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AVer PTZ Management

User Manual

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PREFACE

AVer PTZ Management is a software to control AVer cameras through the network. This allows user to update and setup camera anywhere as long as network is available.

MINIMUM SYSTEM REQUIREMENT

PC hardware and software requirement:

- CPU: Intel® Core™ i5 CPU or above
- RAM: 4G
- HDD: 10G (Free Space)
- Network card: 100M bps
- OS: Windows® 7, 8, 10 (64 bits)

DOWNLOADING THE APPLICATION

Through the AVer PTZ Management, user can find and manage the AVer cameras. Therefore, user needs to install the AVer PTZ Management at client (PC/laptop) site.

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

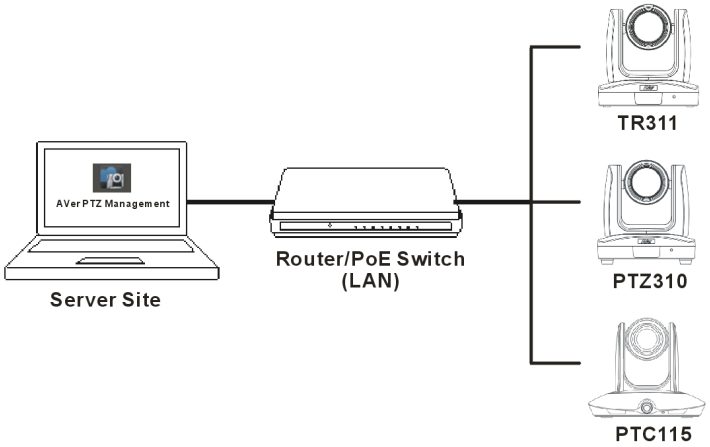
Global: https://www.aver.com/download-center
USA: https://www.averusa.com/pro-av/support/
European headquarters: https://www.aver.com/download-center

AVer PTZ Management.exe

[Note] AVer IPCam Utility application will be installed along with AVer PTZ Management. The user can set camera IP via this utility.

CONNECTION

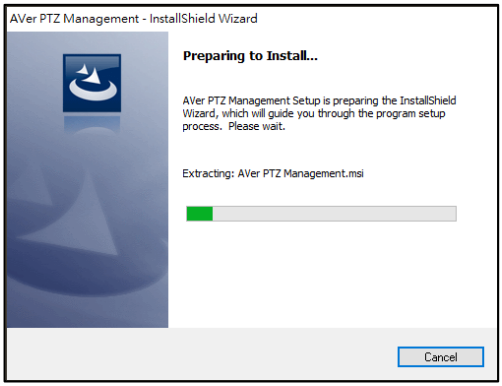
- Please make sure all devices are well-connected and power on.
- Needs to install "**AVer PTZ Management**" application.
- The server site IP needs a public IP address, if client site and server site are not an internal connection (different location).

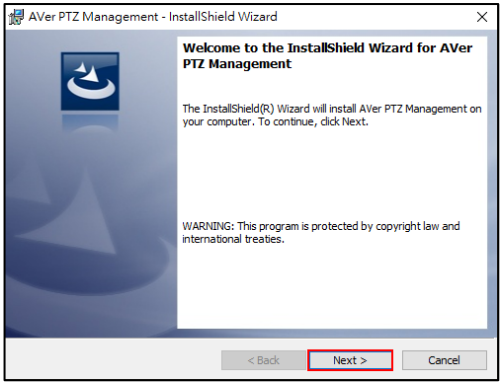


INSTALLATION

Install AVer PTZ Management

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



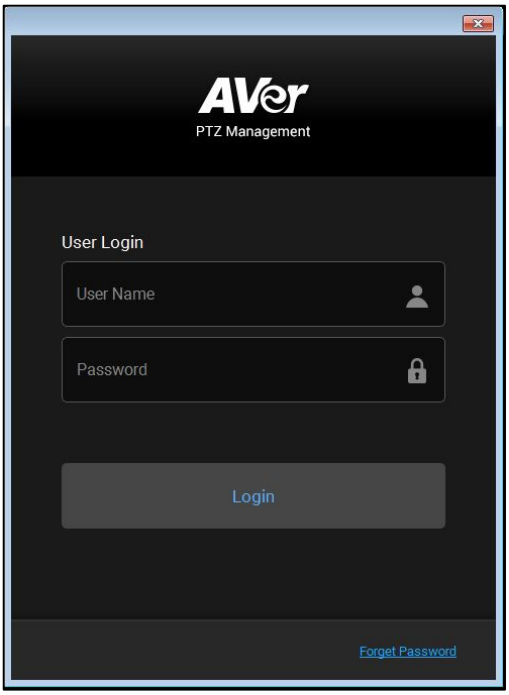


2. After installation, the AVer PTZ Management icon is displayed.

USING AVER PTZ MANAGEMENT

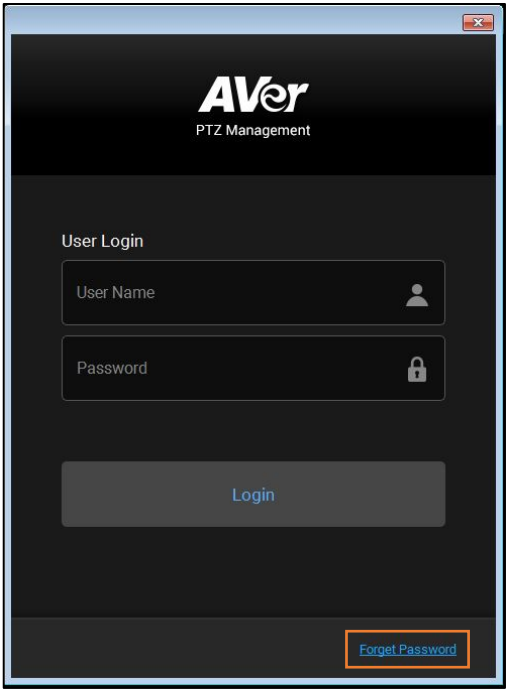
Start

1. Double-click to launch AVer PTZ Management.
2. Enter User Name and Password (both default values are admin). Then, click “Login.”

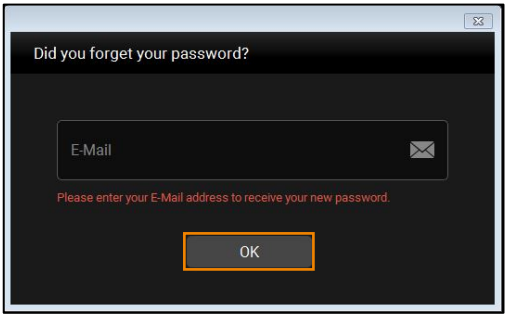


Forget Password

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



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

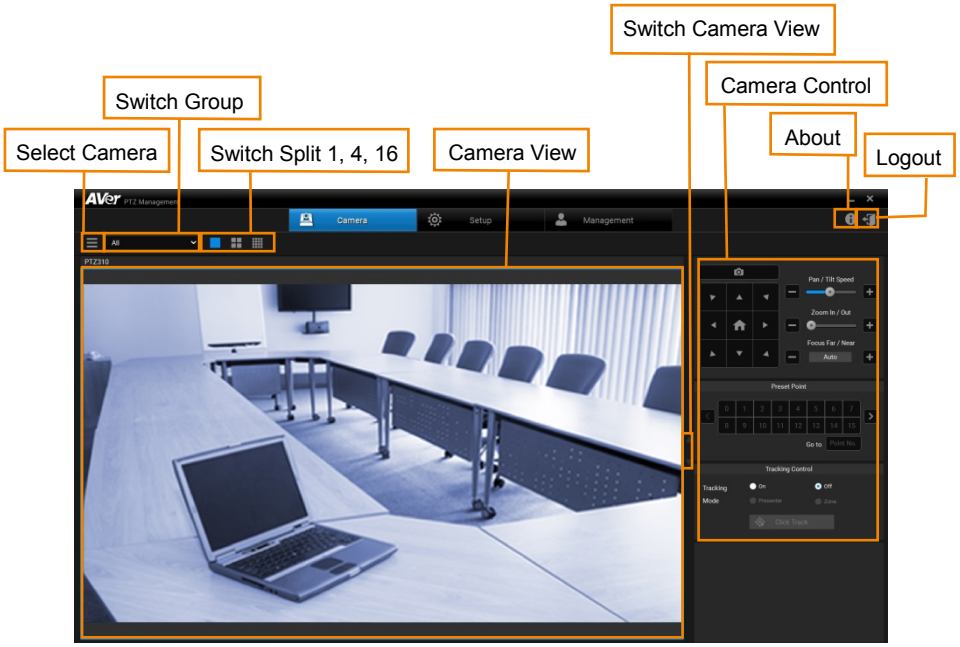


Main Functions Introduction

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

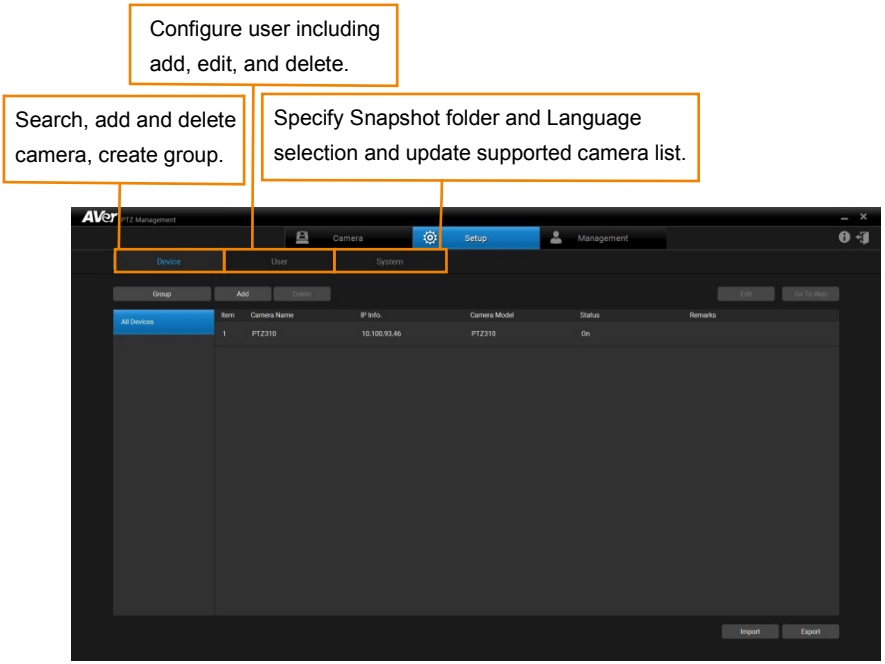
Camera

In the Camera screen, the left section mainly shows the camera view and right section is for camera control panel.



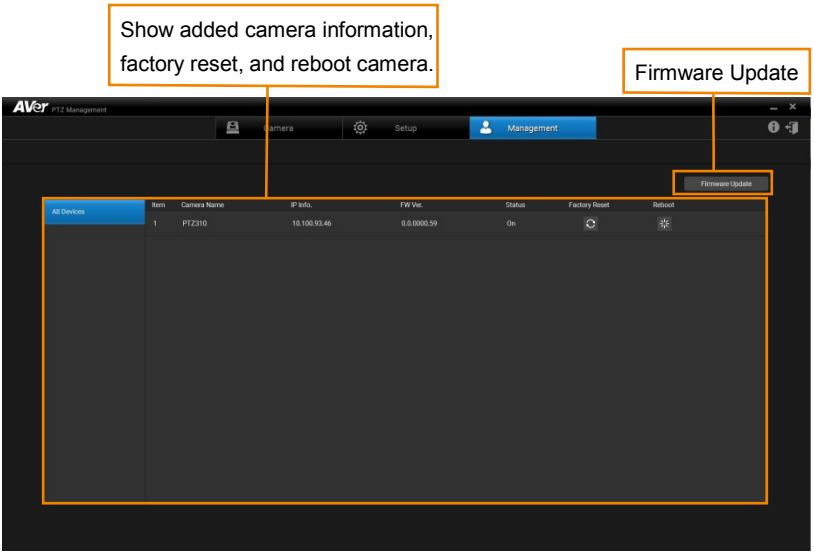
Setup

Setup screen includes Device, User and System configurations. You can collect the connected camera as a group here.



Management

In the Management screen, you can view the connected camera information such as the number of cameras connected, camera name, IP information, firmware version, camera status, etc. You can update firmware, reset all the values to factory default, and reboot camera here.



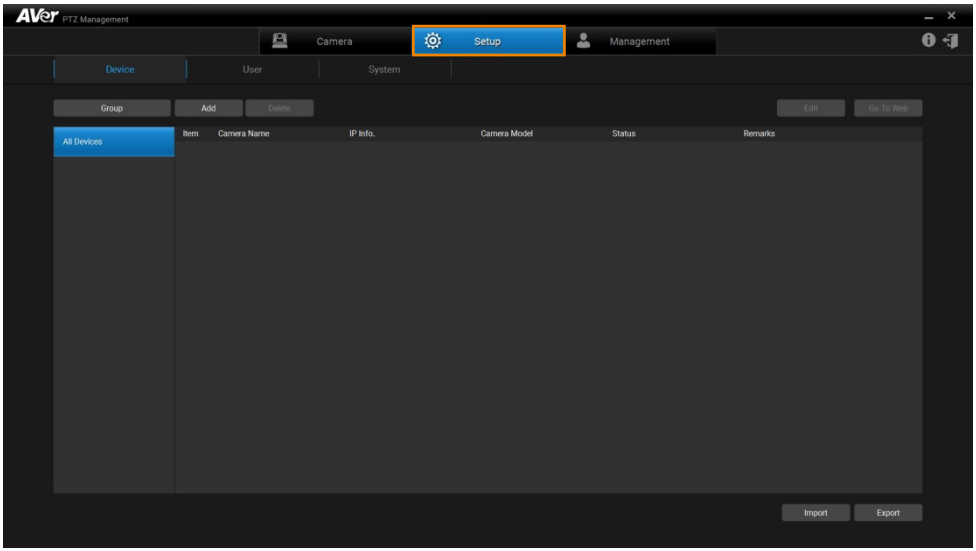
Search and Add Camera

To find the camera and add.

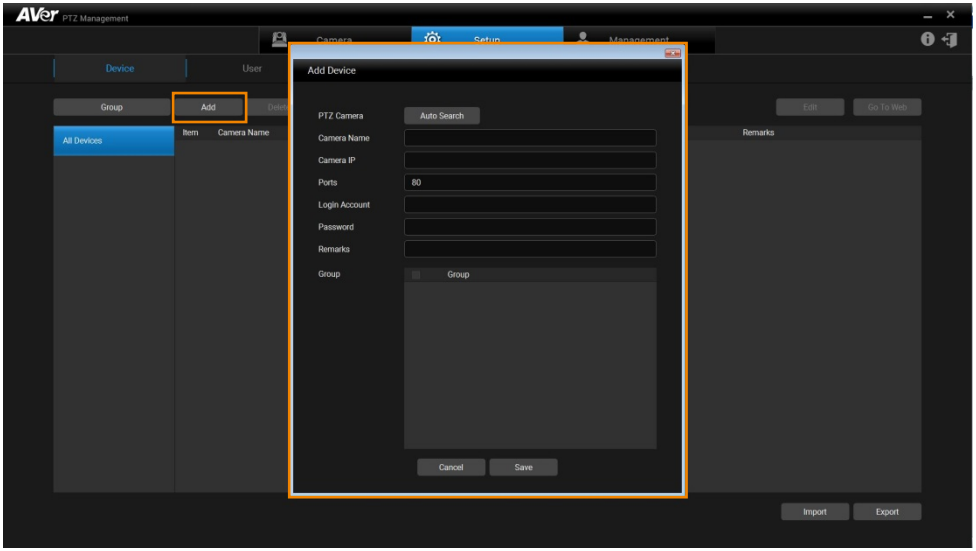
[Note] The search function only supports for server site and client site that are at the same LAN network.

1. Click

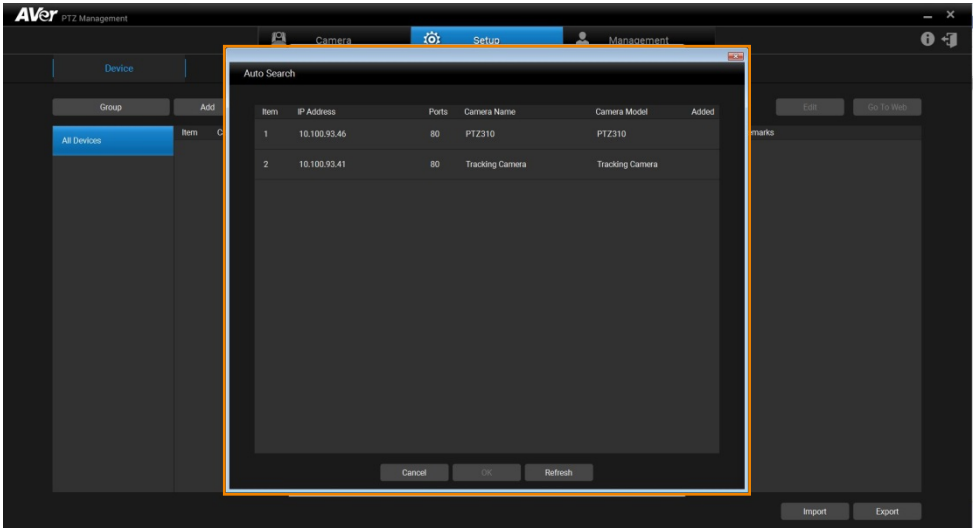
button to configure connected camera.



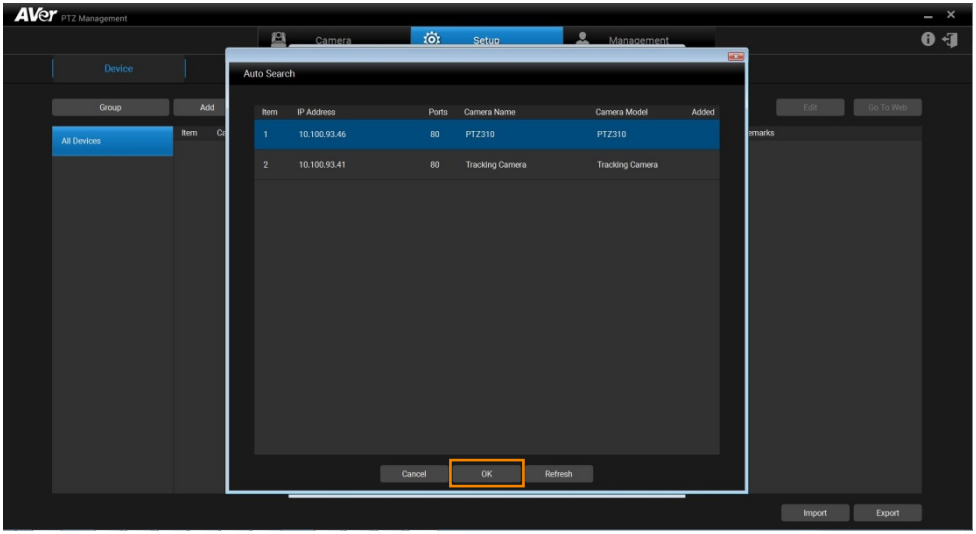
2. Click Add button to pop up **Add Device** dialog.



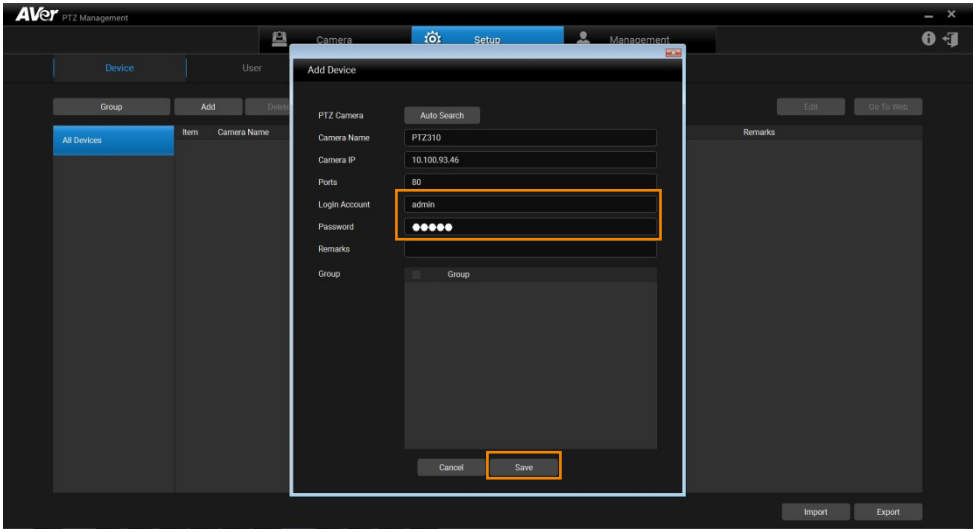
3. Click Auto Search button to search camera that can be connected.



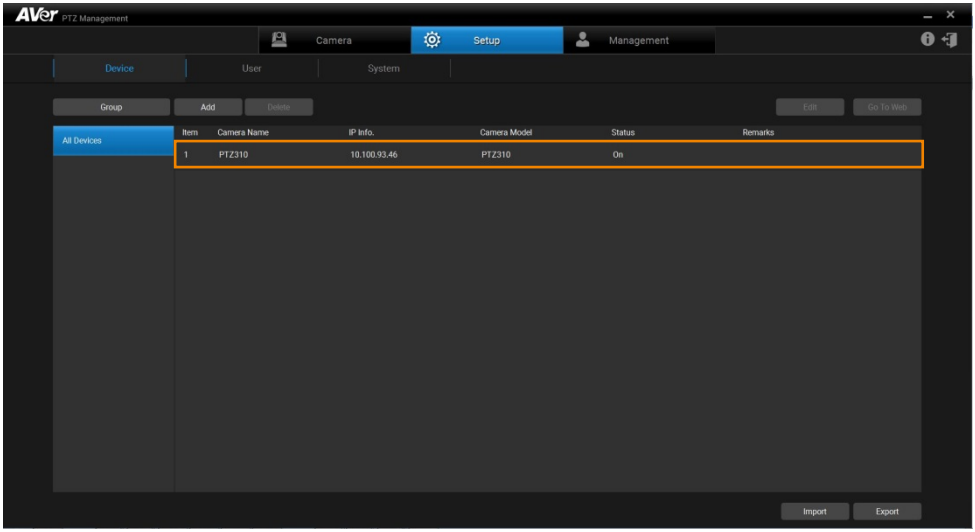
4. Select the camera and then click OK button.



5. Input the connected Camera Login Account and Password. Click Save button.

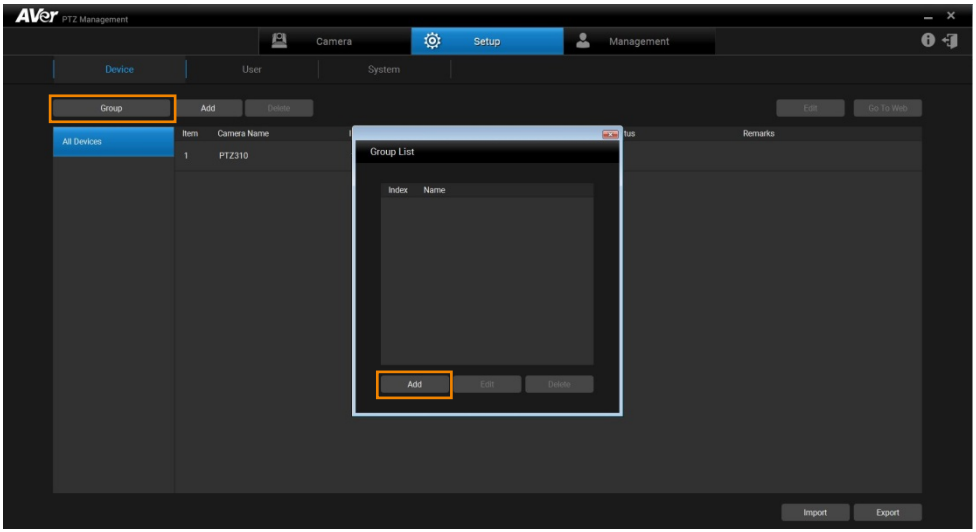


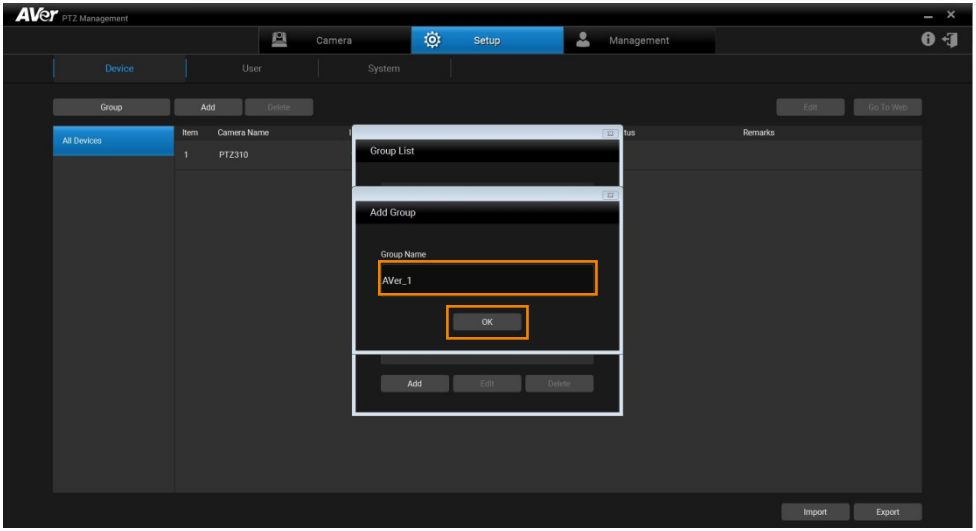
6. Then, the camera will be listed on the screen.

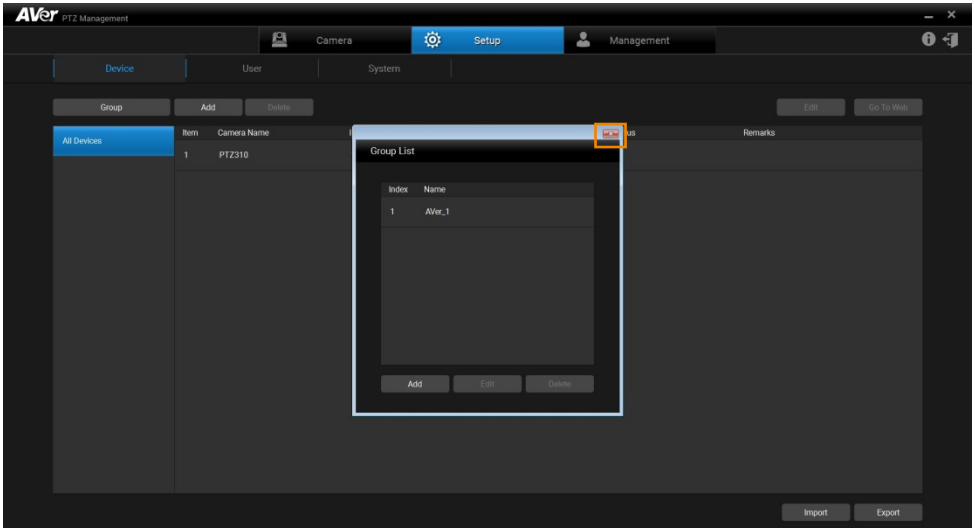


Make a Group

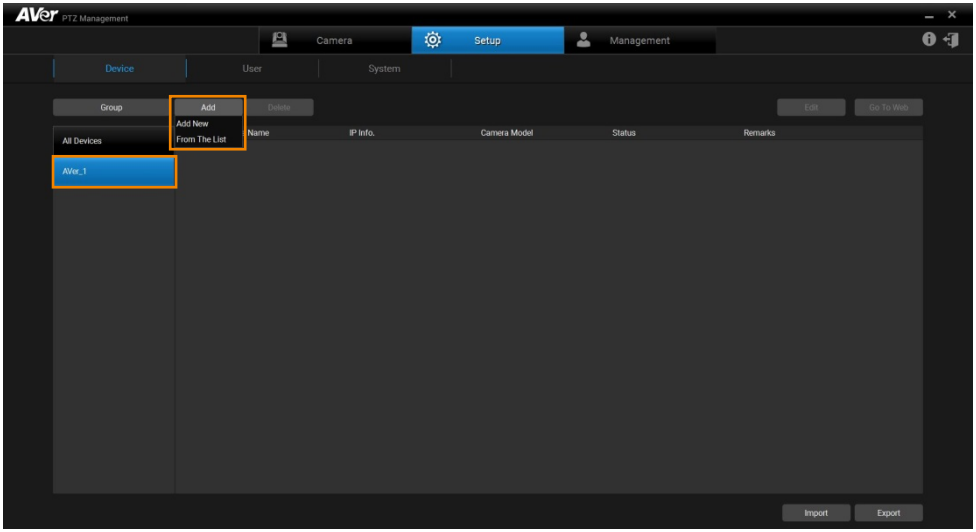
Click Group button to pop up **Group List** dialog and click Add button to enter a Group Name. Click OK button and button to add the Group under the All Devices button.





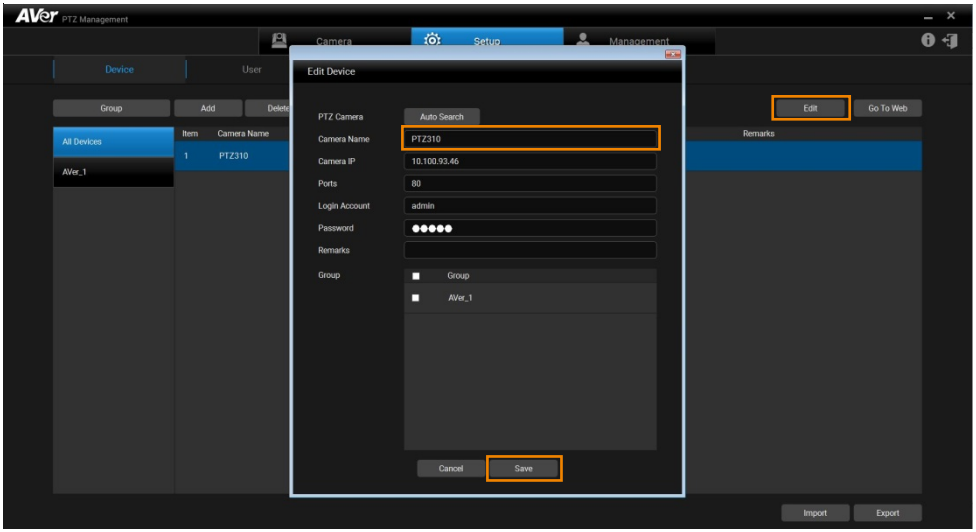


Select the group. Click Add button to select to add a new camera or a specified group from the list (default value: up to 16 Groups). The **Add Device** dialog or **Add existing device** dialog will pop up respectively.



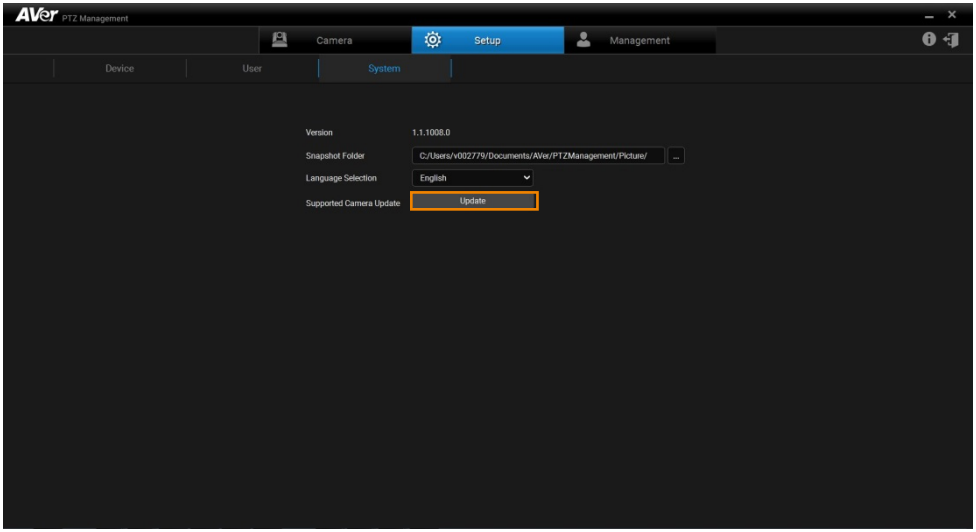
Change the Camera Name

Select the camera and click Edit button to pop up **Edit Device** dialog, enter new name for the camera, and click Save button.

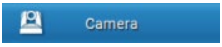


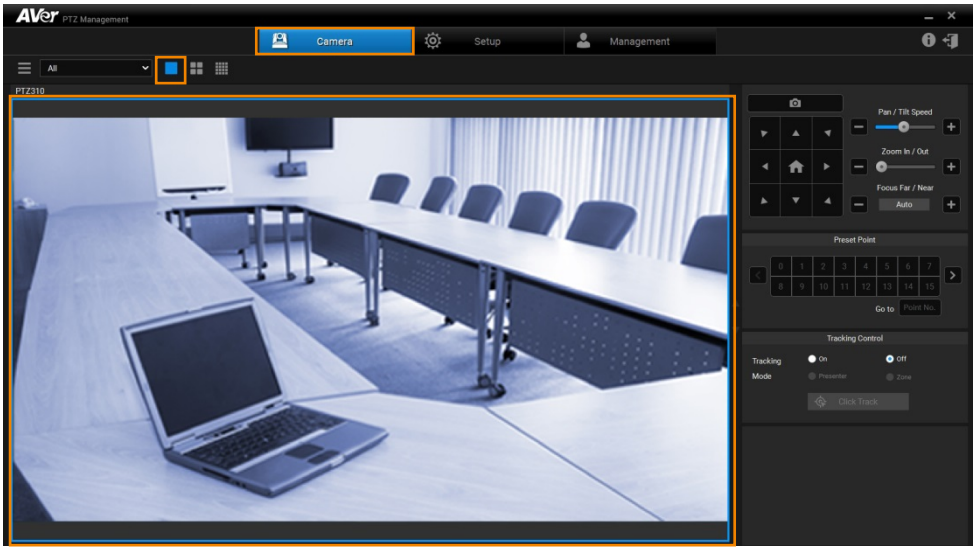
Configure System

The user can view camera version and configure snapshot folder (refer Snapshot section) and language (refer Select System Language section). To update the latest supported camera list, click Update button.



Set Selection

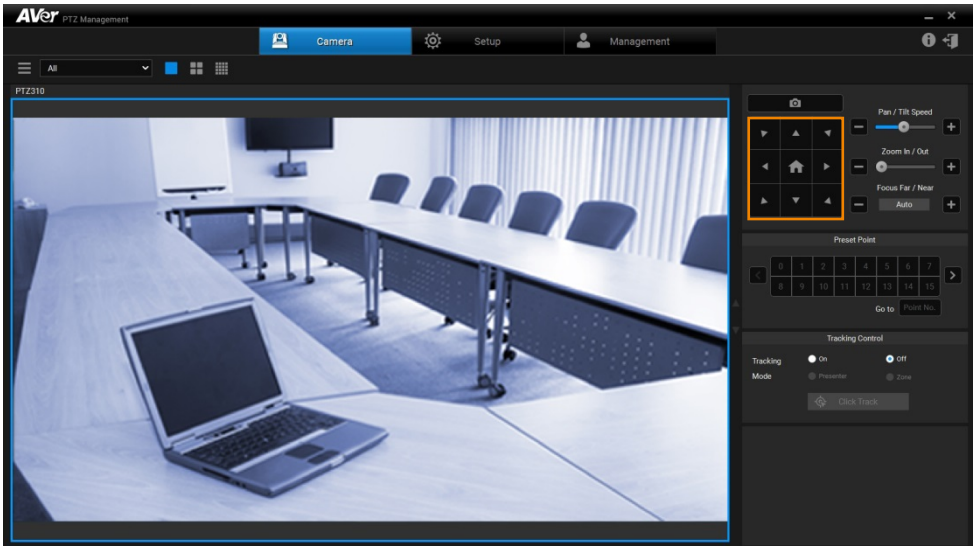
Click  button and select full screen button. The camera view is displayed on the screen. Click the camera view and then AVer PTZ Management allows you to configure the camera.



Click the “**paging bar**” to switch the camera view.

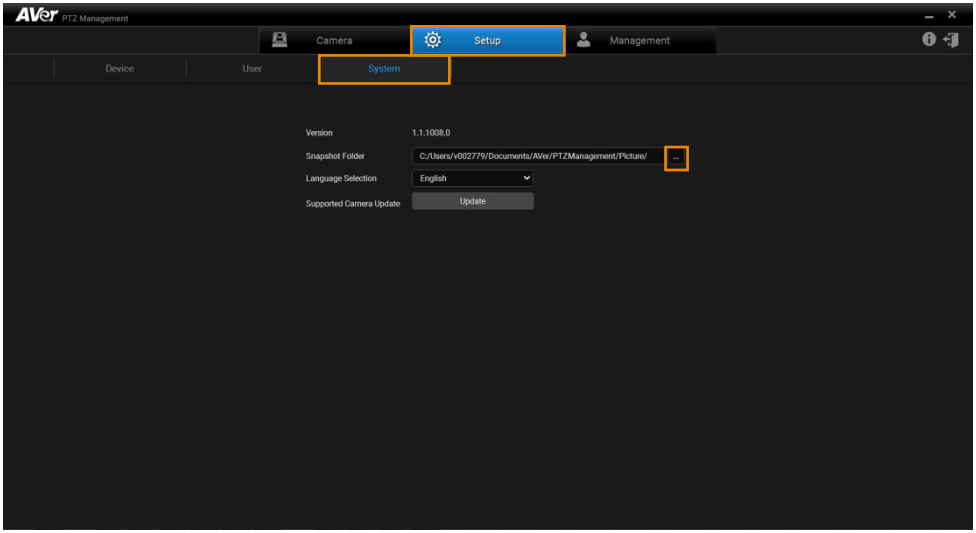
Pan/Tilt Buttons

Use the navigation buttons to control the camera directions. Click button to go back to Home position.



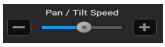
Snapshot

Click Setup button and select System to specify the folder to save snapshot file.



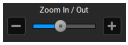
Click Camera button and button to make a snapshot and save it to memory.

Pan/Tilt Speed



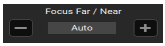
Adjust the moving speed of camera including pan and tilt.

Zoom In/Out



To zoom in or zoom out the view of the camera.

Focus Far/Near



To focus far or near. Also allow user to auto or manual focus.

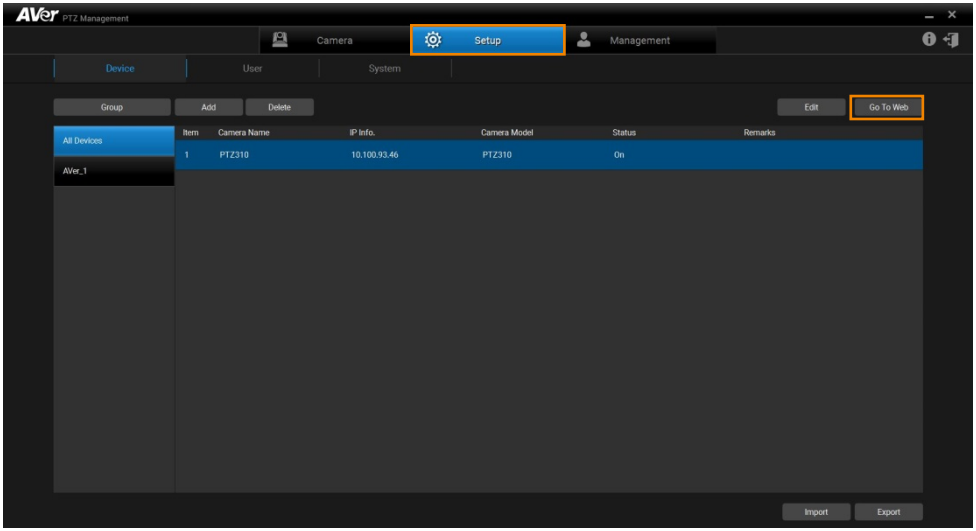
Click

button to make the camera adjust itself to establish the best focus when shooting.

Preset Point

AVer PTZ Management supports up to 256 preset positions.

To set up preset position, click Setup button and Go To Web button to pop up a setting dialog.

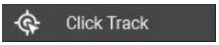


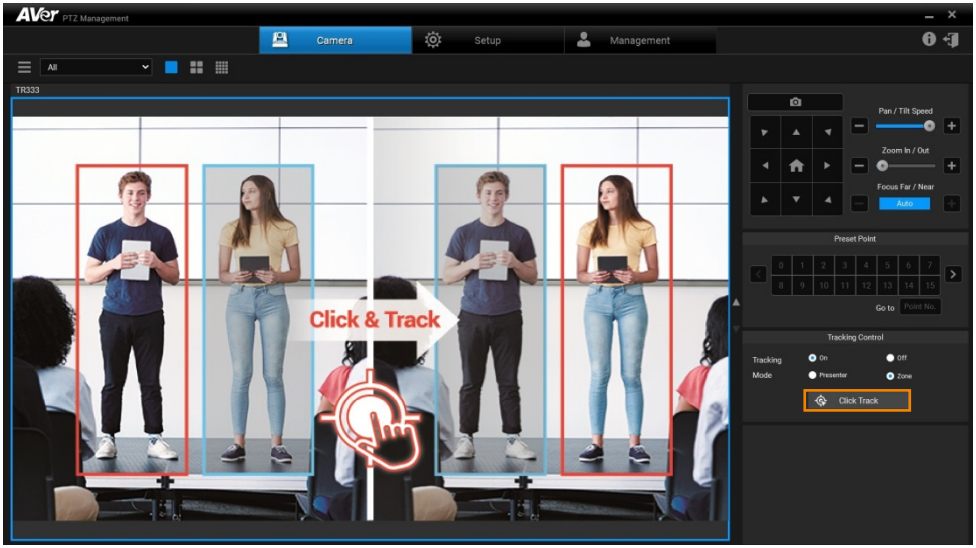
Click Preset button to start configuration.

To view preset position, click the number. You can also enter preset position number (0~255) in **Go to** field directly for a quickly calling section.

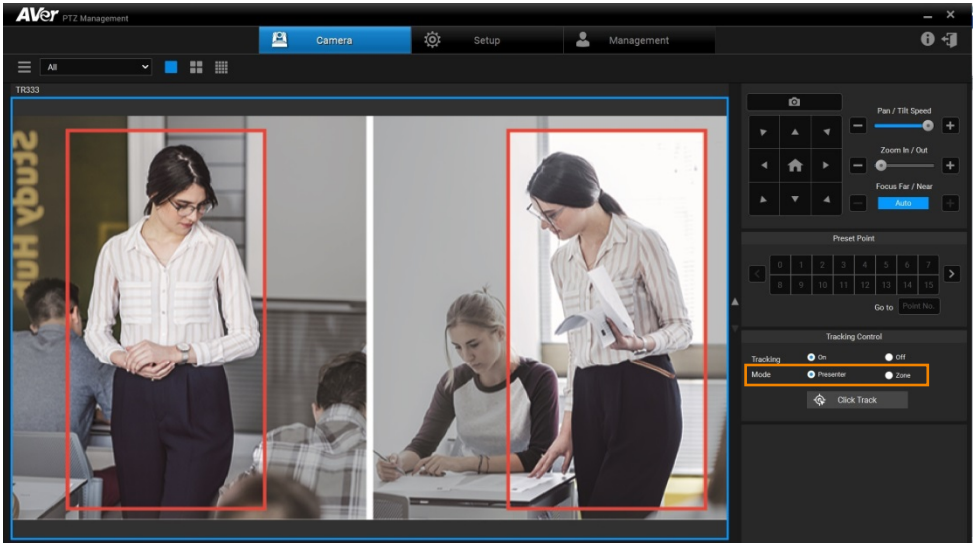
Tracking Control

AVer PTZ Management allows user to lock a target and track with lens. Enable **Tracking** feature to lock the target with a red frame. Other tracking targets will be tracked with blue frames.

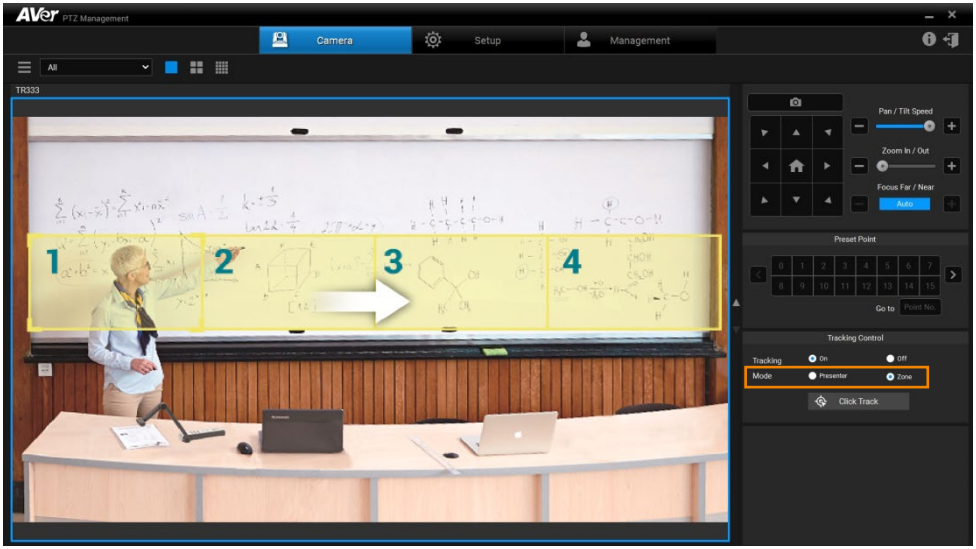
If user wants to select a new target, just simply click  button and click the target in the camera view.



Select **Presenter** mode to focus on locked aim with less background images.

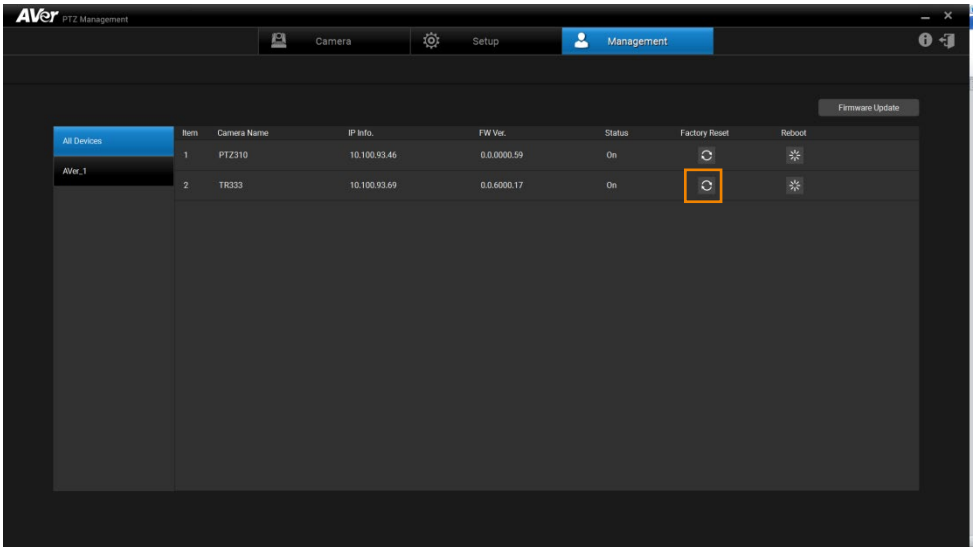


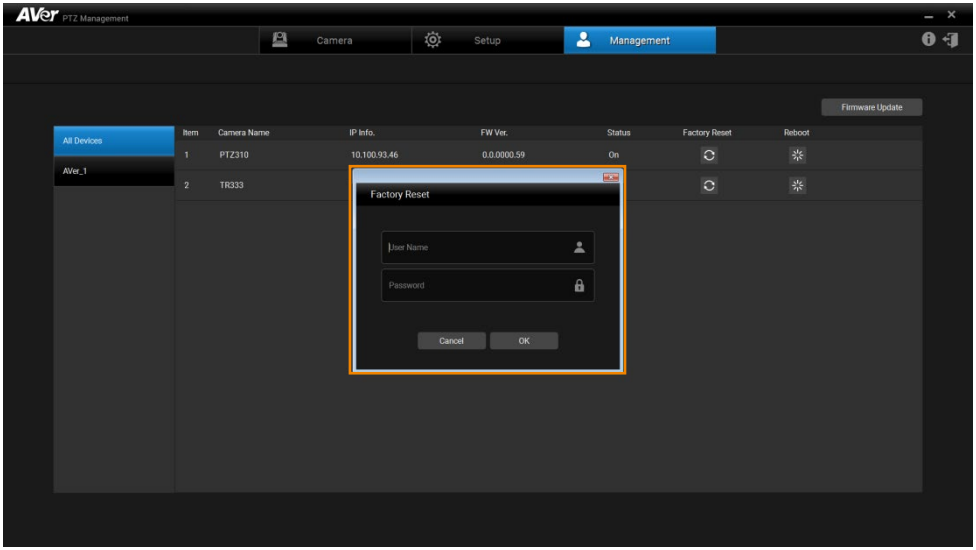
For a wider image with a long distance from the camera lens, select **Zone** mode to see more background images.



Factory Default

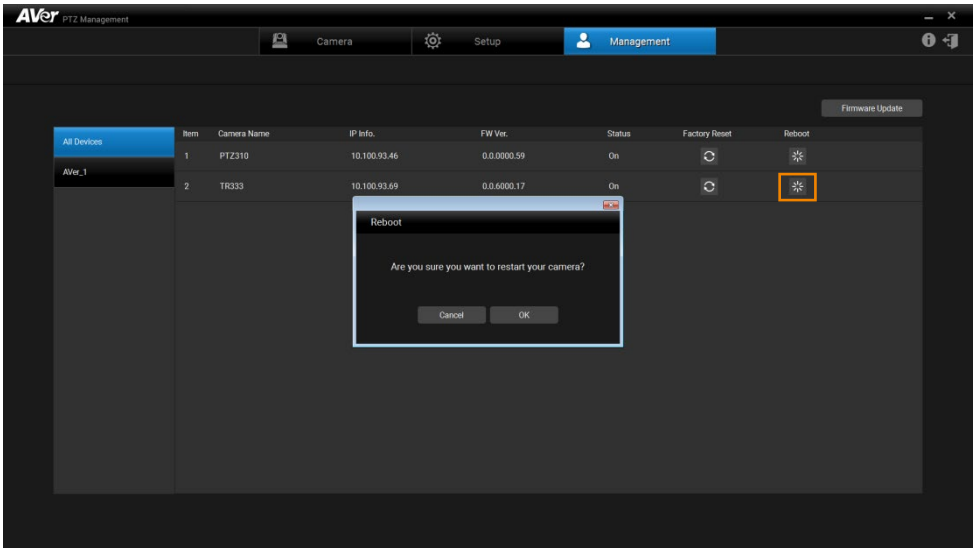
If necessary, reset the camera back to factory default. If AVer PTZ Management lost the connection with the camera, please reconnect with the camera. Click button to pop up **Factory Reset** dialog. Enter the User Name and Password and click OK button to reset all values to factory default values.





Reboot

The user can restart the camera by clicking button.

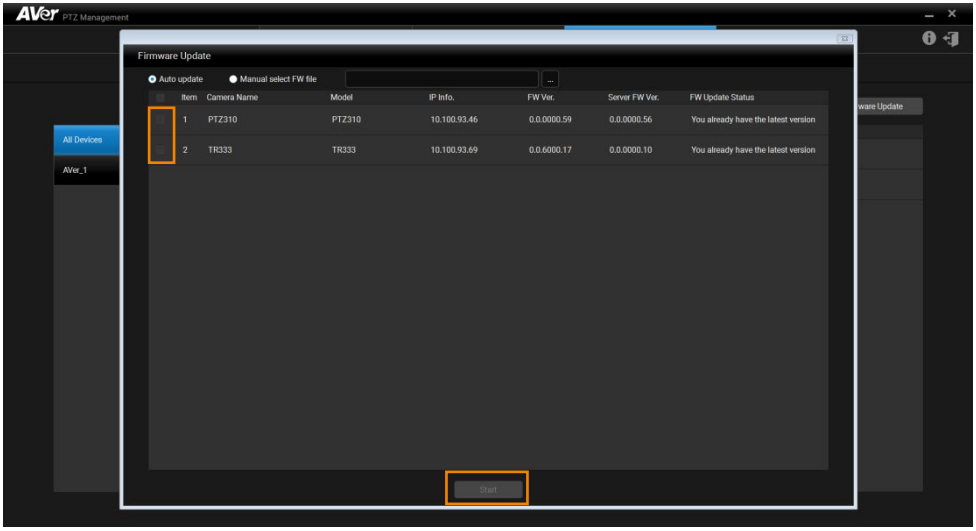


Firmware Update

Updating the firmware of selected cameras via AVer PTZ Management.

Firmware cannot be updated when the camera is power off/standby/offline.

1. Click Firmware Update button to pop up the **Firmware Update** dialog.
2. The user can choose to update firmware automatically or manually (default setting is Auto). Also, firmware of multiple cameras can be updated simultaneously by ticking the cameras and clicking Start button.

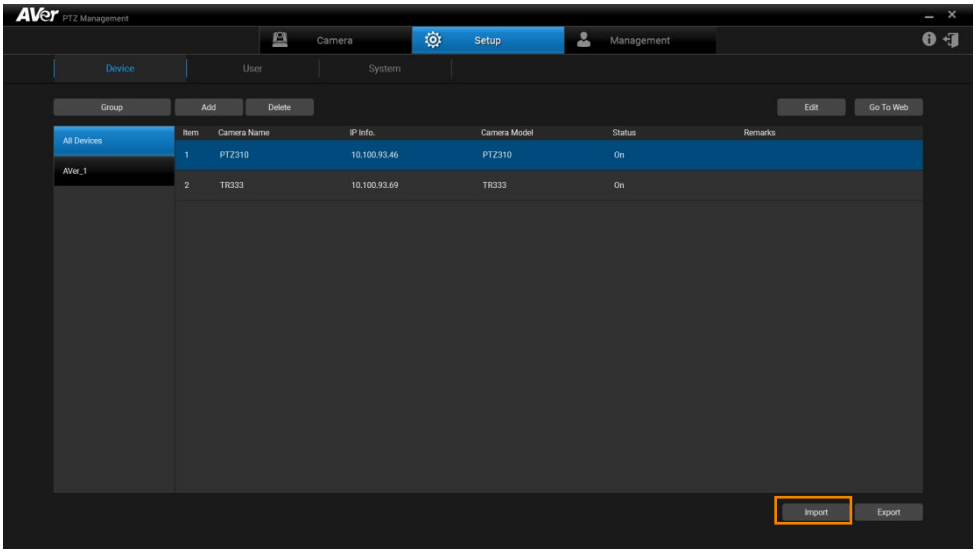


[Note] After updating, the camera restarts. The AVer PTZ Management will lose connection with the camera. Please wait for AVer PTZ Management to reconnect to the camera.

Import Profile

Import camera setting profile, such as camera name, IP address, MAC address, etc., from local hard disk/external storage device.

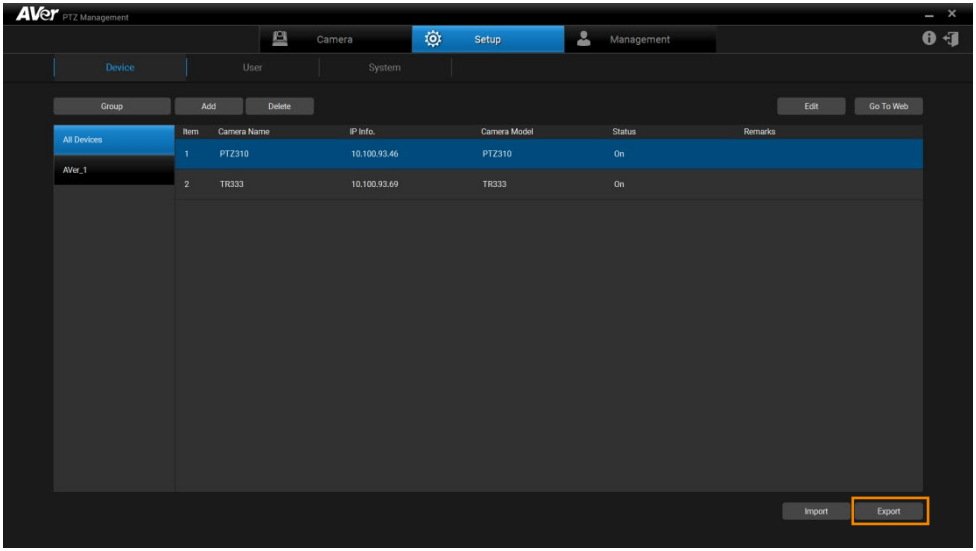
1. Select the camera from list.
2. Click Import button and select the file from hard disk/external saved direction.

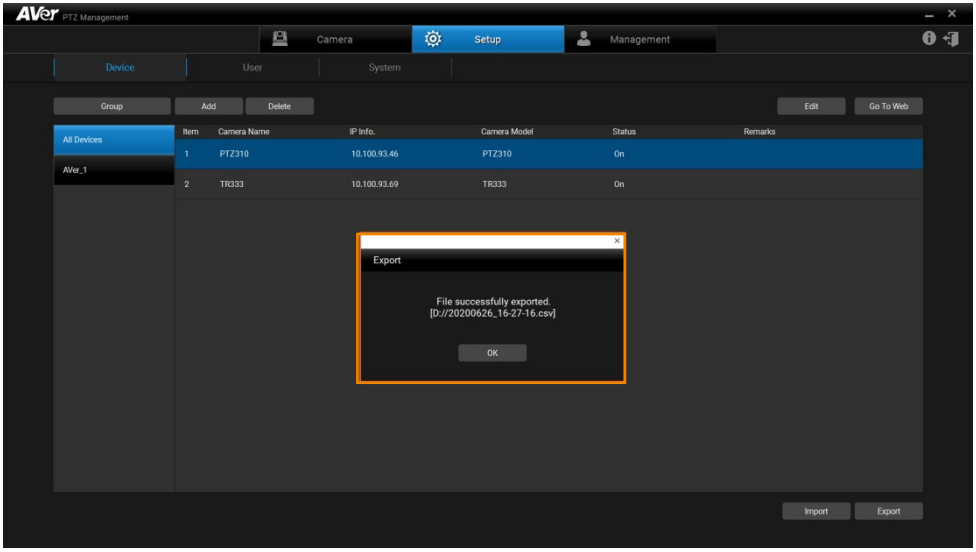


Export Profile

Export the connected camera setting profile to local hard disk/external storage device.

1. Select the camera from list.
2. Click Export button and select the folder to save directly.

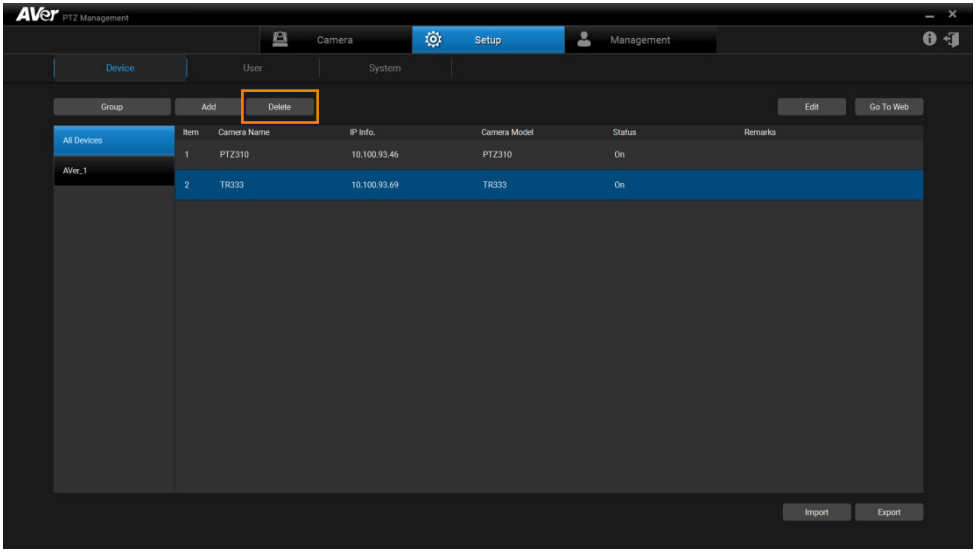




Delete Camera

To remove the selected cameras from the list.

Select the camera from the list and click Delete button to delete the camera.

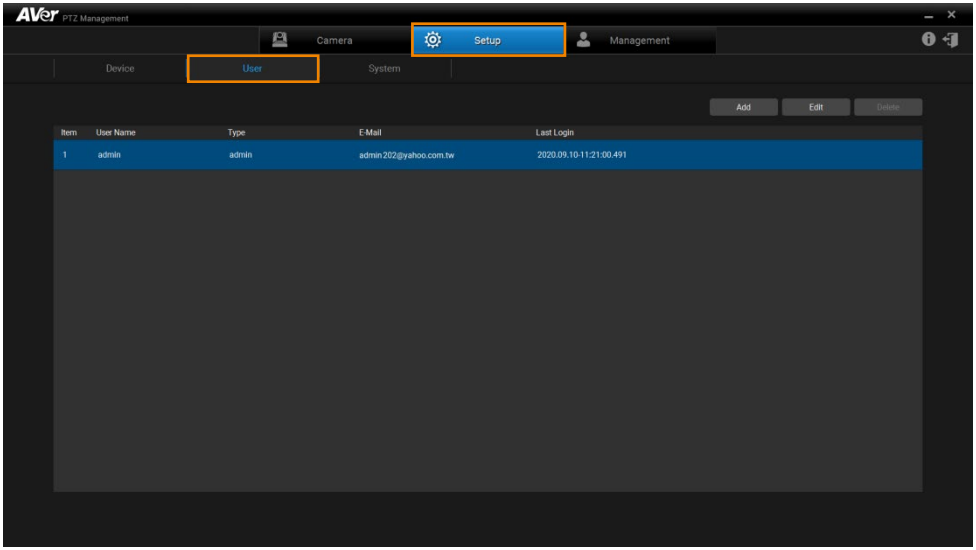


Edit User

Change the login password of the AVer PTZ Management.

1. Click Setup button and then click User button.

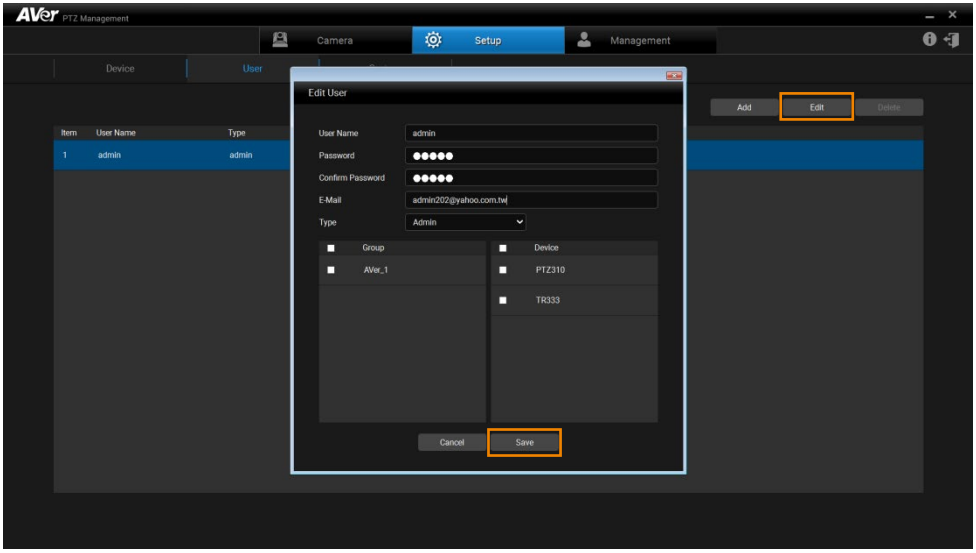
2. Select the user that wants to change password.



3. You may choose the account as the admin or user which shares different access and control. A user account is normally not allowed to change setting but is able to simply control the camera by using the control panel, e.g. pan, tilt, zoom, go to preset, tracking, etc.

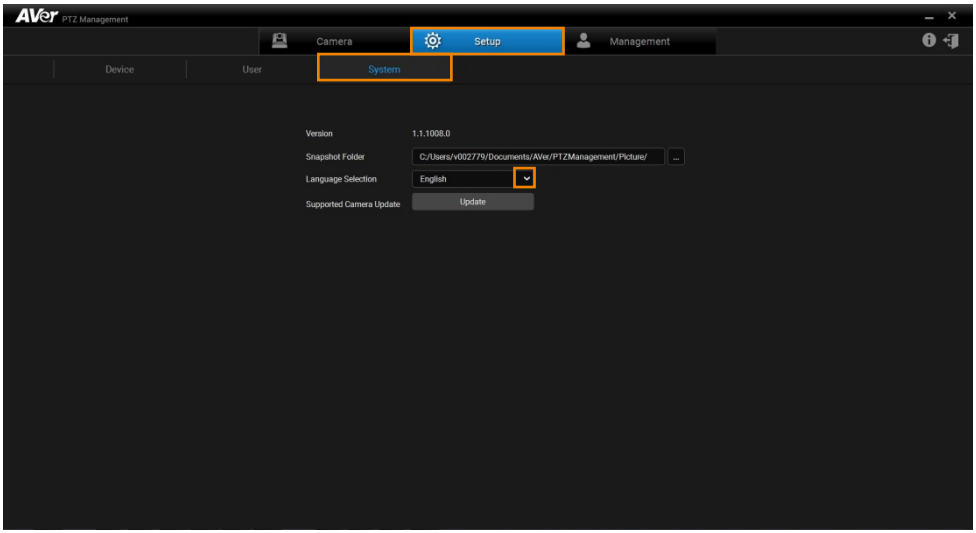
   Click Edit button to pop up **Edit User** dialog. The dialog allows user to change user name, password and E-mail.

4. Click Save button to save the changed values.



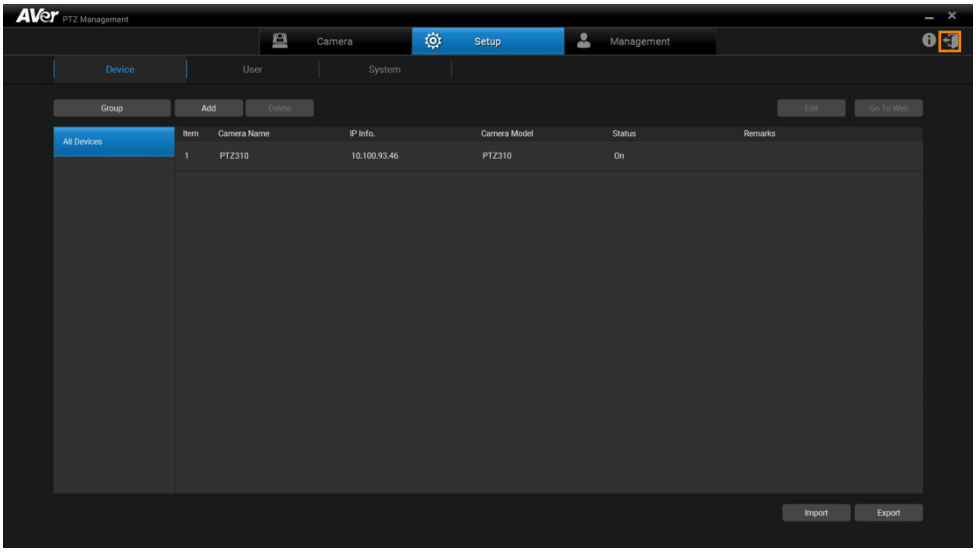
Select System Language

Click Setup button and select System button. From the drop-down list of Language Selection, user can configure system language. The AVer PTZ Management system languages currently have English and Traditional Chinese. It will display the corresponding language based on user's OS language setting.



Logout AVer PTZ Management

Click to Logout the AVer PTZ Management.

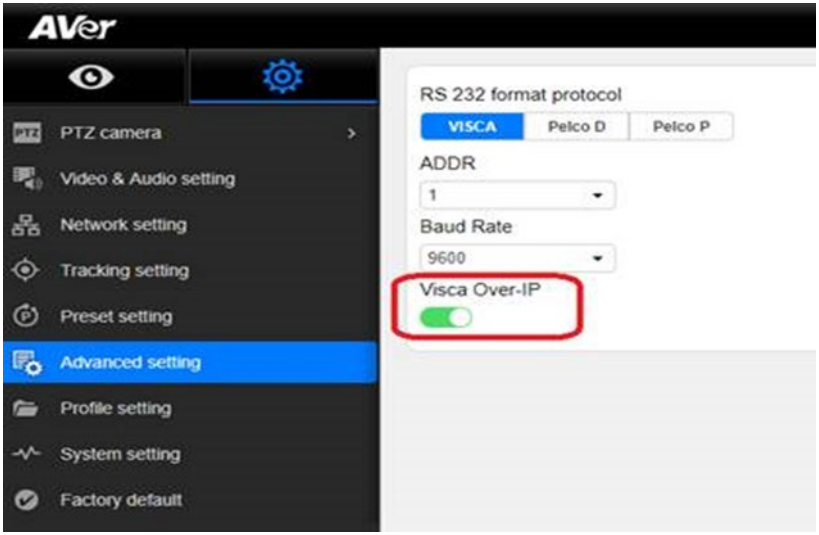


Troubleshooting

1. How many cameras can I connect?
   - Currently, we can connect up to 128 cameras with AVer PTZ Management.

2. Why is there no camera shown after auto-search?
   - Please make sure AVer PTZ Management and camera are at the same LAN segment.

3. Why is the camera status always in off status?
   - Please make sure AVer PTZ Management and camera are at the same LAN segment.
   - For the PTC500S series models, please check **VISCA Over-IP** is enabled.



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