

PTZ Control Panel

User Manual



COPYRIGHT

©2021 AVer Information Inc. All rights reserved.

All rights of this object belong to AVer Information Inc. Reproduced or transmitted in any form or by any means without the prior written permission of AVer Information Inc. is prohibited. All information or specifications are subject to change without prior notice.

TRADEMARKS

“AVer” is a trademark owned by AVer Information Inc. Other trademarks used herein for description purpose only belong to each of their companies.

DISCLAIMER

No warranty or representation, either expressed or implied, is made with respect to the contents of this documentation, its quality, performance, merchantability, or fitness for a particular purpose. Information presented in this documentation has been carefully checked for reliability; however, no responsibility is assumed for inaccuracies. The information contained in this documentation is subject to change without notice.

In no event will AVer Information Inc. be liable for direct, indirect, special, incidental, or consequential damages arising out of the use or inability to use this product or documentation, even if advised of the possibility of such damages.

Help

Global

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

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

USA

Download Center: <https://www.averusa.com/pro-av/support/>

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

European Headquarters

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

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

Contact Information

Global

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

AVer Information Inc.

<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

European Headquarters

AVer Information Europe B.V.

<https://www.avereurope.com>

Westblaak 140, 3012KM, Rotterdam, Netherlands

Tel: +31 (0) 10 7600 550

Technical support: eu.rma@aver.com

Contents

PREFACE.....	1
MINIMUM SYSTEM REQUIREMENT	1
DOWNLOADING THE APPLICATION	1
CONNECTION.....	1
USING PTZ CONTROL PANEL.....	2
Start	2
Main Functions Introduction	3
Camera Control	4
Livestream	4
Snapshot.....	5
Pan/Tilt Buttons.....	6
Zoom In/Out.....	7
Pan/Tilt Speed	8
Focus Far/Near.....	9
Tracking Control.....	10
Preset Point	12
Profile.....	13
System Setup	14
Log Out PTZ Control Panel	16
Troubleshooting	17

PREFACE

PTZ Control Panel is an application for iPad users to control AVer cameras through the network. This allows user to control and set up camera anywhere as long as network is available.

MINIMUM SYSTEM REQUIREMENT

iPad requirement:

- OS: iPadOS 9 or later

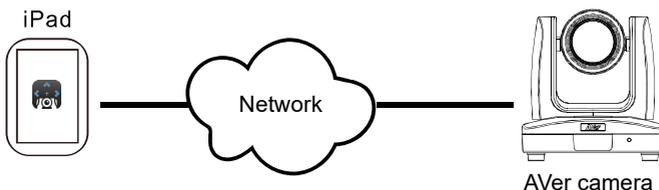
DOWNLOADING THE APPLICATION

Through the PTZ Control Panel, user can control the AVer cameras. Therefore, user needs to download the PTZ Control Panel at client (iPad) site.

To get this application, please visit Apple App Store to download.

CONNECTION

- Please make sure all devices are well-connected and power on.
- IP address, camera account, and passwords are needed when connecting.
- If the camera and iPad are not under the same LAN, the camera needs a public IP address, and please check UDP and TCP ports are not blocked by the firewall and the network packet are correctly routed to the camera.
 - ✓ VISCA Control port: 52381
 - ✓ CGI port: 80
 - ✓ RTSP port: 554



USING PTZ CONTROL PANEL

Start

Connect your iPad to the same network as your AVer camera. Your iPad should be connected to the Wi-Fi and the AVer camera will be connected via Ethernet.

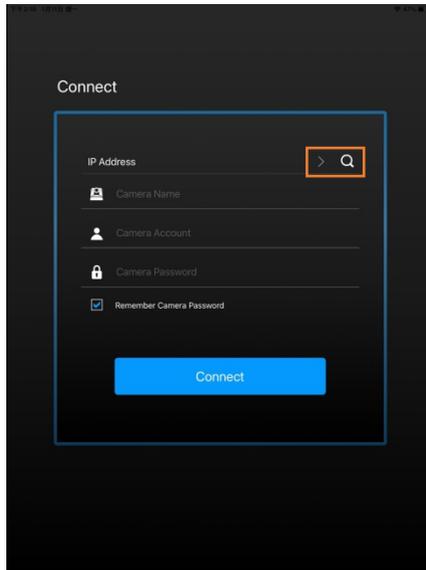
1. Tap  to launch PTZ Control Panel.
2. There are two ways to input IP address.

Auto search: Click auto search icon  to display IP addresses and select one.

Manual enter: Click arrow button  to enter the IP address or select one from previously saved IP addresses (up to 8 latest successfully connected IP addresses will be automatically saved). The IP addresses will be automatically updated according to MAC addresses.

[Notes]

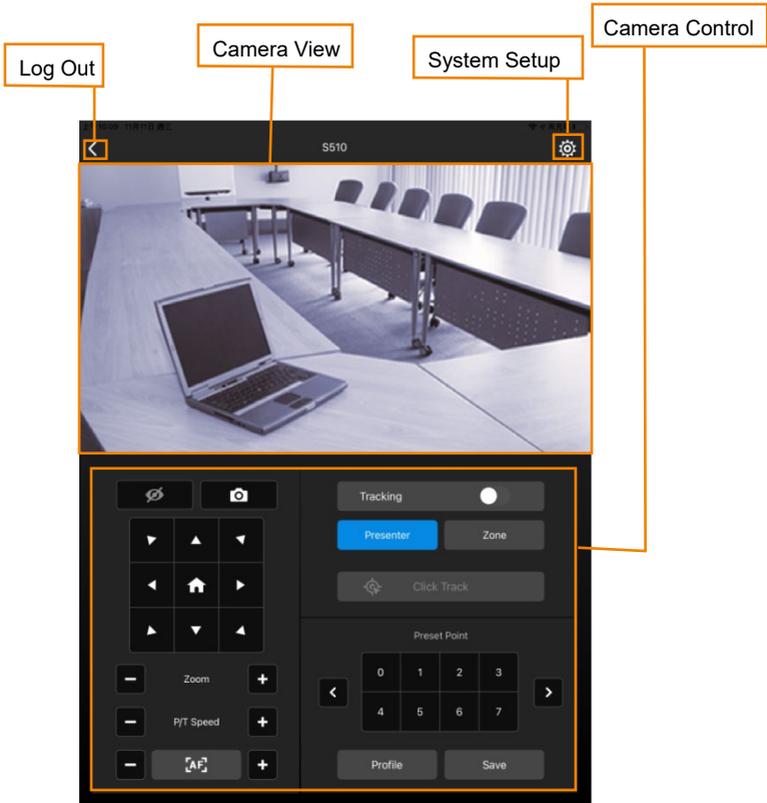
- A. The auto search function only supports for server site and client site (iPad) that are at the same LAN segment.
- B. Camera must be power on to ensure the proper connection.



3. Enter Camera Account and Camera Password. Tick the “Remember Camera Password” if necessary. Then, click “Connect.”

Main Functions Introduction

The top section mainly shows the camera view and bottom section is for camera control panel.



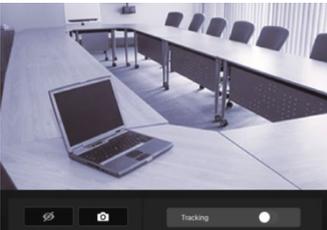
Camera Control

Livestream

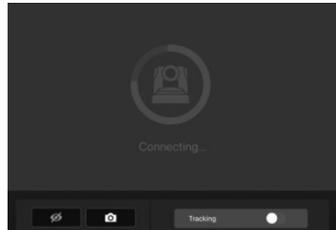
Gray  button indicates livestream on.

To turn off livestream, click the gray button  and the button will turn to blue .

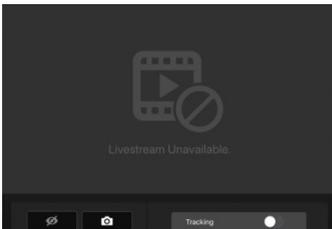
Camera view will display current state: Livestream on, Connecting..., Livestream Unavailable, Livestream Off, and Camera Off.



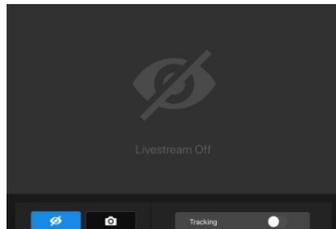
Livestream On



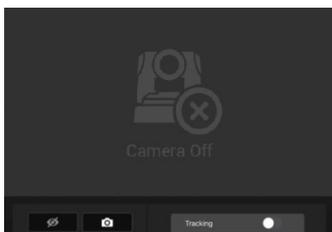
Connecting...



Livestream Unavailable



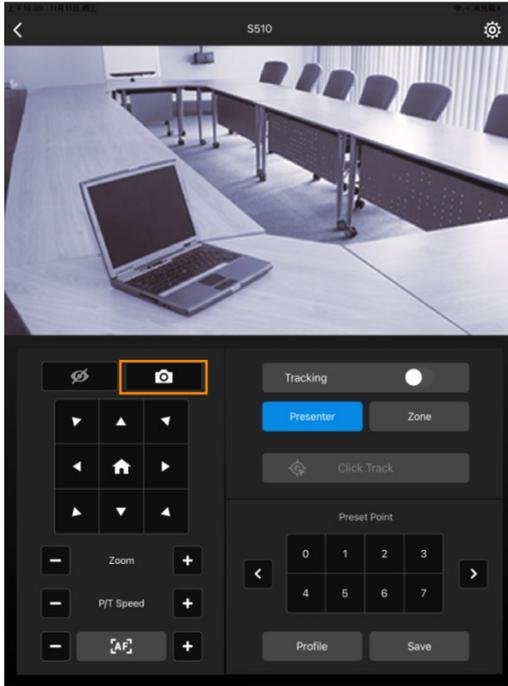
Livestream Off



Camera Off

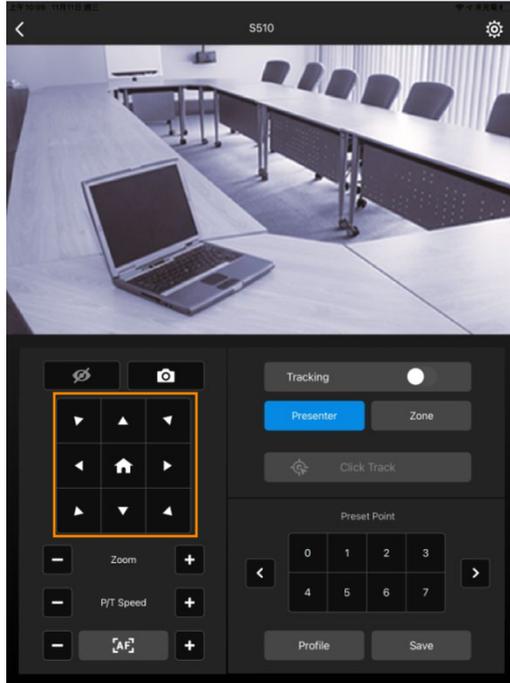
Snapshot

Click  button to make a snapshot and save it to iPad's Album folder.



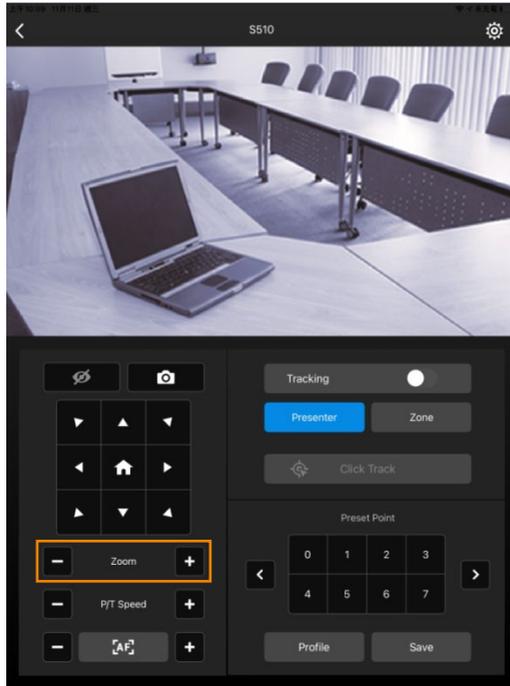
Pan/Tilt Buttons

Use the navigation buttons to control the camera directions. Click  button to go back to Home position. If user wants to adjust the moving speed of camera, click P/T speed buttons (refer to [Pan/Tilt Speed](#) section).



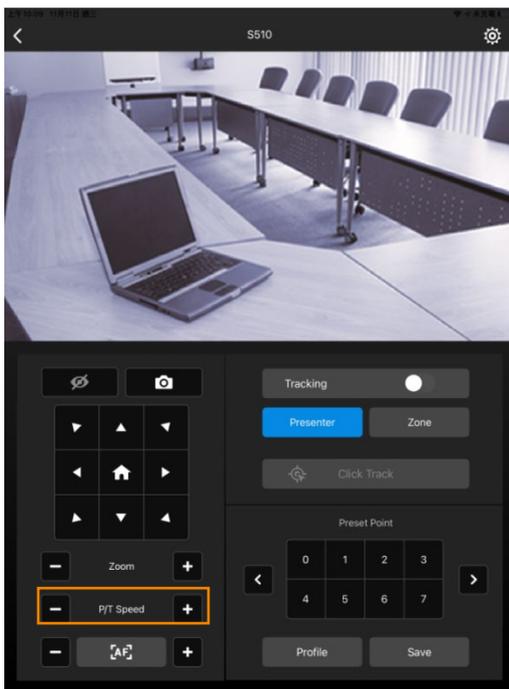
Zoom In/Out

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



Pan/Tilt Speed

Adjust the moving speed of camera including pan and tilt.

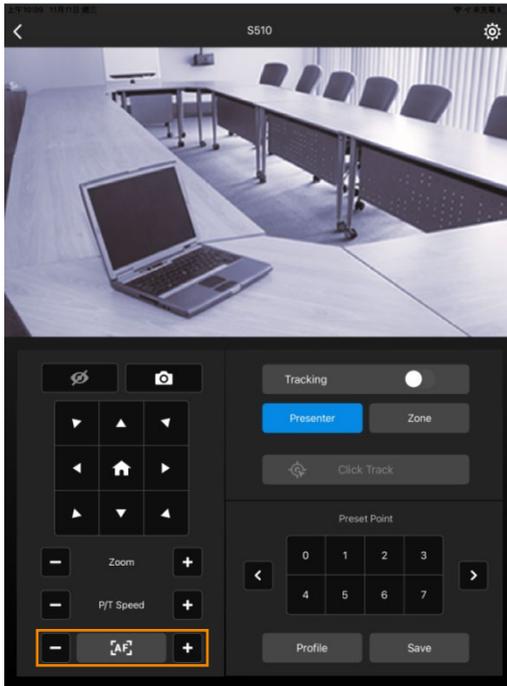


Focus Far/Near

Allow user to automatically or manually focus far or near.

Blue AF button  indicates the auto mode.

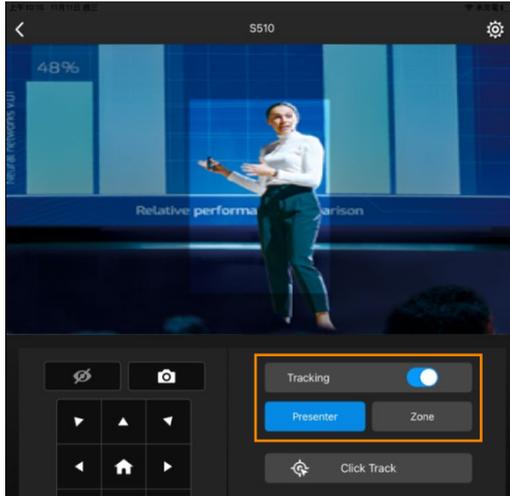
To switch to manually focus, click the blue AF button  and the button will turn to gray .



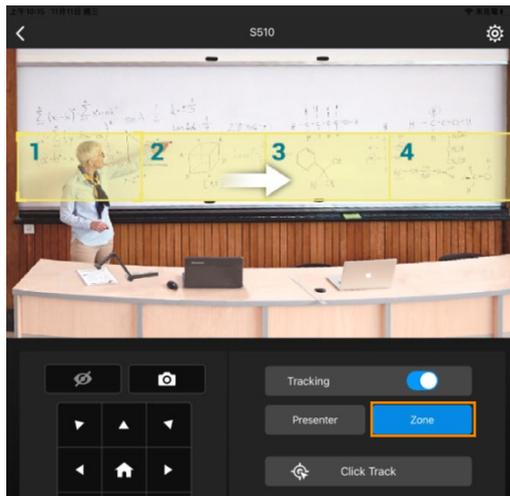
Tracking Control

PTZ Control Panel allows user to lock a target and track with lens. Enable **Tracking** feature to lock the target.

The **Presenter** mode can 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.



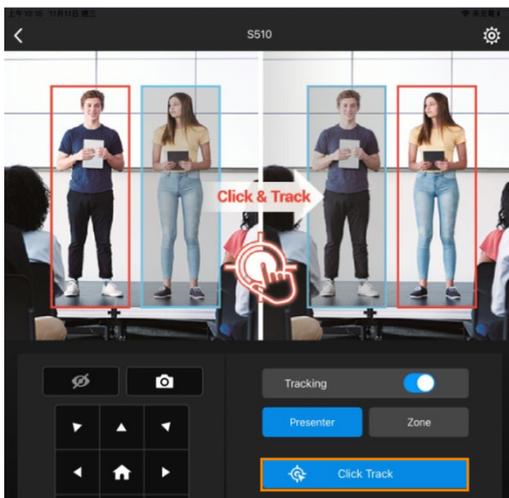
Click the gray  Click Track button to lock the target with a red frame. Other tracking targets will be tracked with blue frames.

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

[Note] Cameras below don't support Click Track:

USA: TR530, TR320, PTZ310, PTZ330

Non-USA: PTC500s, PTC115, PTZ310, PTZ330

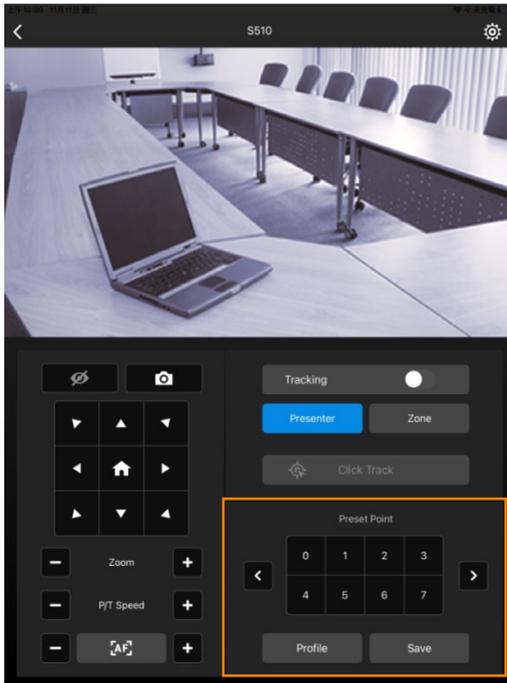


Preset Point

PTZ Control Panel supports up to 256 preset positions.

To set up a preset position:

1. Click a preset point number. The selected preset point number will turn into blue.
2. Use Pan/Tilt and Zoom In/Out buttons to adjust the position.
3. Click **Save** button to save the position to the selected preset point.



To view saved preset position, simply click the preset point number.

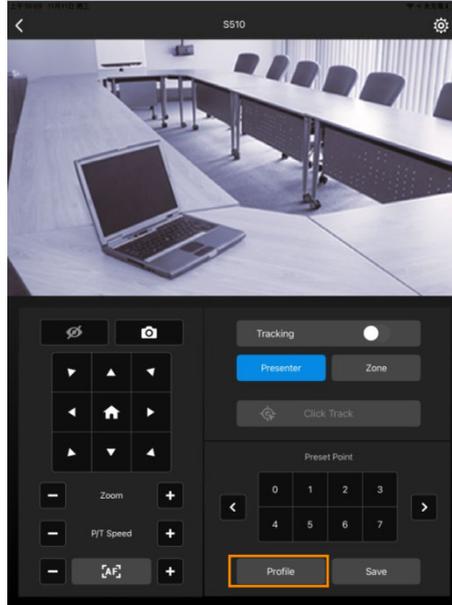
Profile

User can set different profiles in web setting and switch profiles here.

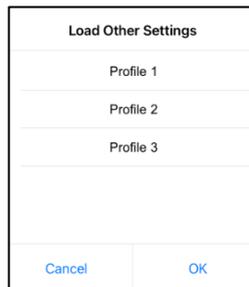
[Note] TR320/530 and PTC500s/115 cameras have max 5 profiles and DL cameras have max 3 profiles.

To load a profile:

1. Click **Profile** button.

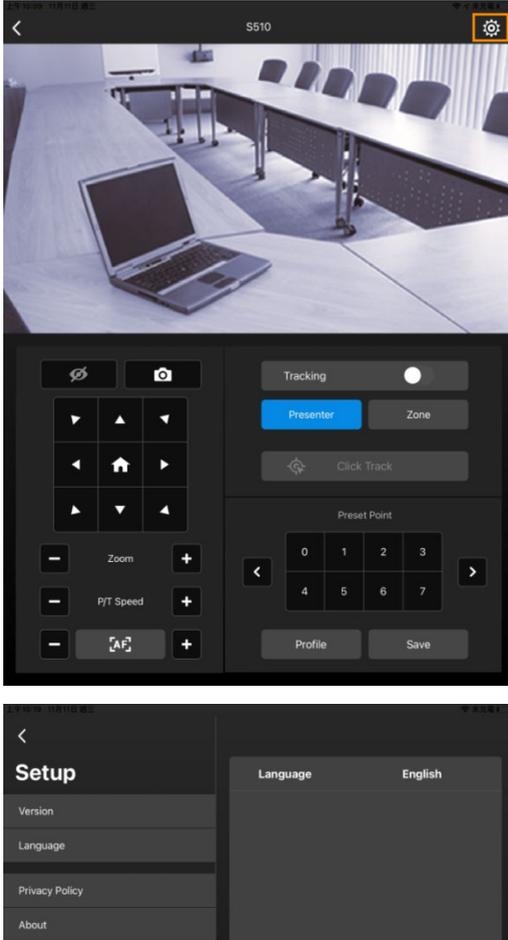


2. Select the Profile and click **OK** to confirm.

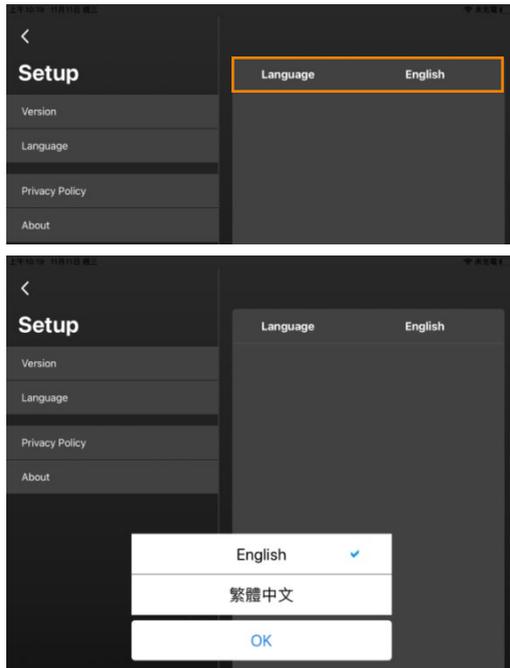


System Setup

Click setup button to open the setup page. User can review app version, privacy policy, and about information and configure the system language.

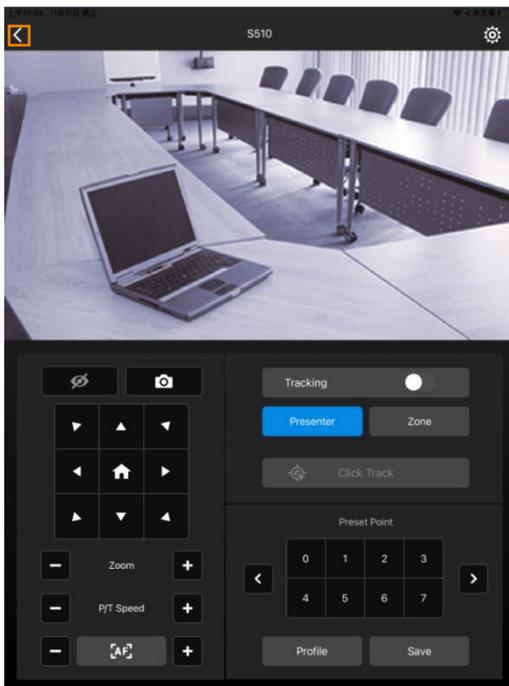


The PTZ Control Panel system languages currently include English and Traditional Chinese. Click the Language button to pop up a language dialog. Select desired language and click OK to switch to different language.



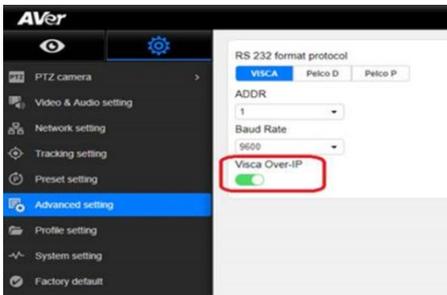
Log Out PTZ Control Panel

Click  to log out the PTZ Control Panel.



Troubleshooting

1. How do I connect to a different camera?
 - Currently, we can only connect 1 camera at a time. If necessary, you can log out and connect to another camera.
2. Can I use PTZ Control Panel on iPhone?
 - Currently, we can only use PTZ Control Panel on iPad. PTZ Control Panel on iPhone is under development and will be released in the future.
3. Why can't I click "Click Track"?
 - Click Track function can only be used when Tracking is enabling and only supports the following models: DL30, TR310, TR311, TR313, TR333, PTC310, PTC310U, PTC310H, and PTC333U.
4. Why can't I see the image?
 - Please make sure the camera mode includes streaming.
5. Why is the camera status always in off status?
 - Please make sure PTZ Control Panel and camera are at the same LAN segment.
 - Please check **VISCA Over-IP** is enabled. The web setting interfaces vary depending on models.



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