

AVer PTZ Management

— User Manual —

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.

TRADEMARKS

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

COPYRIGHT

©2024 AVer Information Inc. All rights reserved. | April 19, 2024

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.

More Help

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/education/support>

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

Contact Information

Headquarters

AVer Information Inc.
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
44061 Nobel Drive, Fremont,
CA 94538, USA
Tel: +1 (408) 263 3828
Toll-free: +1 (877) 528 7824

Europe Branch Office

AVer Information Europe B.V.
Westblaak 134, 3012 KM,
Rotterdam, The Netherlands
Tel: +31 (0) 10 7600 550

Japan Branch Office

アバー・インフォメーション
株式会社
〒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
お客様サポートセンター(固定電
話のみ): +81 (0) 120 008 382

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
Hỗ trợ kỹ thuật: +84 (0) 90 70
080 77

Korea Office

한국 에버 인포메이션 (주)
서울시 종로구 새문안로 92
(신문로 1 가,
광화문오피시아빌딩) 1831,
1832 호
Tel: +82 (0) 2 722 8535

Contents

Overview	1
System Requirements	1
Supported AVer Cameras	2
Install AVer PTZ Management	4
Hardware Connection	4
Get Started	5
Log In.....	5
Forget Password.....	6
AVer PTZ Management Main Page	7
Camera.....	8
Control Panel	10
Setup	14
Add Cameras	15
Group Cameras.....	22
Import/Export Camera Profile.....	25
User Account Management	27
Configure System Settings.....	28
Management.....	29
Cruise Management.....	30
Recording.....	32
System Notifications.....	33
Firmware Update.....	35
Scheduling	36
Troubleshoot.....	38
Appendix	40
AVer IPCam Utility	40

Overview

AVer PTZ Management is a software that allows you to manage and control multiple AVer cameras through the network. You can update, setup or group the connected cameras anywhere as long as the network is available.

System Requirements

- CPU: Intel® Core™ i5 CPU or greater
- RAM: 4 GB
- Free Storage Space: 10 GB
- Network Card: 100/100 Mbps
- OS: Windows® 10, 11 (64 bits)

Supported AVer Cameras

- Professional Tracking Cameras

Single Lens	Model Name (USA)	Model Name (Outside USA)
V3	TR211 TR315 TR315N TR335 TR335N	
V2	TR311HWV2	PTC310HWV2
	TR313V2	PTC310UV2
	TR333V2	PTC330UV2
	TR323V2	PTC320UV2
	TR323NV2	PTC320UNV2
V1	TR310	N/A
	TR311	PTC310
	TR311HN	PTC310N
	TR313	PTC310U
	TR331	PTC330
	TR333	PTC330U

Dual Lens	Model Name (USA)	Model Name (Outside USA)
V2	TR535 TR535N TR525 TR525N	
V1	TR530+	PTC500+
	TR320+	PTC115+

- **Professional PTZ Cameras**

Series	Model Name
V2	PTZ211 PTZ310UV2 PTZ310UNV2 PTZ231 PTZ330UV2 PTZ330UNV2
V1	PTZ310 PTZ310N PTZ310W PTZ330 PTZ330N PTZ330W

- **Medical PTZ Cameras**

MD330U
MD330UI

- **Conferencing Cameras**

CAM520 Pro3
CAM550
CAM570

- **Distance Learning Cameras**

DL30
DL10

- **Matrix Tracking Boxes**

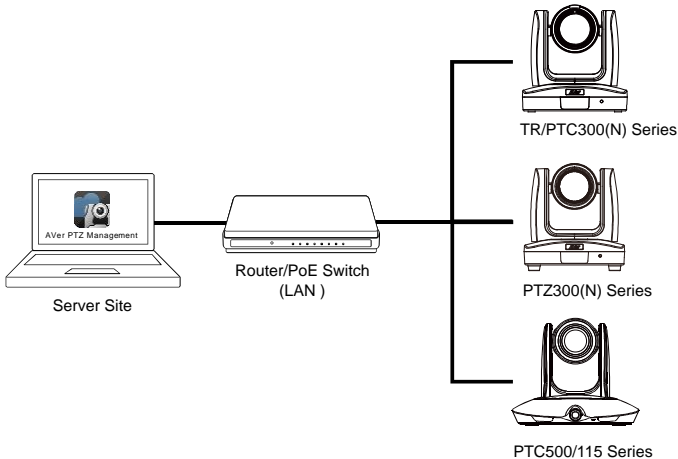
MT300
MT300N

Install AVer PTZ Management

1. Download AVer PTZ Management to your computer from AVer Download Center. (<https://www.aver.com/download-center>).
2. The installer includes AVer IPCam Utility. Please refer to <[AVer IPCam Utility](#)> for more details.
3. Double-click the downloaded .exe file.
4. Follow the instructions displayed on the setup wizard to install AVer PTZ Management.


Hardware Connection

- Please make sure all devices are well-connected and powered on.
- Install “**AVer PTZ Management**” application.
- The server site IP needs to be a public IP address, if the client site and server site are not on the same LAN (different locations).



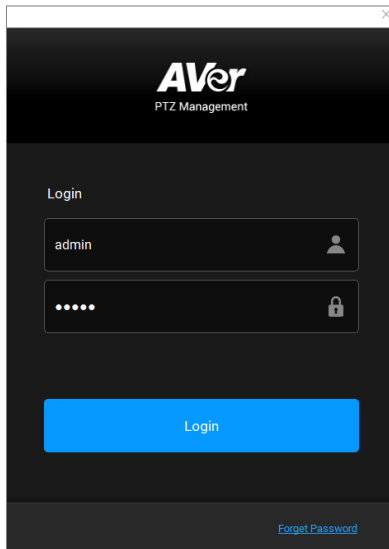
Get Started

Log In

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

[Note]

- **User name** and **password** remain admin even if your device changes.
- You can add multiple user accounts and apply specific privileges to each account. Please refer to <[User Account Management](#)> for more details.

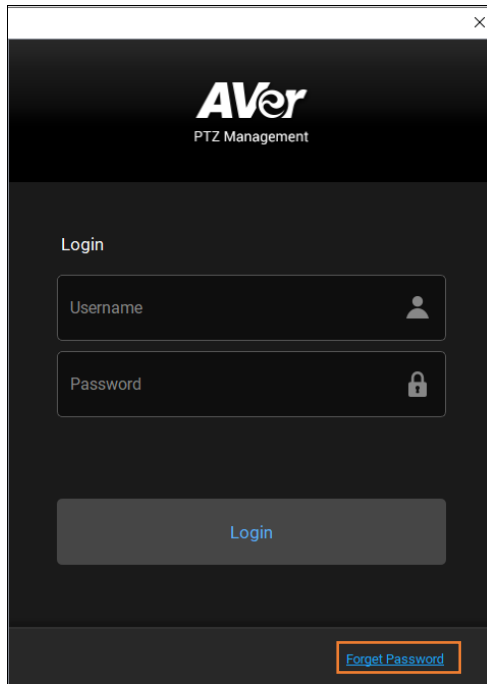


[Notes] The recommended monitor resolution is 1920x1080 for displaying AVer PTZ Management. Some layout will be incomplete if 1366x768 resolution is selected. To re-size display resolutions of AVer PTZ Management software, go to **Setup > System > Adjust Resolution**.

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


Forget Password


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



AVer
PTZ Management

Login

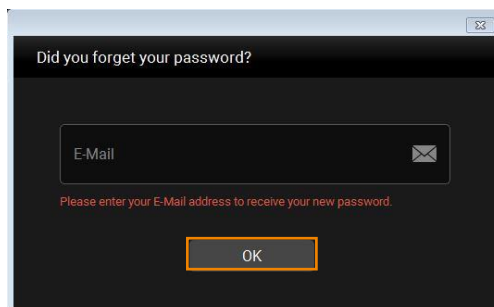
Username 

Password 


Login

[Forget Password](#)

Enter email address and then click the [OK](#) button to receive your new password.



Did you forget your password?

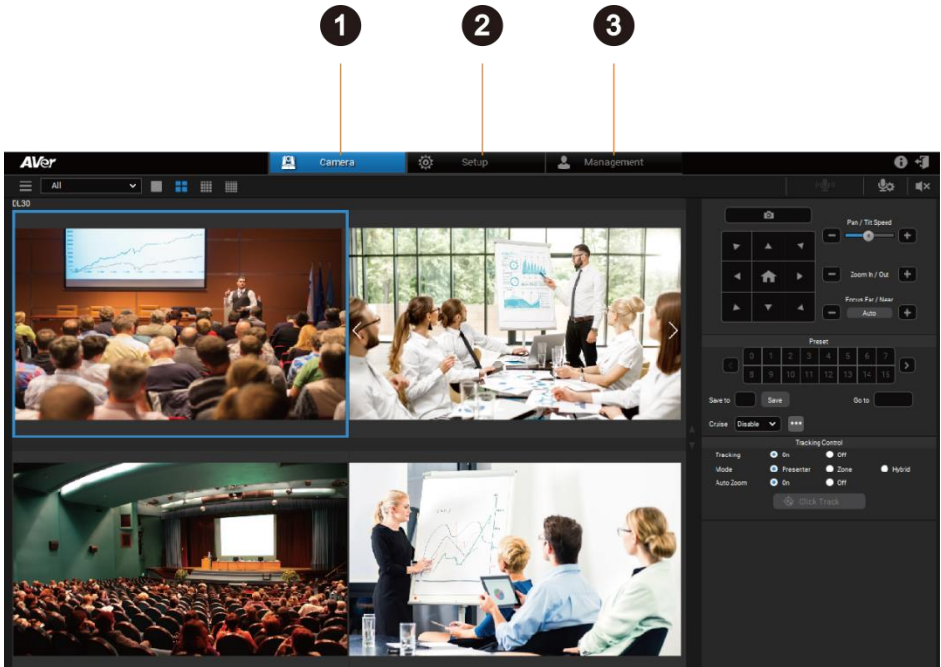
E-Mail 

Please enter your E-Mail address to receive your new password.

OK

AVer PTZ Management Main Page

AVer PTZ Management provides three main functions: **Camera**, **Setup** and **Management**.



1. Camera:

Control the connected cameras and display camera live views. For more details, please refer to <[Camera](#)>.

2. Setup:

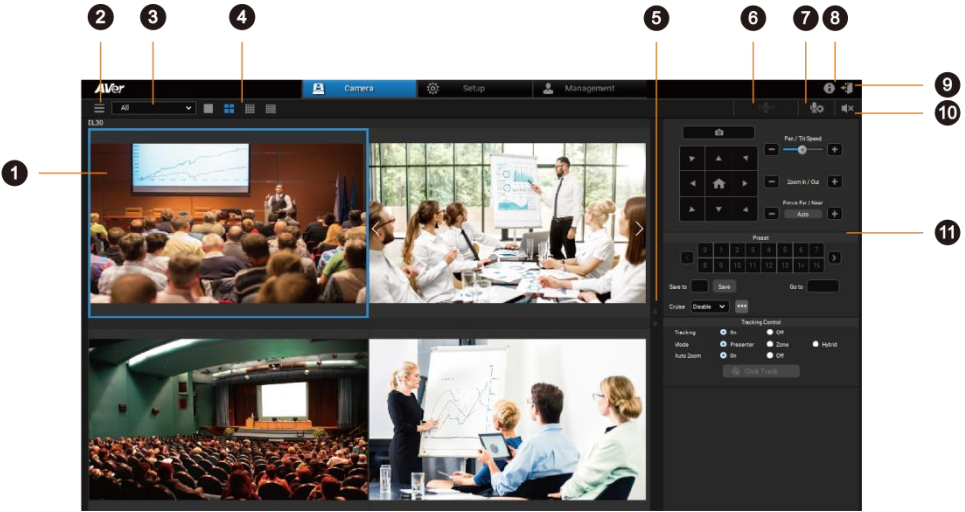
Add cameras or group the connected cameras. You can also configure some system settings using this page. For more details, please refer to <[Setup](#)>.

3. Management:

View the connected camera information including camera name, IP information, firmware version and more, and manage camera status and settings. For more details, please refer to <[Management](#)>.

Camera

You can use the **Camera** page to control the connected cameras and display camera live views.



1. Live View Window:

Check the live view of added cameras.

- For Quad-View, 16-Division View and 25-Division View, double-click on a channel to display in Single-View.
- Double click to return.

2. Camera List:

Click to view all added cameras.

To add cameras, please refer to [<Add Cameras>](#).

3. Switch Group:

Select a group from the drop-down list to display all the camera live view.

To create a group, please refer to [<Group Cameras>](#).

4. Switch Layout:

Click the buttons to switch among Single-View, Quad-View, 16-Division View and 25-Division View layout pages.

5. Switch Layout Page:

Click to switch among layout pages.

6. Two Way Audio:

Click and hold the button to record and send audio messages.

[Notes]

Two-Way audio is only supported for certain camera models, such as MD330U series.

7. Mic Setting:

Select from the drop-down list to change the sound input device.

8. About:

Click to see more info about AVer PTZ Management.

9. Logout:

Click to log out to AVer PTZ Management.

10. Audio Mute/Unmute:

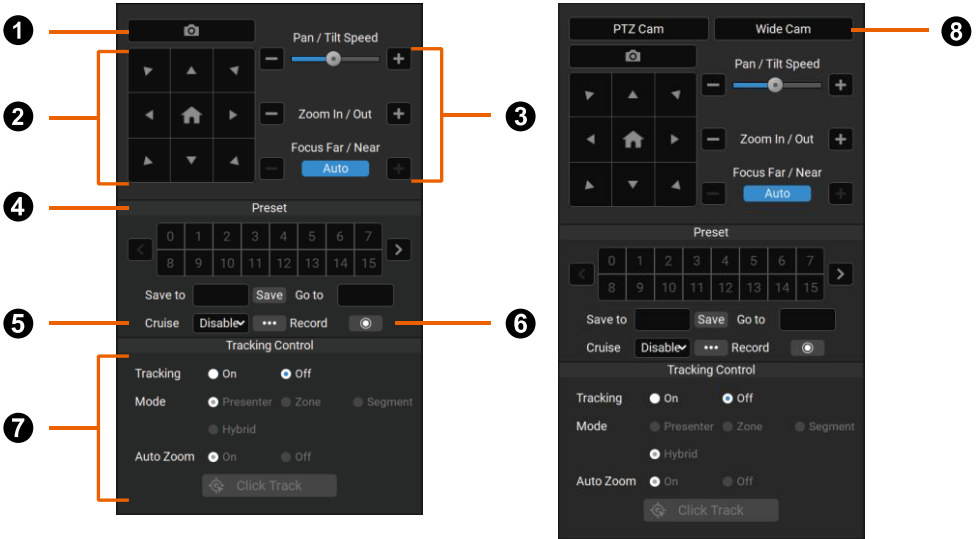
Select a camera and click the button to mute and unmute the camera audio.

11. Control Panel:

Use the control panel to control the selected camera.

Control Panel

Click a camera live view to select and use the control panel to control the selected camera. The selected camera will be highlighted with a blue frame.



The look of your control panel may vary depending on your AVer camera model.

1. Snapshot

Take a snapshot of the selected camera. Images are stored to your local drive. To change where images are stored, go to **Setup > System > Snapshot Folder**.

2. Navigation/Home Buttons

Click the **Home** button to reset the pan-tilt position to the center.

Note:

You can also use turn on **Click to Center** for supported cameras:

1. On the camera web interface, go to **Video & Audio > Video Mode**, then select **USB +Streaming** or **Stream**.
2. On PTZ Management, select the single-grid live view, then click anywhere on the live view to center the camera to that point.

3. Pan, Tilt, Zoom and Focus Controls


4. Preset

- To save a preset:
 1. Click a camera live view to select.
 2. Position the camera using pan, tilt and zoom controls.
 3. Enter a preset number (0–255) in the **Save to** field and click **Save**.
- To load a preset:

Enter a preset number (0–255) in the **Go to** field and press **Enter** on your keyboard. Or click a preset number.

5. Cruise

Cruise allows the camera to automatically move between a series of presets and can be set to pause at each preset for a specific amount of time.

- To create a cruise:
 1. Make sure the required presets have been defined before a new cruise can be created.
 2. Click a camera live view to select.
 3. Click the **More options** button  in the **Cruise** field.
 4. To add a preset, click **Add**. Enter the preset number in the **Go to** field and the amount of time you want the camera to stay at this preset in the **Stay time (s)** field.

Note:

Stay time starts counting down when the camera leaves the previous preset. You can add a few seconds to account for camera travel.

5. To delete a preset, click **Remove**.
6. Click **Save** to save the cruise.
7. On the control panel, select **Enable** from the **Cruise** drop-down list to start cruising or **Disable** to stop cruising.

Note:

1. A cruise pauses when the camera is offline or stops when the camera is deleted from the camera list on AVer PTZ Management.
2. You can create cruises for multiple cameras to run cruises simultaneously.

6. Record

Click to start or stop recording.

Make sure you have selected where videos are stored and specify a storage size before you can record a video. To select where videos are stored and specify a storage size, go to **Management > Recording**.

7. Tracking Control

- **Tracking:** Turn tracking on or off.
- **Mode:** Select a tracking mode to follow the presenter in real time as they move. Make sure you have configured tracking modes on the camera web interface.

Mode	Description
Presenter	Frames and follows presenter on screen.
Zone	Frames the presenter in real time as they move using up to four presets. When the presenter exits the previous preset, the camera will follow and move to the next preset.
Segment	Lets you define a detection area for each preset. When the presenter enters the detection area, the camera will move to the corresponding preset. The detection area and preset do not need to overlap, which makes it suitable for presenting information, such as on the blackboard or slides.
Hybrid	Combines Presenter Mode and Segment Mode, and lets you define a detection area for each preset. When the presenter enters the detection area, the camera will move to the corresponding preset. When the presenter leaves the detection area, the camera will frame and follow the presenter using Presenter Mode.

- **Auto Zoom:** Auto Zoom is only available in Presenter Mode and Hybrid Mode. When turned off, the zoom ratio will be based on your selected preset on the camera web interface. To select a preset from the **Auto Zoom** drop-down list, go to **Tracking Settings > Presenter** or **Hybrid** on the camera web interface.

- **Click Track:** Click Track uses facial recognition and lets you switch the presenter you want to track. Click the **Click Track** button to frame everyone on screen in bounding boxes and click to select the presenter you want to track. Selected presenter will be in a red frame.



Note:

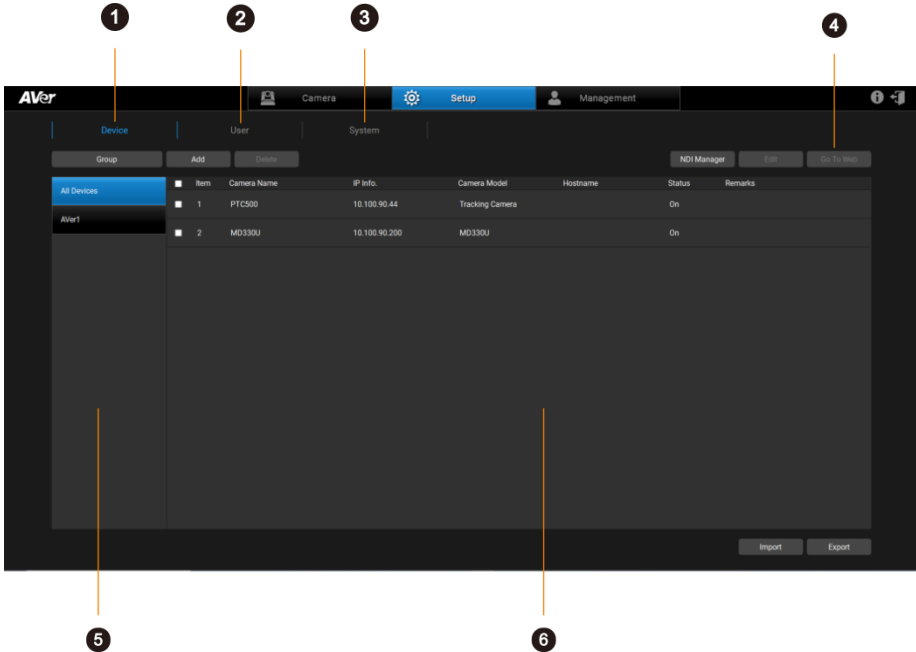
Click Track is only available in the single-grid live view during Presenter Mode and Hybrid Mode.

8. PTZ Cam and Wide-Angle Cam

Select the live view from the PTZ lens or the wide-angle lens for a dual-lens camera.

Setup

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



- 1. Device**
Search, add, delete and group cameras
- 2. User**
Add, edit and delete user information
- 3. System**
Check and configure PTZ Management system settings.
- 4. Go to Web**
Select a camera and then click “Go To Web” to enter camera Web UI.
- 5. All Device and Groups**
Click to display all the added cameras and camera groups.
- 6. Device List**
The added cameras will be displayed here

Add Cameras

Add AVer cameras manually, automatically, via NDI Manager or via the Import Camera Profile function.

- AVer cameras must be on the same LAN as the computer running AVer PTZ Management.
- To add CAM Series cameras, make sure you have enabled **VISCA** and **RTSP** under **Camera**.

To add cameras manually:

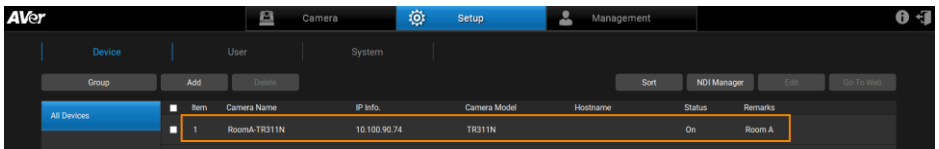
1. Go to **Setup > Device > Add**.
2. Enter camera information:

The screenshot shows the 'Add Device' configuration window. It features a dark theme with white text. At the top, there are radio buttons for 'AVer PTZ' (selected) and 'NDI', along with an 'Auto Search' button. Below this are input fields for 'Camera Name' and 'Camera Address'. The 'Camera Address' section has radio buttons for 'IP' (selected) and 'Hostname'. Further down are input fields for 'CGI Ports' (80), 'RTSP Ports' (554), 'RTSP Ports 2' (8554), and 'VISCA Ports' (52381). There are also fields for 'Camera Account', 'Camera Password', and 'Remarks'. At the bottom, there is a 'Group' section with a dropdown menu and a 'Group' label. Finally, there are 'Cancel' and 'Save' buttons at the bottom of the window.

Item	Description
PTZ Camera	Select AVer PTZ for AVer cameras or NDI for NDI cameras.
Camera Name	Input a camera name.
Camera Address	Select IP or Hostname and input the info in the

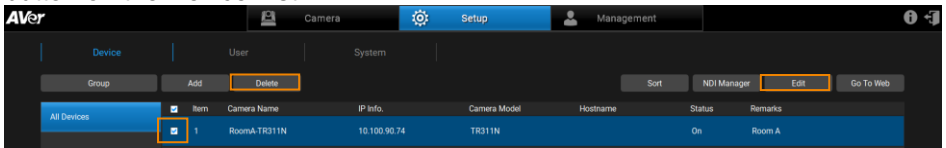
	column.
CGI Port	Enter a port number if necessary. The default port number is 80.
RTSP Port	Enter a port number for PTZ lens. The default port number is 554.
RTSP Port 2	Enter a port number for wide-angle lens if you have a dual-lens camera. The default port number is 8554.
VISCA Port	Enter a port number if necessary. The default port number is 52381.
Camera Account	Input the ID of the camera.
Camera Password	Input the password of the camera.
Remarks	Optionally enter some remarks for the camera.
Group	If you want to add this camera to a certain group, select a group. [Note] The groups have to be pre-configured. Please refer to < Group Cameras > for more details.

3. Click **Save**, the camera has been added to the Device List.

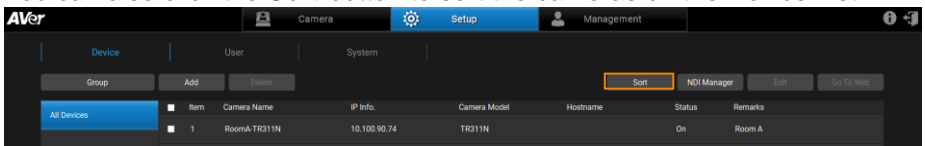


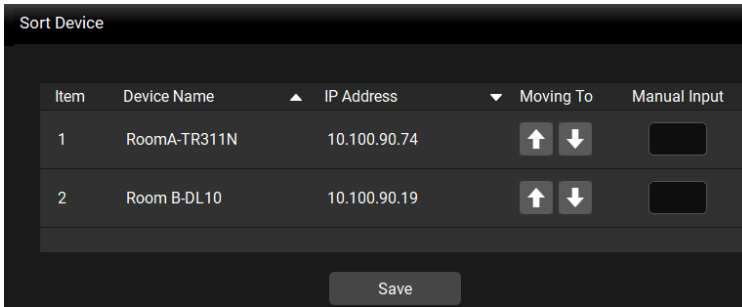
4. Repeat steps 1~2 to add more cameras.


5. To edit or delete a camera, select a camera and then click the **Delete** or **Edit** button on the Device List.



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

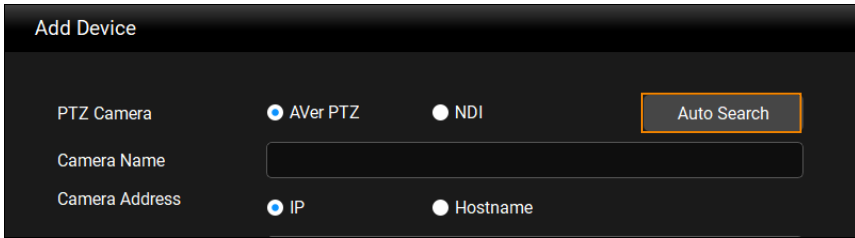




- Click the triangle button beside **Device Name** or **IP Address** to sort the camera list in an ascending or descending order based on the Device Name or IP Address.
- Click the  buttons to move up or move down the camera on the list.
- Insert a sorting number in the Manual Input box to manually sort the camera list and then press Enter to execute. For example, if you want to move Room B-DL10 to the first row, input "1" in the **Manual Input** box of Room B-DL10 and then press Enter. The Room B-DL10 will be moved to the first row.

To add cameras automatically:

1. Go to **Setup > Device > Add**.
2. Click **Auto Search** to search for cameras on the same LAN as the computer running AVer PTZ Management.



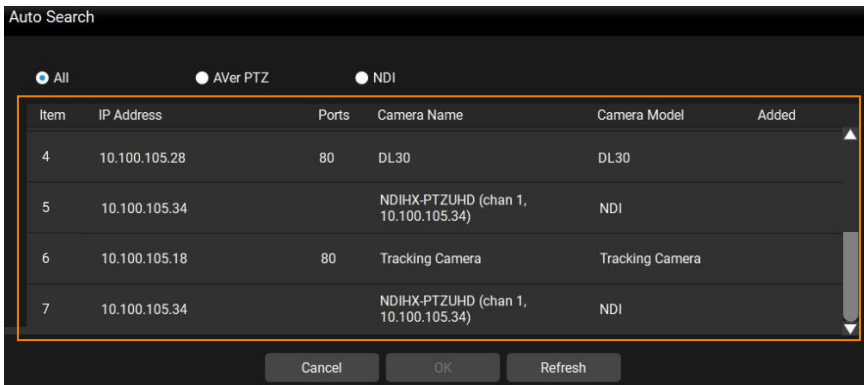
Add Device

PTZ Camera AVer PTZ NDI Auto Search

Camera Name

Camera Address IP Hostname

3. A list of available cameras will appear. Select **All**, **AVer PTZ** or **NDI** to filter them.



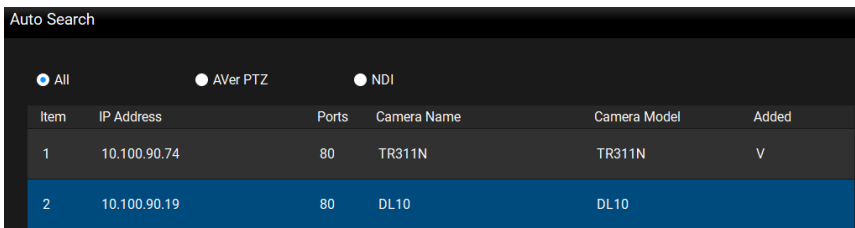
Auto Search

All AVer PTZ NDI

Item	IP Address	Ports	Camera Name	Camera Model	Added
4	10.100.105.28	80	DL30	DL30	
5	10.100.105.34		NDIHX-PTZUHD (chan 1, 10.100.105.34)	NDI	
6	10.100.105.18	80	Tracking Camera	Tracking Camera	
7	10.100.105.34		NDIHX-PTZUHD (chan 1, 10.100.105.34)	NDI	

Cancel OK Refresh

4. Click to select a camera. Then click **OK**.



Auto Search

All AVer PTZ NDI

Item	IP Address	Ports	Camera Name	Camera Model	Added
1	10.100.90.74	80	TR311N	TR311N	V
2	10.100.90.19	80	DL10	DL10	

5. Enter camera information:

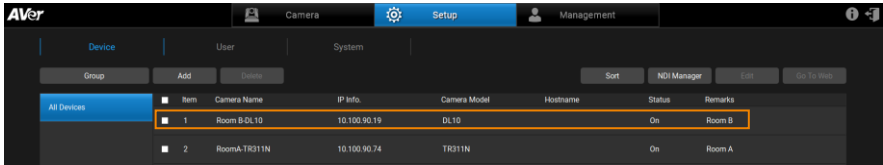
The screenshot shows the 'Add Device' configuration interface. It includes the following elements:

- PTZ Camera:** Radio buttons for 'AVer PTZ' (selected) and 'NDI', with an 'Auto Search' button.
- Camera Name:** A text input field.
- Camera Address:** Radio buttons for 'IP' (selected) and 'Hostname', followed by a text input field.
- CGI Ports:** A text input field with the value '80'.
- RTSP Ports:** A text input field with the value '554'.
- RTSP Ports 2:** A text input field with the value '8554'.
- VISCA Ports:** A text input field with the value '52381'.
- Camera Account:** A text input field.
- Camera Password:** A text input field.
- Remarks:** A text input field.
- Group:** A dropdown menu with 'Group' selected.
- Buttons:** 'Cancel' and 'Save' buttons at the bottom.

Item	Description
PTZ Camera	Select AVer PTZ for AVer cameras or NDI for NDI cameras.
Camera Name	Input a camera name.
Camera Address	Select IP or Hostname and input the info in the column.
CGI Port	Enter a port number if necessary. The default port number is 80.
RTSP Port	Enter a port number for PTZ lens. The default port number is 554.
RTSP Port 2	Enter a port number for wide-angle lens if you have a dual-lens camera. The default port number is 8554.
VISCA Port	Enter a port number if necessary. The default port number is 52381.
Camera Account	Input the ID of the camera.
Camera Password	Input the password of the camera.
Remarks	Optionally enter some remarks for the camera.
Group	If you want to add this camera to a certain group, select a group.

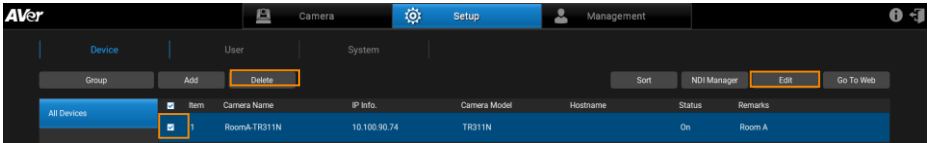
[Note] The groups have to be pre-configured.
Please refer to <[Group Cameras](#)> for more details.

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

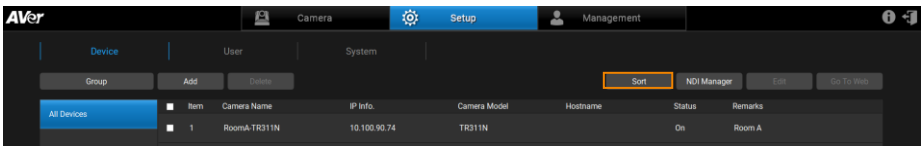


7. Repeat steps 1~6 to add more cameras.

8. To edit or delete a camera, select a camera and then click the **Delete** or **Edit** button on the Device List.



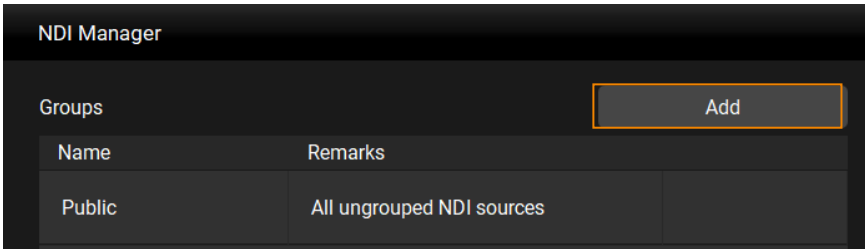
9. You can also click the **Sort** button to sort the cameras on the Device List.



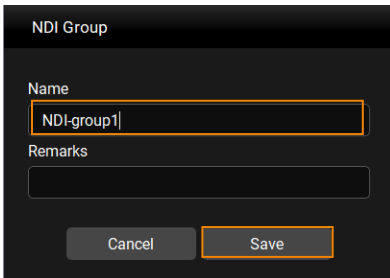
To add pre-grouped NDI® cameras using NDI Manager:

You can add NDI® cameras which you have grouped together beforehand, add the group name in the NDI® Manager so that this group can be searched for.

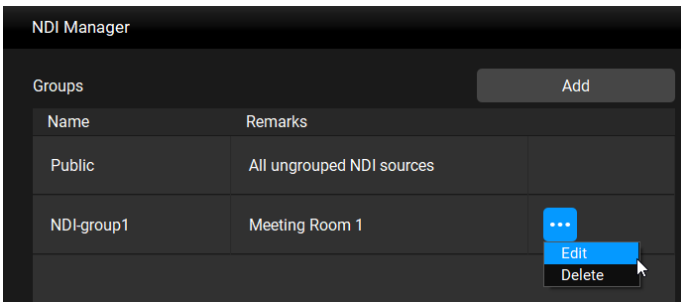
1. Ensure the NDI® Cameras have been grouped beforehand.
2. Go to **Setup > Device > NDI Manager** button.



3. Click the **Add** button. Input the Name of the pre-determined NDI® group name. Click **Save**, you can now search for cameras in this group.



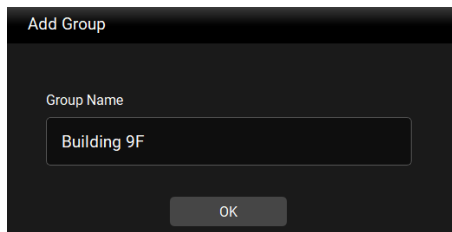
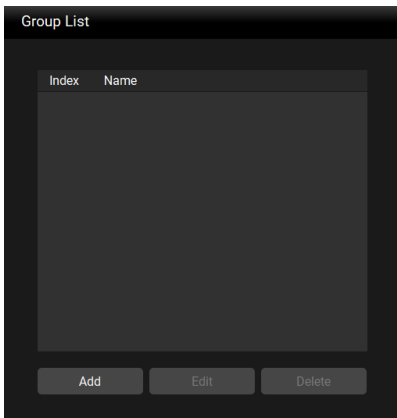
4. Click **...** to edit or delete the group.



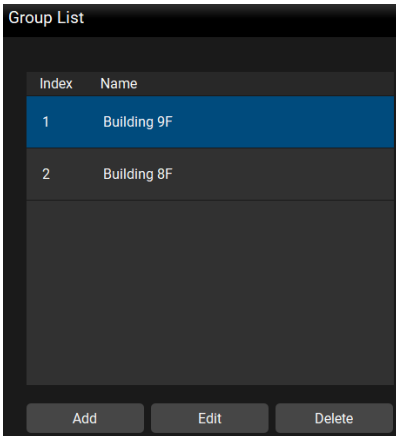
Group Cameras

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

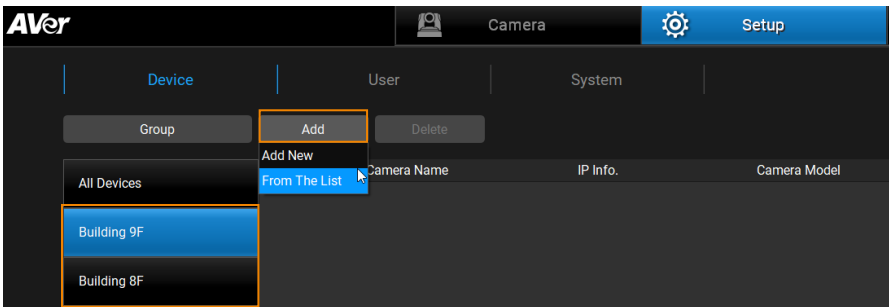
1. Add cameras. Please refer to <[Add Cameras](#)> for more details.
2. Go to **Setup > Device**, click the **Group** button.
3. Click **Add** and input a group name. Click **OK**.



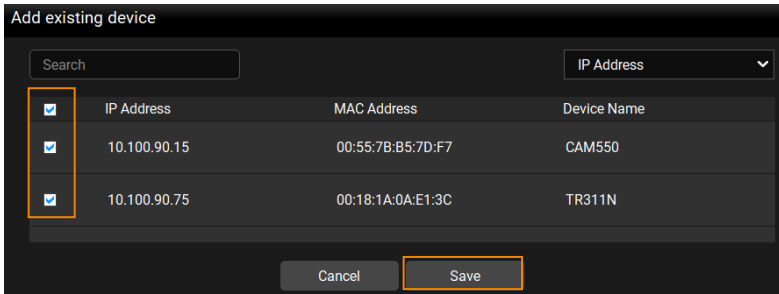
4. The group name has been added to the Group List. Click **Add** to add more groups. Up to 64 groups can be added. If you want to edit or delete a group, select a group by clicking on it, and then click the **Edit** or **Delete** button.



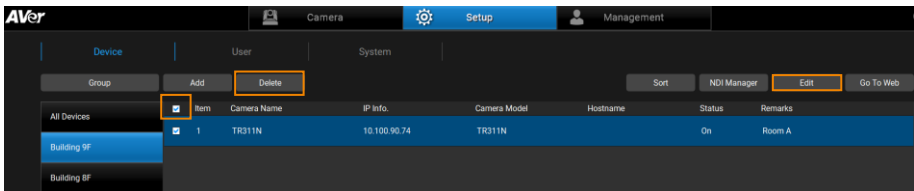
5. To add cameras to the created group, select a group by clicking on it and click **Add**.



- **Add New:** If you want to add cameras manually to this group, click **Add New** and then input the related camera info. Please refer to **To add cameras manually** in the [<Add Cameras>](#).
- **From the List:** If you want to add the cameras from the Device List to this group, click **From The List**, select the desired cameras and click **Save**. The cameras will be added to this group.



6. If you want to delete or edit a camera in a group, select a camera and click **Delete** or **Edit** on the Device List.

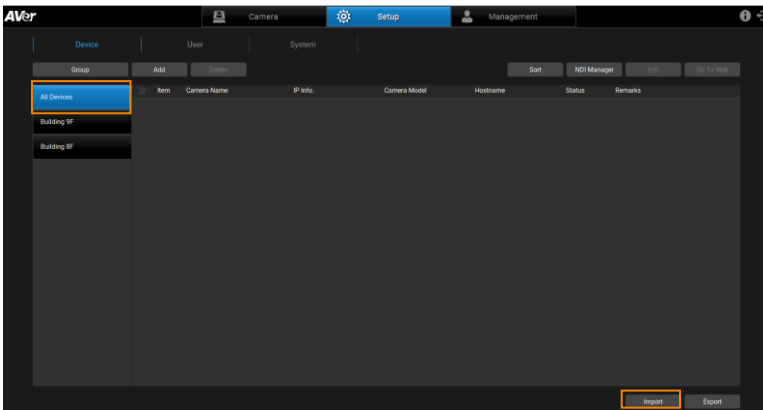


Import/Export Camera Profile

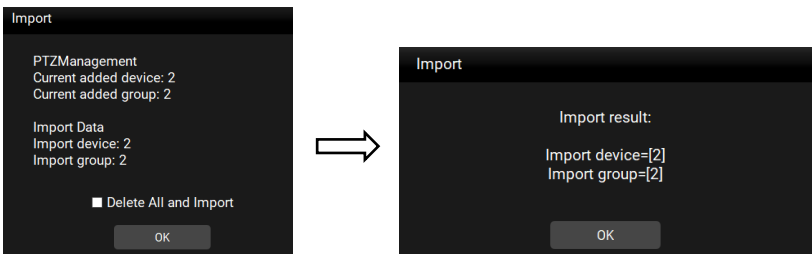
When you want to change to another system, you can import camera profile to the device list, or export camera profile to your local system. Cameras that have been added to your old system can be added to your new system by using the import function.

To import camera profile:

1. Prepare and store the camera profile (.csv) to your computer/system installed with PTZ Management software. Click the **Export** button in **Setup > Device** to get the .csv file.
2. To import camera profile to the Device List of All Devices, click **All Devices** and then click **Import**.



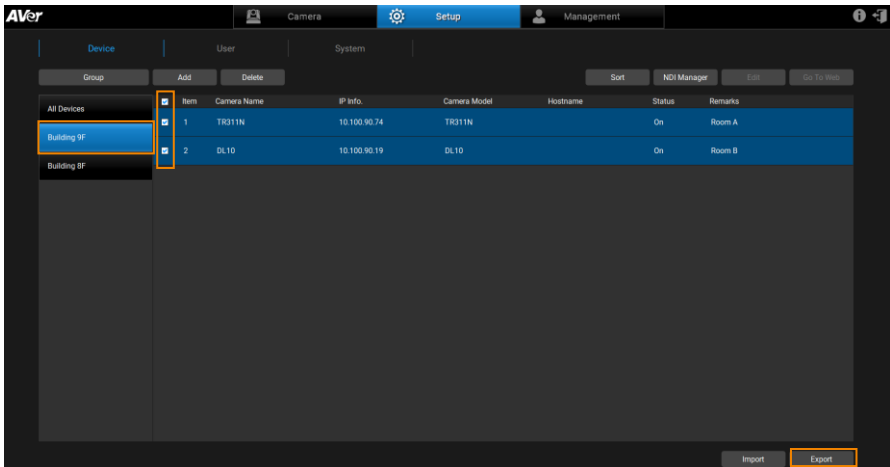
3. Select the camera profile (.csv) and then click **OK**. The cameras in the camera profile will be added to the Device List.



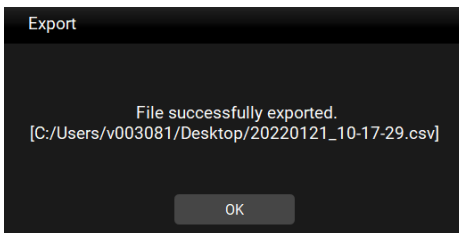
You can export camera profile from **All Devices** or the created **Groups**. Here we use **Group** for example on how to export camera profile.

To export camera profile:

1. Go to **Setup > Device**, click on a Group on the left-side pane, select the cameras you want to export, and click **Export**.



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



User Account Management

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

To add users:

1. Go to **Setup > User**, click **Add**.

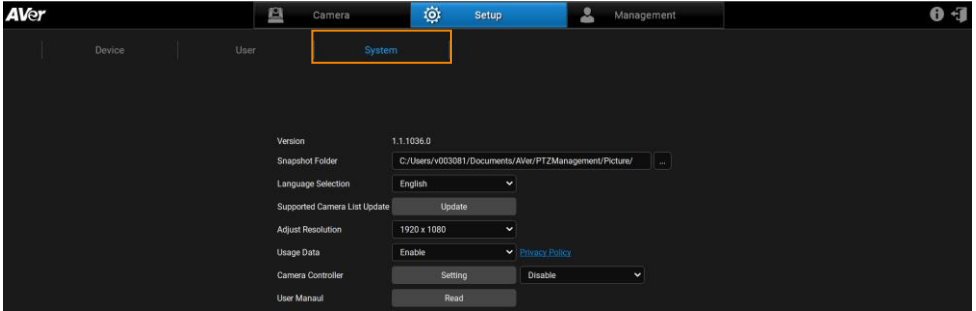
The screenshot shows a dark-themed 'Add User' form. It contains the following fields and options:

- User Name:** Text input field containing 'User1'.
- Password:** Password input field with a single dot visible.
- Confirm Password:** Password input field with a single dot visible.
- E-Mail:** Text input field containing 'user@aver.com'.
- Type:** Dropdown menu set to 'User'.
- Group:** A list of items with checkboxes: 'Group' (checked), 'Building 9F' (checked), and 'Building 8F' (checked).
- Device:** A list of items with checkboxes: 'Device' (checked), 'TR311N' (checked), and 'DL10' (checked).
- Buttons:** 'Cancel' and 'Save' buttons at the bottom.

2. Insert **User Name**, **Password** and **E-Mail**. Select a **Type** for this user account and then select the privilege items from the **Group** and **Device** fields. Select the group(s) to grant access to the group(s). Select the camera(s) to grant access to the camera(s) for camera control, e.g. pan, tilt, zoom, go to preset, tracking, etc.
3. Click **Save**, this user has been added to the user list.
4. To edit the user name, password and other user information, select a user by clicking on it and then click the **Edit** button. You can also click the **Delete** button to delete the selected user account.

Configure System Settings

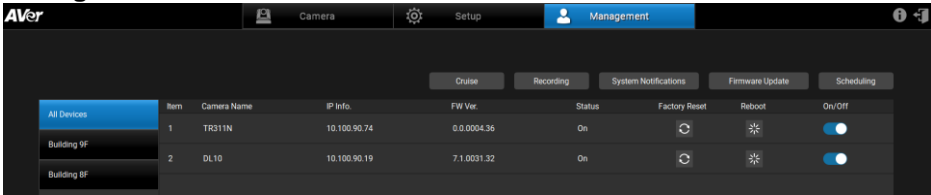
You can configure system settings using this page. Go to **Setup > System**.



Item	Description
Version	Displays the version of AVer PTZ Management software.
Snapshot Folder	Select a folder to store the snapshot images.
Language Section	Select a language for PTZ Management software, including English, Traditional Chinese and Korean.
Supported Camera List Update	Click Update to update the list of the supported cameras.
Adjust Resolution	Select from the drop-down list to set a resolution.
Usage Data	To continuously improve AVer PTZ Management, we may collect your usage data. However, we will not collect personally identifiable information such as your e-mail address, MAC address, IP address, and more.
Camera Controller	Enable the function and select from Ports and Speed drop-down list to set up.
User Manual	Click Read to download AVer PTZ Management User Manual.

Management

You can view connected camera information and manage the settings in **Management**.



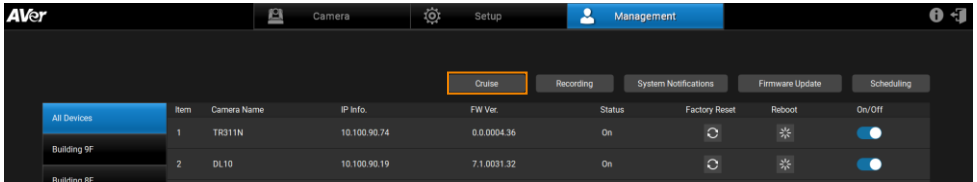
Items	Description
Cruise	Set up Cruise function for each camera.
Recording	Set up Recording function for each camera.
System Notifications	Send notification to users' email about new camera firmware update or camera video loss.
Firmware Update	Update camera firmware.
Scheduling	Set up schedule to power on/off or reboot cameras.
Factory Reset	Click to restore factory settings.
Reboot	Click to reboot the camera.
On/Off	Click to turn on/off the camera.

[Note]

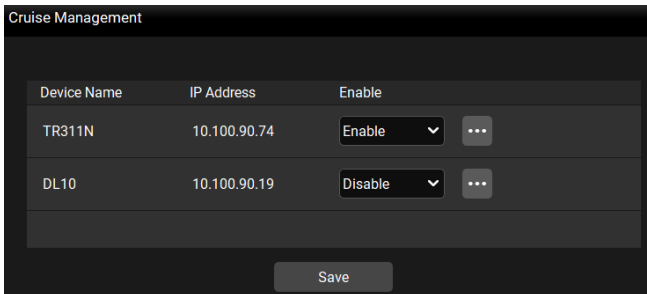
- Remember to turn on Wake-On-LAN (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- To prevent CAM Series cameras from going offline, turn off Sleep Timer or select to connect via RTSP on the camera's web interface.

Cruise Management

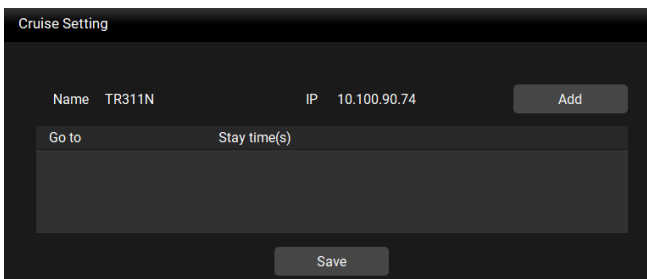
The Cruise function allows users to specify a scanning route based on the preset positions for the camera to automatically move among the positions.



1. Click the **Cruise** button, and view connected devices below.

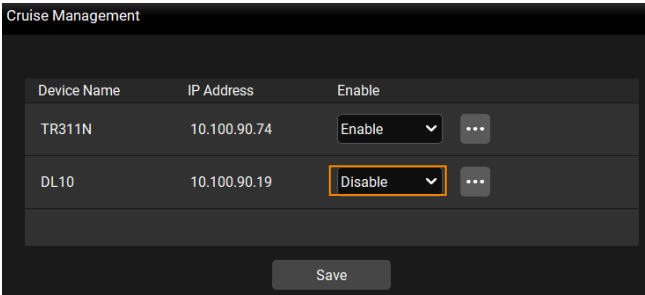


2. To enable the **Cruise** function for the desired cameras, select **Enable** in the Enable column for the desired cameras.
3. To set up a scanning route for the desired cameras, click the button for the desired cameras.

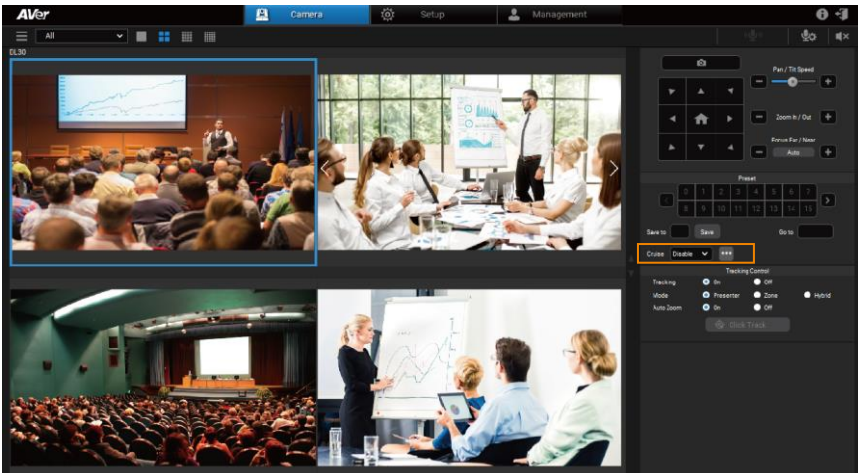


You can add multiple preset positions and specify the dwell time for each position.

4. After configuring the Cruise settings for all of the desired cameras, on the **Cruise Management** page, click the **Save** button to save the settings.
5. To view the Cruise results, go to the Live View window, the cameras setup with Cruise function should be cruising on the Live View.
6. To stop cruising, you can try either way:
 - On the **Cruise Management** page (**Management > Cruise**), select **Disable** for the cameras you want to stop cruising and then click **Save**.



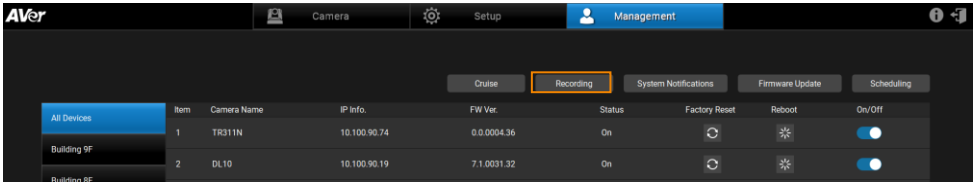
- You can also use the **Cruise** function on the Control Panel to instantly enable/disable or set up the Cruise function. Please refer to **Cruise** in the [<Control Panel>](#) chapter for more details.



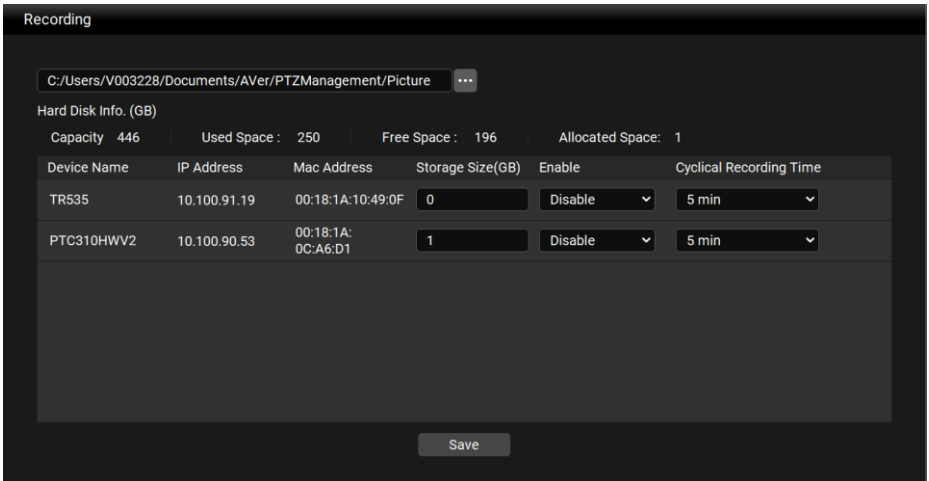
Recording

Record camera live view.

[Note] Recording is not available for CAM Series.



1. Go to **Management > Recording**.

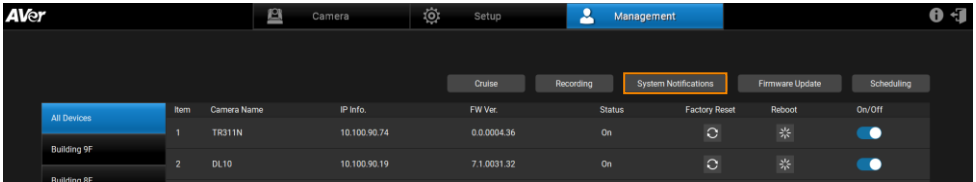


2. Click the button and select a directory to store videos.
3. Enter a **Storage Size (GB)** for the desired camera. Recording will stop when the storage size is reached.
4. From the **Enable** drop-down list, select **Enable** and click **Save** to start recording immediately. If you select **Disable**, you can start recording by clicking the **record** button on the live view control panel.
5. Use **Cyclical Recording Time** to set your camera to record a series of 1-, 3-, 5-, or 10-minute videos until the storage is full before deleting the oldest video. It can also be set to **No limit**, which will record until the storage is full before showing an alert.

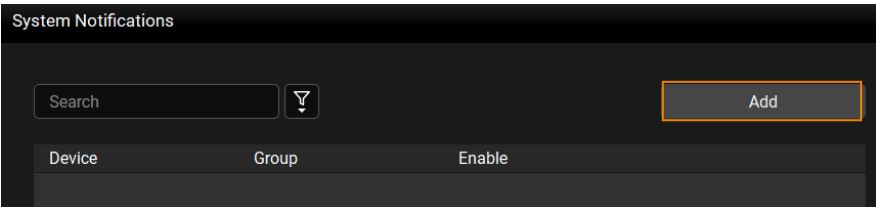
System Notifications

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

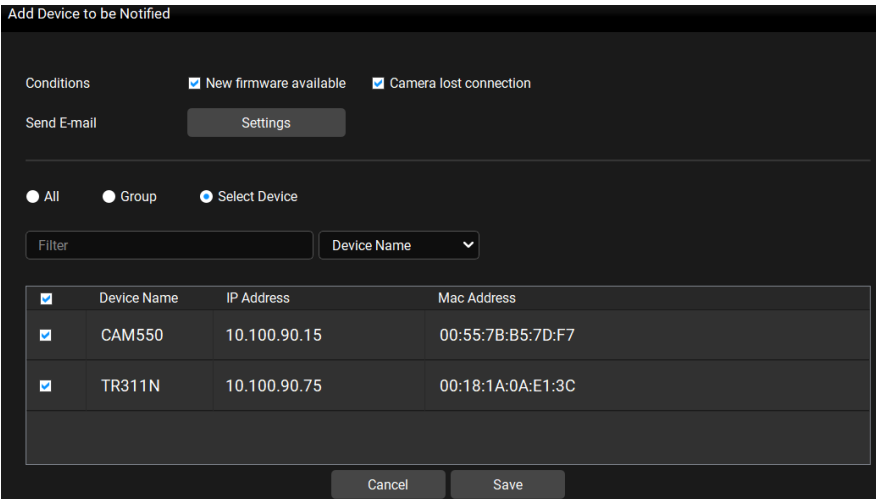
[Notes] This function is not available for CAM Series.



1. Go to **Management > System Notifications > Add.**



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



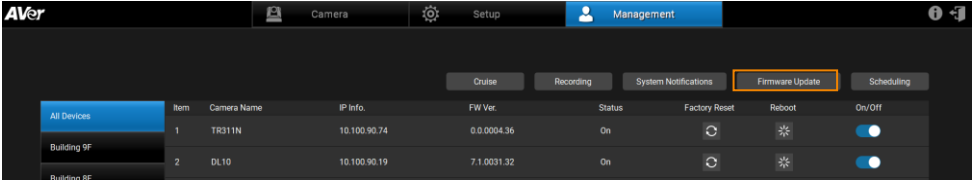
- **Conditions:** Select the desired conditions to be notified.

- **Send E-mail:** Click **Settings** to input an email address to receive notifications.
 - **Select cameras:** You can select the desired cameras by clicking **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the **Filter** field to filter cameras.
3. In **System Notifications**, select **Enable** from the drop-down list in the **Enable** field. Select **Disable** to disable the notification.
 4. Follow **Step 1** to **Step 3** to set up more notifications.

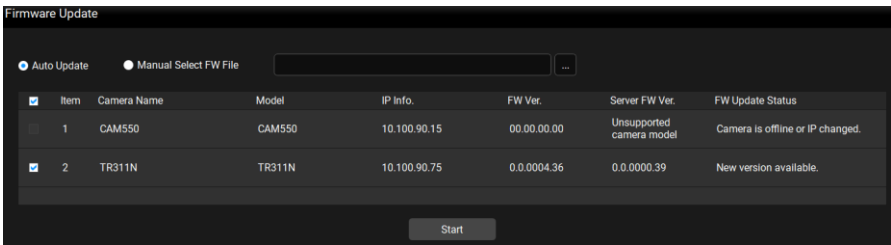
Firmware Update

Conduct camera firmware update.

[Notes] Firmware cannot be updated when the selected cameras are power-off, standby or offline.



1. Go to **Management > Firmware Update.**



To update camera firmware, you can:

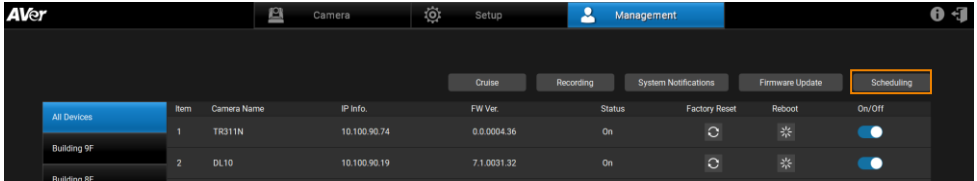
- **Update Automatically:** Select **Auto Update** > Select camera(s) and click **Start**. PTZ Management will start updating firmware of the selected camera(s).
- **Update Manually:** Store the firmware file to your system. Select **Manual Select FW File** and then click **...** to open the firmware file. Select camera and click **Start**. PTZ Management will start updating firmware of the selected camera.

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

Scheduling

Set up schedule to power on/off or reboot cameras. The schedule will execute until you disable it.

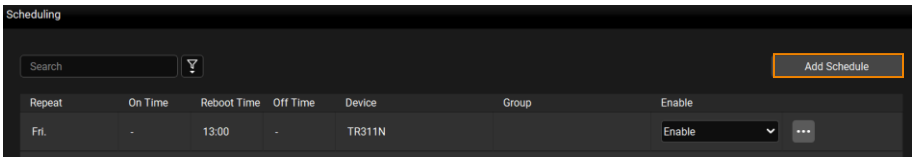
[Notes] This function is not available for CAM Series.



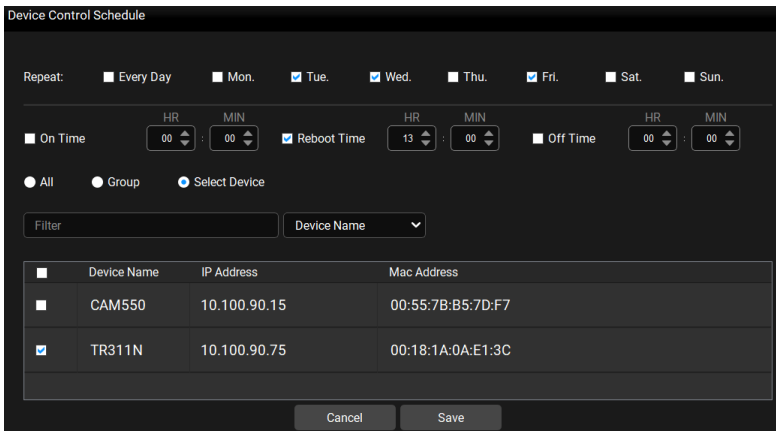
- Make sure all devices are connected via Ethernet cable in order to power on.
- Remember to turn on Wake On Lan (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- The PTZ Management must be running in order to control the camera on /off/reboot.

To create a schedule:

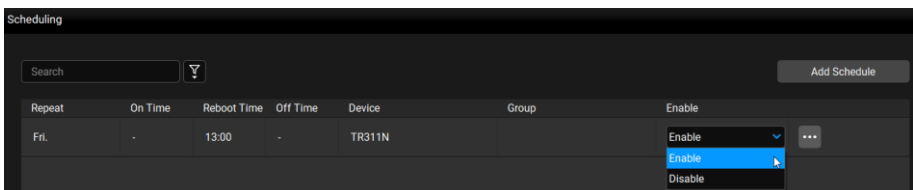
1. Go to **Management > Scheduling > Add Schedule**.



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



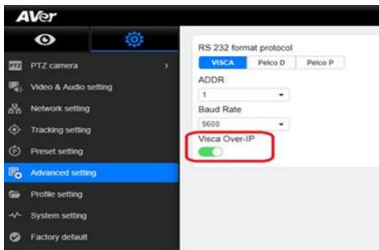
- **Repeat:** Select a routine day for the schedule. Select **Every Day** to activate the schedule daily; or select the desired day(s) to activate the schedule on the selected day(s).
 - **Action items:** Set up action time for the selected action items. Action items include **On Time**, **Reboot Time** and **Off Time**.
 - **Select cameras:** You can select the desired cameras to be applied with this schedule. Select from **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the Filter field to filter cameras.
3. On the **Scheduling** list, select **Enable** from the drop-down list in the **Enable** field.



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

Troubleshoot

1. How many cameras can I connect?
 - Currently, we can connect up to 256 cameras with AVer PTZ Management.
2. Why is there no camera shown after auto-search?
 - Please make sure AVer PTZ Management and camera are on the same LAN segment.
3. Why is the camera status always in off status?
 - Please make sure AVer PTZ Management and camera are on the same LAN segment.
 - Please check **VISCA over IP** is enabled. The web setting interfaces vary depending on models.



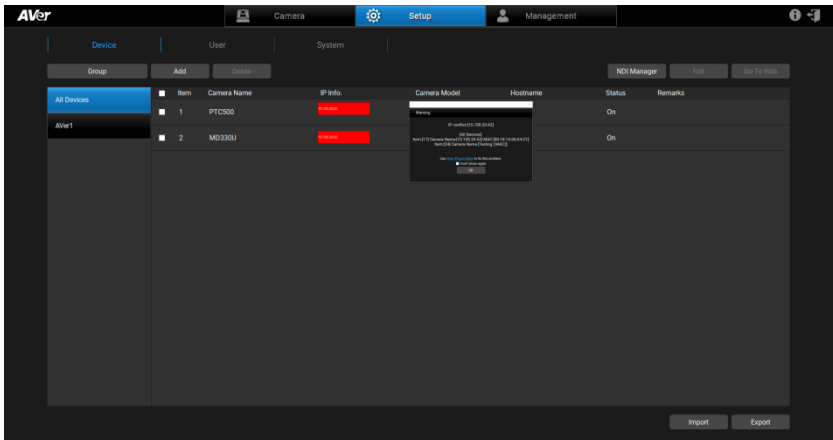
- If AVer PTZ Management and camera are not at the same LAN segment, please check UDP and TCP ports are not blocked by the firewall.
 - ✓ VISCA Control port: 52381
 - ✓ CGI port: 80
 - ✓ RTSP port: 554
4. Why can't I click "**Click Track**"?
 - Click Track function can only be used when Tracking is enabled and only supports the following models:
USA:
TR310/TR311/TR311HN/TR313/TR331/TR333
TR313V2/TR333V2/TR333NV2/TR331V2/TR331NV2
DL10/DL30

Non USA:

PTC310/PTC310U/PTC310H/PTC310N/PTC310UN/PTC310HN/
PTC330/PTC330N/PTC330U/PTC330UV2/PTC330UNV2/PTC330V2/
PTC330NV2
DL10/DL30

5. What should I do when “**IP Conflict**” message appears?


- An IP conflict arises when two devices share the same IP address, which is probably caused by an internal error of the DHCP server. In that case, a warning message will pop up. You can change, delete or add a camera IP address again via **Aver IPCam Utility** to resolve the IP conflict.

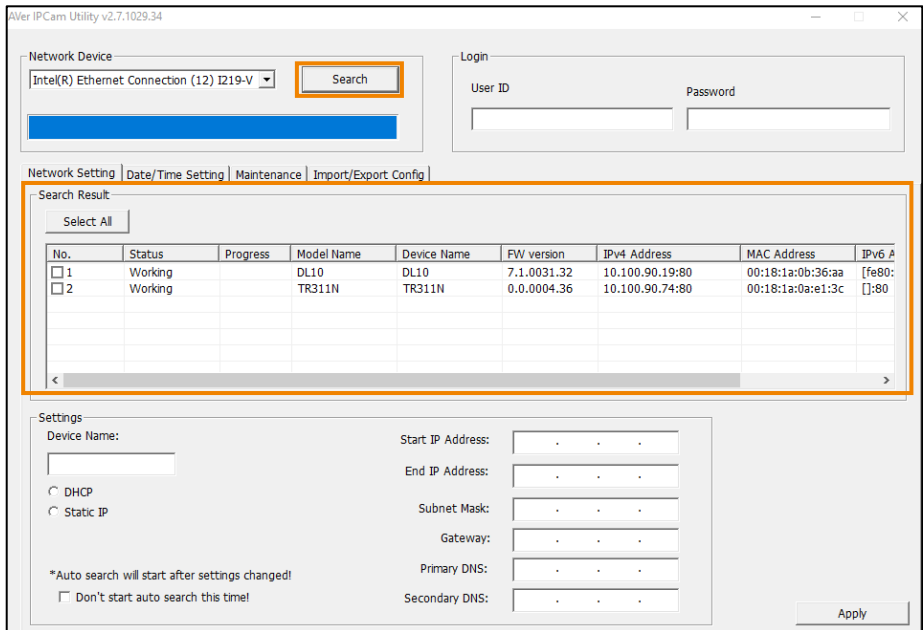


Appendix

AVer IPCam Utility

AVer IPCam Utility application will be installed along with AVer PTZ Management. You can use the AVer IPCam Utility to look for the network cameras connected on the same LAN, or configure camera network settings.

1. Ensure the cameras and the computer installed with AVer IPCam Utility are connected on the same LAN.
2. Double-click on the AVer IPCam Utility shortcut  on your desktop to launch the software.



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

To configure the network setting of a camera:

1. In the **Search Result** field, select a camera by checking the checkbox in the **No.** column, the network info of the selected camera will be displayed in the **Settings** field.

Network Device: Intel(R) Ethernet Connection (12) I219-V

Login: User ID: Password:

Network Setting | Date/Time Setting | Maintenance | Import/Export Config

Search Result

No.	Status	Progress	Model Name	Device Name	FW version	IPv4 Address	MAC Address	IPv6 A
<input checked="" type="checkbox"/> 1	Working		DL10	DL10	7.1.0031.32	10.100.90.19:80	00:18:1a:0b:36:aa	[fe80:
<input type="checkbox"/> 2	Working		TR311N	TR311N	0.0.0004.36	10.100.90.74:80	00:18:1a:0a:e1:3c	[]:80

Settings

Device Name: DL10

Start IP Address: 10 . 100 . 90 . 19

End IP Address: . . .

Subnet Mask: 255 . 255 . 255 . 0

Gateway: 10 . 100 . 90 . 254

Primary DNS: 10 . 100 . 1 . 6

Secondary DNS: 0 . 0 . 0 . 0

*Auto search will start after settings changed!
 Don't start auto search this time!

Apply

2. In the **Settings** field, you can either change the network setting of a camera to **Static IP** or **DHCP**.
 - **Static IP:** Select **Static IP** and then fill in the related network info on the right side.
 - **DHCP:** Select **DHCP** and the relative network info will be automatically displayed on the right side.
3. In the **Login** field, input the **User ID** and **password**.

Login

User ID: Password:

admin *****

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