



PTZApp 2

User Manual



PTZApp 2

In PTZApp 2, user can change the IP address setting, configure the parameters of the camera, set up AI tracking functions and some advanced image and audio settings, pan, tilt, and zoom the camera.

Install PTZApp 2

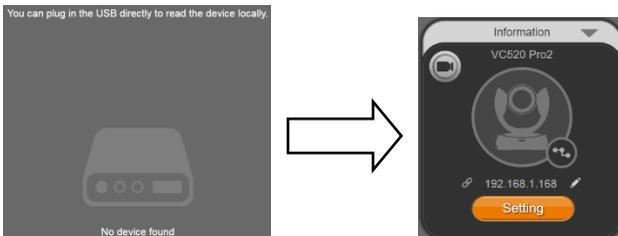
Please go to <https://www.aver.com/download-center> (Global & European Headquarters) or <https://www.averusa.com/business/support/> (USA) to download the PTZApp 2. After downloading, double-click on the file and follow the on-screen instructions to complete the installation. After installing the PTZApp 2, double-click on the PTZApp 2 icon to run the application.

Use PTZApp 2 with USB Devices

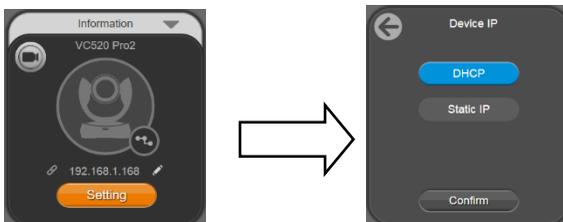
1. Run your video application and make a video call.
2. During your video call, you can use the PTZApp 2 to pan, tilt and zoom the camera in/out and enable/disable the true WDR, brightness, and sharpness feature.
3. Launch PTZApp 2 () and it will open in Chrome browser automatically.



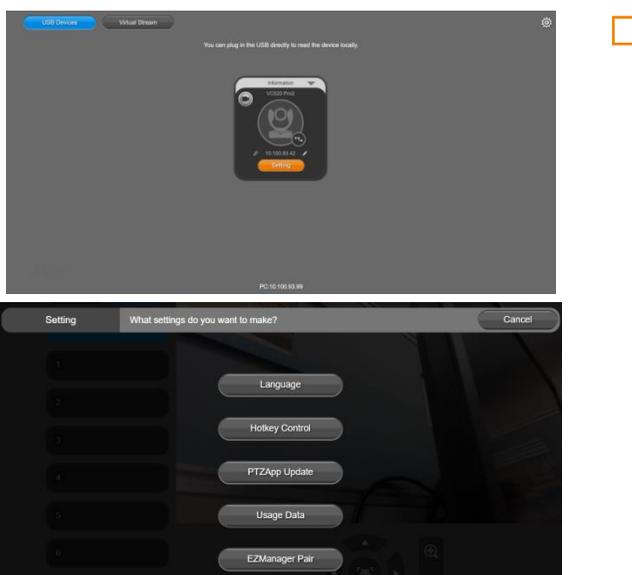
4. Choose "USB devices" and connect USB camera to PC/laptop with USB cable. When the camera is detected, the product card will show up.



5. Set up IP address. The camera default IP address is **192.168.1.168**. Click pencil icon (✎) to edit IP address.



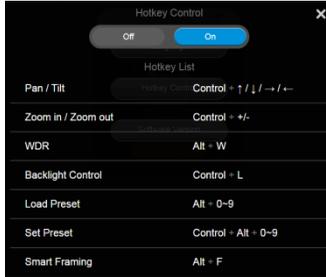
6. Click the setting icon to change Language, Hotkey Control, and Software Version.



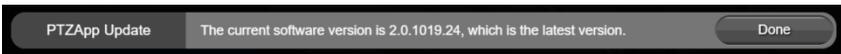
- **Language:** Select desired language and click the check icon to confirm the selection.



- **Hotkey Control:** User can control the camera by using keyboard. This is a general list for all Aver USB Cameras. Backlight control equals to WDR function in VC520 Pro2.



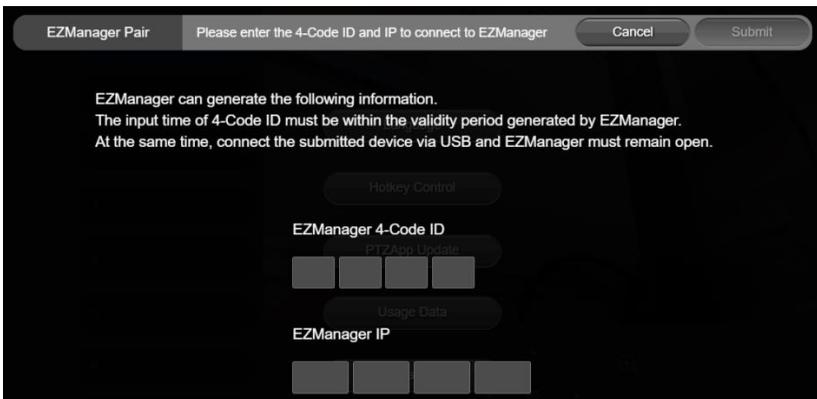
- **PTZApp Update:** Get current PTZApp 2's version number and do auto update here if there is new software available.



- **Usage Data:** Select enable/disable Usage Data function and click the check icon to confirm the selection.



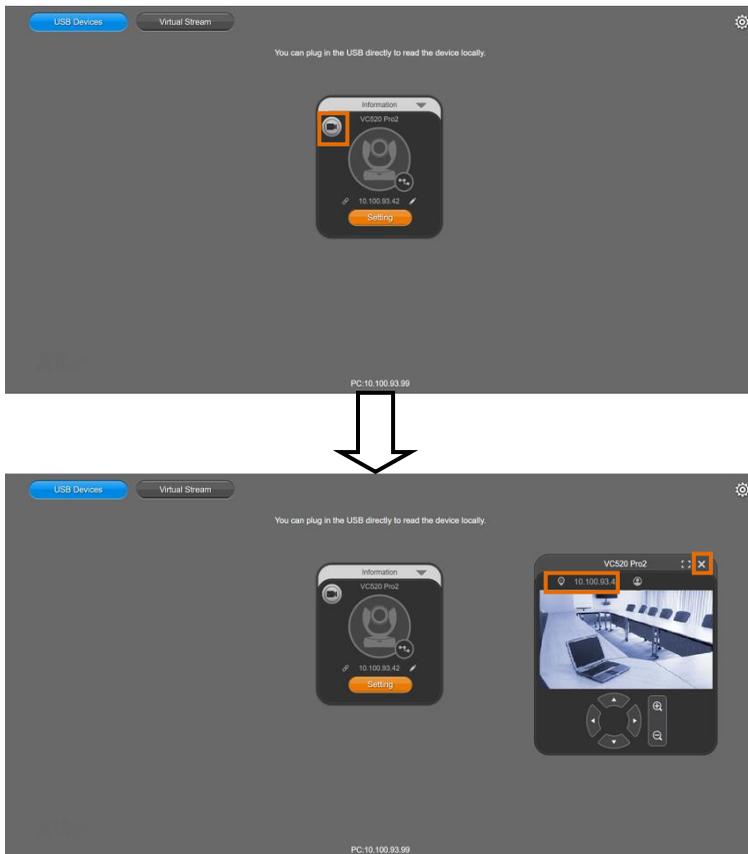
- **EZManager Pair:** Allow remote EZManager 2 to manage PTZApp 2. Enter EZManager 4-Code ID and EZManager IP to pair EZManager 2 and PTZApp 2.



7. **Information:** Click the drop-down triangle icon to review the information of camera. To minimize the information, click the triangle or the bottom area of the information icon.



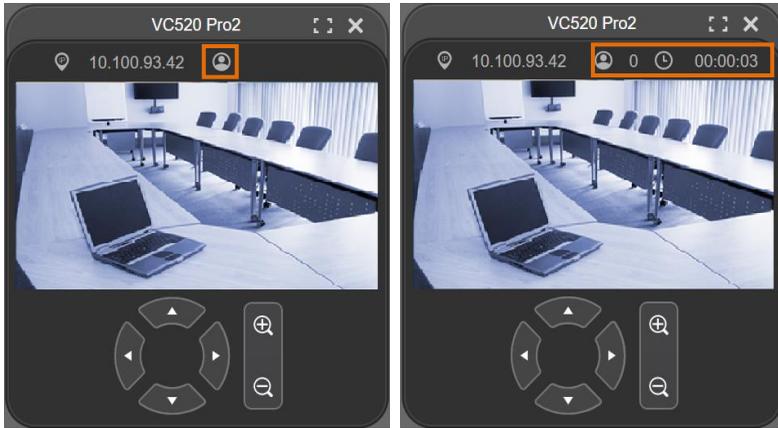
8. **Camera:** Click the camera icon to view the camera live view. IP address is displayed as well. Click the X icon to close the camera live view. If the live video did not appear, please check the camera and the laptop/PC connection to make sure all are correct and well connected. The resolution of this small live view is 640x480 resolutions.



- **Full Screen:** PTZApp 2 can switch to full screen mode. Click   icon and video screen will switch to full screen mode. In full screen mode, user can use direction panel to control camera direction. Click   icon to go back to normal screen view. The resolution of full screen mode is 1080p.



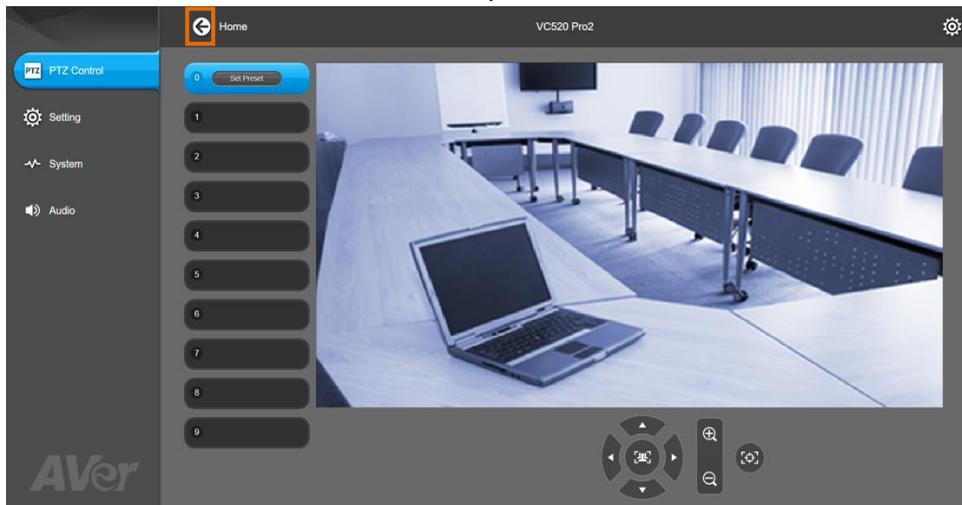
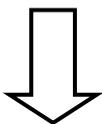
- **People Count and Stream Interval:** Click the  icon to show people count number and stream interval. Click the  or  icon to hide the stream interval.



- **Control Panel:** To control the camera direction, zoom in and out, and to enable/disable the “Smart Framing” during your video call.



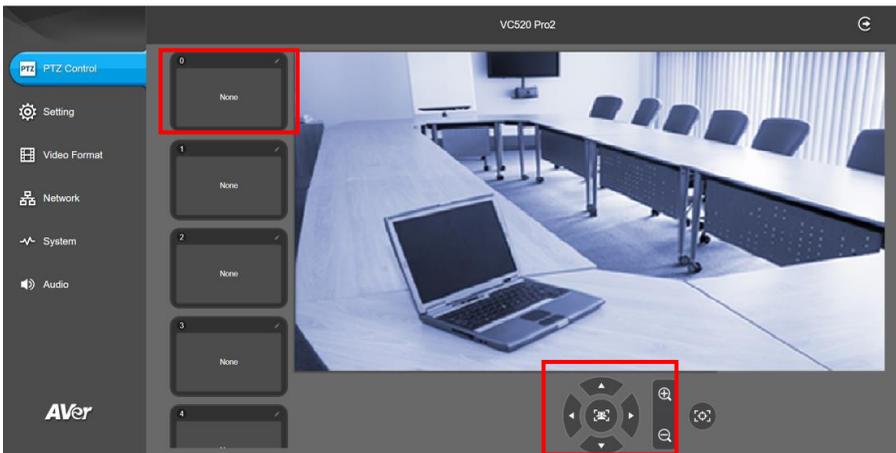
9. **Setting:** Click “**Setting**” button to setup parameters of the camera and speakerphone. Click arrow icon to leave the Setting page.



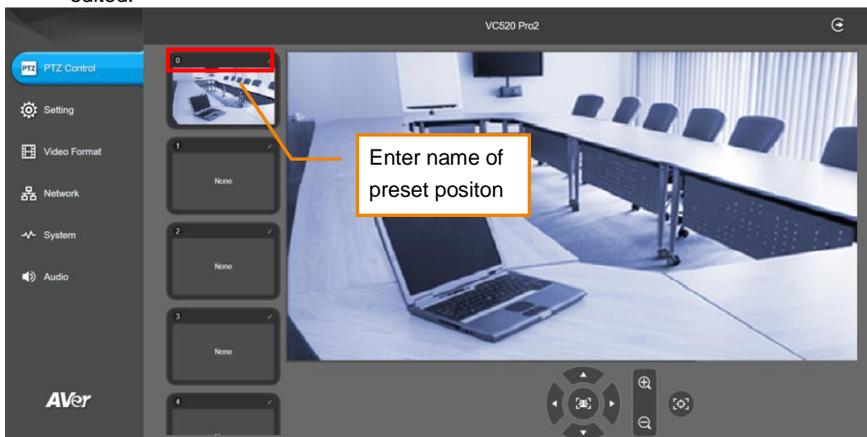
PTZ Control: To setup preset positions.

➤ User can set 10 preset positions.

1. In live screen, use mouse to scroll up or down and click the preset number frame (0~9).
2. Use ▲, ▼, ◀, ▶ and zoom in/out buttons to adjust the camera screen view to desired position.
3. Select **"Set Preset"** button to save the preset. The system will capture the preset screen view and display in preset number frame.



4. Select  icon to edit name of preset frame. Click other Web interface to save the name edited.

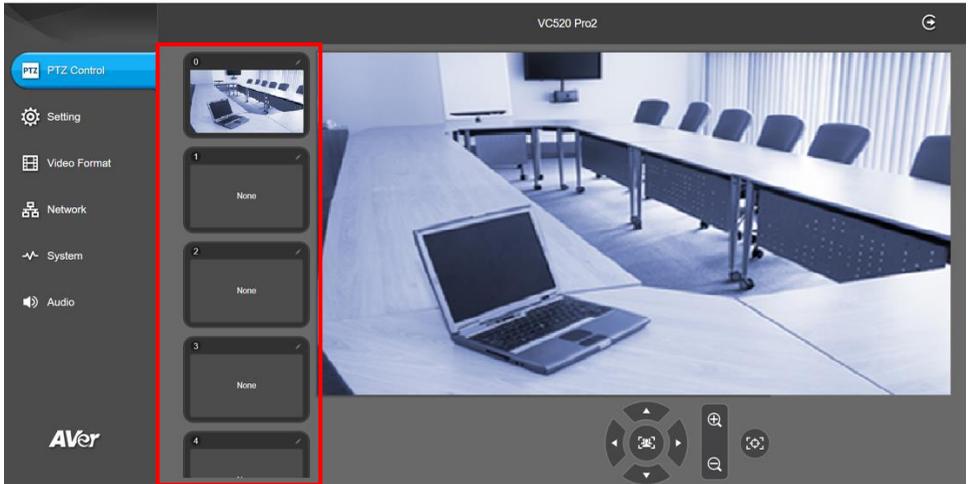


5. To set another preset, repeat the above steps.

➤ **Select the Preset Position**

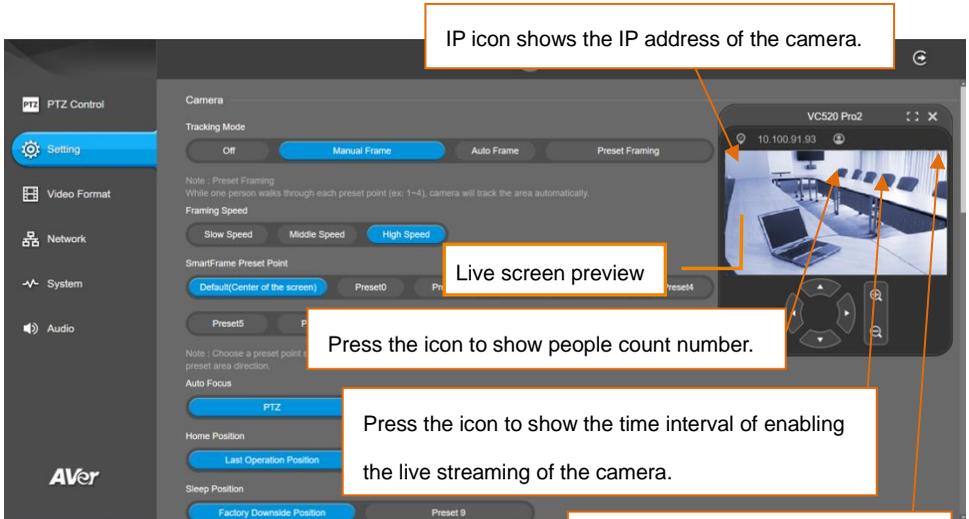
Preset positions need to be set.

Use mouse to scroll up or down to select the preset. Select the preset user wants. The live screen will move to the preset screen view.



Setting: To setup parameters of the camera.

The video  icon is to turn on camera live view while doing any settings.



IP icon shows the IP address of the camera.

Live screen preview

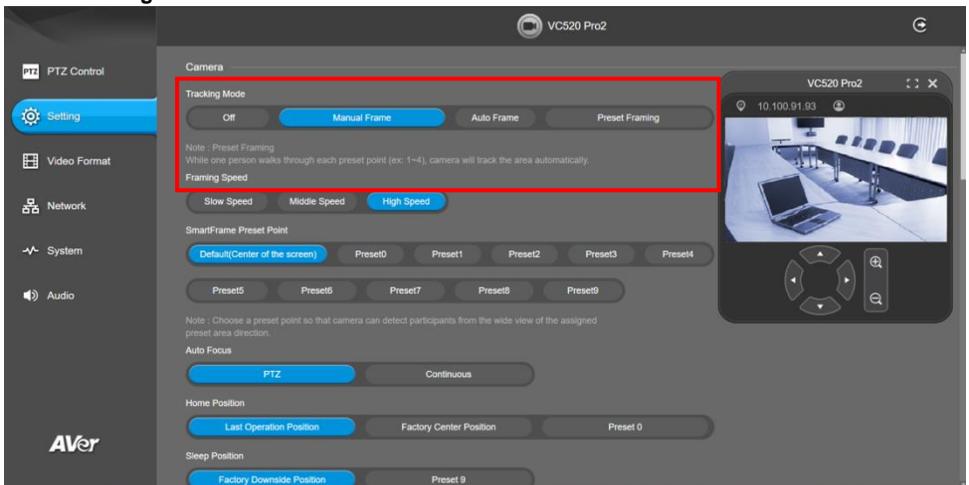
Press the icon to show people count number.

Press the icon to show the time interval of enabling the live streaming of the camera.

▶ Tracking Mode

Select **Setting > Camera > Tracking Mode > Off, Manual Frame, Auto Frame, or Preset Framing.**

Press X button to turn off live view.

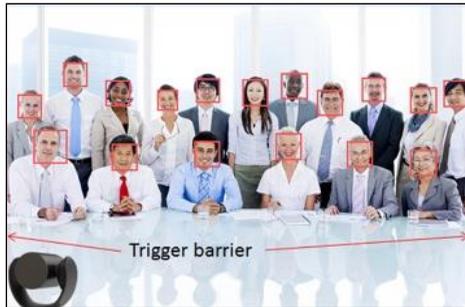


Tracking Mode

Off Manual Frame Auto Frame Preset Framing

- **Off:** Tracking mode is disabled.
- **Manual Frame:** User one-click SmartFrame button and camera will adjust view angle to fit all participants in screen for once.
- **Auto Frame:** Camera automatically adjusts view angle to frame all participants on screen every time when it detects participants' faces or bodies. This action will be activated once

people in the room sit or stand still for 1~5 seconds, depending on the framing speed you select. Once all the participants are in frame, the camera will keep the image stable by not completing any action until subjects move in or out of the screen. When a participant touch the sides of the screen, it will trigger the camera and automatically track, detect, and frame all the participants again.



- **Preset Framing:** Set up preset points in advance. (Only for Preset points 1~9. Preset 0 is for home position). This is designed for only one presenter. Camera tracks presenter and shoot the preset zones instead of focusing and zooming into presenter. To ensure smooth transition, please set up zones with overlapping presets. If the preset zones do not overlap, it will activate video tracking function. The camera will follow the presenter until he/she enters another preset zone.

Overlap beginning & end of each zone

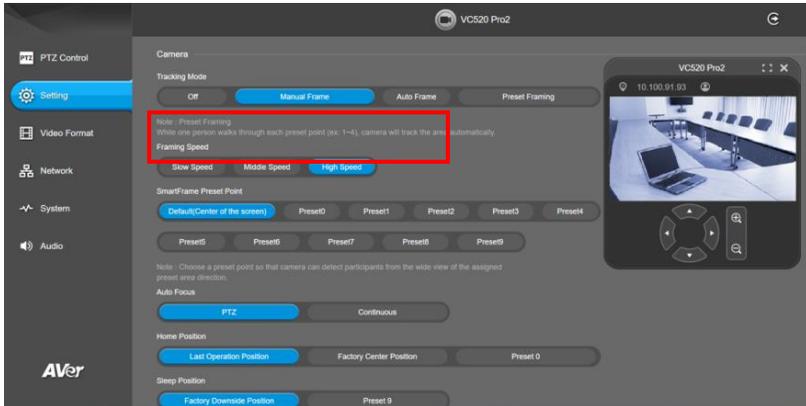


➤ Framing Speed

Select **Setting > Camera > Framing Speed > Slow Speed, Middle Speed, or High Speed** (default).

When in auto framing or preset framing mode, camera will automatically frame people if they stand still without moving for 1~5 seconds.

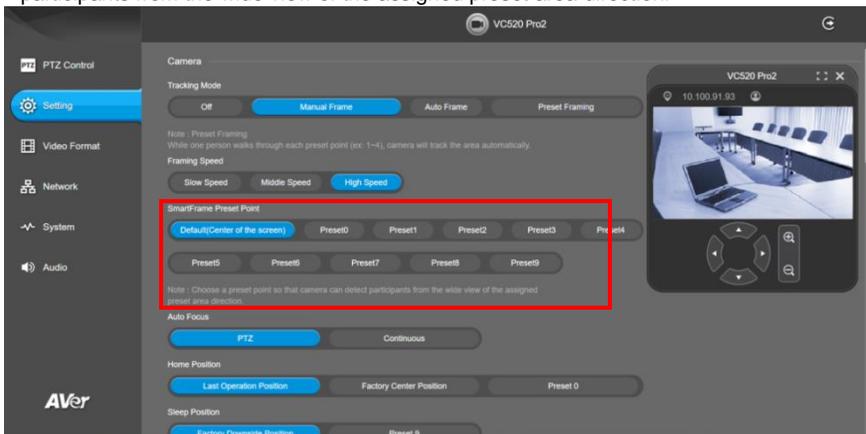
- **Slow speed:** camera starts to frame people if they don't move for 5 seconds.
- **Middle speed:** camera starts to frame people if they don't move for 3 seconds.
- **High speed:** camera starts to frame people if they don't move for 1 second.



➤ Smart Frame Preset Point

Select **Setting > Camera > Smart Frame Preset Point > Default(Center of the screen) or Preset0 ~ Preset9**.

The default is the central of the image screen. Choose a preset point so that camera can detect participants from the wide view of the assigned preset area direction.

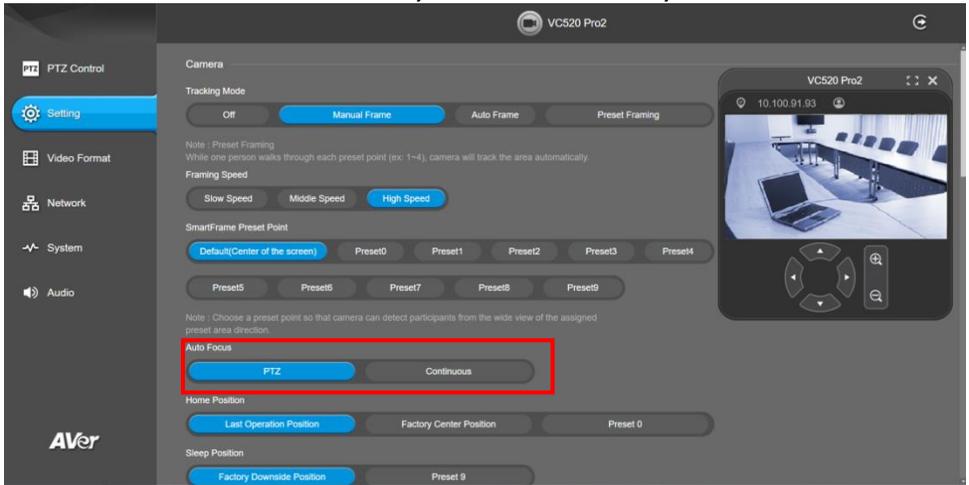


➤ Auto Focus

Set auto focus mode.

Select **Setting > Camera > Auto Focus > PTZ** or **Continuous**.

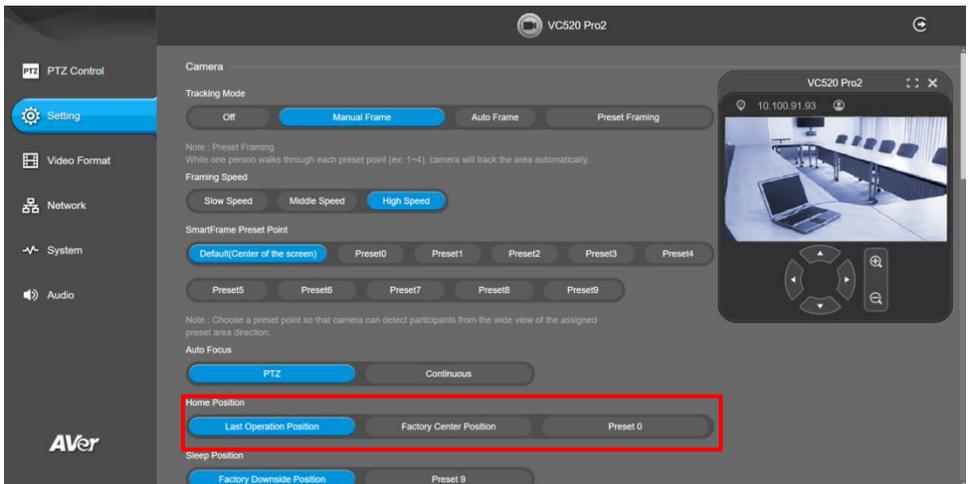
- **PTZ:** By clicking the button (such as pan, tilt, or zoom in/out) to adjust focus once.
- **Continuous:** The camera will adjust the focus when the objects have moved.



➤ Home Position

Every time when powering on the camera, it will turn to this position.

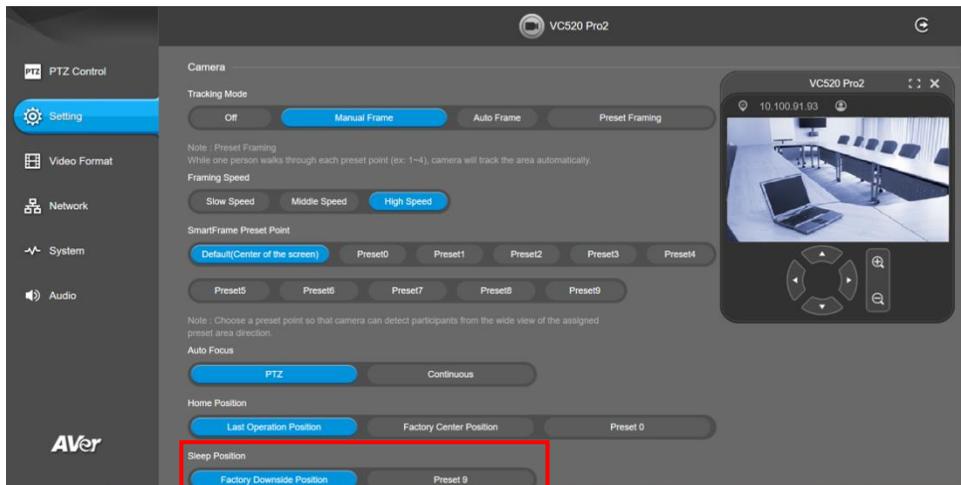
Select **Setting > Camera > Home Position > Last Operation Position, Factory Center Position, or Preset 0**.



➤ Sleep Position

When the camera idles for certain period, it will enter sleep mode and go to the sleep position. Please set up sleep timer to enable sleep mode.

Select **Setting > Camera > Sleep Position > Factory Downside Position or Preset 9**.

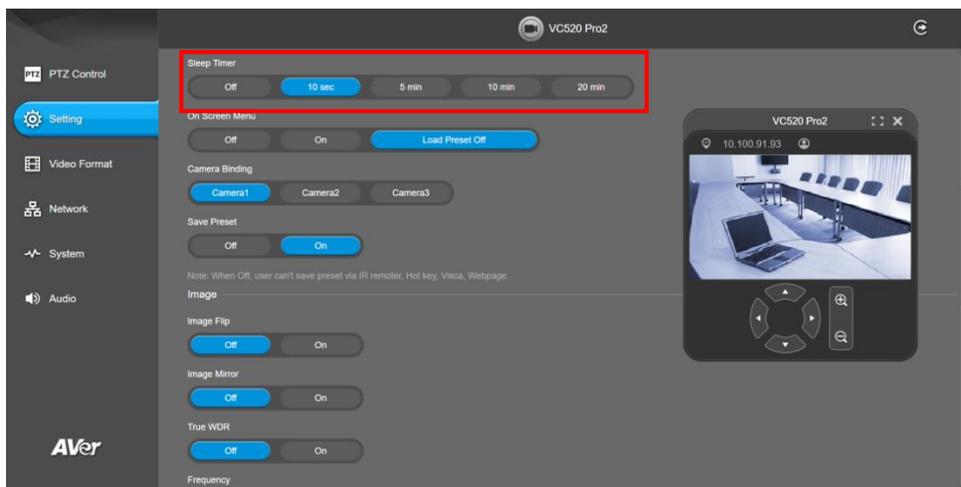


➤ Sleep Timer

Set the camera idle time to enter sleep mode.

Select **Setting > Camera > Sleep Timer > Off, 10 sec, 5 min, 10 min, or 20 min**.

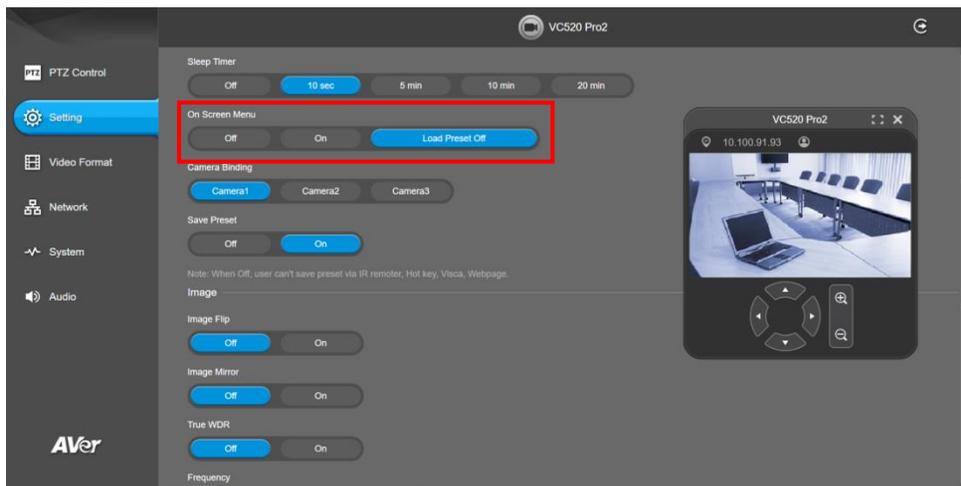
Please notice that whenever there is USB streaming or RTSP/RTMP streaming, the camera won't enter sleep mode.



➤ On Screen Menu

Enable/disable on screen display status information. For instance, when it is at auto frame mode, it will appear “Auto framing” on the bottom of the screen. If you don't want to see the words, please select Off.

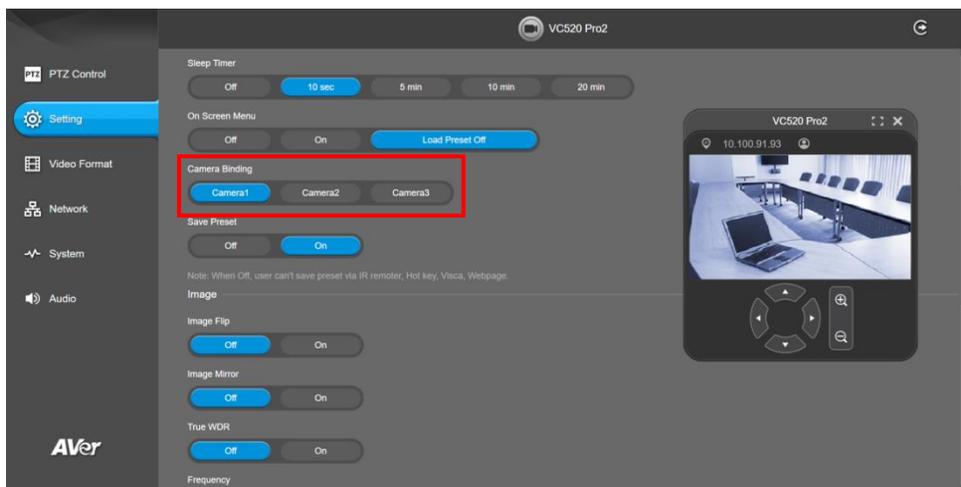
Select **Setting > Camera > On Screen Menu > Off, On, or Load Preset Off.**



➤ Camera Binding

With multiple cameras connection, users can set each camera to buttons 1 to 3 on the remote control.

Select **Setting > Camera > Camera Binding > Camera1, Camera2, or Camera3.**

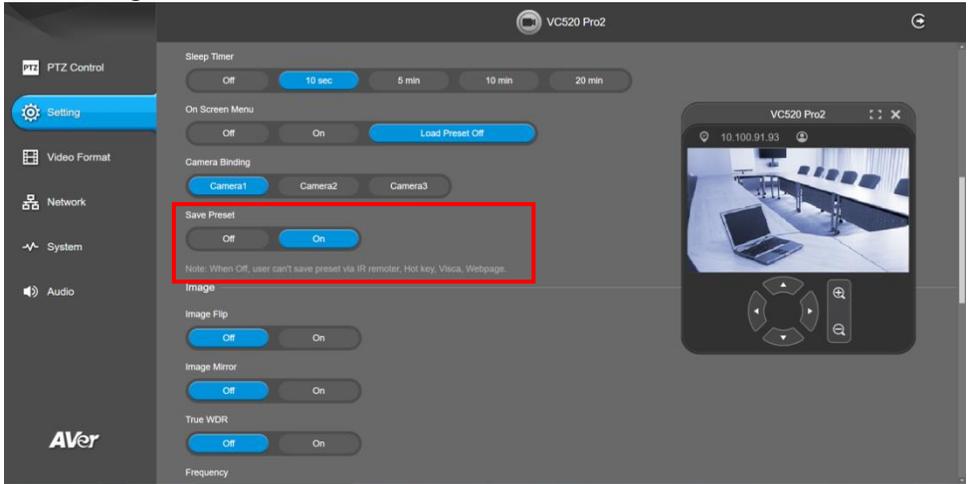


➤ Save Preset

Enable/disable “save preset” function. When applicable, IT personnel can limit end-user access to change preset points by locking “save preset” function and switching this function off.

When off, user can't save preset points via IR remote, Hot key, VISCA, and webpage.

Select **Setting > Camera > Save Preset > Off or On.**



➤ Image Settings

Image Flip

If the camera is installed in the upside down position, please enable the "Flip".

Select **Setting > Image > Image Flip > Off or On.**

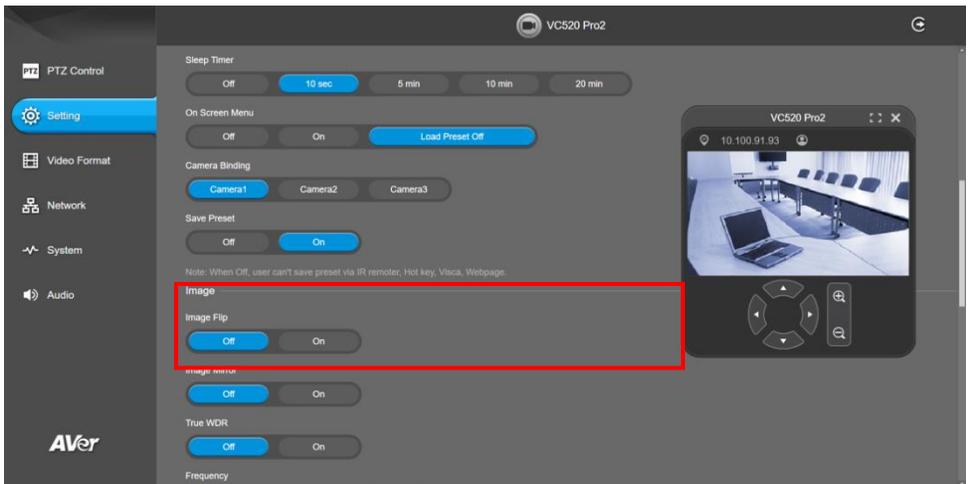
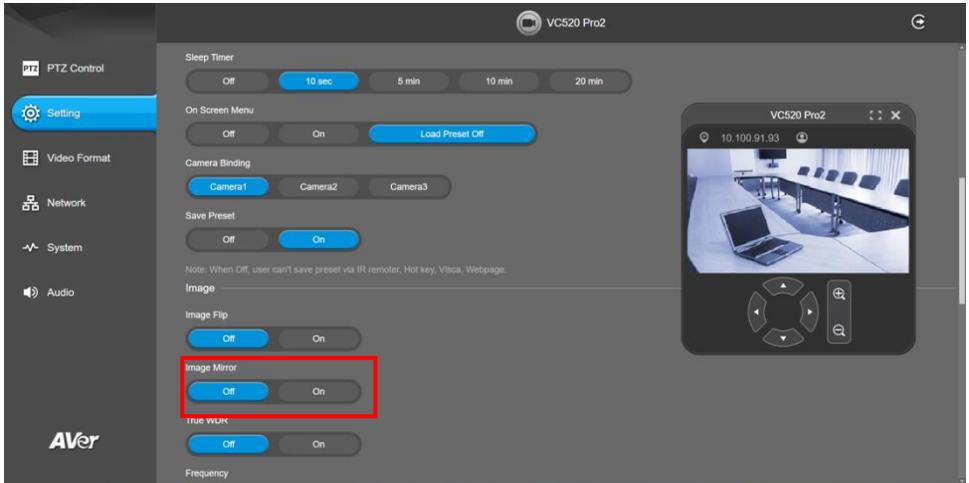


Image Mirror

To mirror the camera image.

Select **Setting > Image > Image Mirror > Off** or **On**.



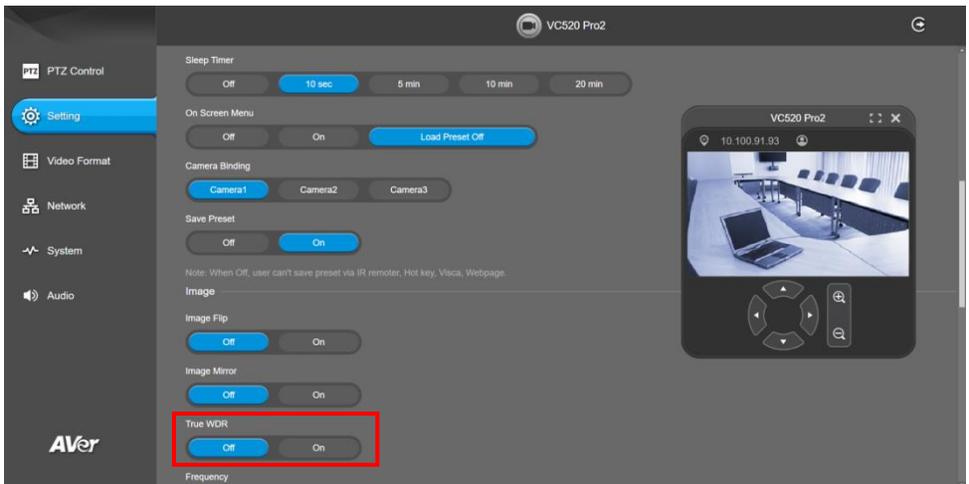
➤ True WDR

In back light environment, enabling WDR to improve the brightness of image.

Select **Setting > Image > True WDR > Off** or **On**.

The frame rate will be limited to 30fps while WDR is on.

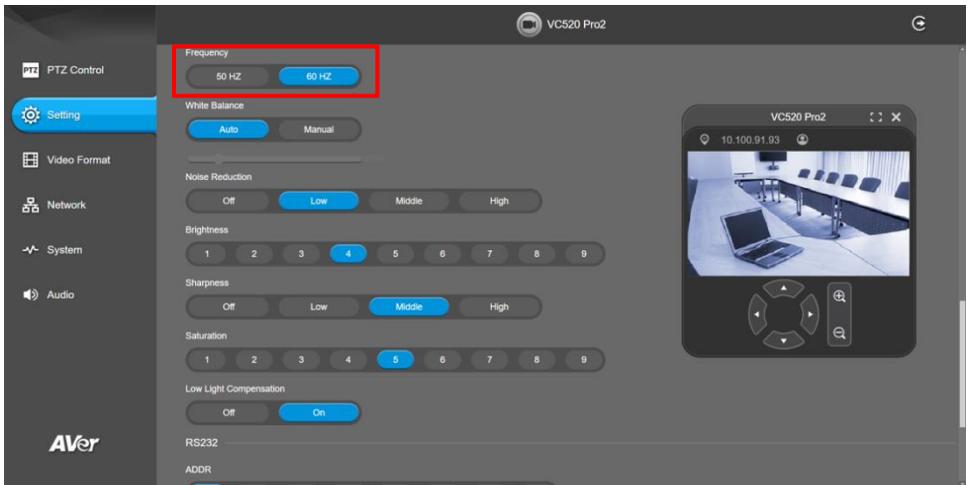
If user enables this function in a normal light condition, the image will become over exposure and encounter image blur.



➤ **Frequency**

Select the frequency of the camera.

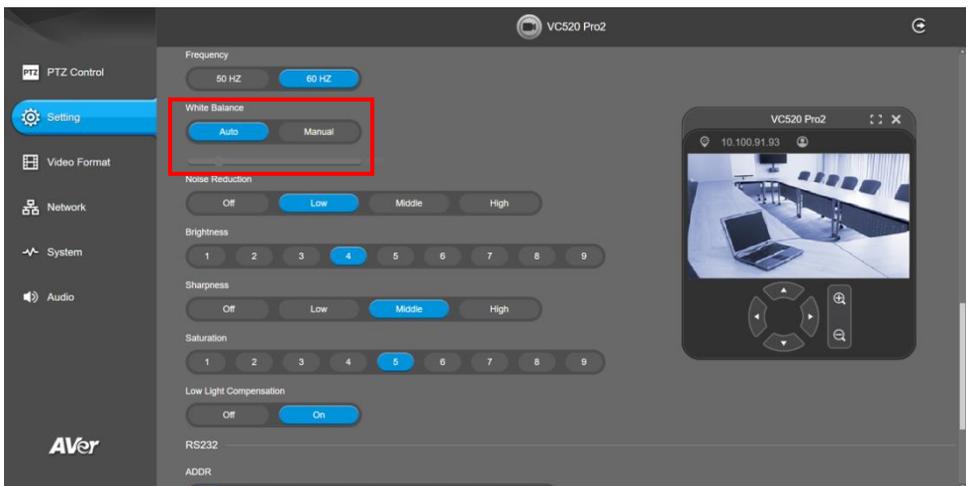
Select **Setting > Image > Frequency > 50 HZ** or **60 HZ**.



➤ **White Balance**

Select the white balance setting for various light conditions or color temperature.

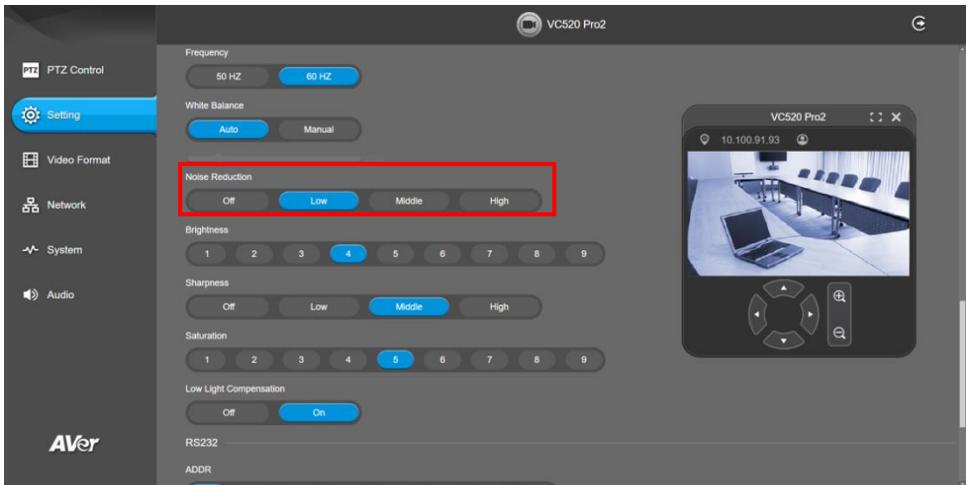
Select **Setting > Image > White Balance > Auto** or **Manual**.



➤ Noise Reduction

To reduce the noise from the signal.

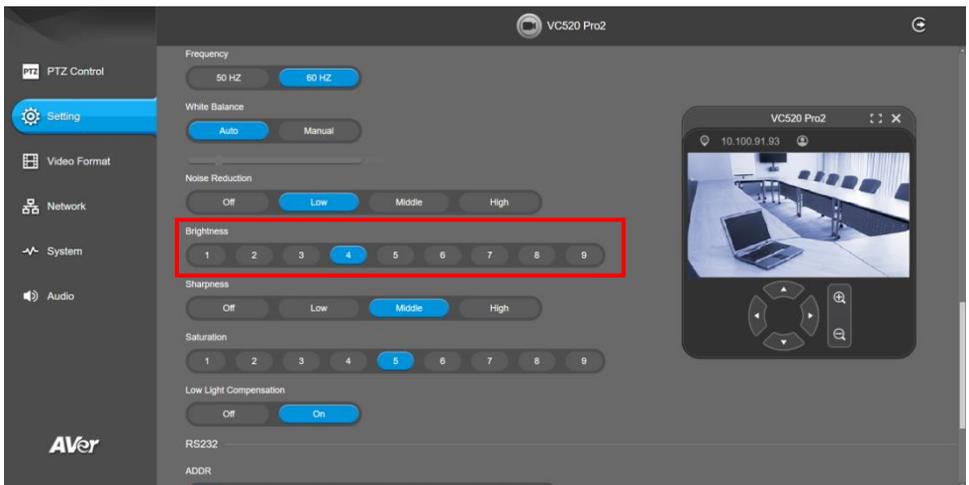
Select **Setting > Image > Noise Reduction > Off, Low, Middle or High.**



➤ Brightness

Adjust the value of brightness.

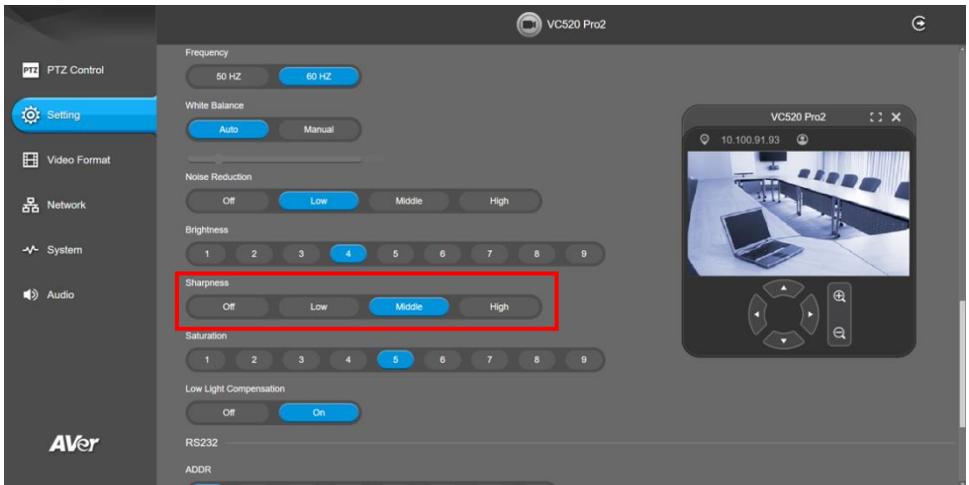
Select **Setting > Image > Brightness > 1 ~ 9.**



➤ Sharpness

Adjust the value of sharpness.

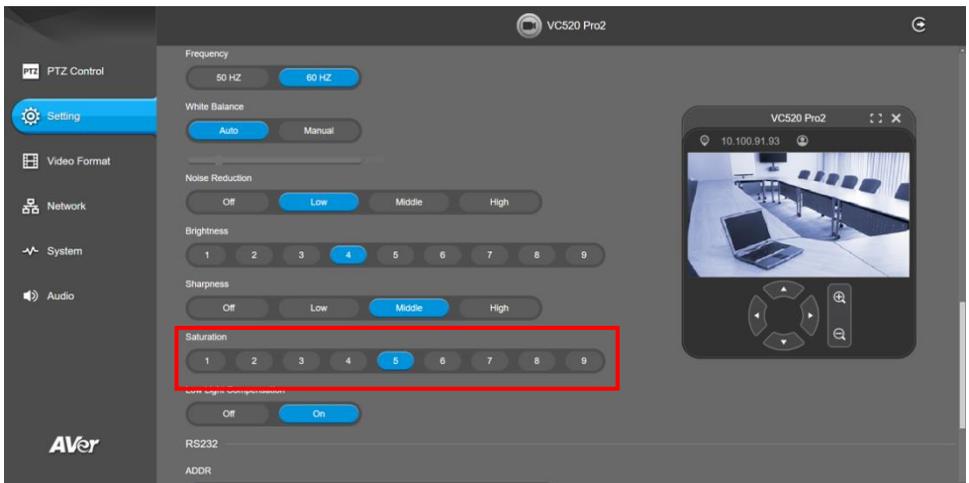
Select **Setting > Image > Sharpness > Off, Low, Middle or High.**



➤ Saturation

Adjust the value of saturation.

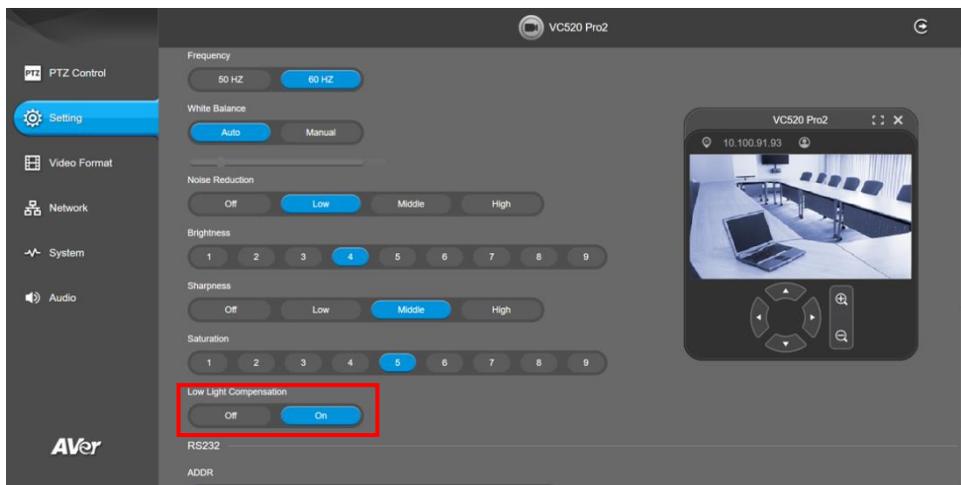
Select **Setting > Image > Saturation > 1 ~ 9.**



➤ Low Light Compensation

Select **Setting > Image > Low Light Compensation > Off** or **On**.

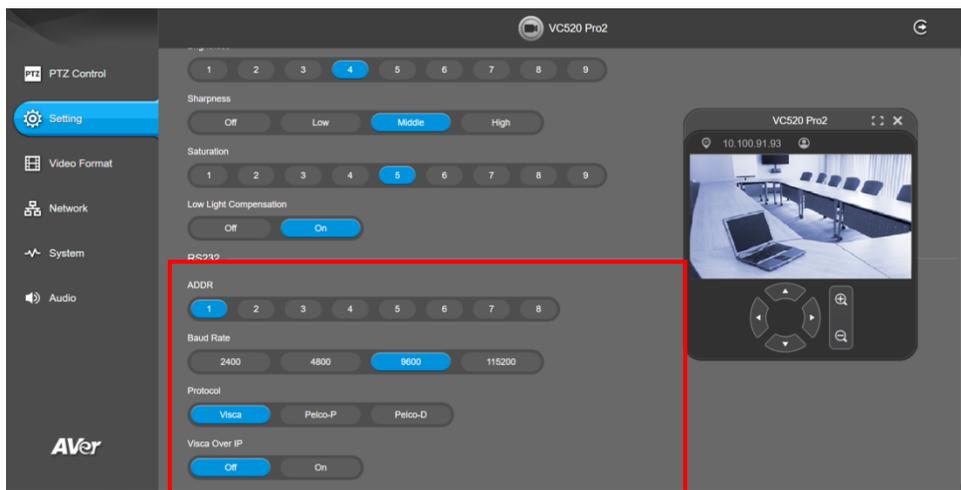
Please notice that the frame rate will drop to 10~15 fps.



➤ RS232 Setting

When USB camera connects with PTZ camera controller through the RS232 port, please setup **ADDR, Baud Rate, Protocol, and Visca Over IP** settings.

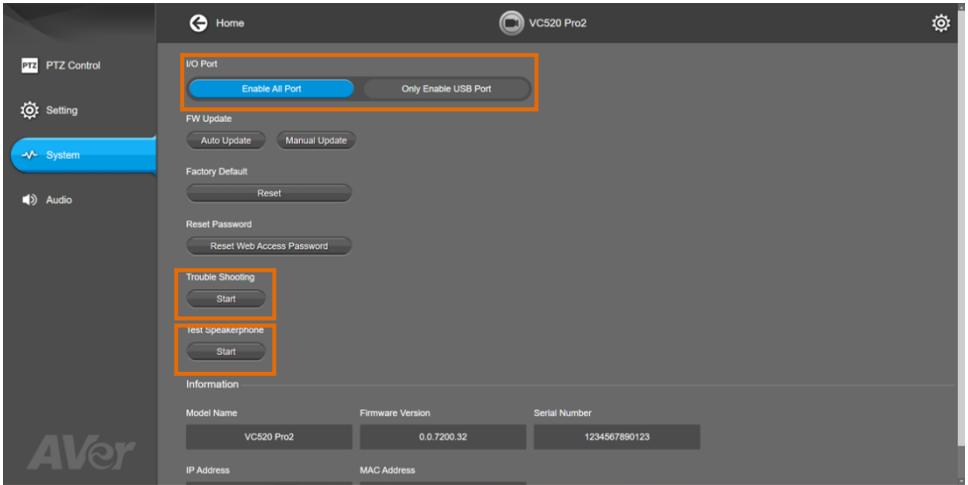
Select **Setting > RS232**.



System: To setup system.

➤ I/O Port

Except USB port, user can enable or disable all I/O ports.



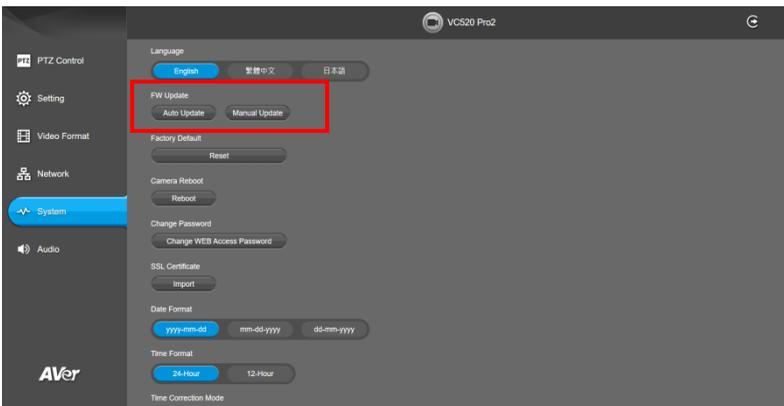
➤ Firmware Update

Update the camera's firmware.

Select **System > FW Update > Auto Update** or **Manual Update**.

- **Auto Update:** The system will check firmware version from AVer server and request to update.
- **Manual Update:** To update the firmware from specific location.

After updating, the camera will **reboot** and the connection will be lost. Please wait for few minutes and always keep the power cable connected. If unplugging the power during this process, it will cause damage of the device.

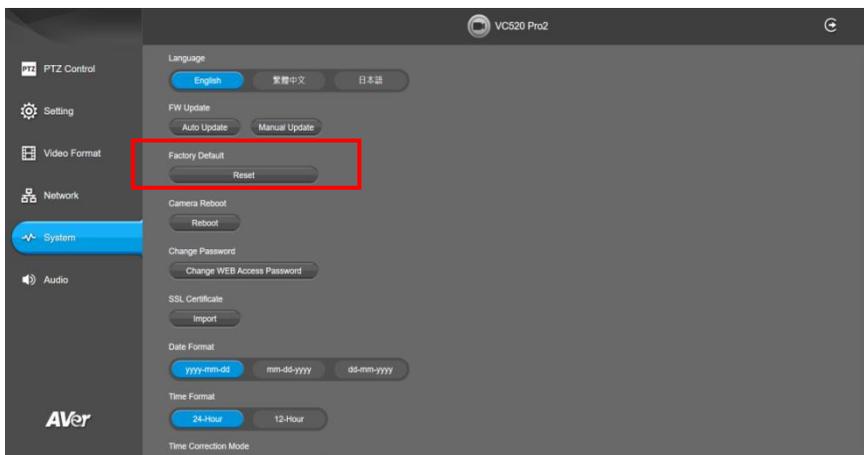


➤ Factory Default

Reset the camera back to factory default setting.

1. Select **System > Factory Default > Reset**.
2. User can choose to keep current IP address or back to default.
3. Select **Continue** to reset back to factory default.

[Note] When factory default is activated, the password of Webpage login will not be set to default. For security concerns, to reset password of webpage access, please download PTZApp 2 to reset it.



➤ Trouble Shooting: Click **Start** and **Output** to output log to save in local PC.



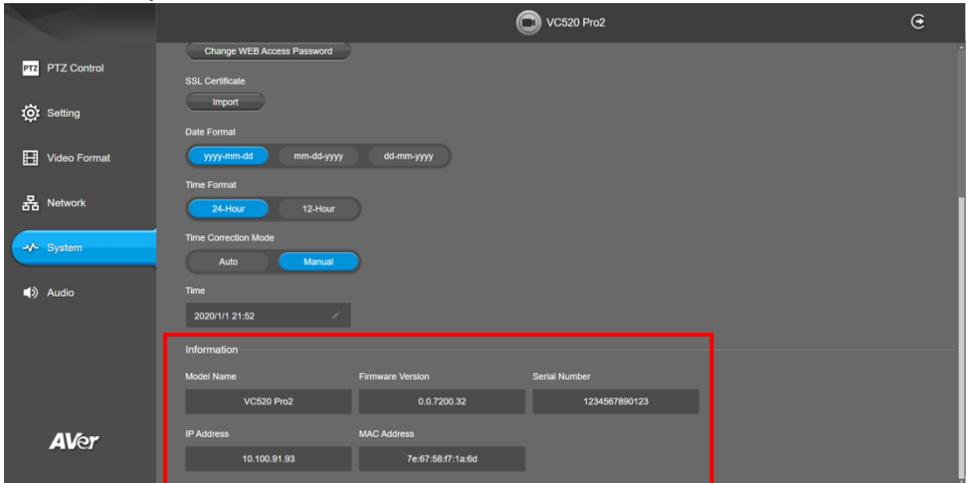
➤ Test Speakerphone: Click **Start** and **Start** to check the speakerphone status. It will require user to record a short message and play it back to ensure the speakerphone is working.



➤ **Information**

Display the information of **Model Name**, **Firmware Version**, **Serial Number**, **IP Address**, and **MAC Address**.

Select **System > Information**.



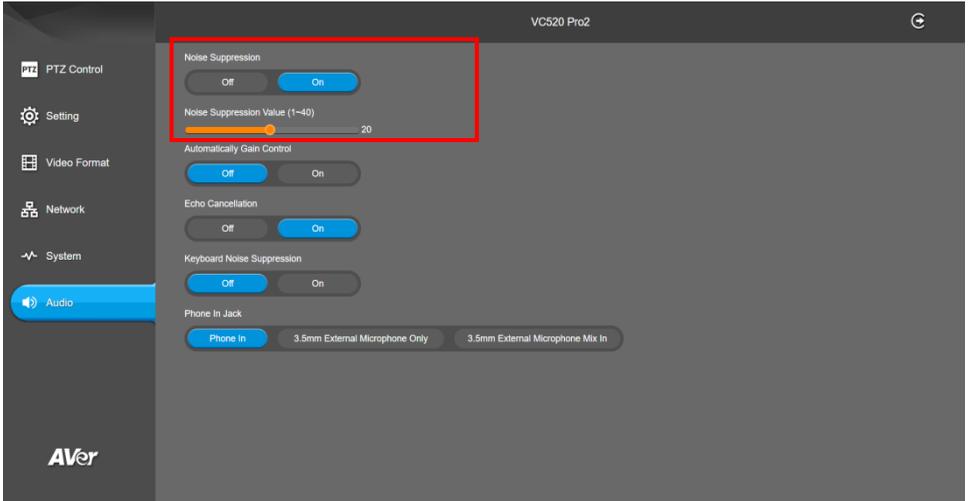
Audio: To setup audio parameters.

➤ Noise Suppression

It is to reduce ambient noise.

Select **Audio > Noise Suppression > Off** or **On**.

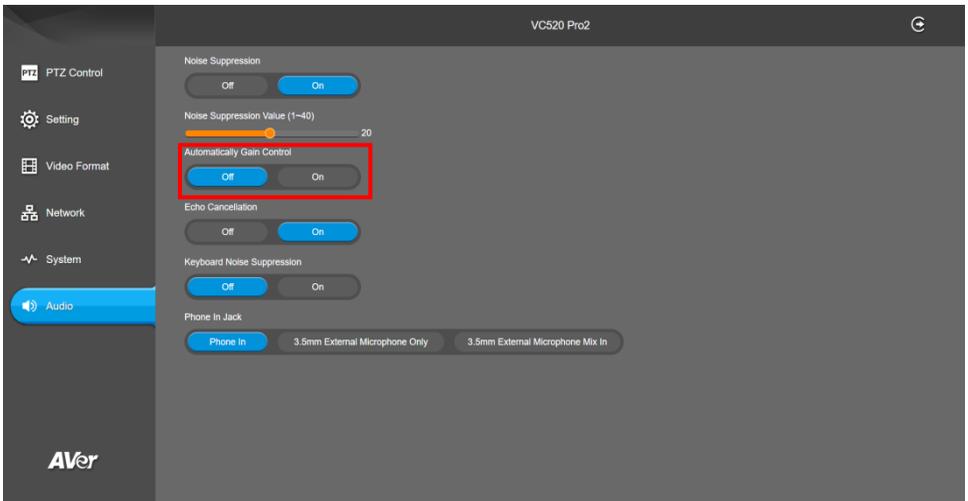
When enabling the noise suppression function, please set value of noise suppression (1~40).



➤ Automatically Gain Control

Enable/disable the auto gain control. It is to control ambient sound level and maintain a suitable output, despite variation of the one at the input.

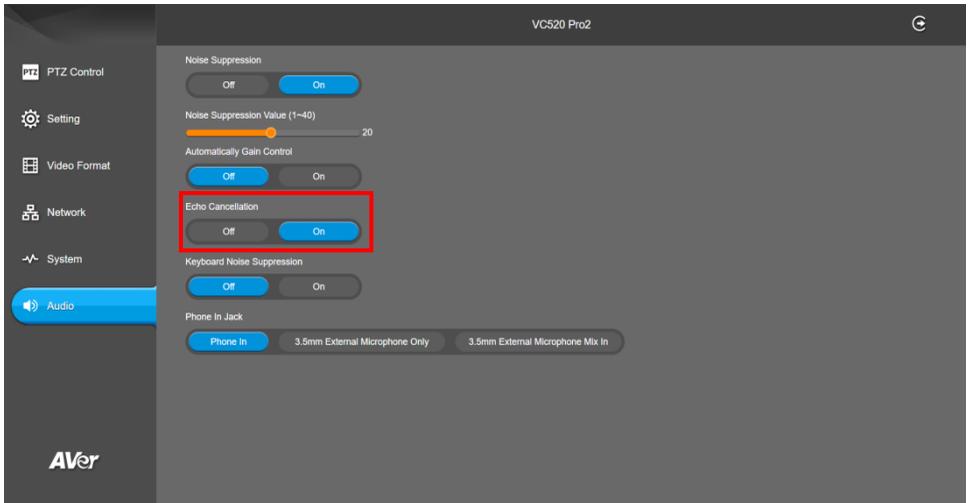
Select **Audio > Automatic Gain Control > Off** or **On**.



➤ Echo Cancellation

Enable/disable echo situation.

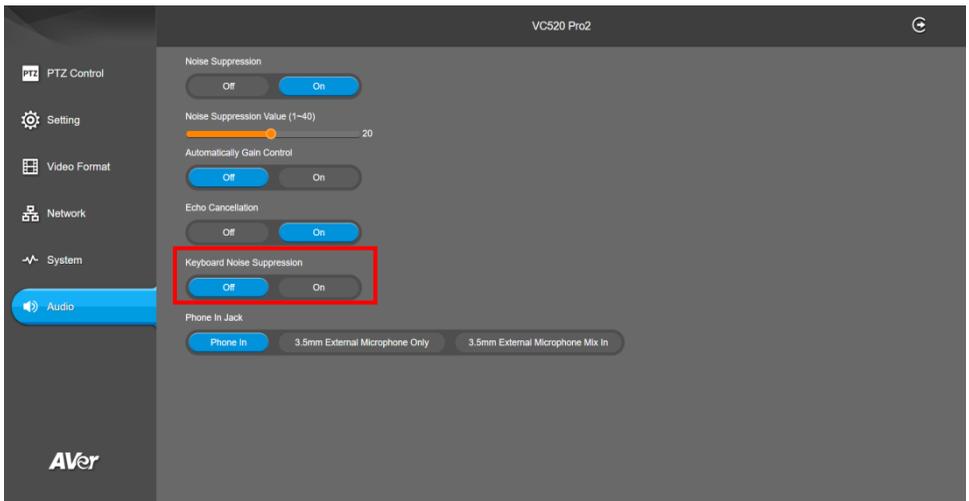
Select **Audio > Echo Cancellation > Off** or **On**.



➤ Keyboard Noise Suppression

Enable/disable keyboard noise reduction.

Select **Audio > Keyboard Noise Suppression > Off** or **On**.

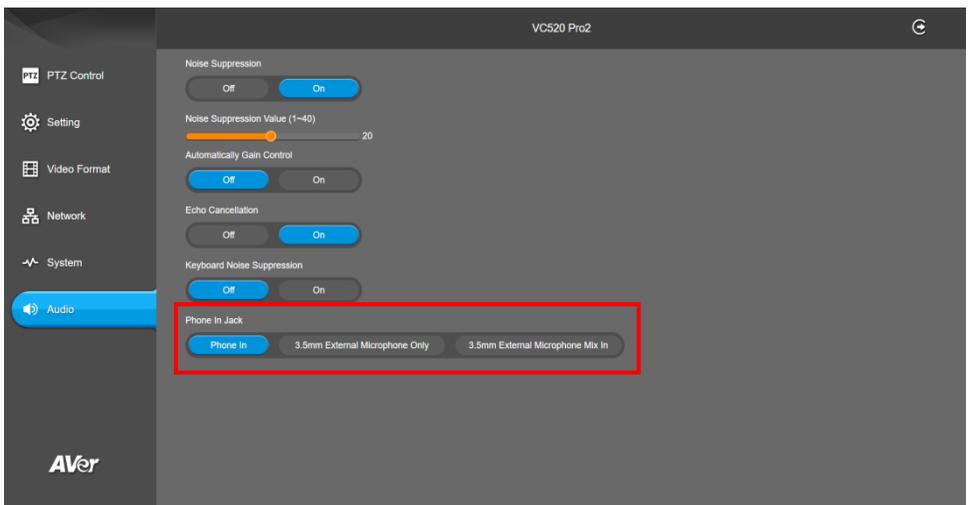


➤ Phone In Jack

Set Phone in input source.

Select **Audio > Phone In Jack > Phone In, 3.5mm External Microphone Only, or 3.5mm External Microphone Mix In.**

- **Phone In:** When the mobile phone is connecting to Phone in port, please select “Phone In” option.
- **3.5mm External Microphone Only:** The speakerphone will transfer the sound that it receives from the external microphone (connected on phone in port) to far site.
- **3.5mm External Microphone Mix In:** The speakerphone will transfer the sound that it receives from the external microphone (connected on phone in port) and speakerphone to far site.



Preset Link: To setup camera preset binding for microphone channel

➤ Time to trigger Preset

This is to set the trigger preset time for the camera

Select **Preset Link > Reaction Time > Time to trigger Preset**

Setting the time to trigger preset function, the camera will trigger a new preset point if the original human sound stop and new channel human sound to reach the selected time.



➤ Time to go back to Preset 0

This is to set go back to preset 0 time for the camera

Select **Preset Link > Reaction Time > Time to go back to Preset 0**

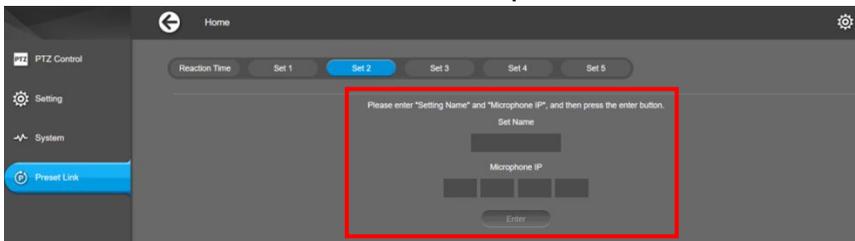
Setting the time to go back to preset 0 function, the camera will go back to Preset 0 based on the selected time interval if there is no human sound detected.



➤ Set Name and Microphone IP

This is to set each camera parameters for the IP microphone

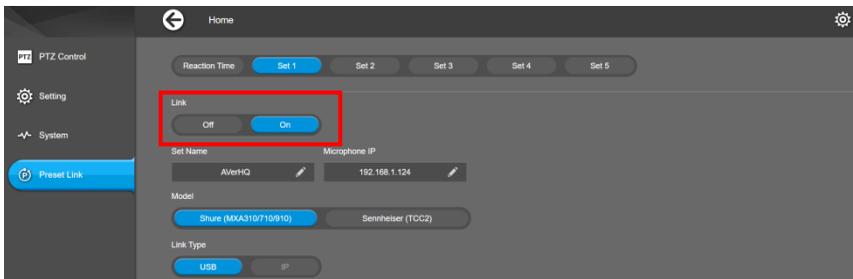
Select **Preset Link > Set 1 ~ Set 5 > Set Name, Microphone**



➤ Link

Enable/disable the preset link function of the Set1~ Set5

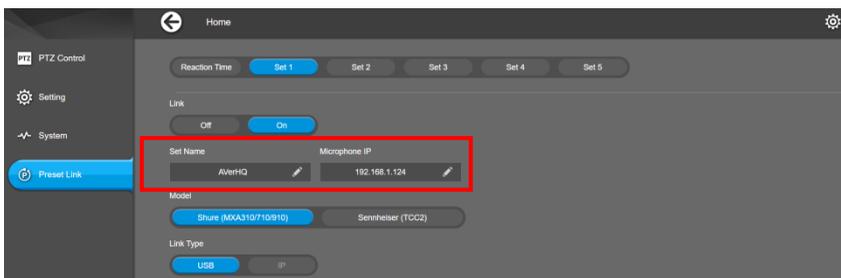
Select **Preset Link > Set 1 ~ Set5 > Link**



➤ Set Name / Microphone IP

Display/ Edit Set name and Microphone IP

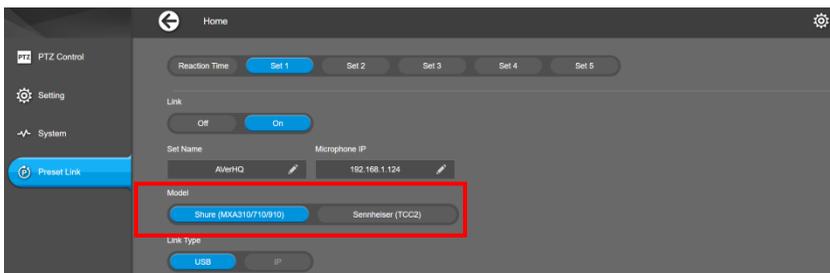
Select **Preset Link > Set 1 ~ Set5 > Set Name, Microphone IP**



➤ Model

Choose the model of the Microphone

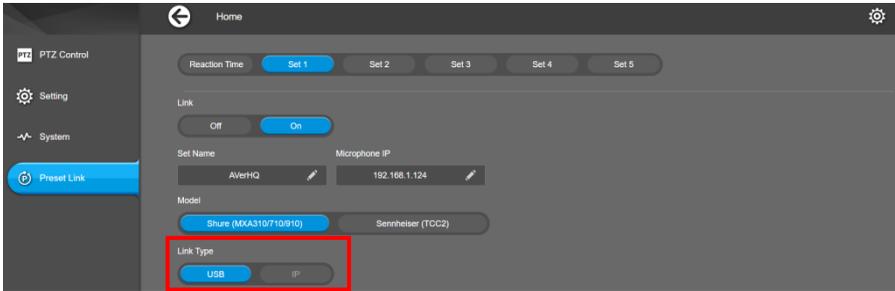
Select **Preset Link > Set 1 ~ Set5 > Model > Shure (MXA310/710/910), Sennheiser (TCC2)**



➤ Link Type

Select the type of connection with the microphone

Select **Preset Link > Set 1 ~ Set5 > Link Type > USB, IP**

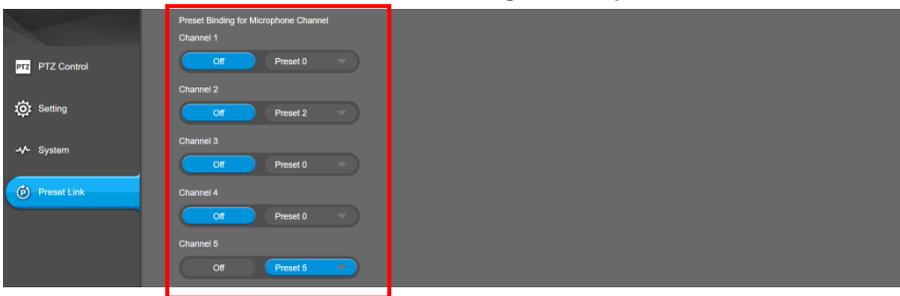


- **USB:** PTZApp2 will command preset function to camera via USB cable, PTZApp2 needs to be opened during transmission.
- **IP:** Camera obtains the channel operated by Microphone through IP directly, and camera needs to connect to the network during transmission

➤ Preset Binding for Microphone Channel

Binding cameras preset for each microphone channel

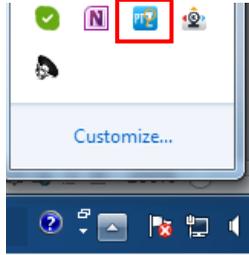
Select **Preset Link > Set 1 ~ Set5 > Preset Binding for Microphone Channel**



10. Click the icon to display the connected devices to the USB camera.



11. **PTZApp 2 Minimize:** Minimize the app to system tray. To quit the application, right-click the icon on the system tray and select **Quit**.



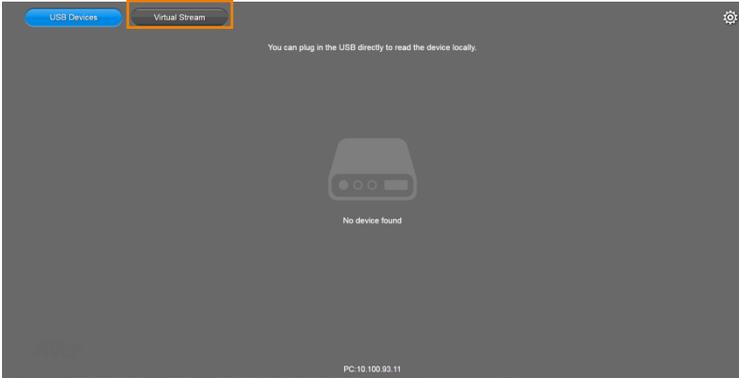
If you can't launch PTZApp 2 right after installation, please also check here and see if it is already minimized. Right-click the icon and choose Restore.



Use PTZApp 2 with a Virtual Stream

With this function, you can have a virtual meeting with only Ethernet connection and get rid of USB cable connection. Make sure the camera is connected with Ethernet and under the same subnetwork as the meeting room PC (e.g. NUC).

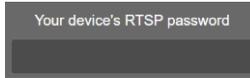
1. Launch PTZApp2 () on a PC and click Virtual Stream.



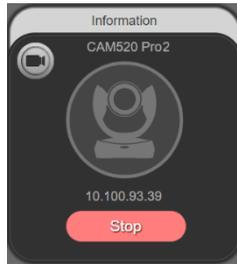
2. When the camera card appears, click **Start** to enable the Virtual Stream function.



- Virtual Stream technology uses an RTSP stream. If you set a password for RTSP, you will be asked to provide that password while enabling this function.



- Launch VC software (e.g. Zoom, Teams, Skype) and choose AVer USB VCam as the video source to start collaborating.
- While using the Virtual Stream function, you cannot change any camera settings. To pan/tilt or zoom in/out the camera, use a remote control or VISCA control.
- Click **Stop** and **Home** to stop using this function.

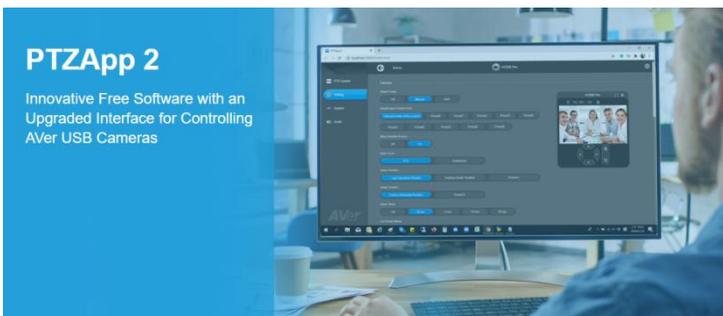


[Notes]

- This technology only transmits video, not audio sources.
- Video latency may vary depending on CPU power (i5 or higher is recommended).

For more details, please refer to the website of PTZApp 2:

<https://communication.aver.com/line/usb-videoconferencing/ptzapp2>



MORE HELP

For FAQs, technical support, software and user manual download, please visit:

Global: <https://www.aver.com/HelpCenter/conferencing-collaboration>

USA: <https://www.averusa.com/business/support/>

European Headquarters: <https://www.aver.com/download-center/>

Technical Support:

Global: <https://aver.com/technical-support>

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

European Headquarters: <https://www.avereurope.com/technical-support/>

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