

# **AVer PTZ Link**

— User Manual —

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# Overview

AVer PTZ Link is an application software that connects AVer cameras to third-party microphone systems (supported models) from Audio-Technica, ClearOne, Nureva, Sennheiser, Shure to Yamaha.

It provides IP-based control and enables users to turn AVer cameras into voice-tracking cameras by setting preset points. It also enables users to create virtual cameras, perform automatic video switching, as well as tracking the presenter when human tracking is enabled in the Premium version.

## Compare Versions and Features

	Free	Premium (60-Day Free Trial)
IP connectivity	✓	✓
USB connectivity		✓
Virtual camera (Windows only)		✓
Automatic video switching (Windows only)		✓
Human tracking		✓
Active position		✓
AVer camera + microphone group	5	25
Microphone channel	8	128
Preset point	256	256

## System Requirements

	Minimum	Recommended
<b>OS</b>	Windows 7 (64-bit) or later macOS 10 or later	Windows 7 (64-bit) or later macOS 10 or later
<b>CPU</b>	Intel Core i5 10th Generation	Intel Core i7-10875H or greater
<b>GPU</b>		NVidia Geforce RTX 2070 or greater
<b>RAM</b>	8 GB	16 GB DDR4 or greater
<b>Free storage space</b>	800 MB	800 MB

## Supported AVer Cameras

### Professional Tracking Cameras (US model name in italics)

PTC300 V2 Series	PTC300 Series	PTC500 Series	PTC115 Series
PTC330UV2 <i>TR333V2</i>	PTC330 <i>TR331</i>	PTC500S <i>TR530</i>	PTC115 <i>TR320</i>
PTC320UNV2 <i>TR323NV2</i>	PTC330N <i>TR331N</i>	PTC500+ <i>TR530+</i>	PTC115+ <i>TR320+</i>
PTC320UV2	PTC330U <i>TR333</i>		
PTC310UV2 <i>TR313V2</i>	PTC310 <i>TR311</i>		
PTC310HWV2 <i>TR311HWV2</i>	PTC310N <i>TR311N</i>		
	PTC310U <i>TR313</i>		
	PTC310UN <i>TR313N</i>		
	PTC310H		
	PTC310HN		

### Professional PTZ Cameras (do not support human tracking)

PTZ300 V2 Series	PTZ300 Series
PTZ330UV2	PTZ330
PTZ330UNV2	PTZ330N
PTZ310UV2	PTZ310
PTZ310UNV2	PTZ310N

### Distance Learning Camera

DL Series
DL30

# Supported Microphones

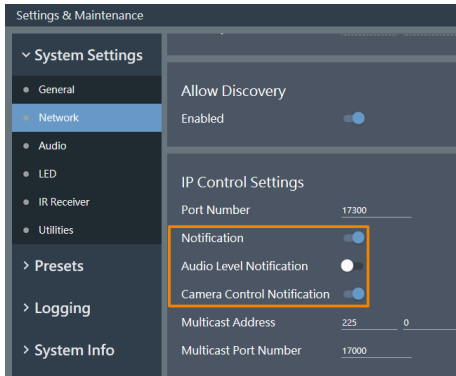
Third-party microphone systems may require setup in their manufacture software.

## Audio-Technica

### ATND1061 Beamforming Ceiling Array Microphone

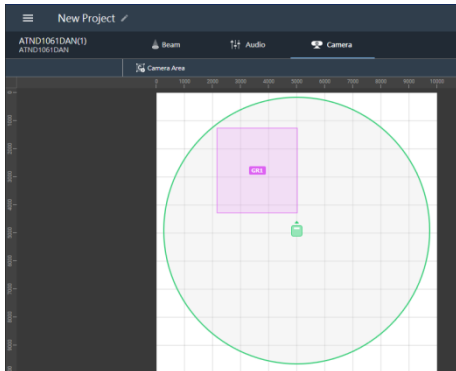
- **ATND1061 Beamforming Ceiling Array Microphone**

#### *Digital Microphone Manager*



1. Go to **Settings & Maintenance**  > **System Settings > Network > IP Control Settings**.

2. Turn on **Notification** and **Camera Control Notification**.



3. Select a microphone in the main area.

4. Click **Camera** > Click **Camera Area**.

5. Add a Camera Area by dragging it within the microphone pickup area.

- Each Camera Area group corresponds to AVer PTZ Link channel 1-8.



# ClearOne

## BMA 360 Microphone System

CONVERGE® Pro 2 (supports up to 3 daisy-chained BMA 360s)

- **BMA 360 Microphone System**  
**CONVERGE® Pro 2 (supports up to 3 daisy-chained BMA 360s)**

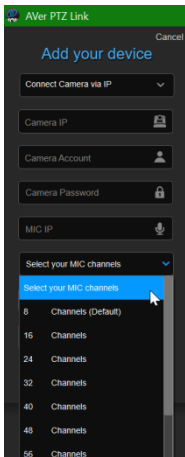
### AVer PTZ Link

Daisy-Chained	Channel Start/End
1 <sup>st</sup> BMA 360	1-12
2 <sup>nd</sup> BMA 360	13-24
3 <sup>rd</sup> BMA 360	25-36

1. AVer PTZ Link assigns 12 channels to each BMA 360.

- Unused channels are retained in the assigned BMA 360 (see table).

2. When adding your device, select your MIC channels in the drop-down list according to the number of BMA 360 daisy-chained.

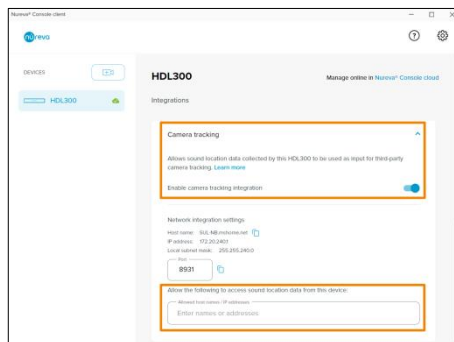


# Nureva

HDL300  
HDL310  
Dual HDL300  
HDL410

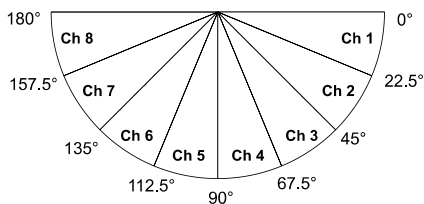
- HDL300  
HDL310  
Dual HDL300  
HDL410

## Nureva Console Client

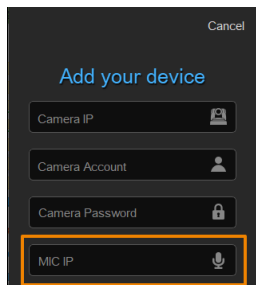


1. Turn on **Enable camera tracking integration**.
2. Enter the IP address of the computer running AVer PTZ Link in the **Allowed host names / IP addresses** field

## AVer PTZ Link



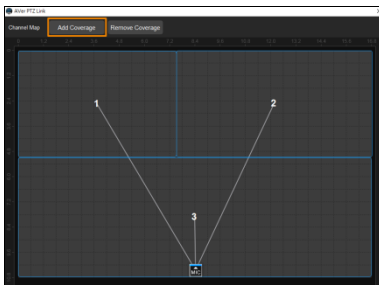
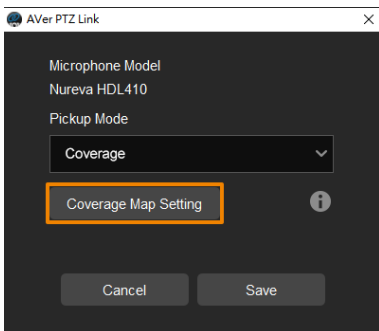
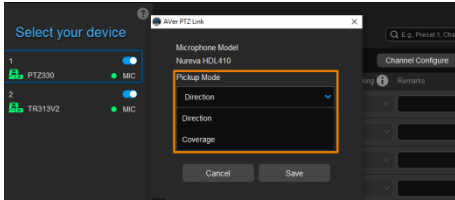
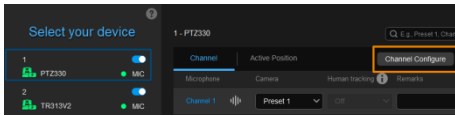
1. AVer PTZ Link divides HDL microphones' horizontal angles into 8-24 equal parts, which correspond to AVer PTZ Link channel 1-24.



2. Enter the IP address of the computer running Nureva Console Client as **MIC IP** in AVer PTZ Link.

## ● HDL410

### AVer PTZ Link



To add a coverage area for HDL410:

1. Click **Channel Configure** on the main page.
2. Select a **Pickup Mode** from the drop-down list:

- **Direction:** The microphone's horizontal angles are divided into 8 equal parts, which correspond to AVer PTZ Link channel 1-8.

- **Coverage:** Add a dedicated coverage area.

3. Select **Coverage** from the **Pickup Mode** drop-down list.
4. Click **Coverage Map Setting** > Click **Add Coverage**.

5. Add a coverage area by dragging it.

- You can add up to 8 coverage areas per microphone.
- When coverage areas overlap, the microphone will default to the area with the smaller number.

# Sennheiser

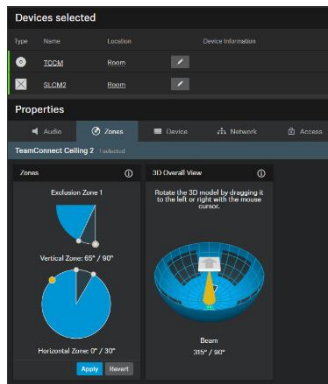
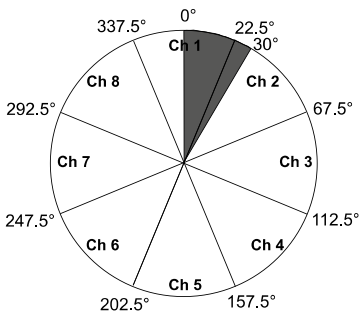
## TeamConnect Ceiling 2

AVer PTZ Link divides TeamConnect Ceiling 2's horizontal angles into 8-24 equal parts, which correspond to AVer PTZ Link channel 1-24.

- **TeamConnect Ceiling 2**

An Exclusion Zone set in Sennheiser Control Cockpit also affects the corresponding channel in AVer PTZ Link.

### *Sennheiser Control Cockpit*

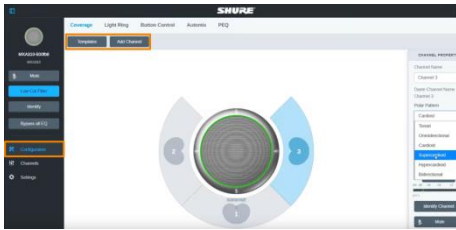


# Shure

Microflex® Complete Wireless  
IntelliMix® P300 Audio Conferencing Processor  
MXA710 Linear Array Microphone  
MXA310 Table Array Microphone  
MXA910 Ceiling Array Microphone  
MXA920 Ceiling Array Microphone

## ● MXA310 Table Array Microphone

Web Application

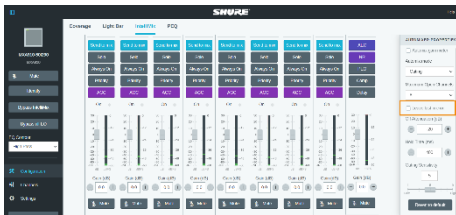


1. Open the **Configuration** tab.
2. Select a template from the multi-channel options.
3. Or select **Add Channel** to add more than 1 channel.

- AVer PTZ Link does not support single channel for the MXA310.

## ● MXA910 Ceiling Array Microphone

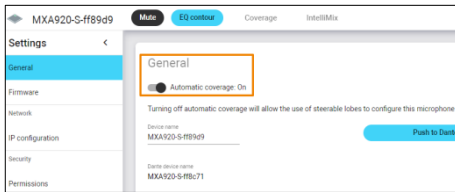
Web Application



1. Go to **IntelliMix > Automixer Properties > Deselect Leave last mic on.**

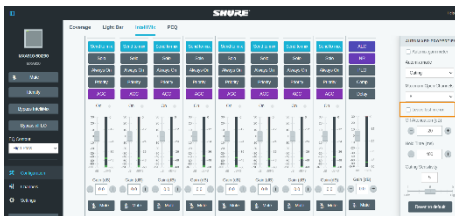
## ● MXA920 Ceiling Array Microphone

### Web Application



To manually position up to 8 lobes:

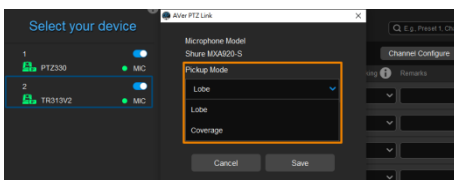
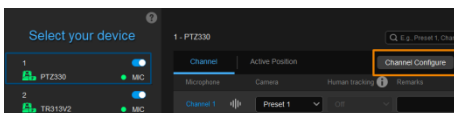
1. Go to **Settings > General > Automatic coverage**.
2. Turn off **Automatic coverage**.
3. Go to **IntelliMix > Automixer Properties > Deselect Leave last mic on**.



To add a mix of up to 8 dynamic and dedicated coverage areas:

1. Go to **Settings > General > Automatic coverage**.
2. Turn on **Automatic coverage**.
  - The default setting is a 30 by 30 foot (9 by 9 meter) dynamic coverage area.
3. To add more coverage areas, go to **Coverage > Add coverage**.

### AVer PTZ Link



4. Click **Channel Configure** on the main page.
5. Select a **Pickup Mode** from the drop-down list:
  - **Lobe**: The lobes you have positioned in the MXA920's web application. They correspond to AVer PTZ Link channel 1-8.
  - **Coverage**: The coverage areas you have

added in the MXA920's web application.  
They correspond to AVer PTZ Link  
channel 1-8.

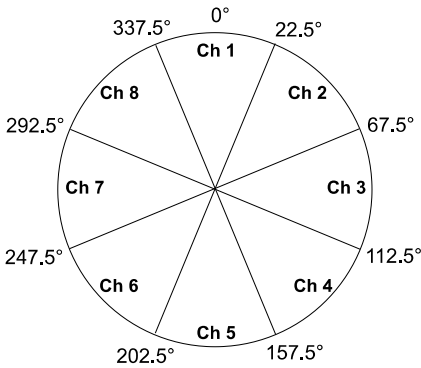
6. To integrate with supported AVer camera tracking system via active talker positions, please refer to [<Active Position Setup>](#).

# Yamaha

- RM-CG Ceiling Array Microphone
- RM-TT Tabletop Array Microphone
- RM-CR Remote Conference Processor
- RM-W Wireless Microphone System

## ● RM-CG Ceiling Array Microphone

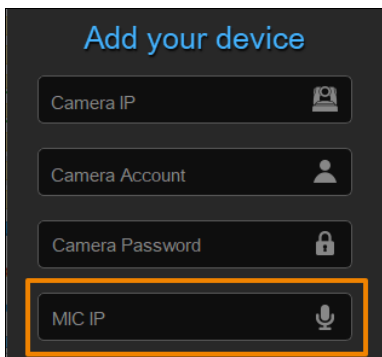
*AVer PTZ Link*



AVer PTZ Link divides RM-CG's horizontal angles into 8-24 equal parts, which correspond to AVer PTZ Link channel 1-24.

- RM-TT Tabletop Array Microphone
- RM-CR Remote Conference Processor
- RM-W Wireless Microphone System

*AVer PTZ Link*



1. AVer PTZ Link voice tracking function requires linking more than one RM-TT or RM-W microphones for location data.
2. When linking these microphones to the RM-CR Remote Conference Processor, enter the processor's IP address as **MIC IP** in AVer PTZ Link.







## Install AVer PTZ Link

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




## Minimize and Quit AVer PTZ Link

You can minimize AVer PTZ Link to the taskbar or a floating window during a video conference to take advantage of the voice-tracking function of AVer PTZ Link.


### To minimize AVer PTZ Link to the taskbar:



1. Go to **Settings**  > **System** > disable **Screen widget**.
2. Click the minimize button  on the top-right corner of the AVer PTZ Link window.
3. To make the minimized AVer PTZ Link active, click the **Show hidden icons** arrow  on the taskbar, right-click the AVer PTZ Link icon , and select **Open AVer PTZ Link**.

### To minimize AVer PTZ Link to a floating window:

1. Go to **Settings**  > **System** > enable **Screen widget**.
2. Click the minimize button  on the top-right corner of the AVer PTZ Link window.
3. To make the minimized AVer PTZ Link active, click the maximize button  on the floating window.

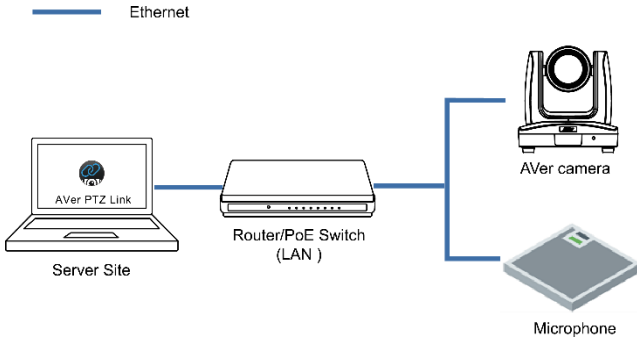
### To quit AVer PTZ Link:

Click the X button  on the top-right corner of the AVer PTZ Link window.

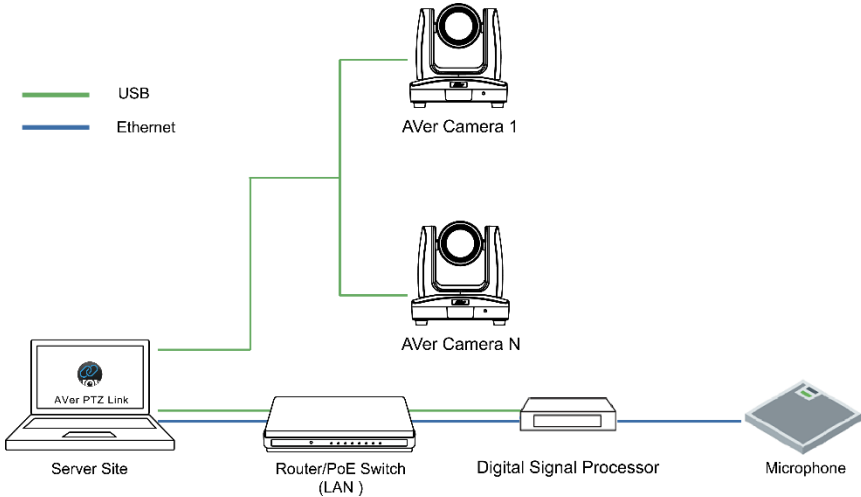
Or click the **Show hidden icons** arrow  on the taskbar, right-click the AVer PTZ Link icon  and select **Exit**.

# Hardware Connection

- Please make sure all devices are well-connected and power on.
- Needs to install **AVer PTZ Link** application on the server site.
- For IP Camera connection (free version), all devices are suggested to be connected on the same LAN, or UDP port-52381 & TCP port-2202 must be available between devices.

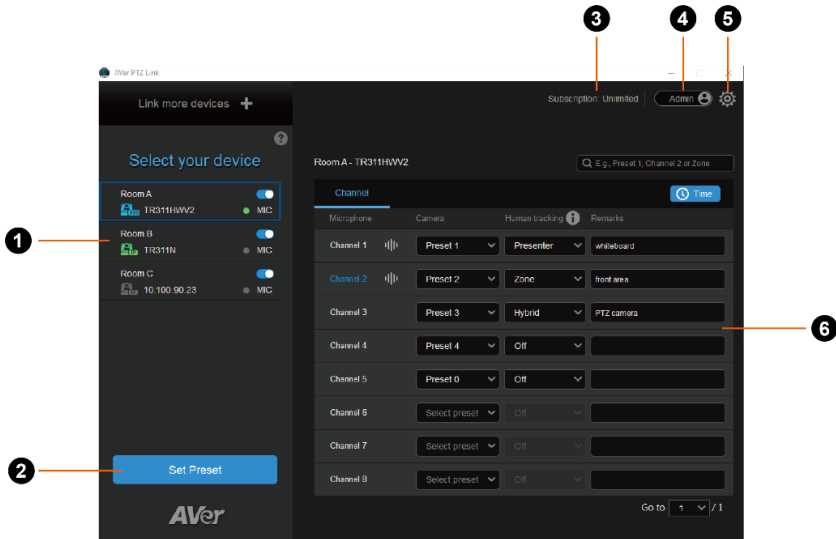


- For Virtual Camera connection (premium version), connect the camera to the USB port on the server site.



# Get Started

## Main Page



### 1. Device List:

Add/delete/edit or enable/disable the devices. Please refer to [<Device List>](#) and [<Add Devices>](#).

### 2. Set Preset:

Click to set up preset positions. This button will only be available when the selected device has been enabled ( toggle the switch to enable). Please refer to [<Set Up Preset Positions>](#) for more details.

### 3. Expiration Date:

Show the expiration date of your premium license or the free trial subscription.

### 4. Account Name:

Display your account type.

- **Admin:** Log in with an administrator account to have full access to all functions.
- **User:** Log in with a user account to have access to the limited functions. To switch to **Admin** account, click the toggle and enter the administrator account password. To switch back to **User**

account, exit and restart AVer PTZ Link.

**5. AVer PTZ Link Information:**

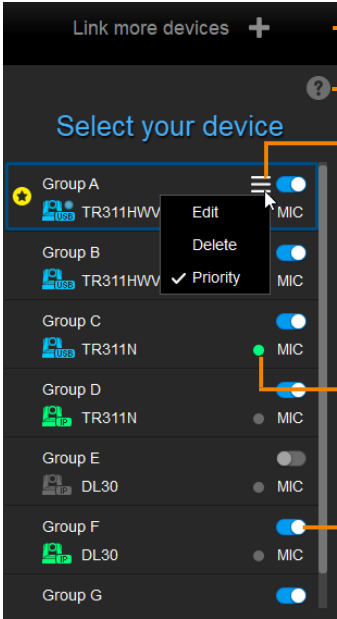
View system information, change system language, activate premium license and more. Please refer to <[AVer PTZ Link Information](#)> for more details.

**6. Voice Tracking Configuration:**

Perform voice tracking by configuring **Channel** setup after adding devices to AVer PTZ Link. Please refer to <[Voice Tracking Configuration](#)> for more details.

## Device List

For the premium users, you can add up to 25 device groups (camera and microphone combination) to the Device List; for the free users, you can add up to 5 device groups. AVer PTZ Link supports both IP camera (free version) and USB camera (premium version) connection.



Click to add more device groups.

Click to display the Device Status info.

Hover your mouse cursor over a group to display this icon.

Click **Edit** to edit the group.

Click **Delete** to delete the group from the list.

Click **Priority** to set up this group as the Priority Group (refer to <[Priority Group](#)>).

Display microphone status.

Green: online

Gray: offline

Toggle the button to enable or disable the group.

Icons below indicate the device status which includes the camera and microphone:

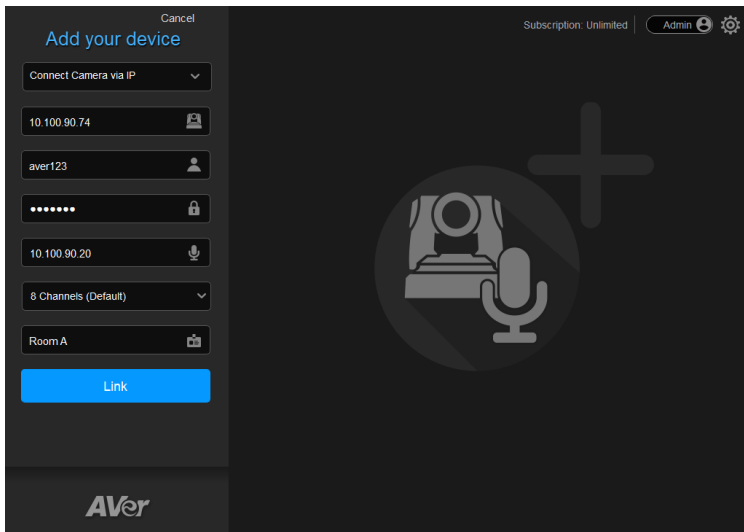
Icon	Device Status
	Device (IP camera) is online.
	Device is offline.
	Virtual Camera is sent to the third party program.
	Virtual Camera (camera connected by USB) is enabled.
	Incorrect account or password.
	Inactivated.

## Add Devices

You can add up to 5 device groups (free version) or 25 device groups (premium version) to the Device List. AVer PTZ Link supports both IP camera (free version) and USB camera (premium version) connection.

### IP Camera Connection

1. From the top of the Device List, click **Link more devices +**.
2. Select **Connect Camera via IP** from the device drop-down list. If you have added a device group, click **Link more devices +** to start adding another device group.
3. Input the IP camera and microphone information.



Items	Description
Camera IP	Enter the IP address of the camera (in IPv4 format).
Camera Account	Enter the account ID of the camera.
Camera Password	Enter the password of the camera.
MIC IP	Enter the IP address of the microphone (in IPv4 format).
MIC Channels	Select your microphone channels. 8-channel is provided for free account users by default. Up to 128 channels are provided for premium users.
Device Name	Enter a name for this device group (length has to be less than 20 characters).

**[Note]**

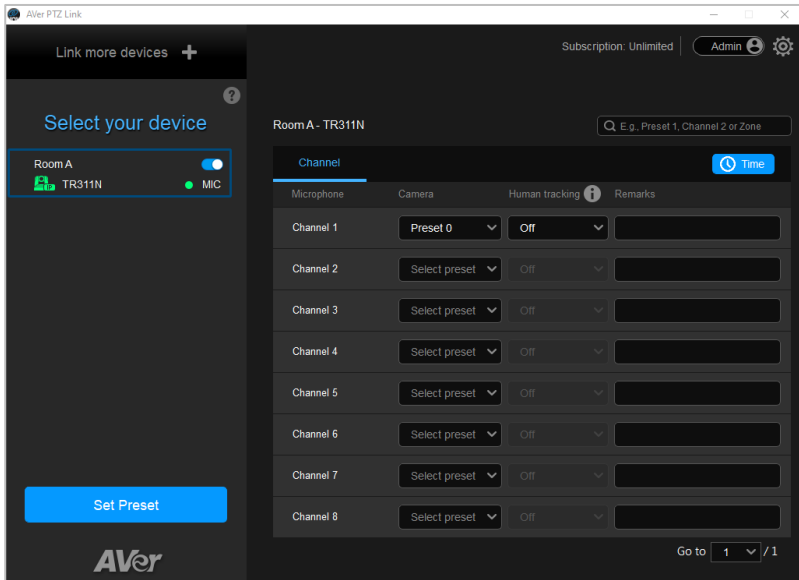
- AVer PTZ Link will memorize the last setting, including device name and preset setup.
- When AVer PTZ Link launches, the paired devices will automatically run.
- Links can be created even for the offline cameras.

4. Click **Link** to pair the camera with microphone.

5. Click **OK** to confirm the settings and a pop-up will guide you through the process of starting voice tracking and Virtual Camera using AVer PTZ Link. Click **Done** when finish reading.



- The device group has been added to the Device list.



- You can optionally set up the Priority Group if multiple device groups are sharing the same camera. To set up a Priority group, please refer to [<Priority Group>](#).



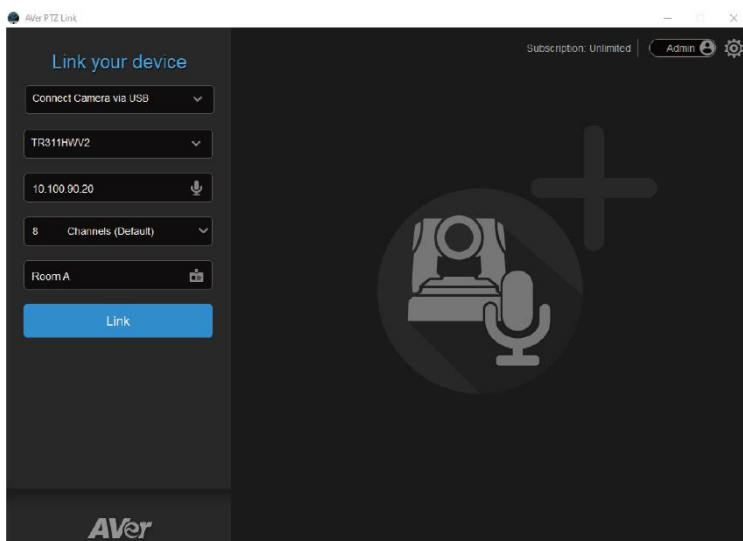
## Virtual Camera (USB) Connection

This function is only available for the premium users. You may start a 60-day free trial. At present, Virtual Camera only supports Windows® OS. To maintain video quality during video conference, the lowest output resolution of Virtual Camera is 720p.

1. Ensure the premium license key has been activated. Please refer to <[License](#)>.
2. Connect the USB camera to the USB port on the computer/system.
3. From the top of the Device List, click **Link more devices +**.
4. Select **Connect Camera via USB** from the device drop-down list. AVer PTZ Link will automatically detect the USB cameras connected to the system.

**[Note]** To optimize your Virtual Camera experience, please disable the sleep mode function of the connected Virtual Cameras.

1. Select an USB camera and input the IP address of the microphone.



Items	Description
Select Camera	Select a USB connected camera which automatically detected by AVer PTZ Link from the drop-down list.
MIC IP	Enter the IP address of the microphone (in IPv4 format).

MIC Channels	Enter the password of the camera.
MIC IP	Enter the IP address of the microphone (in IPv4 format).
MIC Channels	Select your microphone channels. AVer PTZ Link provides 8 channels for the free users and 128 channels for the premium users.
Device Name	Input a name for this device group (length has to be less than 20 characters).



**[Note]**

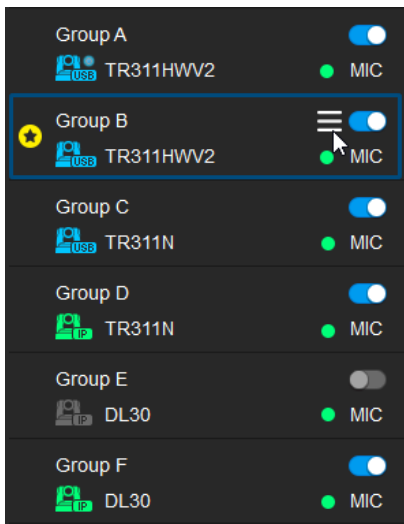
- AVer PTZ Link will memorize the last setting, including device name and preset setup.
  - When AVer PTZ Link launches, the paired devices will automatically run.
6. Click **Link** to pair the camera with microphone. Click **OK** to confirm the settings.
  7. The device group has been added to the device list.
  8. You can optionally set up the Priority Group if multiple device groups are sharing the same camera. To set up a Priority group, please refer to [<Priority Group>](#).

## Priority Group

When multiple groups are sharing the same camera and connection type, and when their paired microphones detect the same voice from a person at the same time, the camera will only move to the preset position of the Priority Group.

### To set up a group as the Priority Group:

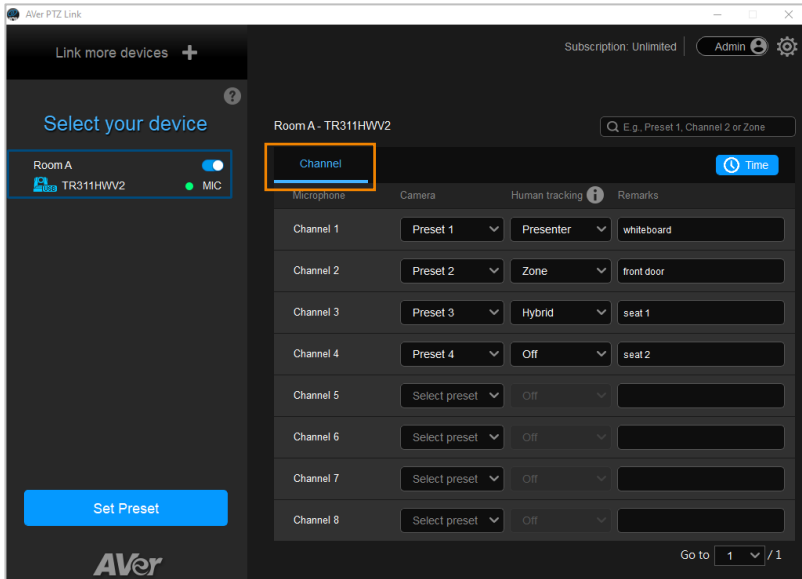
1. Make sure the group is enabled and well-connected.
2. Hover your cursor over a group, and click the  icon.
3. Click **Priority**, this group will be marked with the  icon.
4. To disable priority, click **Priority** again.



# Voice Tracking Configuration

After adding the devices to the program, you can further configure the voice tracking function.

You can set up **Channel** by pairing up microphone channels and camera preset positions. When the microphone detects a sound, the camera will move to the pre-configured position. This function supports both IP cameras and Virtual Cameras (USB).

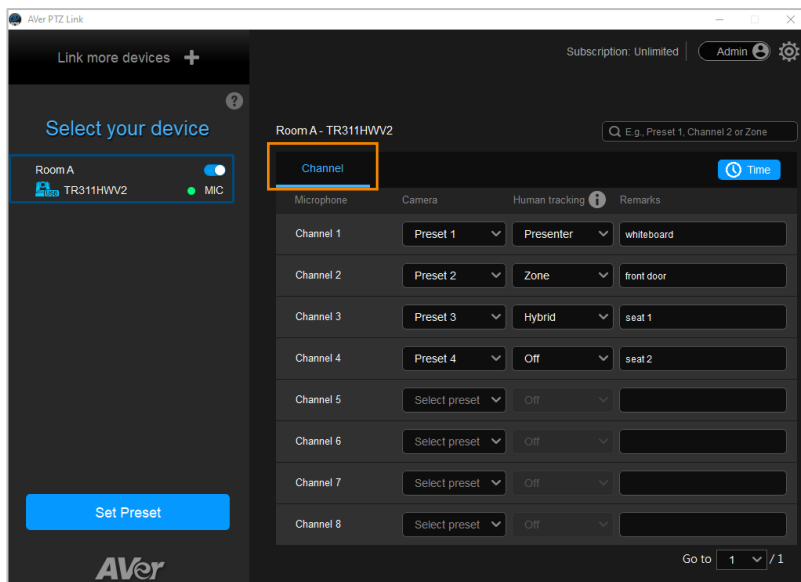


## Channel Setup

Channel setup allows users to perform the Voice Tracking function by pairing up microphone channels and camera preset positions. This function supports both IP cameras and Virtual Cameras (USB).


**To enable voice tracking by configuring Channel setup, you need to:**

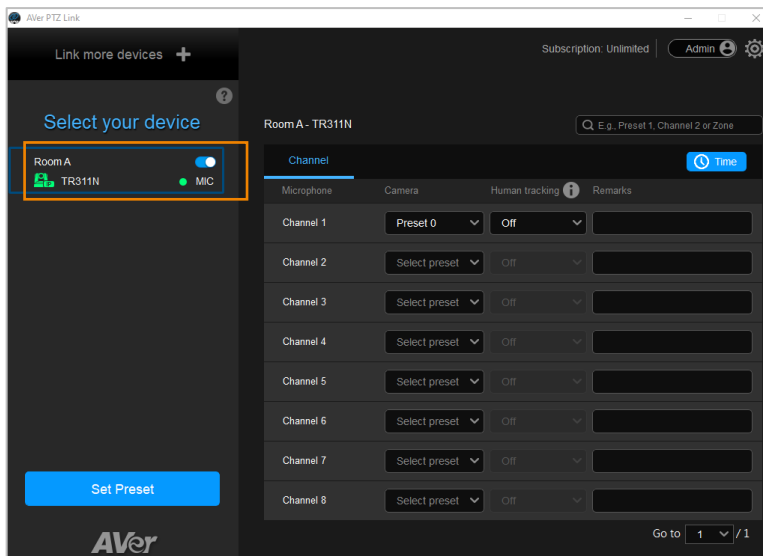
1. Set up preset positions of the cameras. Please refer to [<Set Up Preset Positions>](#).
2. Pair up preset positions with microphone channels. Please refer to [<Pair Up Preset Positions with Microphone>](#).



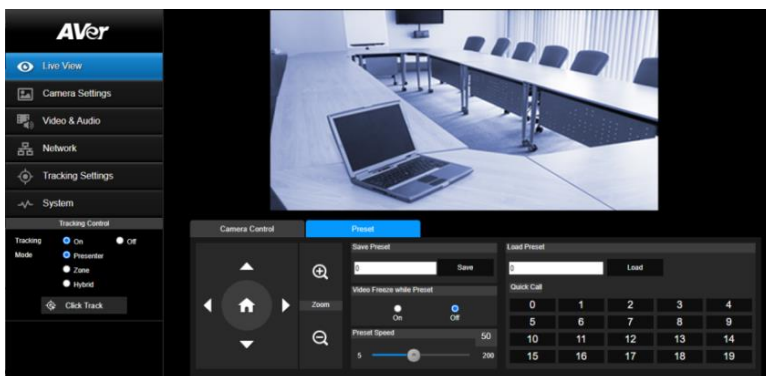
## Set Up Preset Positions

To set up preset positions for IP cameras:

1. Click to select an IP camera on the Device List. The selected device will be highlighted with a blue frame. Make sure you have enabled the device .



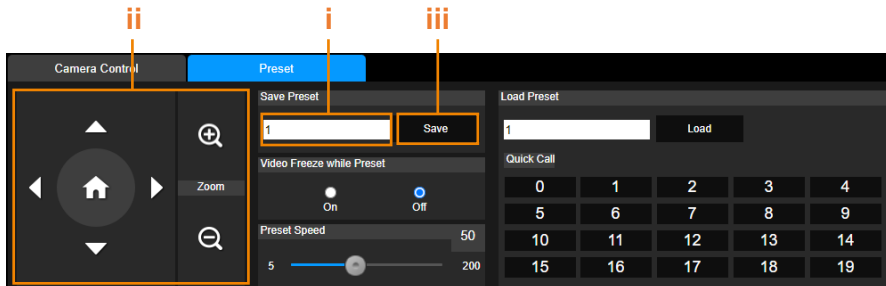
2. Click **Set Preset**, the AVer PTZ Link will direct you to the web page of the IP camera. Enter the username and password to login.



3. On the Live View page, click the **Preset** tab on the bottom panel to set up preset positions.

**To set up preset positions:**

- i. Enter a preset number in the **Save Preset** input box.
- ii. Use the direction and zoom in/out buttons to move the camera view to the desired position.
- iii. Click the **Save** button to save this position.

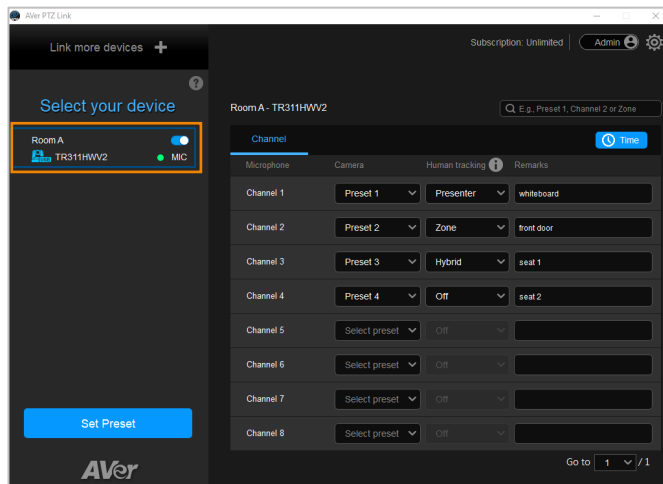


**[Note]**

- Each camera's web setting page may vary. Please refer to camera's user manual for more details.
  - You can set up to 256 (0~255) preset points.
4. After setting up the preset positions, you can pair the preset positions with the connected microphone. Please refer to <[Pair Up Preset Positions with Microphone](#)>.

## To set up preset positions for USB cameras:

1. Click to select an USB camera on the Device List. The selected device will be highlighted with a blue frame.



2. Click **Set Preset** to set up preset positions with the AVerCamera Setting Tool. You can set up to 256 (0~255) preset positions.



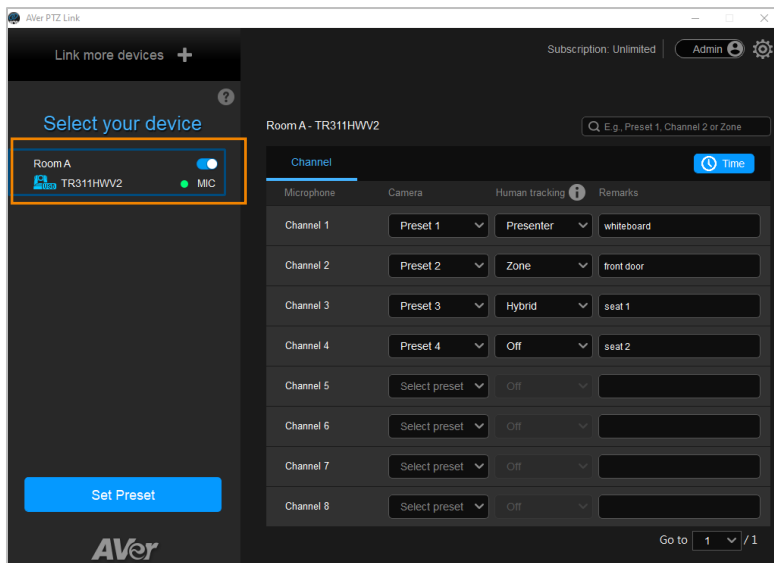
3. Select a USB camera from the top camera drop-down list.
4. Select a number in the Preset setting field to set up a preset position, then use the direction and zoom in/out buttons to move the camera view to the desired position. Click **Save** to save this position.
5. Configure the preset positions and then pair them with the connected microphones. Please refer to [<Pair Up Preset Positions with Microphone>](#).



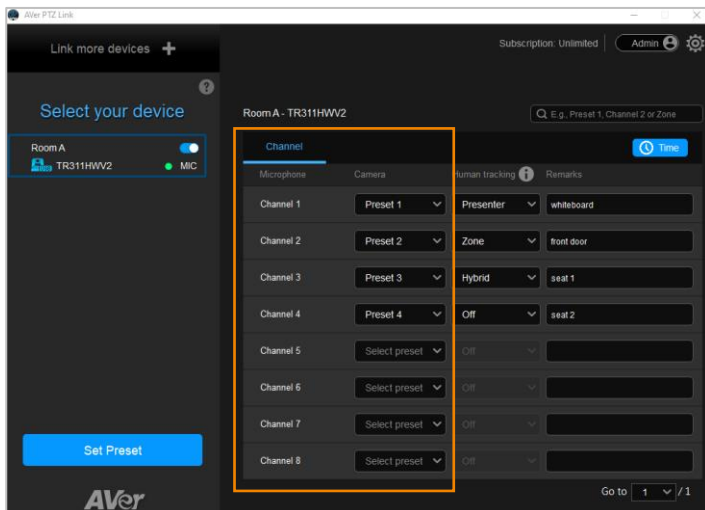
## Pair Up Preset Positions with Microphone

When AVer PTZ Link detects voice from the microphone, it triggers the related camera to the pre-configured preset position.

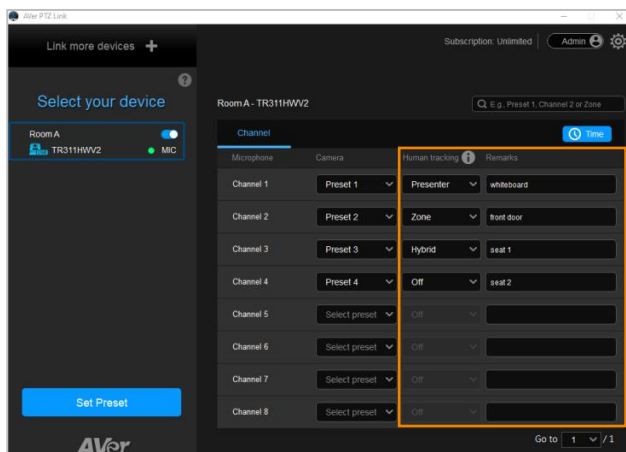
1. Click to select a camera on the Device List, and the selected device will be highlighted with a blue frame. Make sure you have configured the preset positions of the selected camera.



2. Click the **Channel** tab on the right-side panel, then select the preset position from the Camera drop-down list to the related Microphone channel.



3. Add notes in **Remarks** as reminders for the configured positions or settings. The **Remarks** (text overlay) for Virtual Camera (USB) may overlay on the camera view output. Please refer to **Display channel remarks on virtual camera** in [<Camera Setting>](#) chapter.
4. For the premium users, enable the **Human tracking** function optionally. Select **Presenter/Zone/Hybrid** in the **Human tracking** field to enable the function. If you do not want to enable this function, select **Off**.



Microphone detects voice




Camera goes to Preset 1



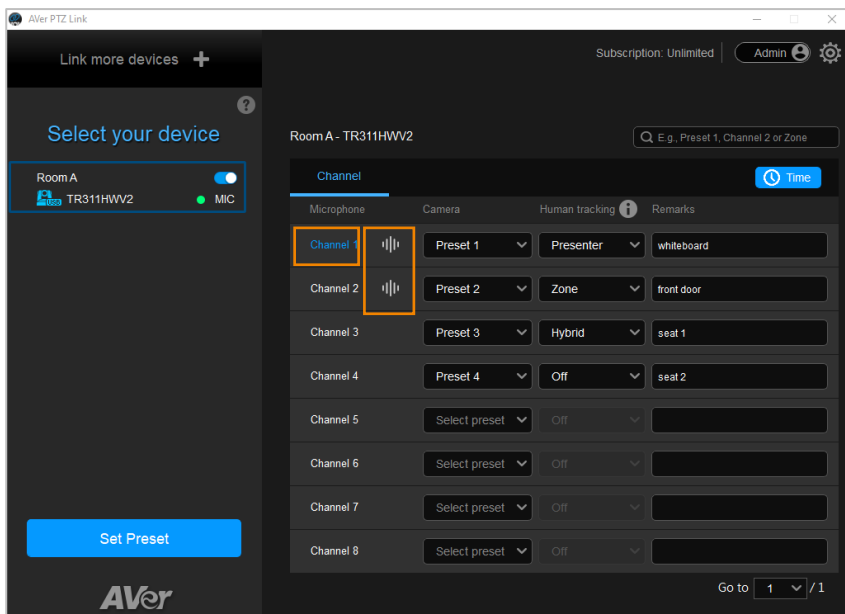
Presenter Tracking



5. Click **Time**  **Time** to set up the duration to trigger a preset or go back to a pre-configured Preset 0 (home position).

Item	Description
Time to trigger Preset	Select a duration for the camera to move to a Preset after it detects a sound.
Multiple Speakers Mode behavior	<ul style="list-style-type: none"> <li>● Select <b>Back to Preset 0</b> to enable Multiple Speakers Mode.</li> <li>● Multiple Speakers Mode will be triggered when the camera has been ping-ponging between sound sources 3 times. The camera will return to Preset 0 to minimize disorienting movements.</li> <li>● The length of <b>Time to trigger</b> and <b>Time to quit</b> must be 3 times the length of <b>Time to trigger Preset</b>.</li> </ul>
Time to go to Preset 0	Enter a duration for the camera to move to Preset 0 after it detects no sound.

6. The pair-up configuration is completed. When the microphone detects voices, the voice tracking icons will appear next to the channels. The Channel in blue indicates that the camera is staying at its preset point.

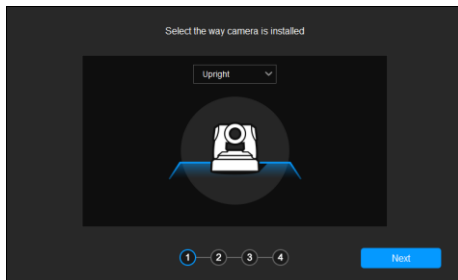
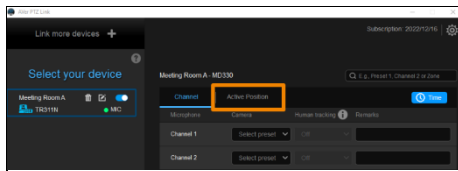
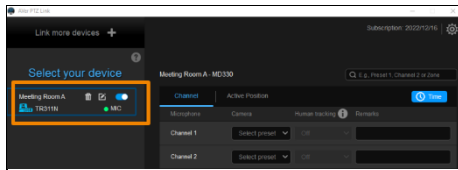


## Active Position Setup

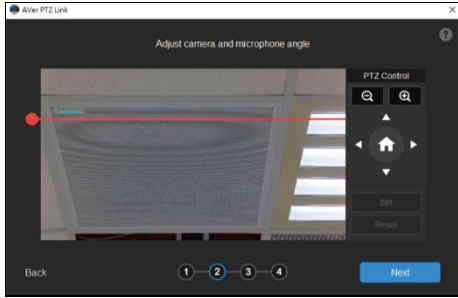
Active Position reports active talker positions from supported microphones in the form of X, Y, Z coordinates to deliver enhanced camera tracking.

Active Position supports USB-connected AVer cameras and Shure MXA920 Ceiling Array Microphone.


### To set up Active Position:

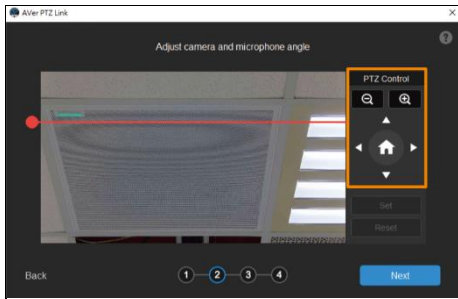
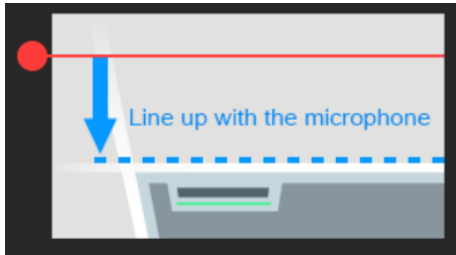


1. Make sure the USB-connected AVer camera has been paired with a Shure MXA920 in [Add Devices](#).
2. Click to select your device group. A blue frame will indicate that it is selected.
3. Click the **Active Position** tab. For first-time setup, fine-tune the camera and microphone as prompted.
4. Select the way camera is installed from the drop-down list and click **Next**.



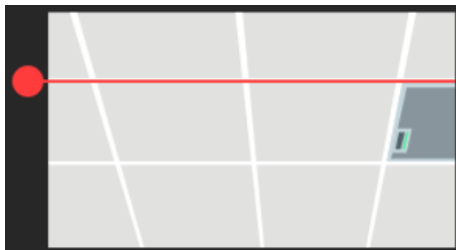
5. Align the red line with the top or bottom edge of the microphone by dragging the red dot.

- Click the question mark  for reference.



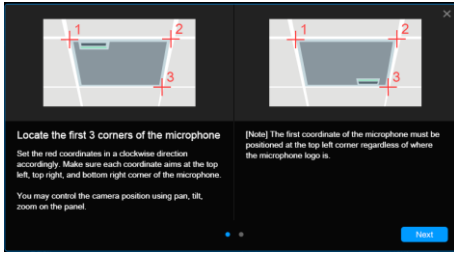
6. Adjust the camera angle using pan, tilt and zoom controls, if the microphone appears at a slight angle.


- Zoom controls here are for alignment only and don't affect the zoom ratio of the camera.

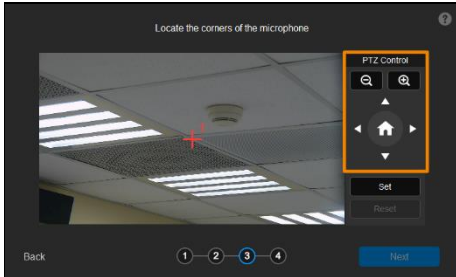


- The microphone doesn't need to be in the center of the live view, as long as the red line is aligned with the edge.

7. Click **Next**.

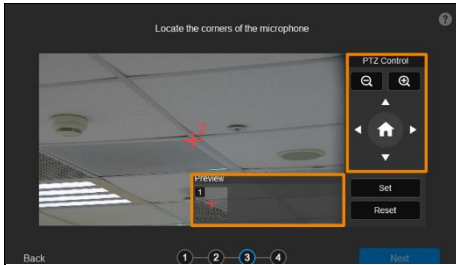


8. Starting with the upper left, locate 3 microphone corners in a clockwise direction.
  - Click the question mark  for reference.



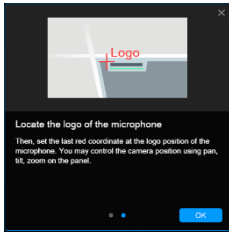
9. Move the red cross to the 1<sup>st</sup> corner (upper left) in the live view using pan, tilt and zoom controls.

10. Click **Set**. The saved location will appear in the thumbnail.



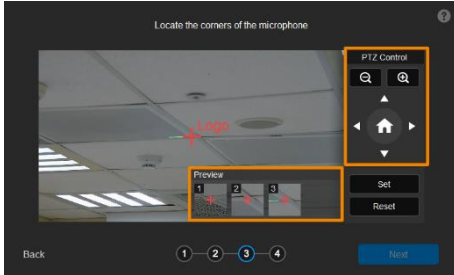
11. Repeat the steps to location the 2<sup>nd</sup> (upper right) and 3<sup>rd</sup> corners (lower right).





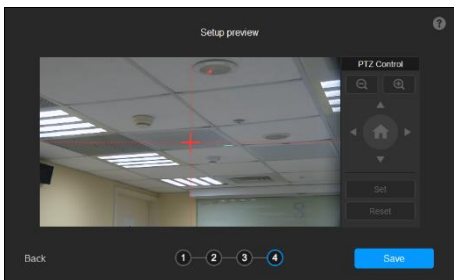
12. Finally, locate the logo on the microphone to indicate its orientation. Move the red cross to the logo in the live view using pan, tilt and zoom controls.

- Depending on the microphone orientation, the logo corner may be the same as one of the 3 corners.



13. Click **Set**. The saved location will appear in the thumbnail.

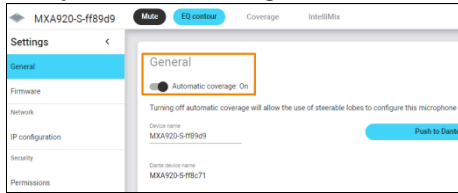
14. Click **Next** after locating 3 corners and the logo. Or click **Reset** to relocate all of them.



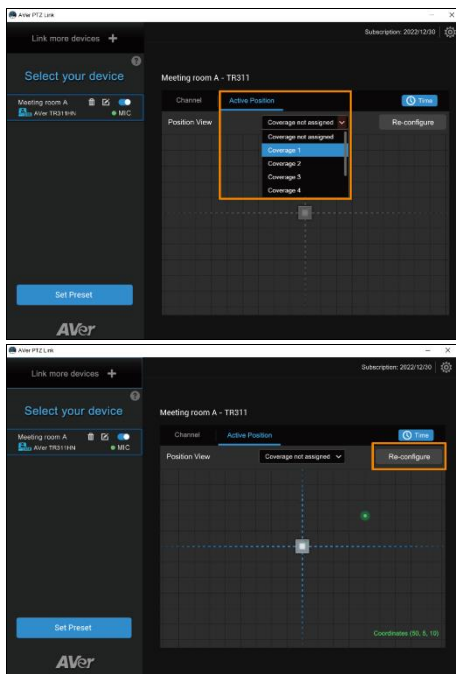
15. Make sure the red cross appears in the center of the microphone, and click **Save**.

16. To reconfigure, click **Back**.


## To adjust or add a coverage area:

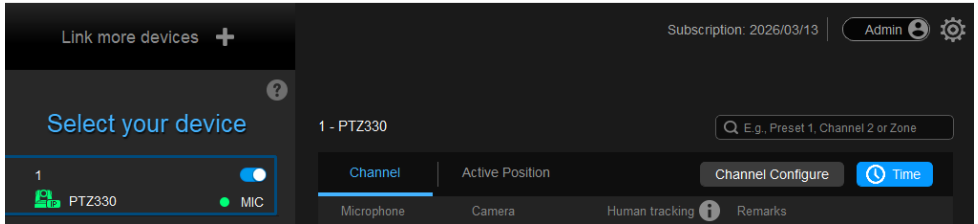


1. Open the MXA920 web application.
2. Go to **Settings > General > Automatic coverage**.
3. To add a mix of up to 8 dynamic and dedicated coverage areas, turn on **Automatic coverage**.
  - The default setting is a 30 by 30 foot (9 by 9 meter) dynamic coverage area.
4. To add more coverage areas, go to **Coverage > Add coverage**.
5. On the **Active Position** tab, select **Coverage not assigned** to use all MXA920 coverage areas.
6. Or select a coverage area that you have added in the MXA920 web application from the drop-down list.
  - Talker positions outside of the selected coverage area won't be picked up by AVer PTZ Link.
7. To change coverage areas, click **Re-configure**.



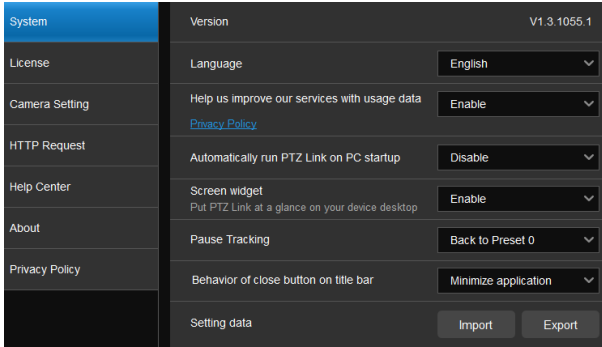
# Set up AVer PTZ Link Information

Click the Settings icon  on the top-right corner of the main page to set up AVer PTZ Link Information.



# System

Displays software version, change language, enable screen widget, or import and export device settings.



Item	Description
Version	Displays software version.
Language	Choose a preferred language.
Help us improve our services with usage data	Opt-in to or opt-out of providing usage data.
Automatically run AVer PTZ Link on PC startup	Add AVer PTZ Link to run at startup.
Screen widget	<ul style="list-style-type: none"> <li>● Enable or disable a floating window when minimizing AVer PTZ Link.               <ul style="list-style-type: none"> <li>⏸ Disable all devices on the device list. Or set the camera's pause position in <b>Pause Tracking</b>.</li> <li>▶ Resume all devices on the device list.</li> <li>🖥 Maximize AVer PTZ Link.</li> </ul> </li> <li>● The screen widget also works in Zoom.</li> </ul>
Pause tracking	Select if a camera stays at the last position or return to Preset 0 when tracking is paused.
Behavior of close button on title bar	Choose to minimize or close AVer PTZ Link when clicking the close button.
Setting data	Export or import device settings such as camera-microphone pairs, presets, and channels when changing computers. This data doesn't include license information.

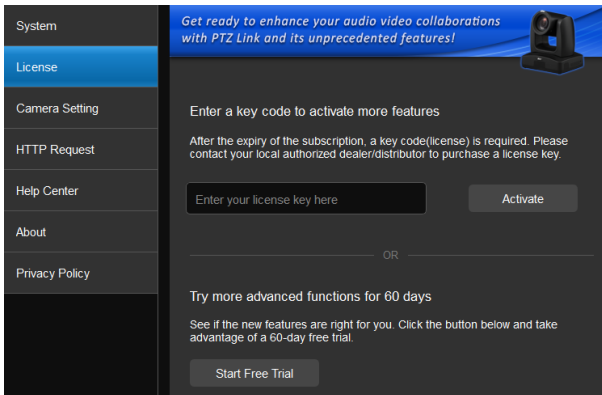
# License

Enter your license key to upgrade to the premium plan.

- One license key can only be activated on one computer.
- To transfer your license key to another computer, deactivate the license key from your old computer and activate it on your new computer.

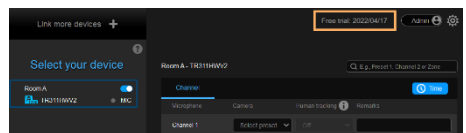
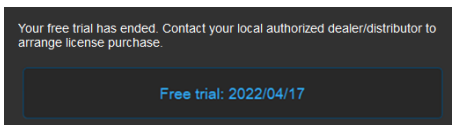
## To start a 60-day free trial:

1. Go to the **License** tab, then click **Start Free Trial**.



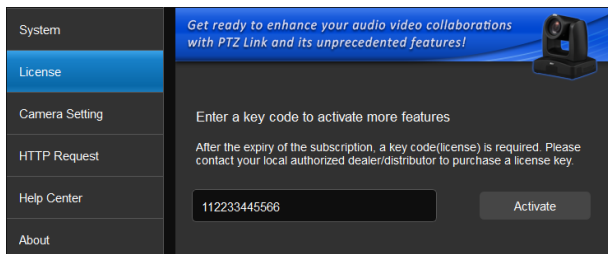
2. Subscribe for the latest updates on AVer PTZ Link.

3. Your free trial starts immediately. Check the free trial expiration date on the **License** tab or on the top-right corner of the main page.



## To activate the license key:

1. Go to the **License** tab, enter your license key, and click **Activate**.

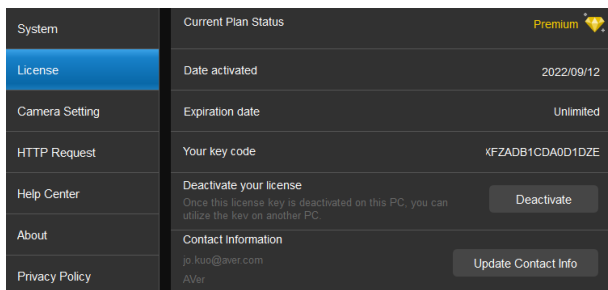


2. Follow the on-screen instructions to complete the activation.

**Note:** If you upgrade to the Premium plan during your free trial period, you will immediately lose access to the remainder of your free trial. You cannot reactivate this trial. Click **No, start Free Trial first** to use the free trial first.

## To deactivate the license key:

1. Go to the **License** tab, then click **Deactivate**.



2. Follow the on-screen instructions to complete the deactivation.

# Camera Setting

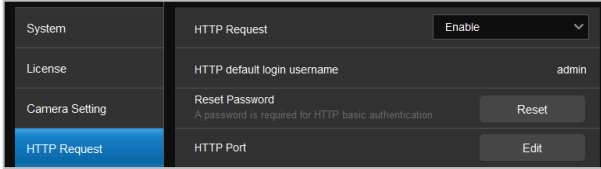
These settings are only available for the Virtual Cameras (USB). You can select an output layout or mirror the remarks (text overlay).

System	Virtual camera layout	Single
License	Display channel remarks on virtual camera	Off
Camera Setting	Mirror channel remarks	Off

Item	Description
Virtual camera layout	<p>This function is virtual cameras (USB) only. Select an output layout for the virtual cameras:</p> <ul style="list-style-type: none"> <li>● <b>Single:</b> When there are multiple virtual camera groups being triggered at the same time, the output layout will display a single camera view and only one active speaking participant will be shown at a time.</li> <li>● <b>Side-by-side</b> (Windows app only): When there are multiple virtual camera groups being triggered at the same time, the output layout will display a side-by-side camera view and two active speaking participants will be shown at a time.</li> </ul>
Display channel remarks on virtual camera	<p>This function is virtual cameras (USB) only. Select <b>On</b> or <b>Off</b> to enable or disable displaying Remarks (text overlay) on the output of the camera view.</p> <p>To add a remark, enter texts in the <b>Remarks</b> columns on the Main Page of AVer PTZ Link.</p>
Mirror channel remarks	<p>This function is virtual cameras (USB) only. Select <b>On</b> to mirror the Remarks (text overlay) displayed on the output of the camera view.</p>

# HTTP Request

HTTP request allows third-party integration and lets you quickly perform various tasks to your groups on the device list.



1. On the main page, go to **Settings > HTTP Request**.

2. Set up the HTTP request configuration:

- Enable **HTTP Request** from the drop-down list.
- Click **Reset** to set up a password.
- Click **Edit** to enter a port number.

3. To execute HTTP requests, open a request URL.

*Example* `http://admin:3346@192.168.0.22:80/request=disableAll`

*Element* `http://[account]:[password]@[IP Address]:[port]/request=disableAll`

An HTTP request contains the following elements:

- Account: HTTP default login username "admin".
- Password: the password you set up in Step 2.
- IP Address: IP address of your computer.
- Port: the port number you set up in Step 2.

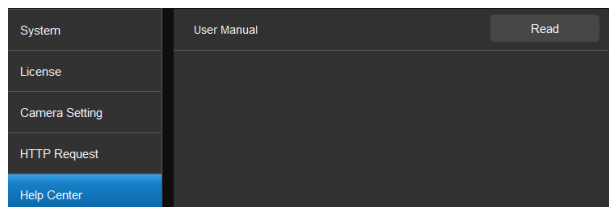
4. You can also execute any of the following HTTP requests:

Function	Request
Pause all groups	<code>http://[account]:[password]@[IP Address]:[port]/request=pause</code>
Resume all groups	<code>http://[account]:[password]@[IP Address]:[port]/request=resume</code>
Query pause status of all groups	<code>http://[account]:[password]@[IP Address]:[port]/request=queryPauseStatus</code>
Disable all groups	<code>http://[account]:[password]@[IP Address]:[port]/request=disableAll</code>
Enable all groups	<code>http://[account]:[password]@[IP Address]:[port]/request=enableAll</code>
Disable a specified group	<code>http://[account]:[password]@[IP Address]:[port]/request=disable&amp;group=[Group ID]</code>
Enable a specified group	<code>http://[account]:[password]@[IP Address]:[port]/request=enable&amp;group=[Group ID]</code>
Query status of a specified group	<code>http://[account]:[password]@[IP</code>



## Help Center

Click **Read** to download the user manual.



## About

View the terms and conditions.

## Privacy Policy

View the privacy policy.

# Troubleshoot

## How to set up multiple cameras or microphones with AVer PTZ Link?

You can set up a maximum of 5 groups of devices in AVer PTZ Link. For example, when there are two microphones and one camera in the room, you can set two microphones into two groups accordingly. Each microphone has 8 channels (free version) that can be matched to 8 different preset points of the camera. One AVer camera has up to 256 preset points available. To make sure the audio tracking function is working well, each group has to be enabled and the software has to be running all the time.

## Which third-party microphone systems are supported by AVer PTZ Link?

Please refer to <[Supported Microphones](#)>.

## How do the Mute functions of Shure microphones work with AVer PTZ Link?

- If the Mute function of a single channel of the microphone is enabled, the corresponding channel of AVer PTZ Link will not detect the voice.



- If the Mute function is enabled on the webpage of the microphone, it is also required to disable the corresponding device on AVer PTZ Link. Thus, the microphone will not respond in AVer PTZ Link.

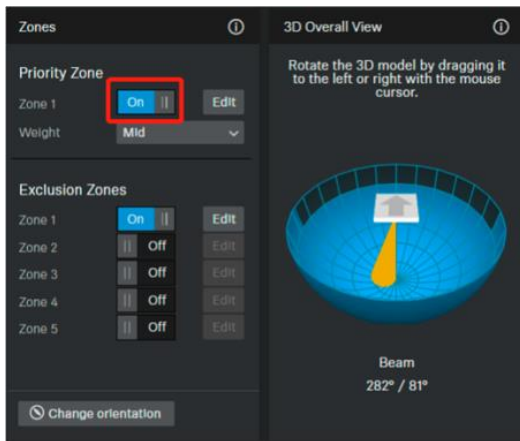


### Camera is too sensitive and flickering between presets.

- Select a longer length of time for [Time to Trigger Preset](#).
- If you camera is shared among several camera and microphone groups, set a priority group in [Group Overlay Priority](#).

### When connecting to Sennheiser TeamConnect Ceiling 2 via AVer PTZ Link, I encounter a situation where speakers all around the room are invariably detected. What would you suggest me to do?

- In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers' voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the **Priority Zone** of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of the zone you chose.
- For details on the **Priority Zone** of Sennheiser TeamConnect Ceiling 2, visit: [https://www.sennheiser-sites.com/responsive-manuals/SCC/EN/index.html#page/SCC\\_EN/SCC\\_04\\_EN.5.3.html#ww1106250](https://www.sennheiser-sites.com/responsive-manuals/SCC/EN/index.html#page/SCC_EN/SCC_04_EN.5.3.html#ww1106250).



### What to do if we would like to quickly control voice tracking (e.g. pause voice tracking) when cameras are not in use?

- Solution A: To quickly pause voice tracking, you can mute the microphones to stop transferring sound data to the AVer PTZ Link program. For microphones with physical mute button, directly press the mute button. For microphones without physical mute button, access its Web page to enable the mute function.
- Solution B: Enable the **Screen widget** function on the AVer PTZ Link. You can use the pause button on the **Screen widget** to disable all the groups added to the device list. When the devices are disabled, the cameras will not be triggered even when microphones continue transmitting sound data. You can also use the resume button on the **Screen widget** to resume all the groups.

# Appendix

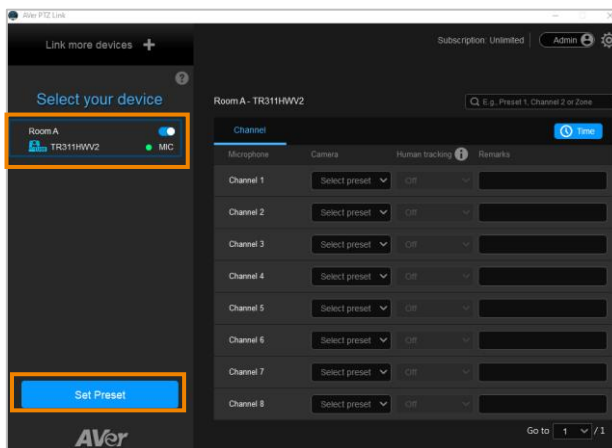
## AVerCamera Setting Tool

AVerCamera Setting Tool is bundled with AVer PTZ Link. You can set up preset positions or configure some settings for the Virtual Cameras (USB) with the AVerCamera Setting Tool.



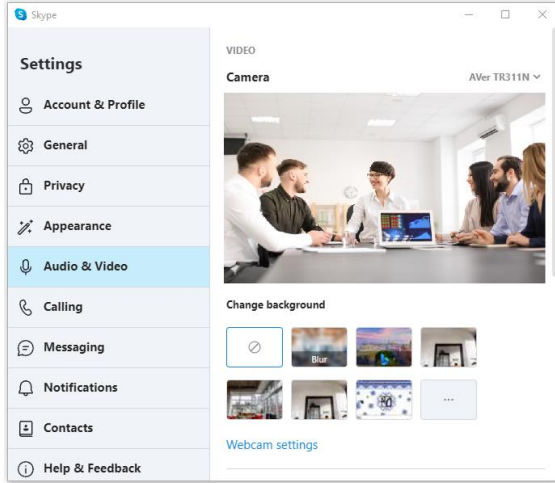
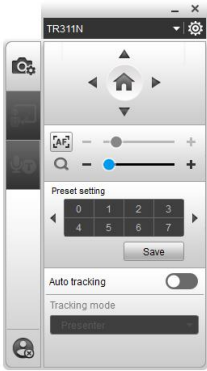
To bring-up the AVerCamera Setting Tool, you can:

- On the Main Page of AVer PTZ Link, select an USB device group on the Device List by clicking on it, and then click the **Set Preset** button.



- On your desktop, double-click on the AVerCamera Setting Tool shortcut .

**[Note]** Users can also use AVerCamera Setting Tool to control the Virtual Cameras (USB) used for video conference software such as Zoom or Skype.



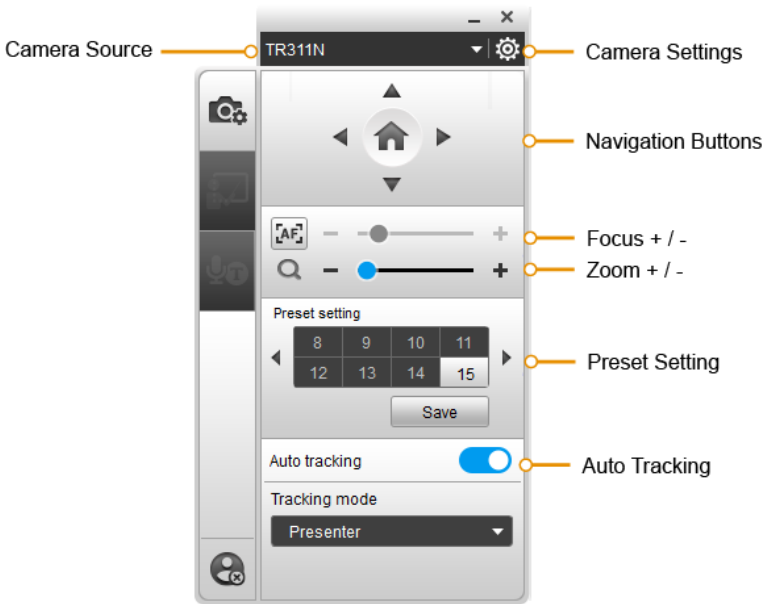
# Control Panel

Control panel allows you to control the Virtual Cameras (USB) or set up the preset positions.



Control Panel


Camera View

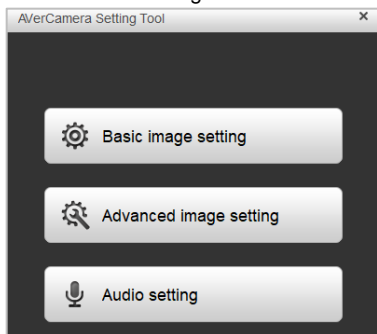


## Camera Source

After connecting the Virtual Cameras (USB) to your computer, the cameras will be automatically listed on Camera Source. Click on the Camera Source to select a Virtual Camera from the drop-down list.


## Camera Settings

Select a Virtual Camera (USB) from the Camera Source list and then click on the  icon to configure some camera settings.





## Navigation Buttons

Select a Virtual Camera (USB) from the Camera Source list and then you can use the up, down, left or right buttons to navigate the camera view.

Click the Home button  in the middle can direct the camera to the home position.

## Focus / Zoom

Select a Virtual Camera (USB) from the Camera Source list and then you can use the Zoom +/- buttons to adjust the zoom ratio.

To adjust focus, you can click on the Focus icon to switch between Auto Focus  and Manual Focus . Select Auto Focus, the camera will automatically adjust focus. Select Manual Focus, and then you can use the + or – button to manually adjust focus.

## Preset Setting

Select a Virtual Camera (USB) from the Camera Source list and then you can configure preset positions for this camera. Up to 256 (0~255) preset positions are supported. To setup preset position:

1. Click on a number.
2. Use the navigation and zoom buttons to adjust the camera view to a desired position.
3. Click the **Save** button. The preset position has been saved.
4. To perform the go to Preset function, simply click on the configured Preset number, the camera will move to the preset position.

## Auto Tracking

To enable the Auto Tracking function, select a Virtual Camera (USB) from the Camera Source list and then toggle on the switch. You can switch among the tracking modes by clicking on the **Tracking mode** drop-down list.

**[Note]** For this function to work, users have to configure the Tracking modes in advance. Please refer to the user's manual of your camera to set up the Tracking modes.