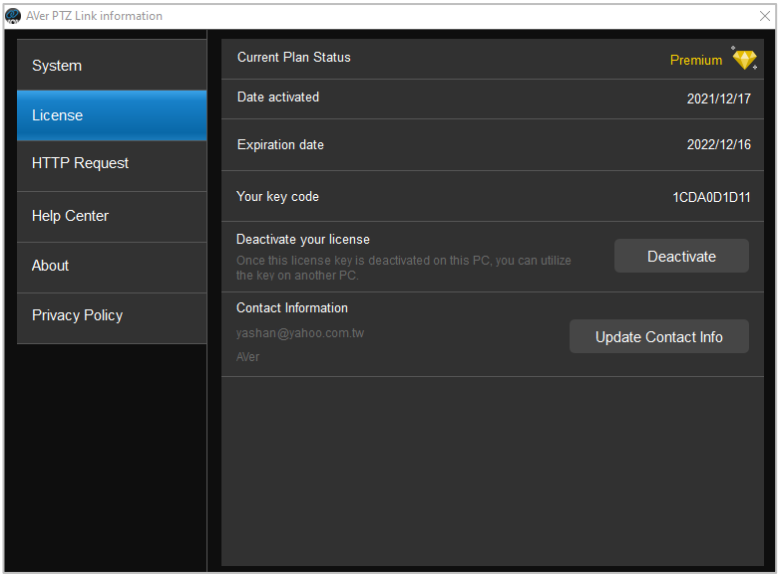
The expiration date will also be displayed on the upper-right corner of the Main Page.



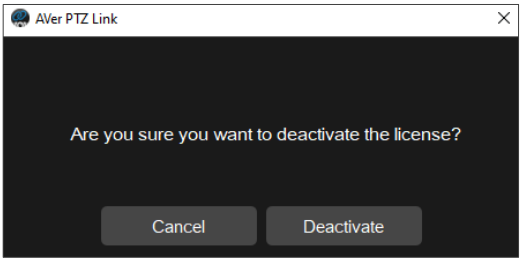
To deactivate the license key:

One license key can only be activated on one computer. If you want to transfer the license key to a new computer, you will need to deactivate the license key from the original computer and then activate it on the new computer. The expiration date of the license key will remain the same.

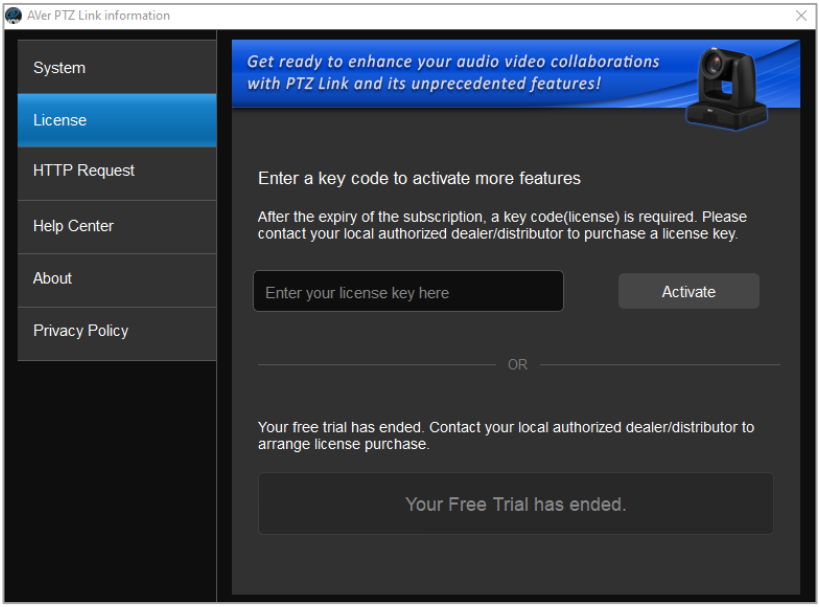
1. On the AVer PTZ Link Information page, click “License” to enter the License page.



2. In the “Deactivate your license” field, click “Deactivate”, the below message window appears.

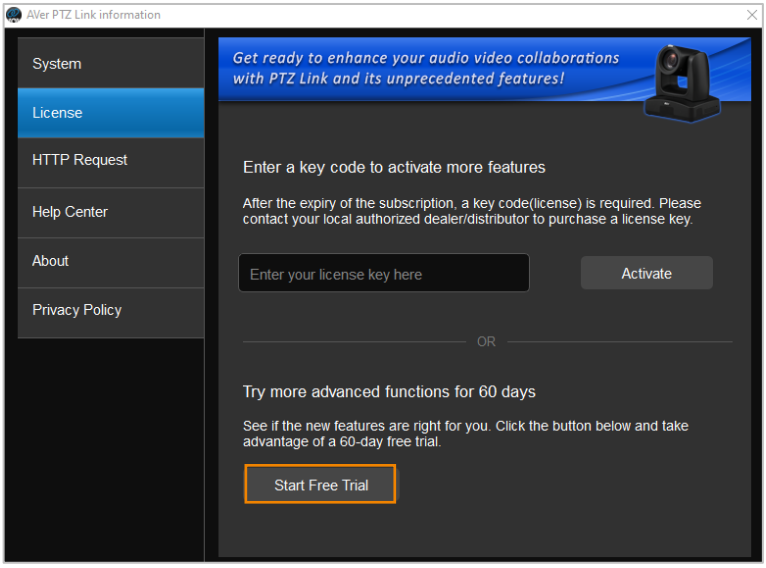


3. Click “Deactivate” and the deactivation process is completed.

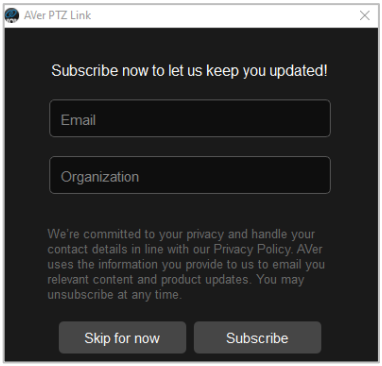


To start a 60-day free trial:

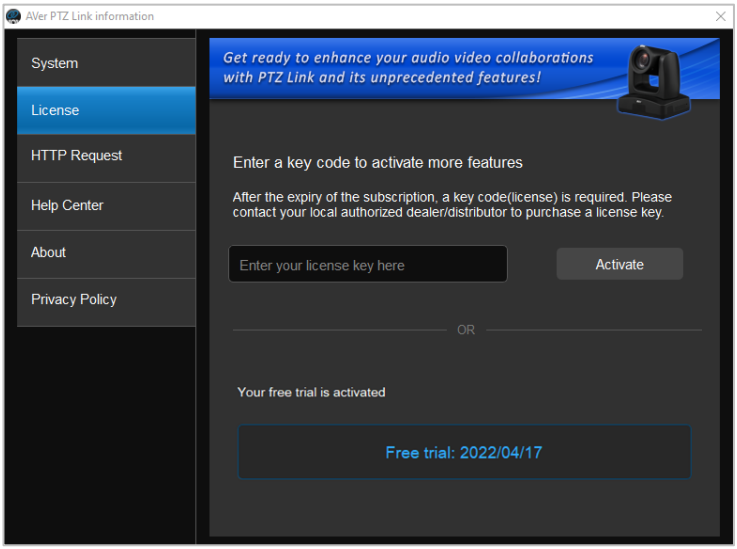
1. On the License page, click “Start Free Trial”.



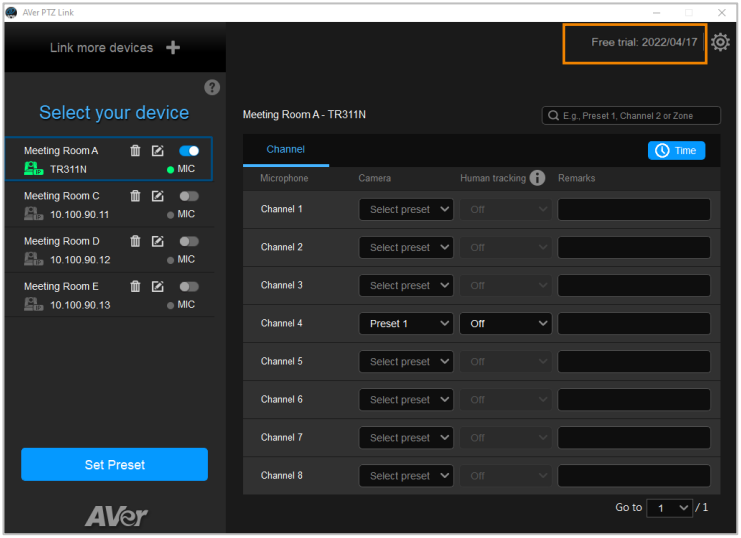
2. Input your email and organization information for subscription. Click “Subscribe”.



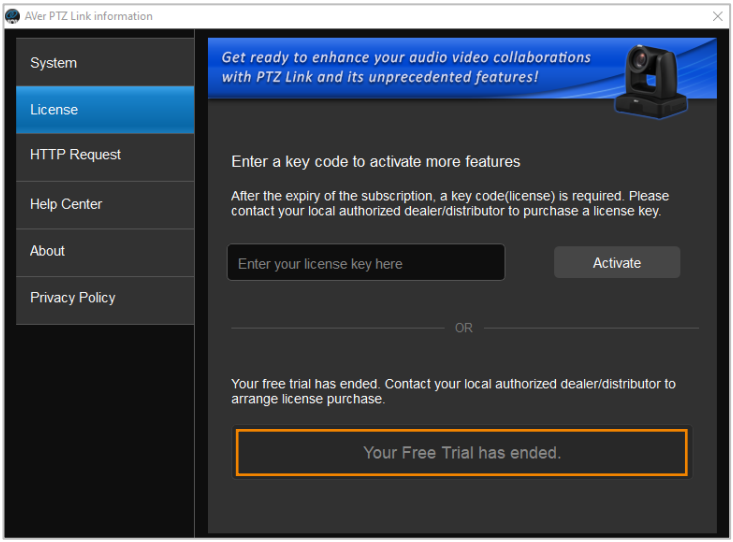
3. The free trial will be activated and the expiration date will be displayed.



The expiration date will also be displayed on the upper-right corner of the Main Page.



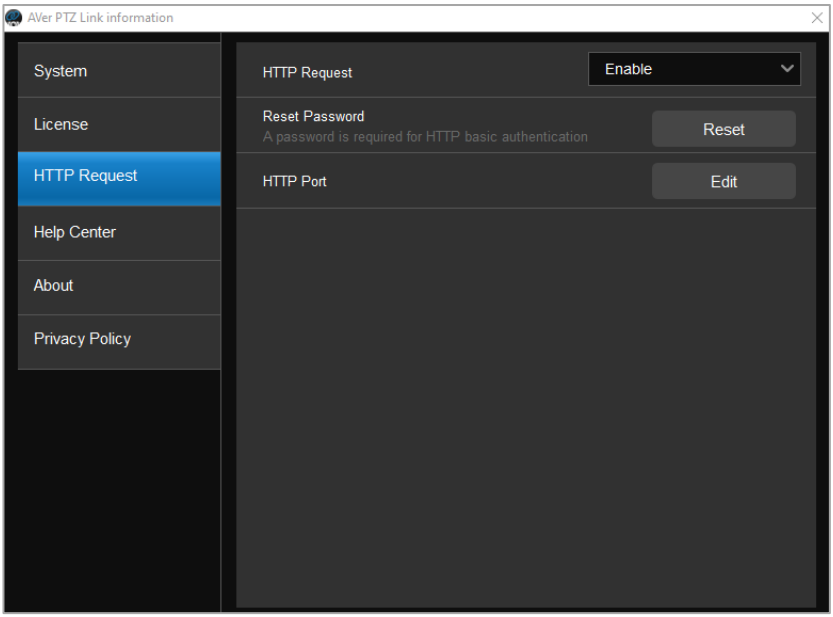
[Note] You will waive your free trial if you subscribe your license key. If you have acquired the license key, however, you are still in the trial period, you can wait until the trial period expires and then activate the license key. Subscribing the license key will immediately activate the premium version without including the remaining days of the trial period.



HTTP Request

The HTTP Request can be used to quickly disable or resume all the groups on the device list by executing HTTP commands on a Web browser.

To enter the HTTP Request, on the PTZ Link main page, click to display AVer PTZ Link Information page and then click “HTTP Request”.



To perform the HTTP Request function:

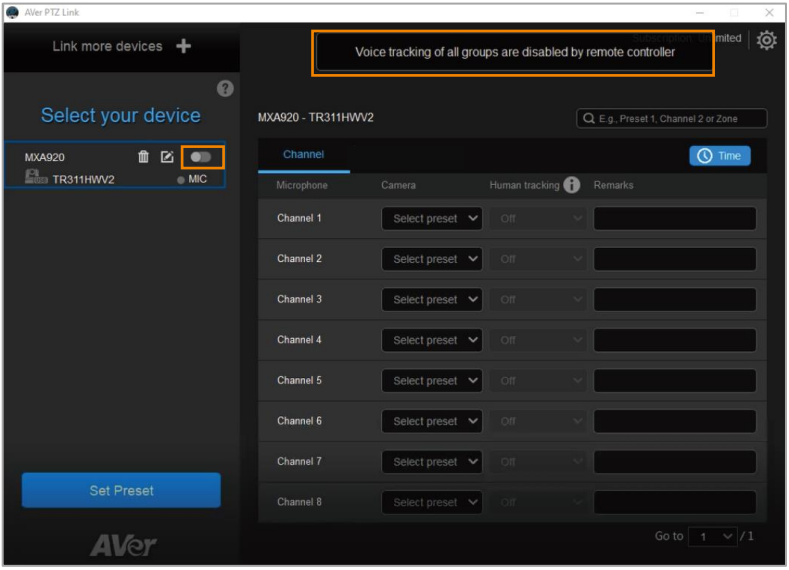
1. Configure the HTTP Request setup page.
   a. Select “Enable” from the HTTP Request drop-down list.
   b. In the Reset Password field, click “Reset” to set up a password, which will be used for the HTTP commands later.
   c. In the HTTP Port, click “Edit” and input a port number, which will be used for the HTTP commands later.
2. Execute the HTTP commands.
   a. Commands of disabling all groups on the device list:
      i) Open a Web browser and input the below commands in the address field.

http://(account:password)@(IP of your pc):(port)/request=disableAll

- account: Input an account name freely.
- password: The password set up on the HTTP Request setup page (refer to Step 1).
- IP of your pc: The IP address of your computer.
- Port: Input the port number set up on the HTTP Request setup page (refer to Step 1).

For example: http://admin:3346@192.168.0.22:80/request=disableAll

ii) Press the Enter key to execute the command, the groups on the device list will be disabled. An info text will be displayed on the top “Voice tracking of all groups are disabled by remote controller”.



b. Commands of resuming all groups on the device list:

i) Open a Web browser and input the below commands in the address field.

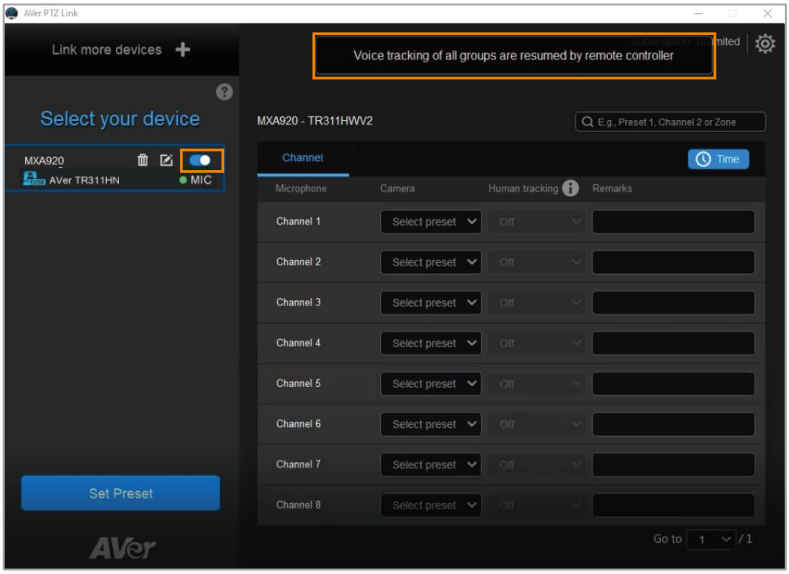
http://(account:password)@(IP of your pc):(port)/request=resumeAll

- account: Input an account name freely.
- password: The password set up on the HTTP Request setup page (refer to Step 1).

- IP of your pc: The IP address of your computer.
- Port: Input the port number set up on the HTTP Request setup page (refer to Step 1).

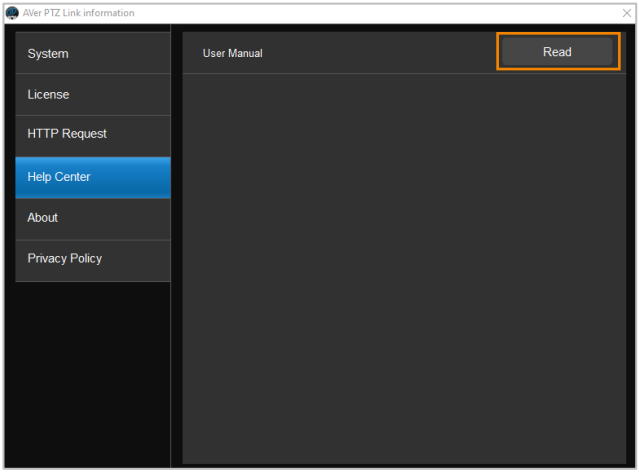
For example: http://admin:3346@192.168.0.22:80/request=resumeAll

ii) Press the Enter key to execute the command, the groups on the device list will be resumed. An info text will be displayed on the top “Voice tracking of all groups are resumed by remote controller”.



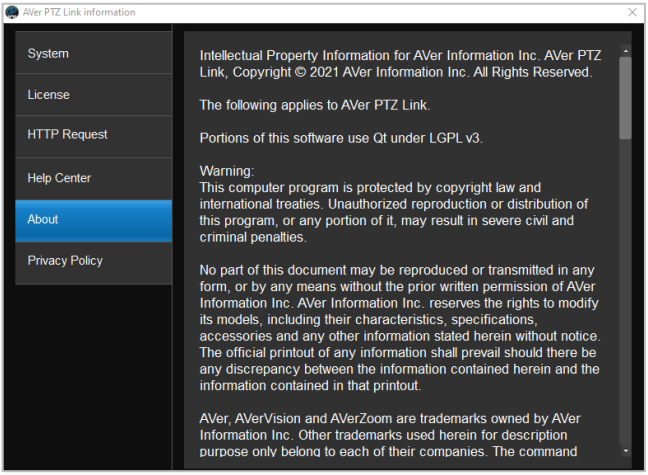
Help Center

If you want to download PTZ Link user's manual, click the "Read" button.
To enter the Help Center page, on the PTZ Link main page, click to display AVer PTZ Link Information page and then click "Help Center".



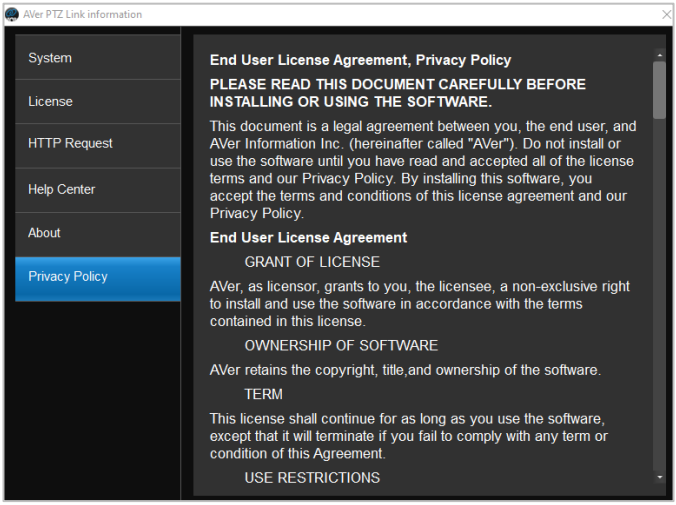
About

You can view the information about AVer PTZ Link on the About page. To enter the About page, on the PTZ Link main page, click to display AVer PTZ Link Information page and then click "About".



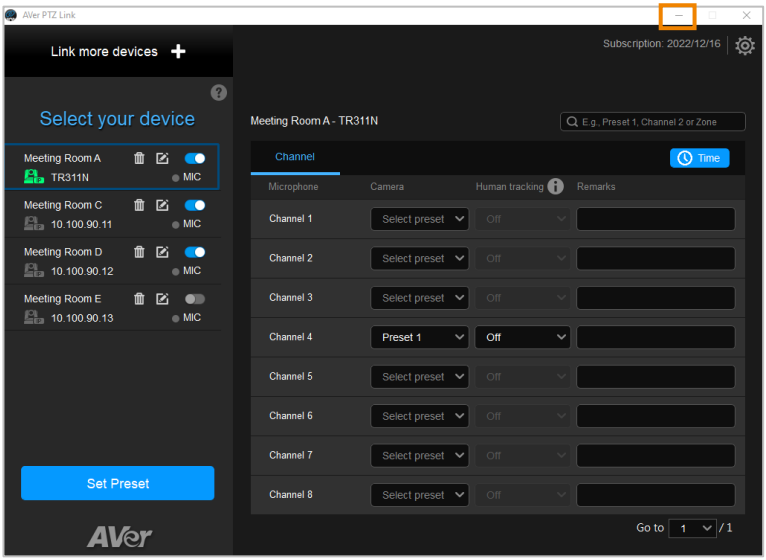
Privacy Policy

You can view the Privacy Policy of AVer PTZ Link. On the PTZ Link main page, click to display AVer PTZ Link Information page and then click “Privacy Policy”.

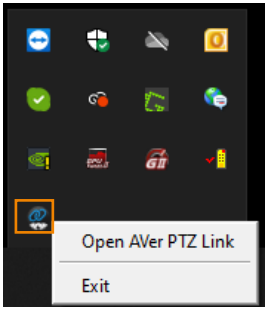


Minimize and Restore AVer PTZ Link

To make voice tracking work during the meeting, AVer PTZ Link must be kept running. User can minimize AVer PTZ Link to system tray to run in background. Click – button to minimize AVer PTZ Link.

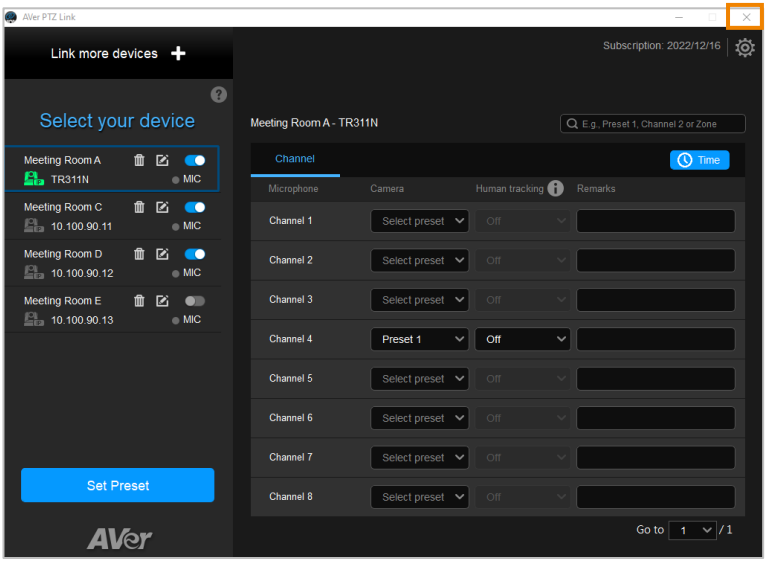


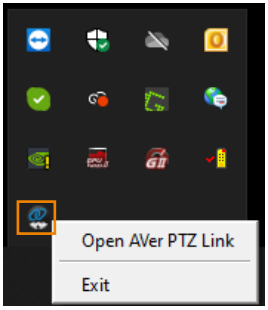
To restore, right-click AVer PTZ Link icon on the system tray and select **Open AVer PTZ Link**.



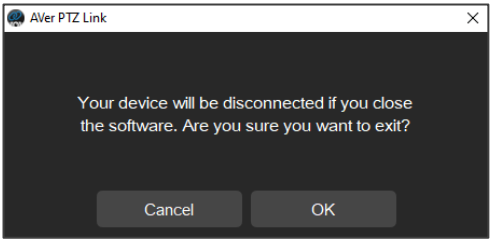
Exit AVer PTZ Link

Click × button or right-click AVer PTZ Link icon on the system tray and select **Exit** to exit AVer PTZ Link.





The warning dialog will appear. Your device will be disconnected if you close the software. Click OK to exit.



TROUBLESHOOTING

1. How to set up multiple cameras or microphones with PTZ Link?
   - You can set up a maximum of 5 groups of devices in PTZ Link. For example, when there are two microphones and one camera in the room, you can set two microphones into two groups accordingly. Each microphone has 8 channels (free version) that can be matched to 8 different preset points of the camera. One AVer camera has up to 256 preset points available. To make sure the audio tracking function is working well, each group has to be enabled and the software has to be running all the time.

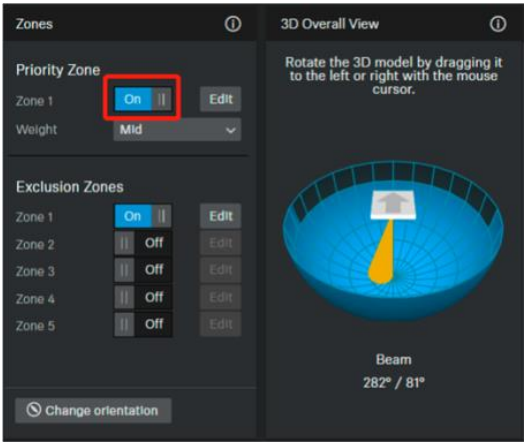
2. What microphone brands are supported by PTZ Link?
   - The supported microphone brands and models are listed in the Preface chapter. AVer has been actively developing partnerships with other brands that bring the audio solution. If other microphone integration with AVer Pro AV cameras in your region is needed, please feel free to let us know. You may contact our technical support. Please refer to the Contact Information.

3. How do the Mute functions of Shure microphones work with PTZ Link?
   - If the Mute function of a single channel of the microphone is enabled, the corresponding channel of PTZ Link will not detect the voice.

- If the Mute function is enabled on the webpage of the microphone, it is also required to disable the corresponding device on PTZ Link. Thus, the microphone will not respond in PTZ Link.

4. After the configuration on AVer PTZ Link is completed, I noticed the camera might be too sensitive and keeps shifting to different presets I paired up. Is there anything special I need to do?
   - This may have something to do with **Time to trigger Preset**. You can extend **Time to trigger Preset** to solve the problem.

5. When connecting to Sennheiser TeamConnect Ceiling 2 via AVer PTZ Link, I encounter a situation where speakers all around the room are invariably detected. What would you suggest me to do?
   - In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers' voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the **Priority Zone** of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of the zone you chose.
   - For details on the **Priority Zone** of Sennheiser TeamConnect Ceiling 2, visit: https://www.sennheiser-sites.com/responsive-manuals/SCC/EN/index.html#page/SCC_EN/SCC_04_EN.5.3.html#ww1106250.



6. What to do if we would like to quickly control voice tracking (e.g. pause voice tracking) when cameras are not in use?

   - Solution A: To quickly pause voice tracking, you can mute the microphones to stop transferring sound data to the PTZ Link program. For microphones with physical mute button, directly press the mute button. For microphones without physical mute button, access its Web page to enable the mute function.
   - Solution B: Enable the **Screen widget** function on the PTZ Link. You can use the pause button on the **Screen widget** to disable all the groups added to the device list. When the devices are disabled, the cameras will not be triggered even when microphones continue transmitting sound data. You can also use the resume button on the **Screen widget** to resume all the groups.

     The **Screen widget** also supports Zoom Room. For more details, please refer to **Screen widget** in the System chapter.