

AVer PTZ Management

User Manual



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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>

Europe

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

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

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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/>

Europe: <https://www.aver europe.com/download-center>

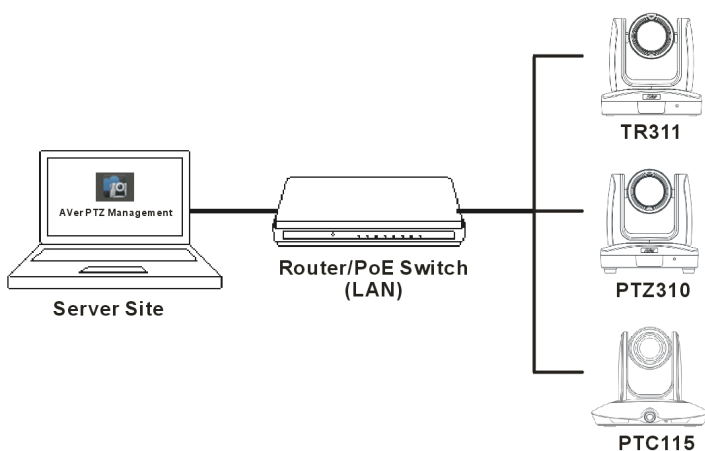


AVer PTZ Management.exe

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


CONNECTION

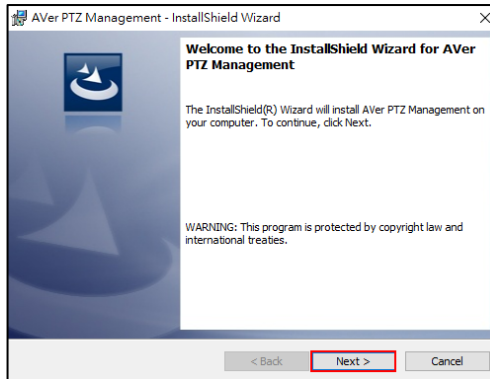
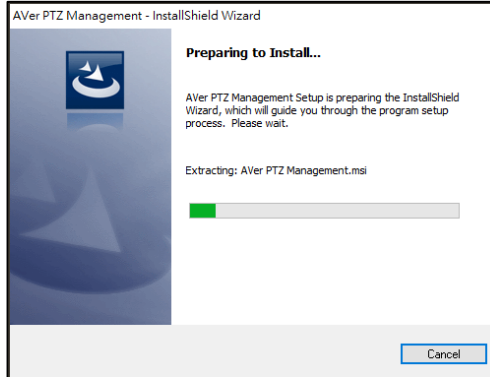
- Please make sure all devices are well-connected and power on.
- Needs to install “**AVer PTZ Management**” application.
- The server site IP needs a public IP address, if client site and server site are not an internal connection (different location).



INSTALLATION

Install AVer PTZ Management


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



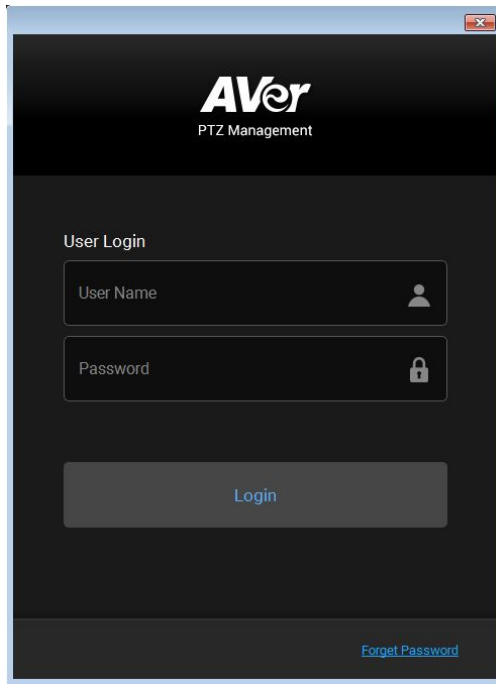
2. After installation, the AVer PTZ Management icon  is displayed.

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.”


[Note] User name and password are still admin if your device changes.



AVer
PTZ Management

User Login

User Name 

Password 

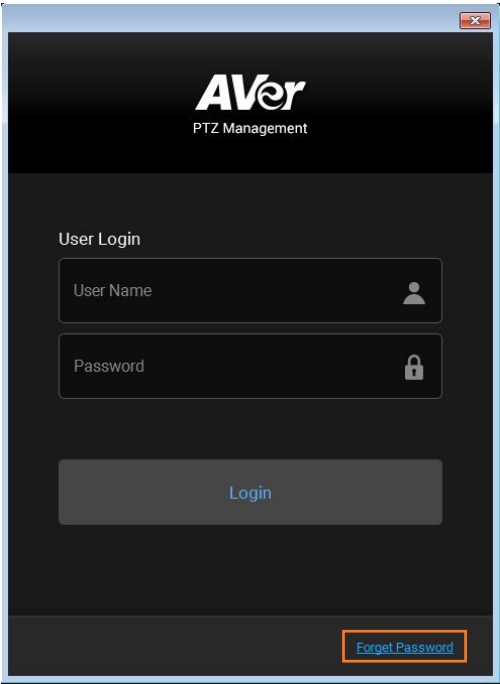
Login

[Forgot Password](#)

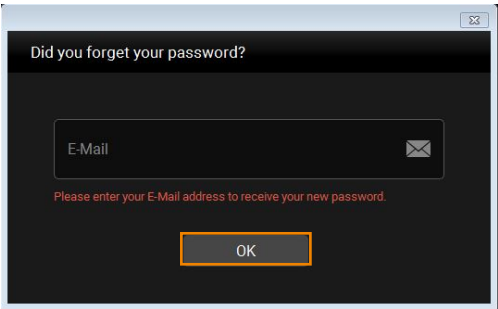
[Note] The recommended monitor resolution to view AVer PTZ Management is 1920x1080. Some layout will be incomplete in the 1366x768 resolution.

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.

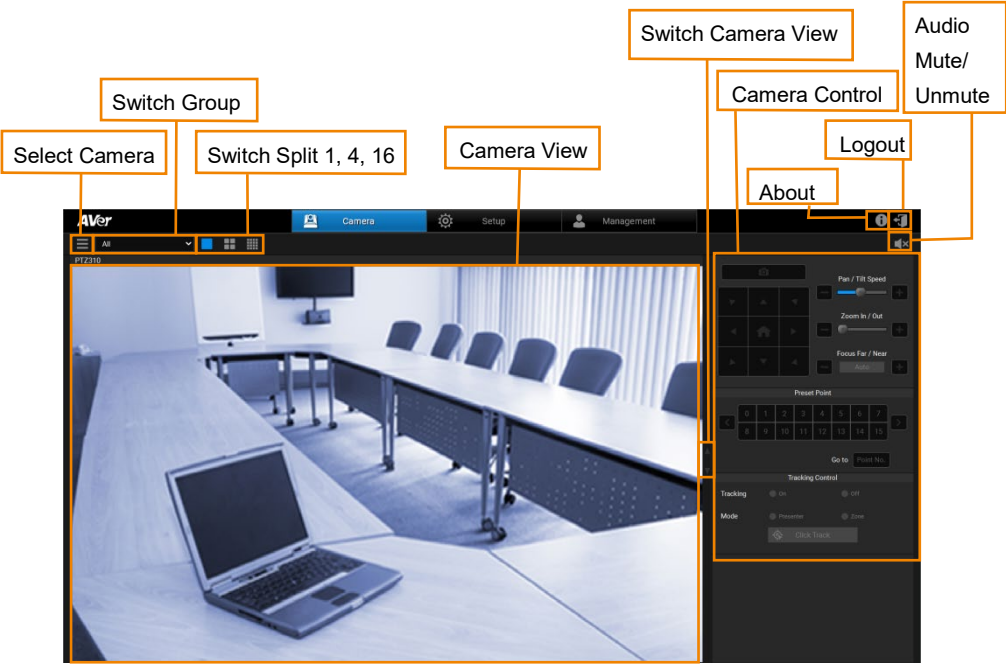


Main Functions Introduction

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.



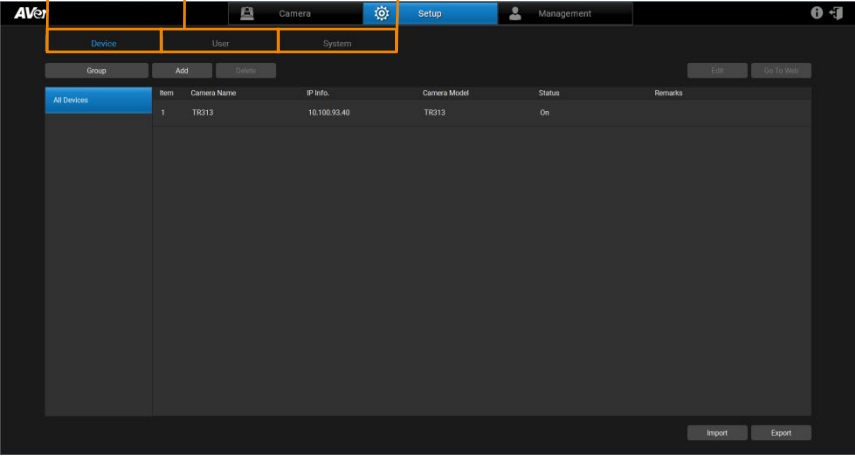
Setup

Under **Setup**, there are three main tabs: **Device**, **User**, and **System**. You can group the connected cameras under **Device**.

Add, edit, and delete user information.

Search, add, and delete cameras, and create groups.

Assign the snapshot folder, select language, update supported camera list, adjust resolution, and enable/disable user data collection.



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, reboot camera, and schedule to power on/off/reboot camera here.

Show added camera information, factory reset, reboot, and turn on/off camera.

Firmware Update

Scheduling

AVer

Camera

Setup

Management

Fireware Update


Scheduling

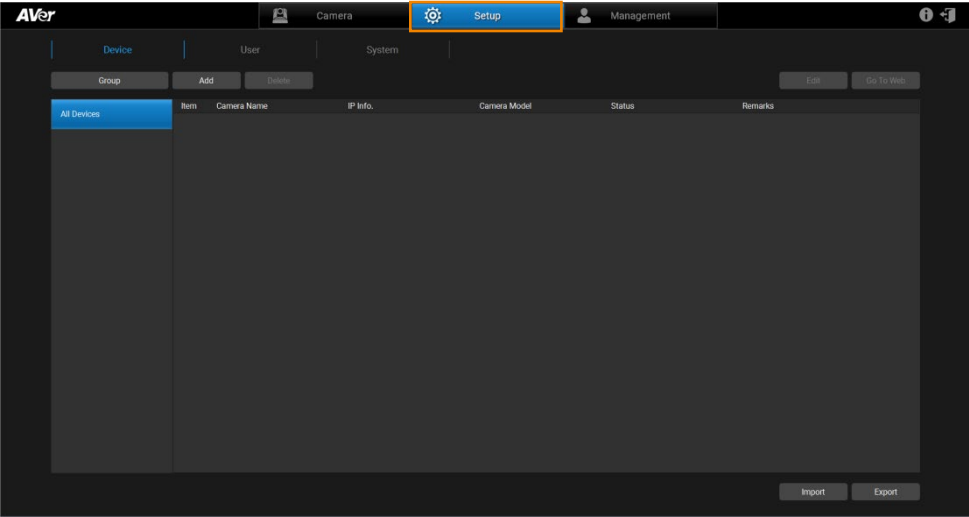
All Devices	Item	Camera Name	IP Info.	FW Ver.	Status	Factory Reset	Reboot	On/Off
	1	TR313	10.100.93.40	0.0.0000.22	On			

Search and Add Camera

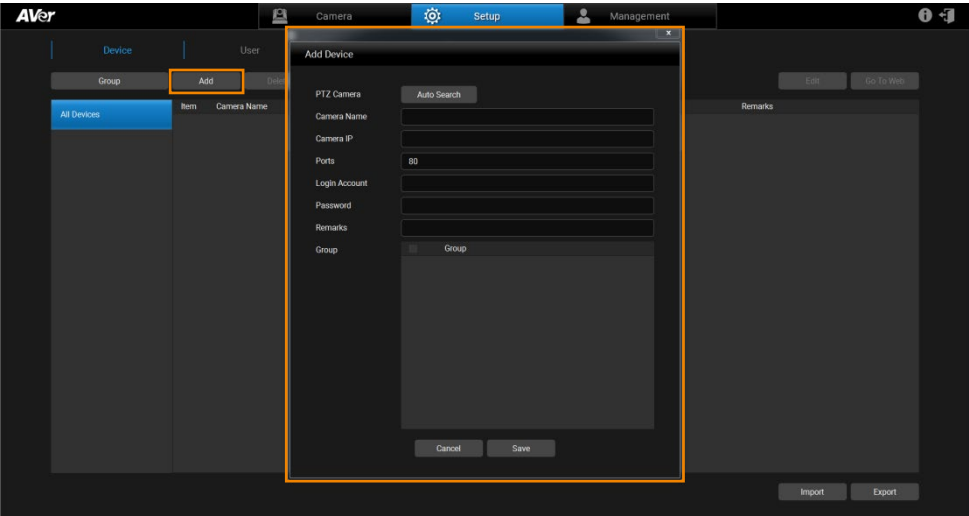
To find the camera and add.

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

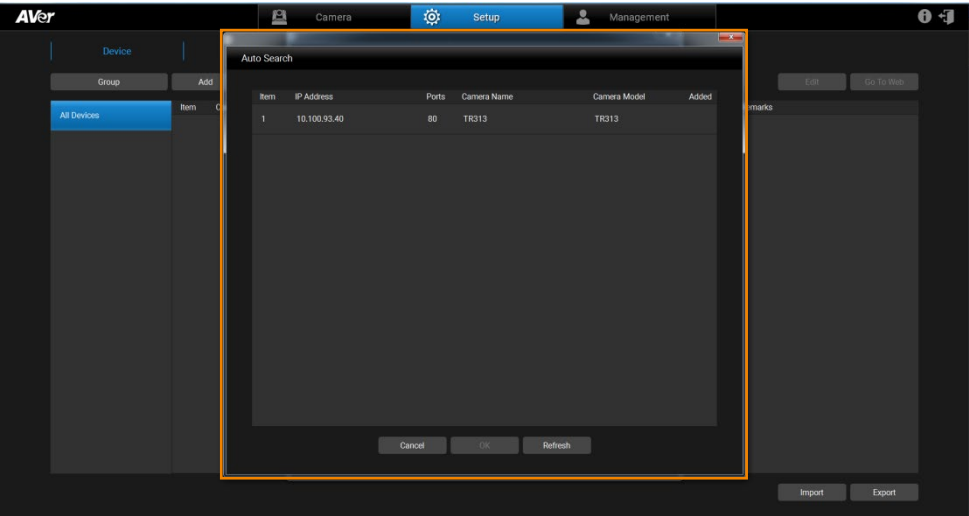
- 1. Click  button to configure connected camera.



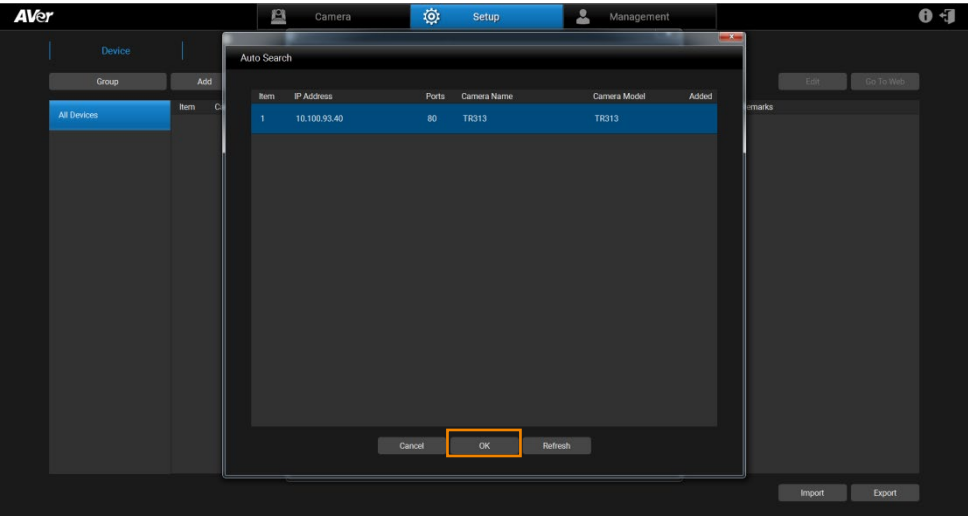
2. Click **Add** button to pop up **Add Device** dialog.



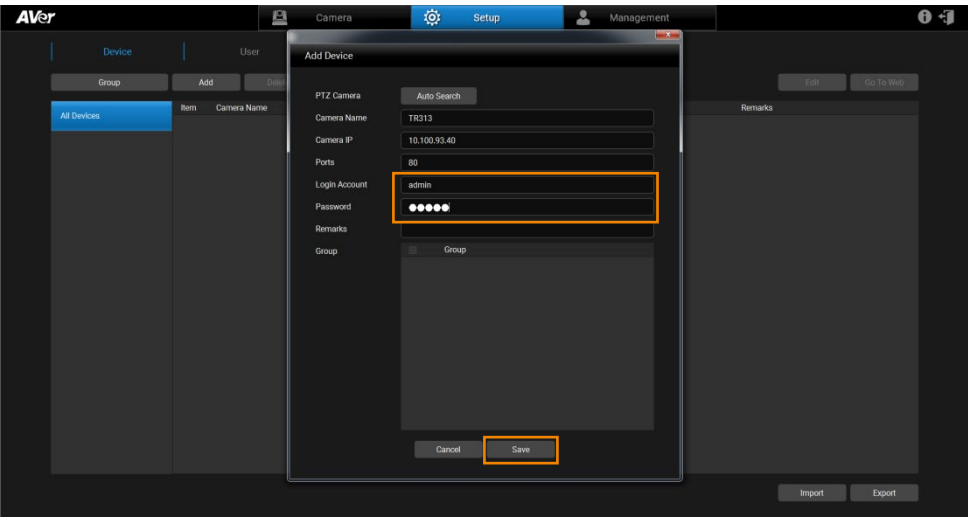
3. Click **Auto Search** button to search camera that can be connected.



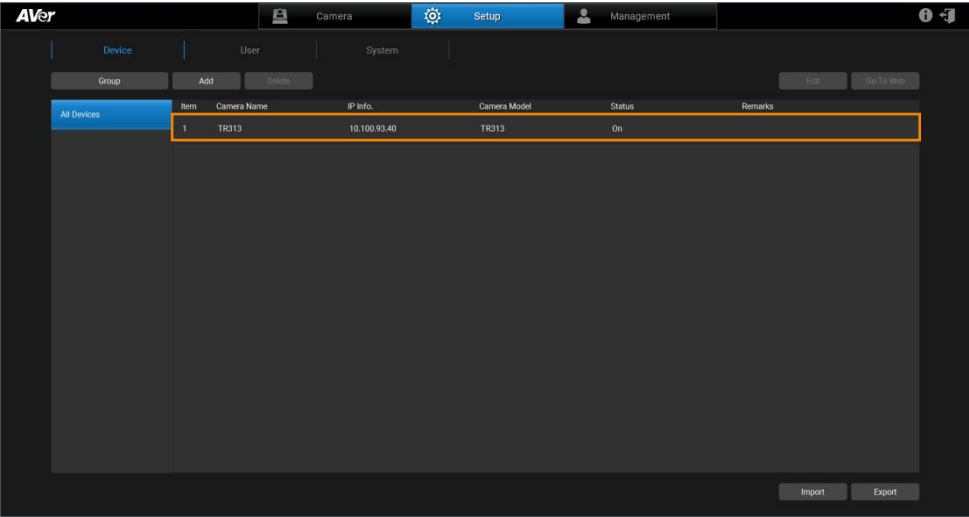
4. Select the camera and then click **OK** button.



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

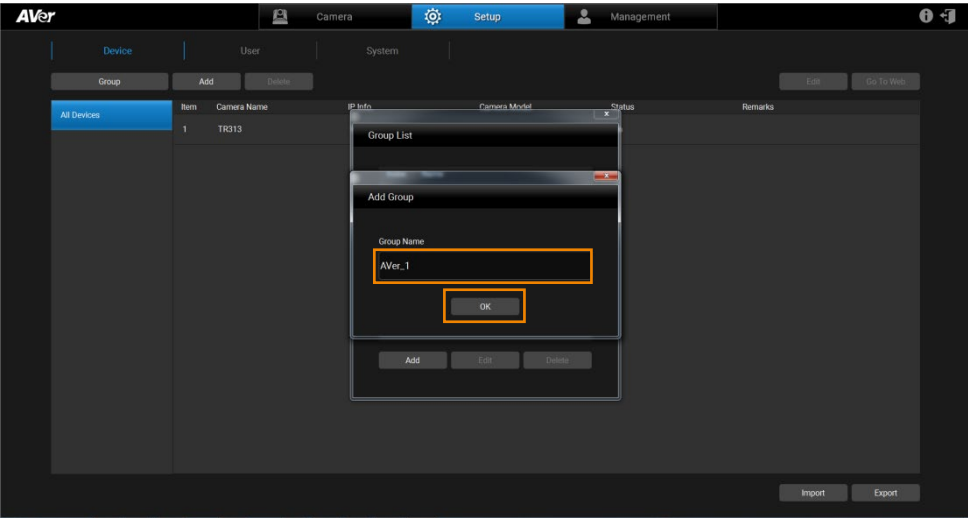
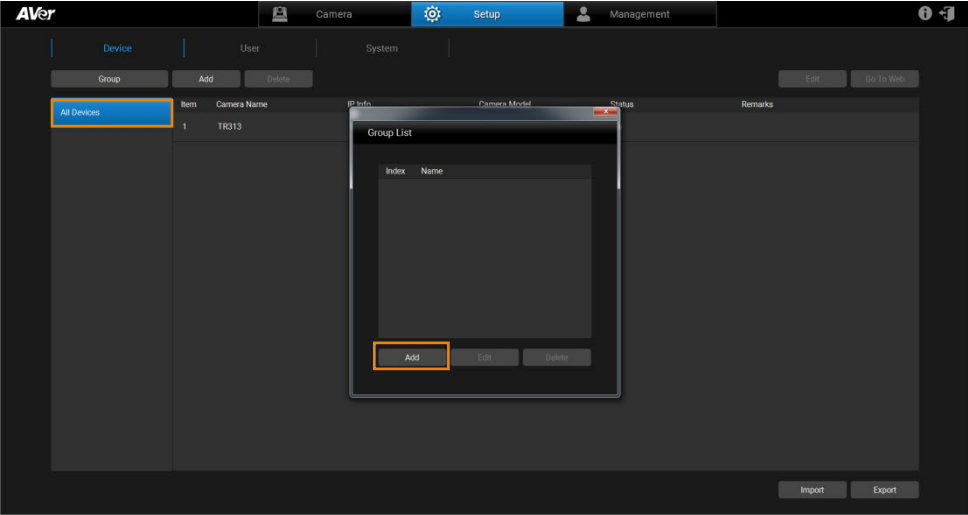


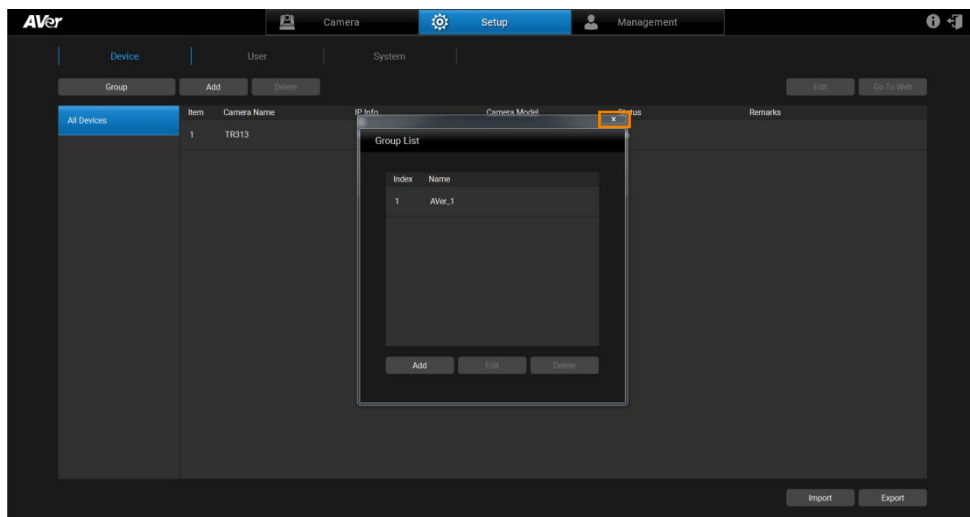
6. Then, the camera will be listed on the screen.



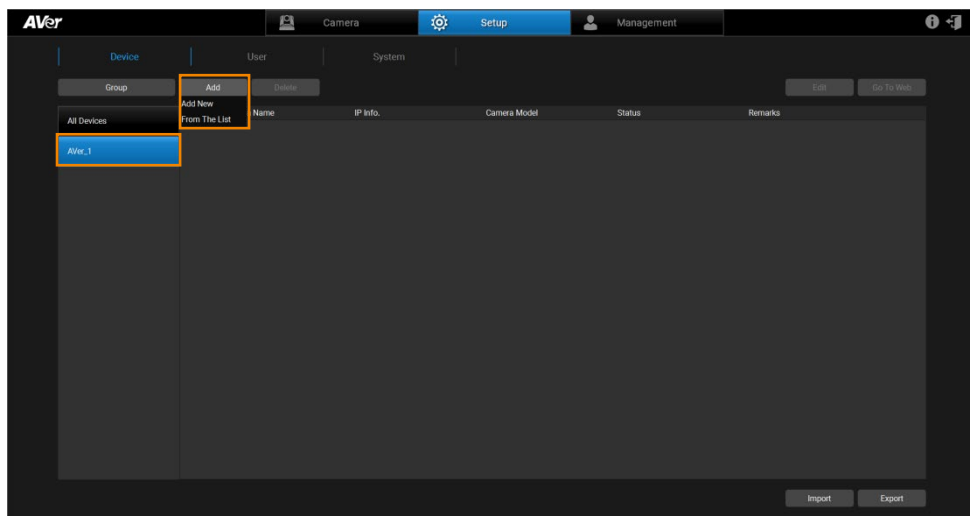
Make a Group

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



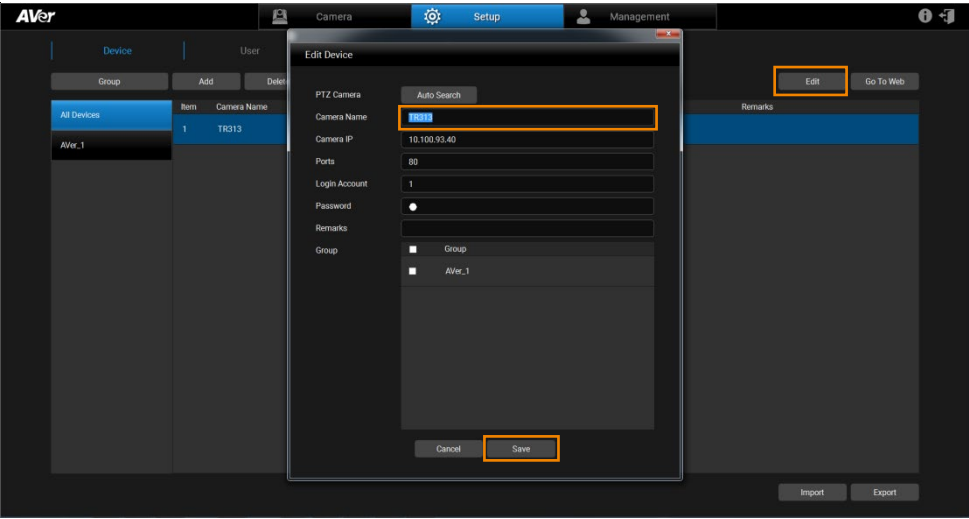


Select the group. Click **Add** button to select to add a new camera or a specified group from the list (default value: up to 16 Groups). The **Add Device** dialog or **Add existing device** dialog will pop up respectively.



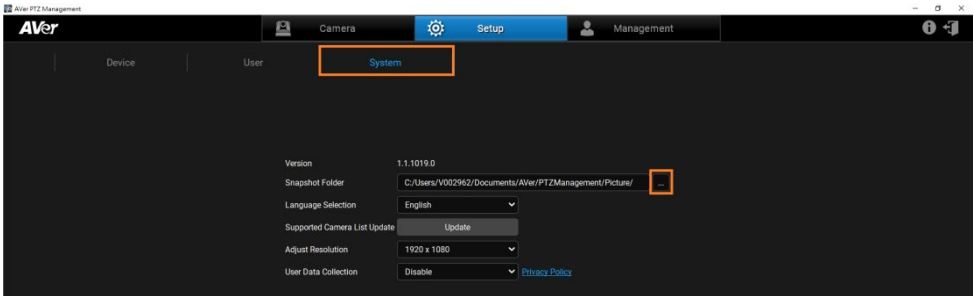
Change the Camera Name

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

Under **Setup**, you can configure **System**.



Version: AVer PTZ Management software version number is displayed here.

Snapshot Folder: you can assign the folder in which you save snapshot files by clicking

Language Selection: you can choose either English or Traditional Chinese for the user interface language.

Supported Camera List Update: you can update the list of supported cameras by clicking



Adjust Resolution: the default resolution for AVer PTZ Management is 1920x1080. The other resolution available is 1280x720. The software will restart after you change the resolution.

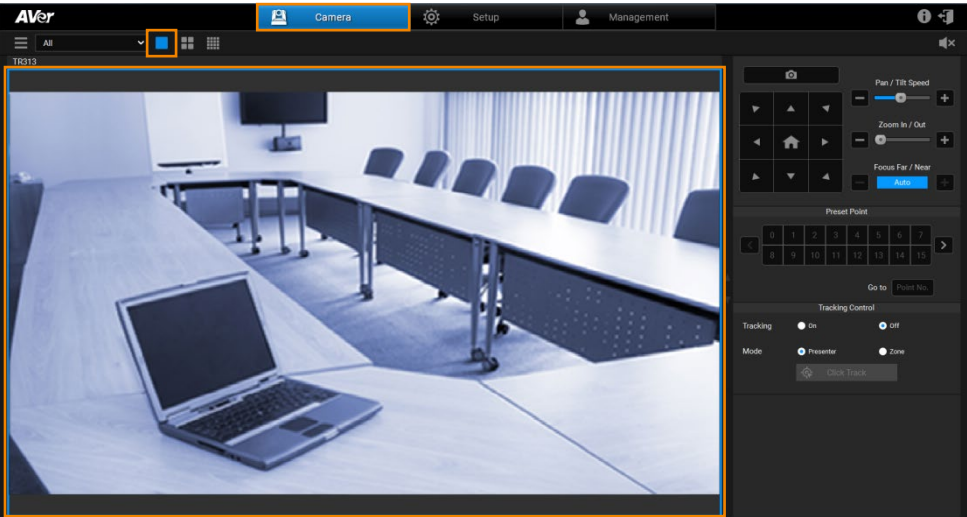
User Data Collection: to continuously improve AVer PTZ Management, we may collect your usage data. However, we will not collect personally identifiable information such as your e-mail address, MAC address, IP address, etc.

You can choose whether you agree to allow our service to collect your information when you install or update the software. If you disagree, the function will be disabled. Moreover, you can select **Disable** whenever you would like to.

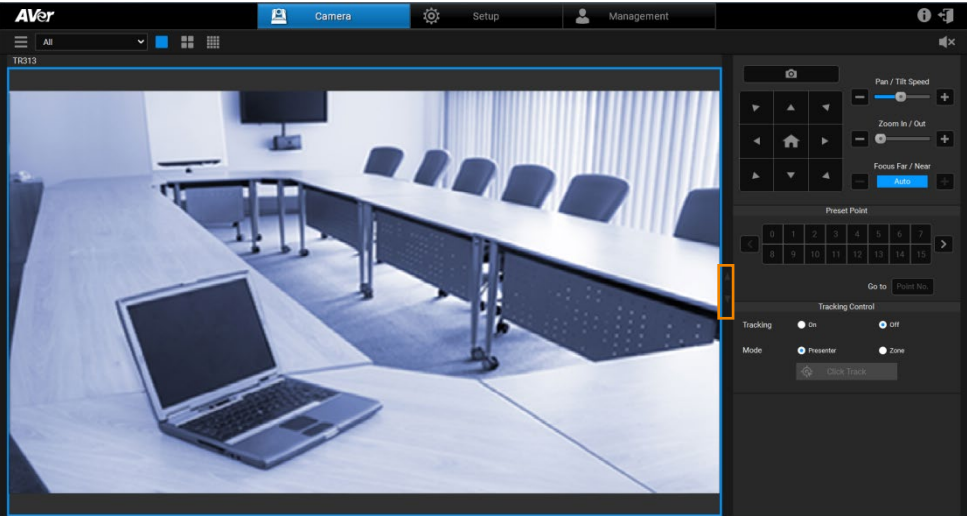
For details, click on

Set Selection

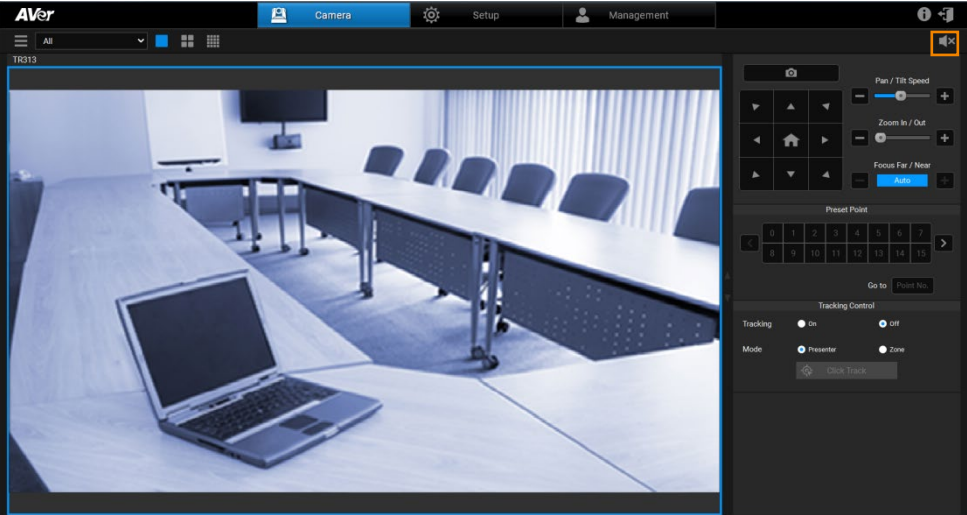
Click  Camera button and select  full screen button. The camera view is displayed on the screen. Click the camera view and then AVer PTZ Management allows you to configure the camera.




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

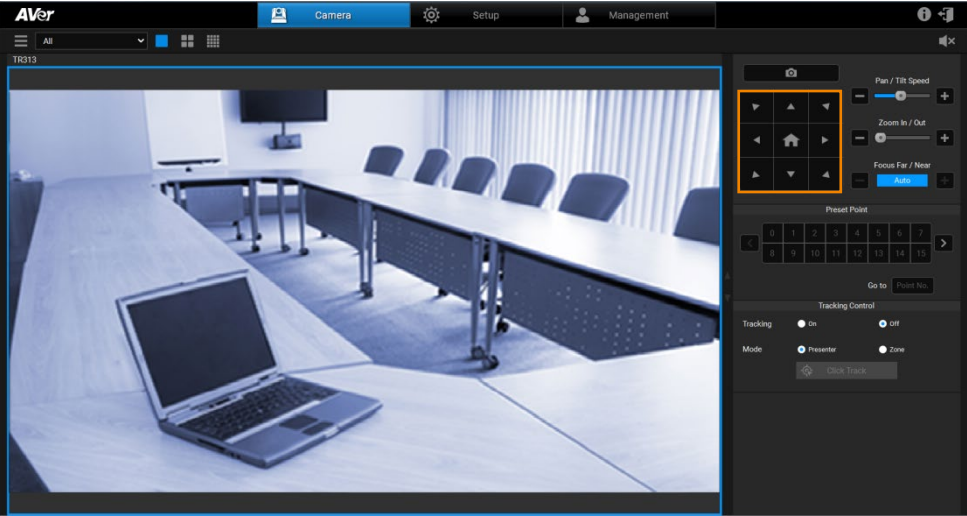


Click the icon to mute/unmute the camera audio.



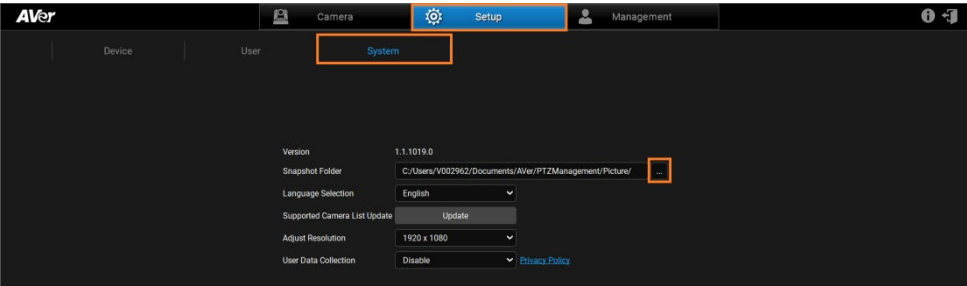
Pan/Tilt Buttons

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

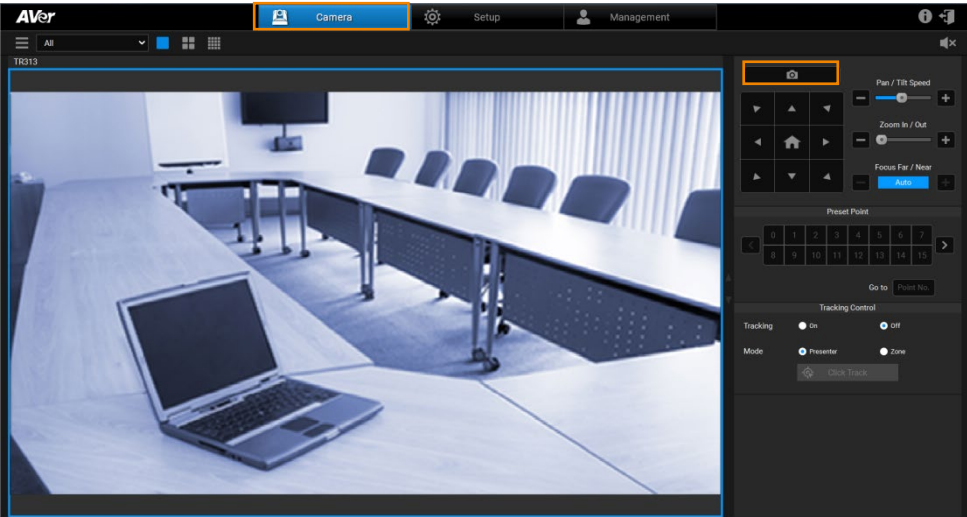


Snapshot

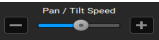
Click  **Setup** button, select  **System**, and assign the folder in which you save snapshot files by clicking .



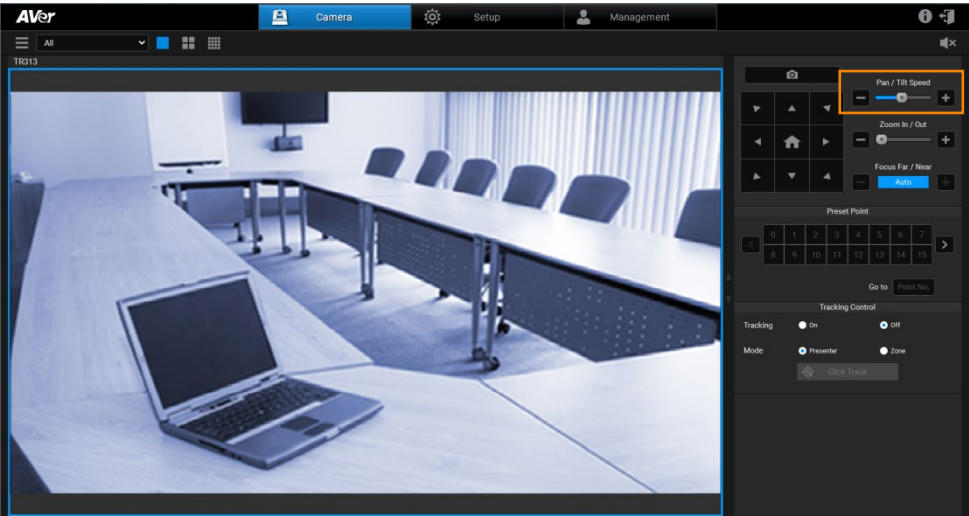
Click  **Camera** button and  button to make a snapshot and save it to memory.



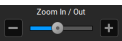
Pan/Tilt Speed



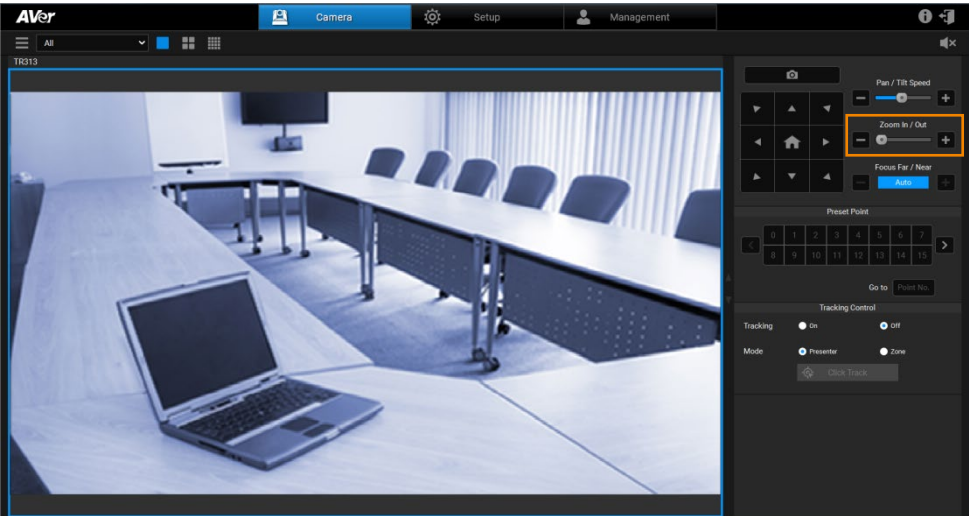
Adjust the moving speed of camera including pan and tilt.



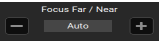
Zoom In/Out



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

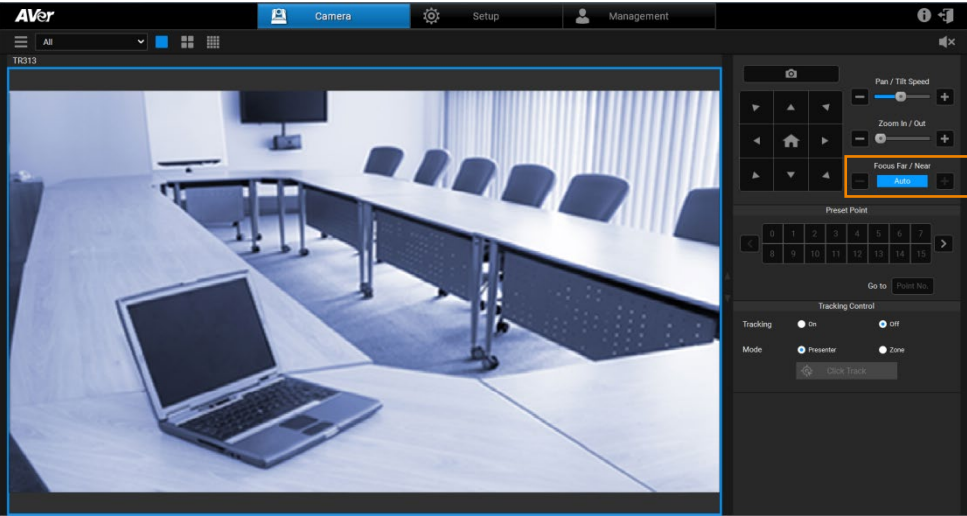


Focus Far/Near




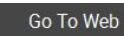
To focus far or near. Also allow user to auto or manual focus.

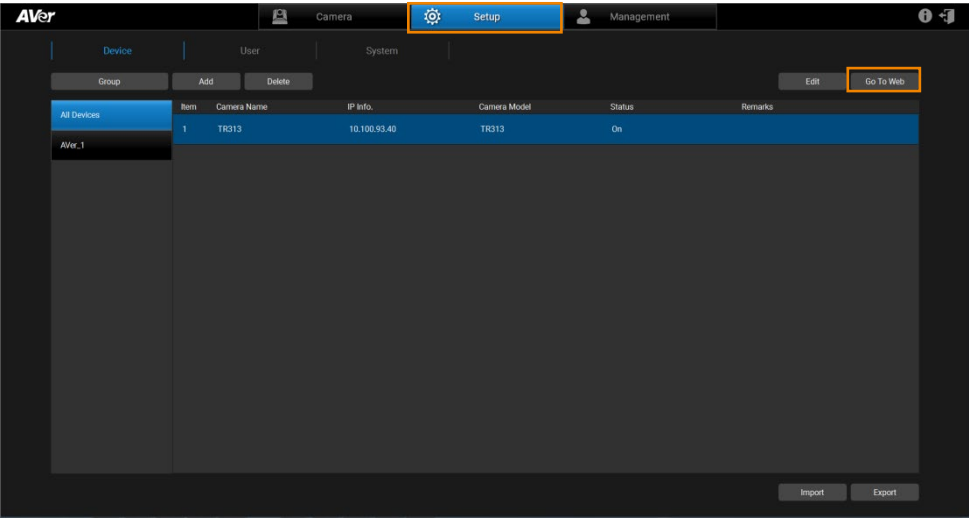
Click **Auto** button to make the camera adjust itself to establish the best focus when shooting.



Preset Point

AVer PTZ Management supports up to 256 preset positions.

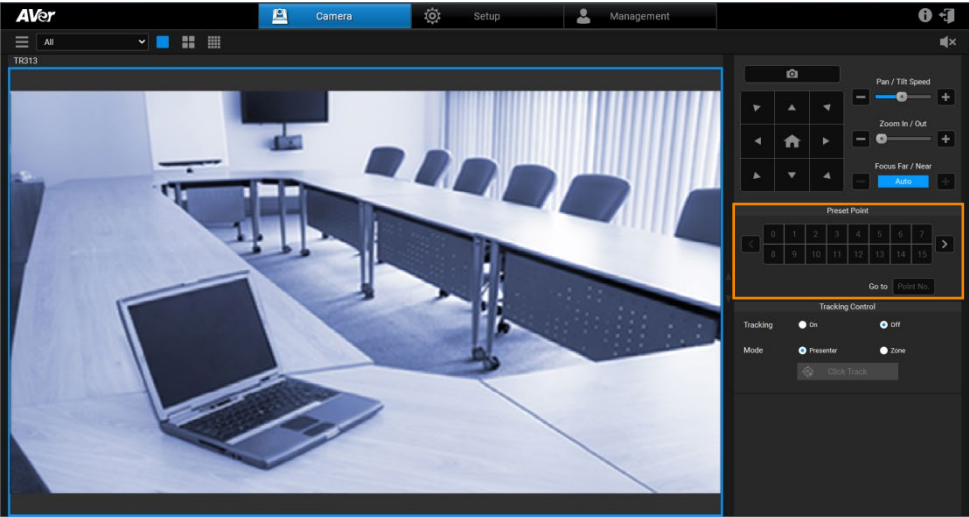
Click  **Setup** button, select the camera, and  **Go To Web** button to pop up a setting dialog to set up preset position.



Click  **Preset** button to start configuration.



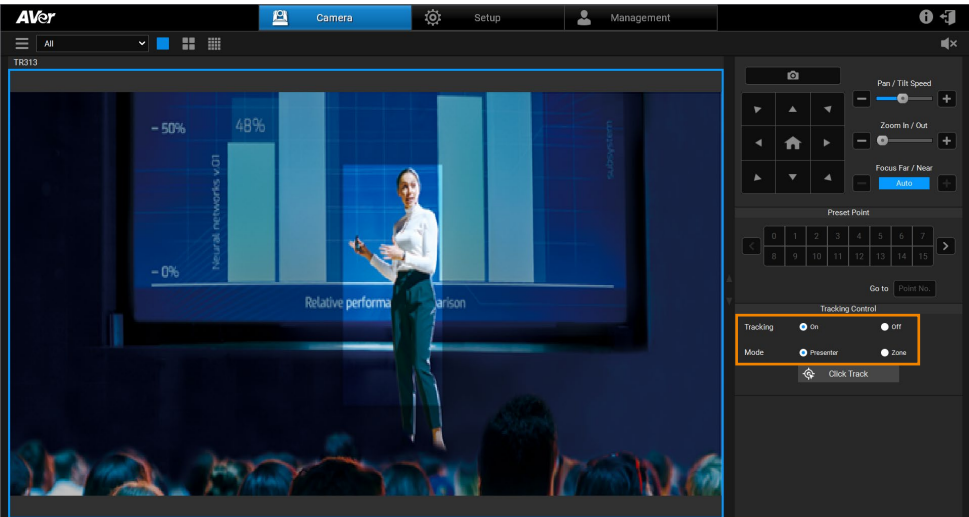
To view preset position, click the number. You can also enter preset position number (0~255) in **Go to** field directly for a quickly calling section.



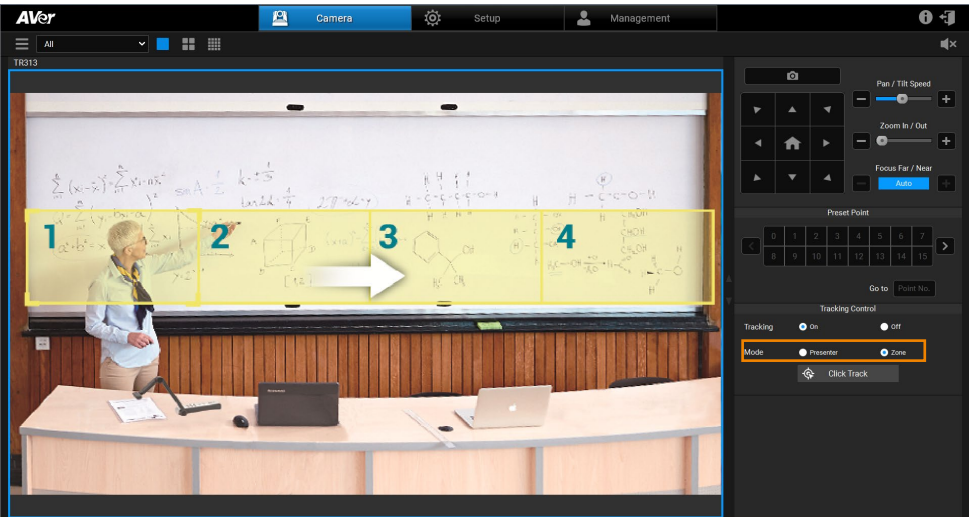
Tracking Control


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

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.

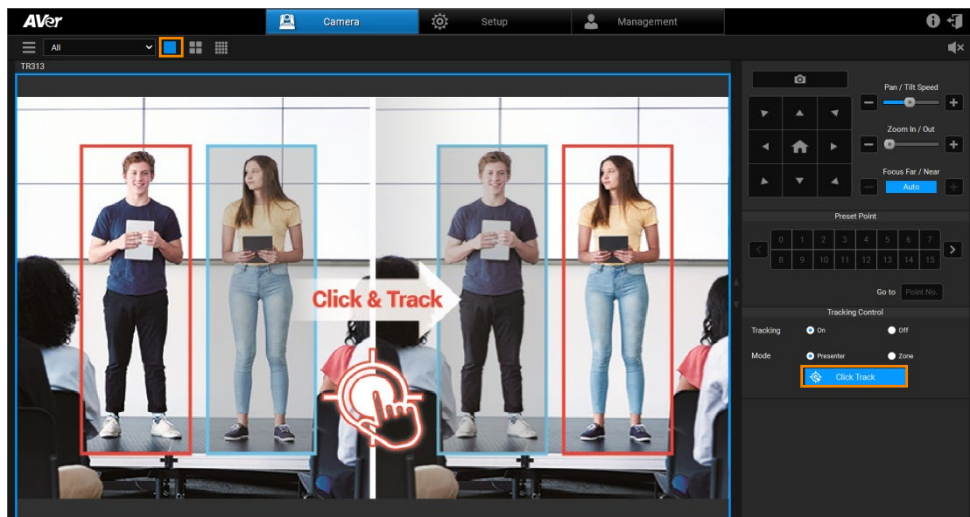


Click the gray  Click Track button to lock the target with a red frame. Other recognized targets will be locked with blue frames.


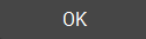
If user wants to select a new target, just simply click the new target in the camera view.

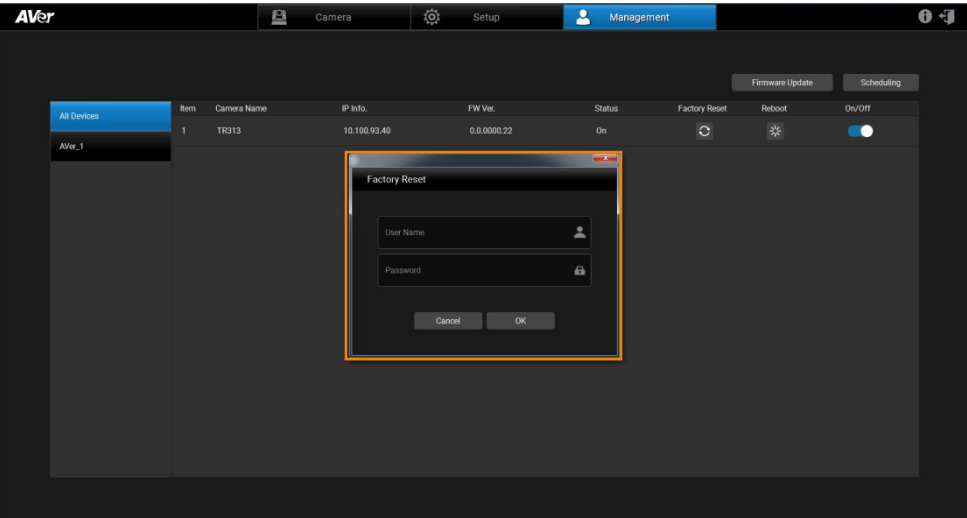
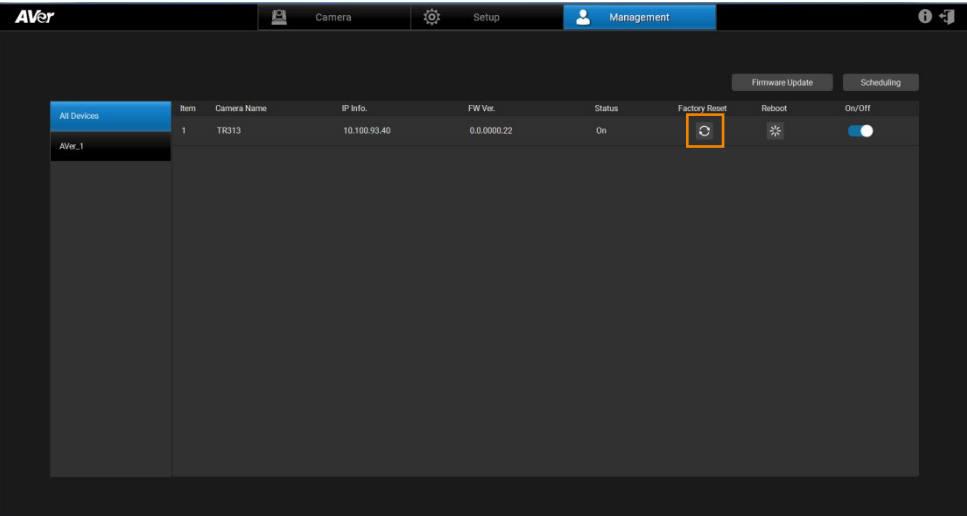
[Notes]

- Cameras below don't support Click Track:
USA: TR530, TR320, PTZ310, PTZ330
Non-USA: PTC500s, PTC115, PTZ310, PTZ330
- Click Track only supports single view.




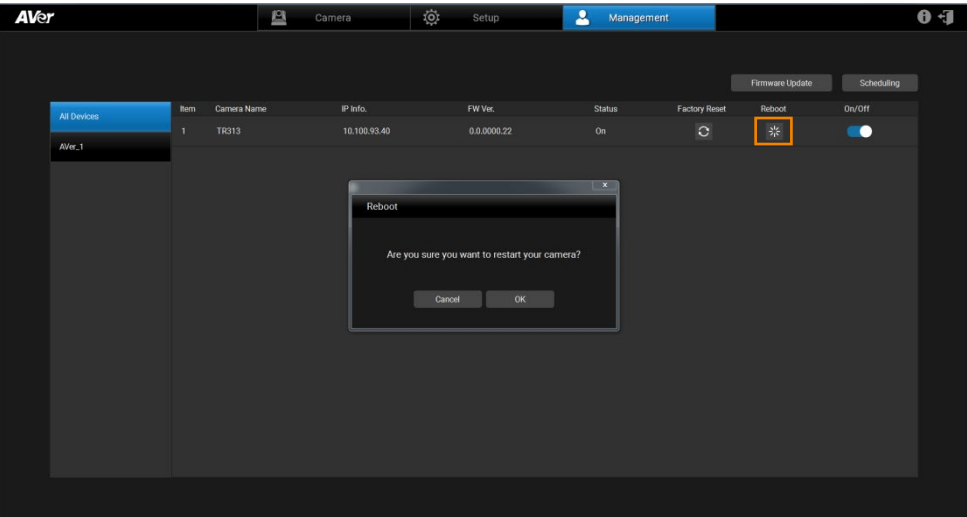
Factory Default

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  button to reset all values to factory default values.



Reboot

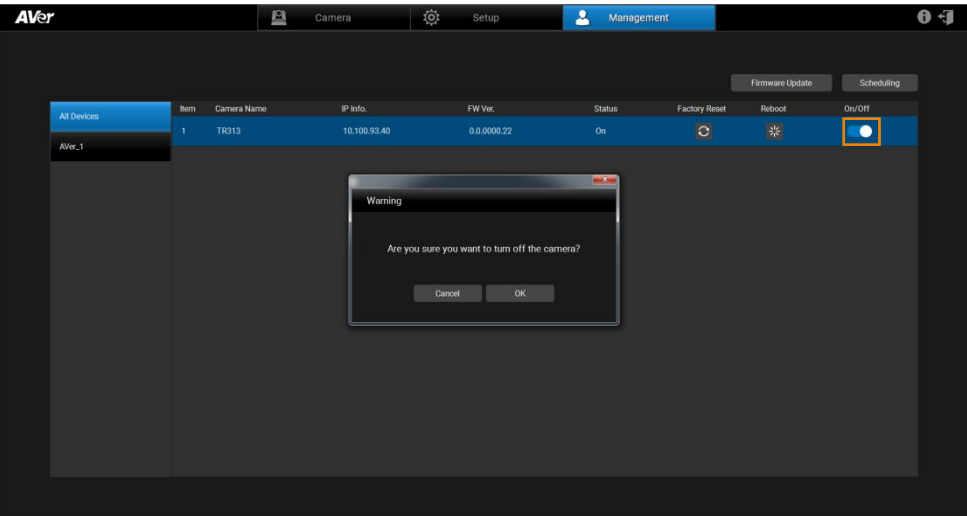
The user can restart the camera by clicking  button.



Power On/Off

The user can turn on/off the camera by sliding the switch.

[Note] Remember to turn on Wake-On-LAN (WOL) of PTC500s, PTC115, TR530, and TR320 before power on.

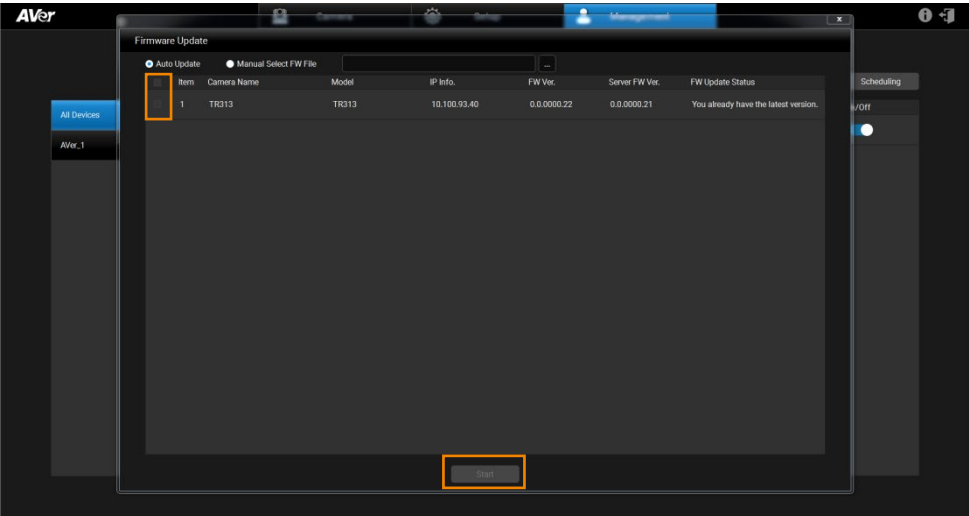


Firmware Update

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.

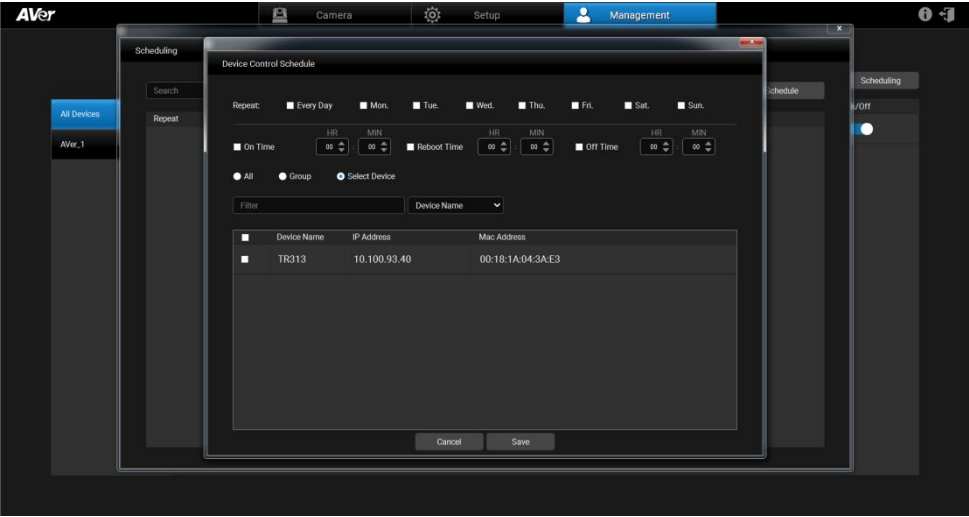
Scheduling

Set the specific day and time to power on, power off, and reboot the selected cameras. The schedule will execute until you disable it. Updating the firmware of selected cameras via AVer PTZ Management.

[Notes]

- 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.

1. Click **Scheduling** button to pop up the **Scheduling** dialog.
2. Click **Add Schedule** button to pop up the **Device Control Schedule** dialog.



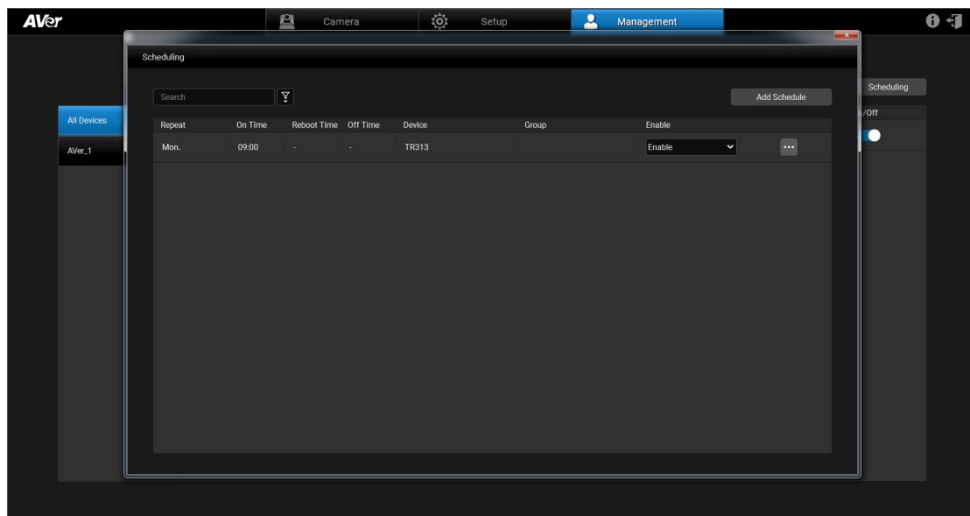
3. **Select Repeat day:** Every Day, Mon., Tue., Wed., Thu., Fri., Sat., or Sun.
[Note] When Every Day is selected, Mon. to Sun. will be all marked. If un-select one of days, the Every Day is invalid.
4. **Select the action time:** Power on, Reboot, or Power off and their times.

5. **Select the device:**

- ✓ **All:** Select all cameras.
- ✓ **Group:** Select cameras by group.
- ✓ **Select Device:** Select cameras one by one from camera list.

[Note] Enter the keyword and use filter function to find the camera.

6. Click Save to save the schedule.



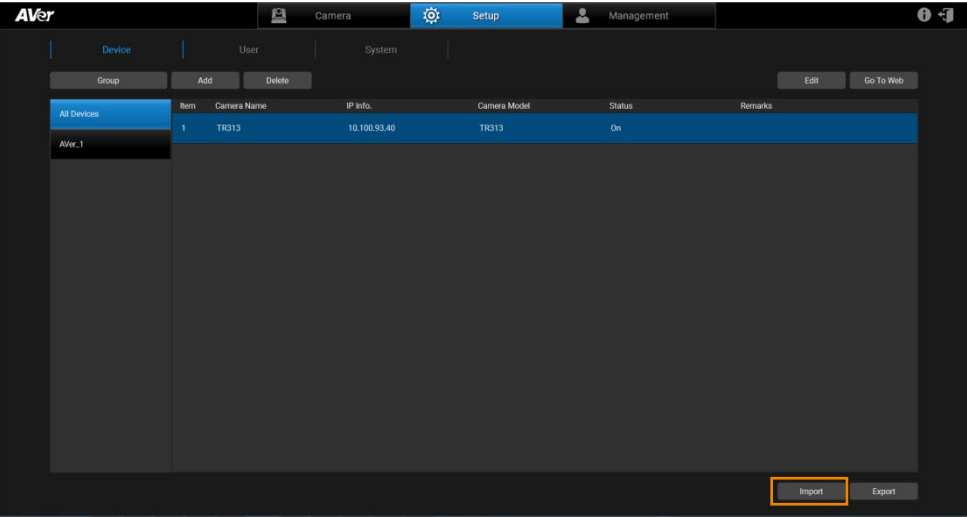
7. From **Enable** drop-down list, select **Disable** to stop running the schedule.

8. Select the **...** button to edit or delete schedule.

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.



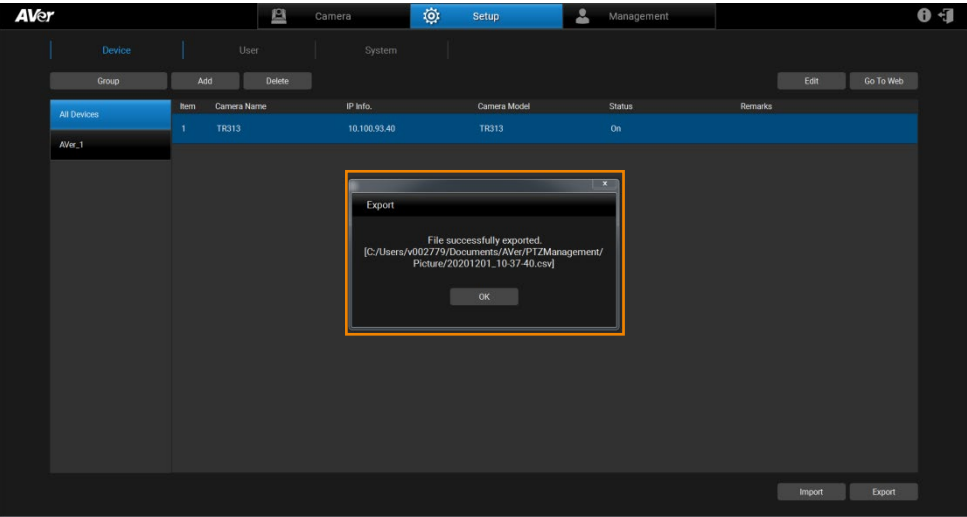
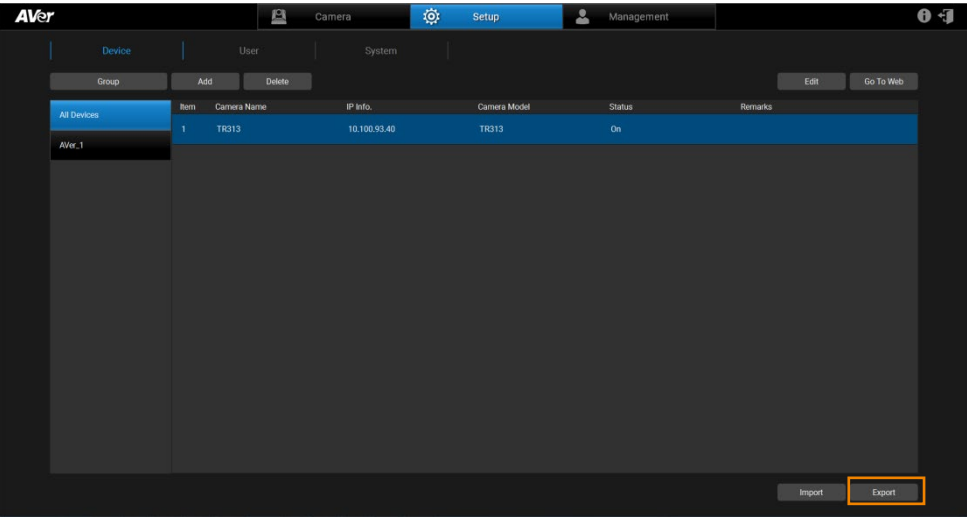
Export Profile

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.



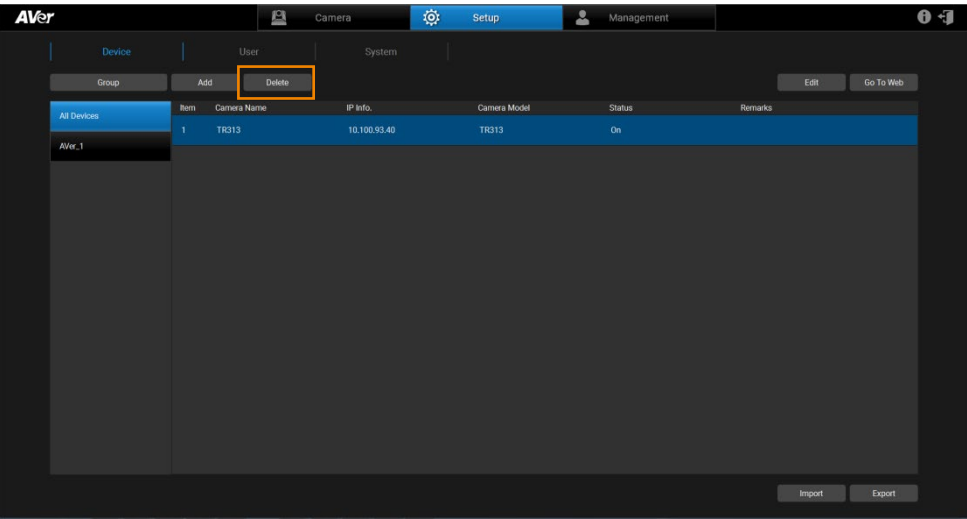
Delete Camera

To remove the selected cameras from the list.

Select the camera from the list and click


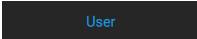
Delete

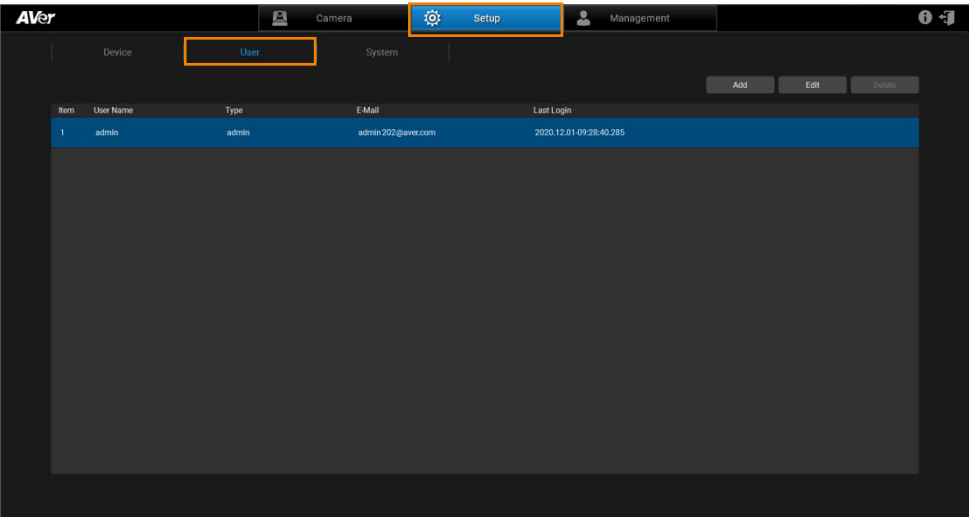
 button to delete the camera.



Edit User

Change the login password of the AVer PTZ Management.

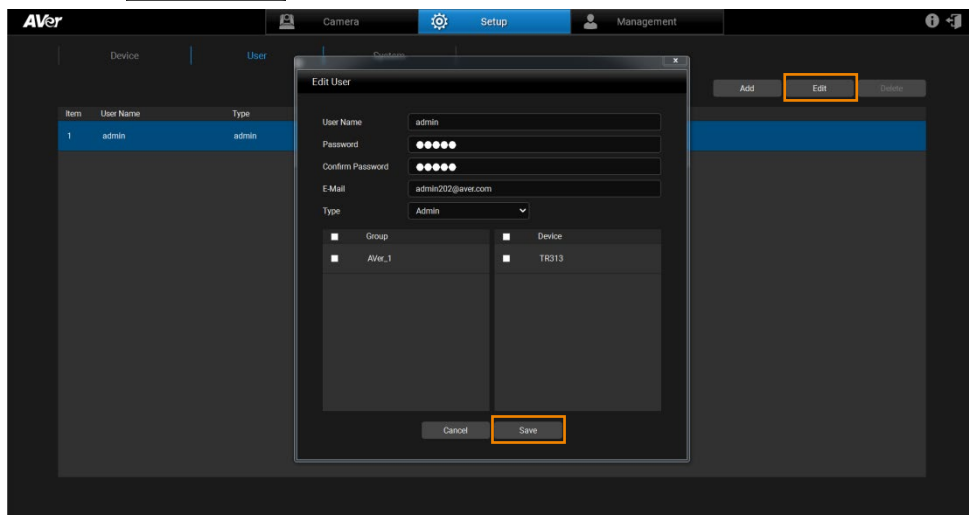
- 1. Click  button and then click  button.
- 2. Select the user that wants to change password.




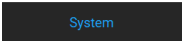
3. You may choose the account as the admin or user which shares different access and control. A user account is normally not allowed to change setting but is able to simply control the camera by using the control panel, e.g. pan, tilt, zoom, go to preset, tracking, etc.

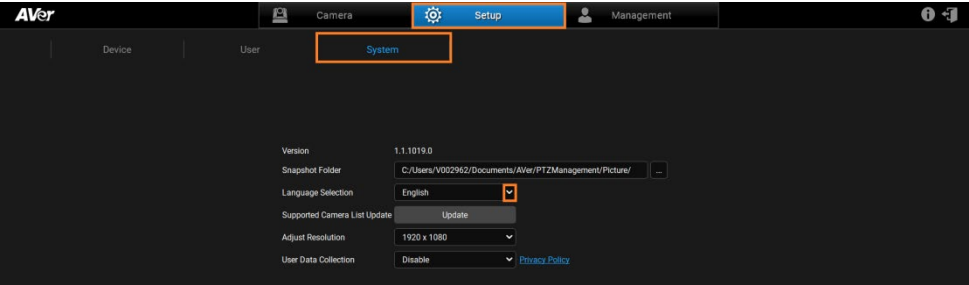
Click  button to pop up **Edit User** dialog. The dialog allows user to change user name, password and E-mail.

4. Click  button to save the changed values.



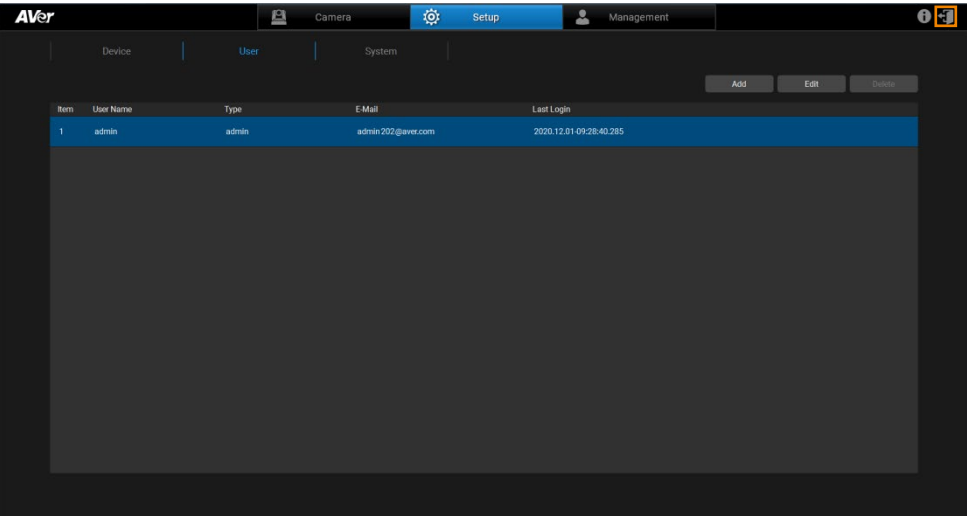
Select System Language

Click  button and select  button. From the drop-down list of **Language Selection**, user can configure system language. The AVer PTZ Management system languages currently include English and Traditional Chinese.



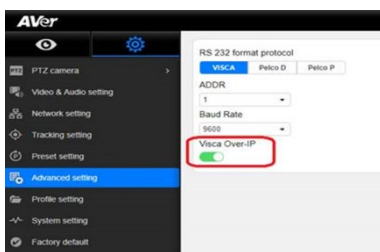
Log Out AVer PTZ Management

Click  to log out 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.
 - 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 enabling and only supports the following models: TR310, TR311, TR313, PTC310, PTC310U, PTC310H, and PTC333U.