



HVC-Series

Video Conferencing System

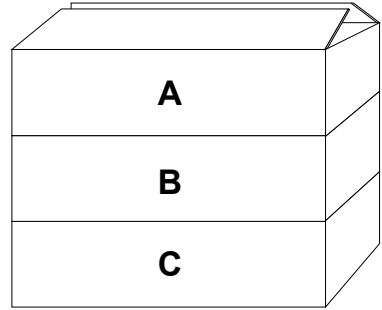
Quick Installation Guide



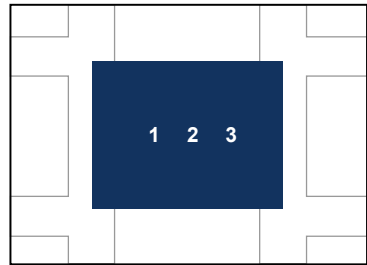
Package Contents



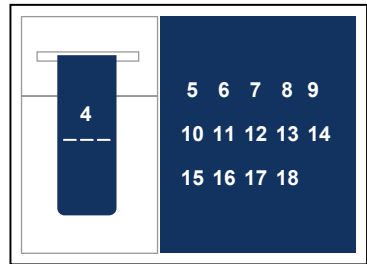
1. Main System
2. Quick Installation Guide
3. Warranty Card
4. L-Bracket (camera stand) *Optional
5. 3.5mm to RCA cable
6. S-Video to Composite Converter
7. 3-Pin Standard XLR Adapter
8. DB9 RS232 Converter
9. HDMI Cable
10. 6 Pin Mini XLR MIC Cable (10M)
11. 6 Pin Mini XLR MIC Cable (5M)
(Optional for HVC130/110)
12. 26-Pin D-Sub Camera Cable
13. RJ-45 Cable
14. VGA Cable
15. Power Adapter
16. Power Cord
17. AAA Batteries
18. Velcro
19. Camera
20. Mic
21. Mic (Optional for HVC130/110)
22. Remote Control



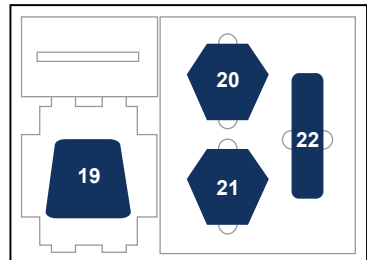
A



B

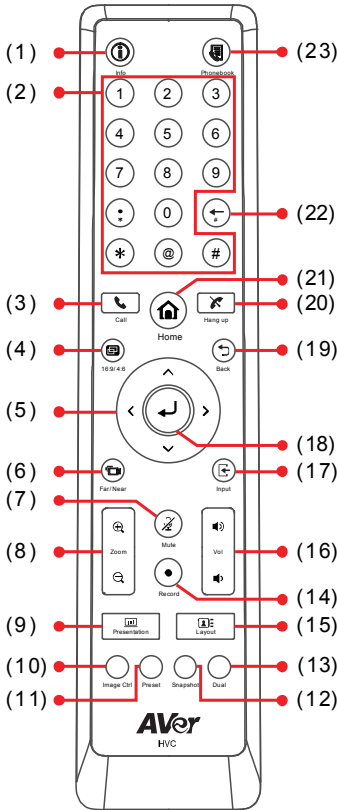






C



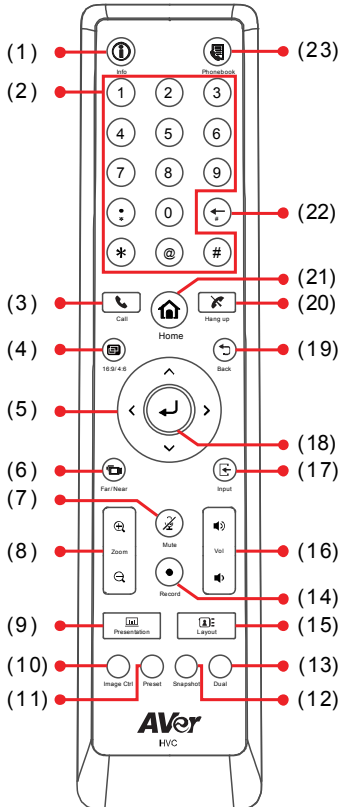
Remote Control

The remote control requires two (2) “AAA” size batteries (supplied), make sure batteries are installed properly before using. Aim the remote control to the HVC camera infrared sensor to operate the unit.



Name	Function
(1) Info	Display the call statistics information.
(2) Numeric Pad	Use to enter numeric number.
(3) Call	Start a call or add another party.
(4) 16:9/4:3	Toggle between 16:9 or 4:3 to match the monitor aspect ratio.
(5) ▲, ▼, ◀, ▶	<ul style="list-style-type: none"> Use these buttons to navigate through the selections in OSD menus or on-screen keyboard. Pan the zoomed in camera image or the captured image. Move around within the zoomed in camera image or the captured image.
(6) Far/Near	Select to control either near site or far site camera. The  Cam. Control icon will appear on the screen to show which camera site you are going to control. The Cam. Control icon will disappear in 5 sec.  The camera from the far site can only be operated when the enable far site to control the camera is permitted.
(7) Mute	Turn on/off the MIC. This  mute icon will appear when the mic is turned off. The mute icon will become translucent in 5 sec.
(8) Zoom +/-	Zoom in/out the camera image or the captured image.
(9) Presentation	Share either the video/image from the VGA IN port or the captured image. This  present icon will appear on the screen to indicate sharing the present image. The present icon will disappear in 5 sec.



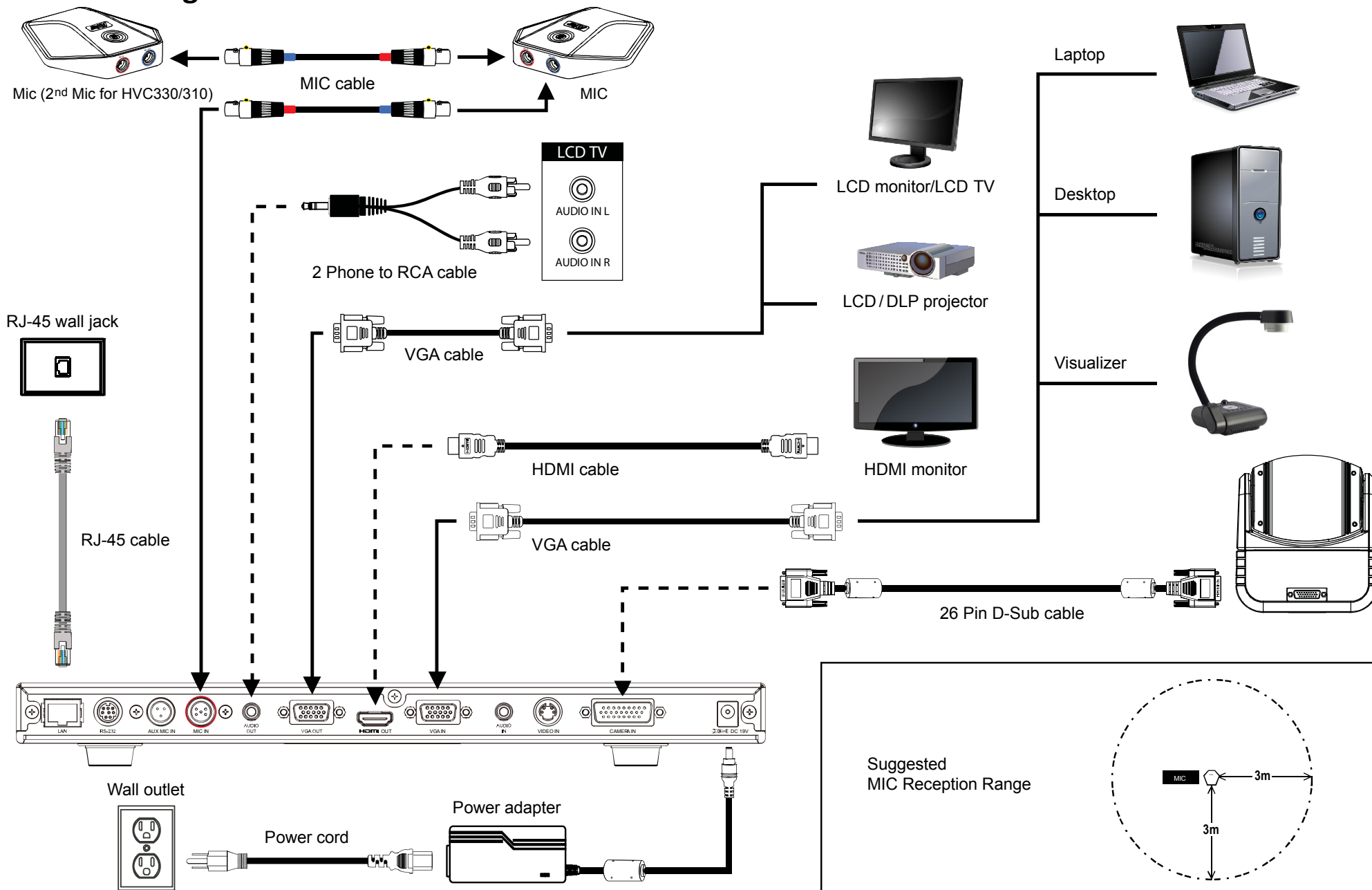


Name	Function
(10) *Image Ctrl	Switch between camera and image mode. <ul style="list-style-type: none"> Camera mode - allows you to pan, tilt, zoom in/out, and adjust the focus. Image mode - allows you to display the captured image. To save the captured image in the USB flash drive, press Record.
(11) Preset	<ul style="list-style-type: none"> Press hold for 3 sec to set the position of the camera preset point from the selected number. The preset point can be set from 0-9. Press to move the camera target to the selected preset point number.
(12) *Snapshot	Capture the image from the camera. To view the captured image, press Image Ctrl.
(13) Dual	Switch to Dual monitor mode. This split the video conference screen and present screen. The video conference screen will be displayed on the monitor connected to the HDMI OUT of the main system and the present screen will be displayed on the monitor connected to the VGA OUT of the main system.
(14) Layout	Change to different split screen mode.
(15) *Record	Start/Stop video recording. The video recording can only be saved in a USB flash drive. Whether you are in a video conference call or not, you can do the video recording.
(16) Vol +/-	Increase/decrease the speaker volume.
(17) Input	Switch the input source between HVC camera, S-Video, composite and VGA.
(18) Enter	<ul style="list-style-type: none"> Make a selection in OSD menus or on-screen keyboard. Accept incoming call. Display the site name and icon during the meeting. Camera auto focus
(19) Back	Return to previous OSD menu selection or exit OSD mode.
(20) Hang Up	End the call.
(21) Home	Call up the main screen.
(22) Backspace	Move back one space and delete one character at a time.
(23) Phonebook	<ul style="list-style-type: none"> Search contact to make a call. Enter to add, edit, delete or create group contact entry.

* Available in HVC330/310 model only.

For more information, visit <http://www.aver.com>

Connection Diagram



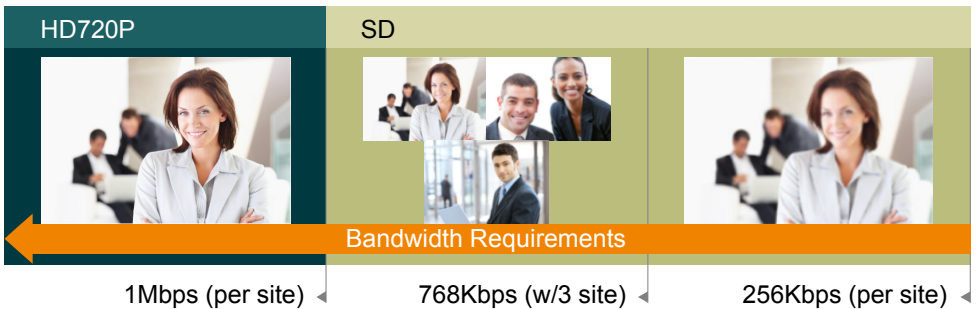
Network Quick Setup Guide

Note: Please pass this page to your Network Admin/IT Dept.

Please refer to the user manual to set up Admin Password / System Name and Phonebook

➤ Bandwidth Requirements

From the remote press “Home” -> “Setting” -> “System Settings” -> “Network”



*only available with the HVC330/310

➤ AVer HVC H.323 Related Port Usage for Firewall Setup

Port	Function	Type
1719	Gatekeeper	UDP
1720	H.323 call setup	TCP
30000-30039	Signaling and control for audio, call, video, and data/FECC	TCP and UDP
80	HTTP interface (WebTool)	
5060	SIP port	TCP and UDP
50000-50001	VCLink and ScreenShare	TCP and UDP


Disable H.323 ALG (if applicable)

➤ Four Possible Setup Scenarios for Video Conferencing



(Please pick the scenario most suitable for your network environment)

1. Public IP Configuration (Outside of Firewall)
 - Do you have a dedicated public IP address for the AVer HVC System?
2. Private IP Configuration (Behind Firewall with Port Forwarding)
3. Behind Firewall with H.323 ALG Setup
4. Existing H.460 Gatekeeper/SBC (Session Border Controller) in your network




➤ Scenario 1: Public IP Configuration (Outside of Firewall)

1. From the remote press “Home” -> “Setting” -> “System Settings” -> “LAN Configuration”.
2. In the “Obtain IP address” line, choose “Static IP”.
3. Manually input the “Public IP address”, “Subnet Mask” and “Default Gateway”.
4. Select “Apply” and press .
5. Press “Home” on the remote to return to the home menu.
6. Press the “Call” button on the remote and you are ready to make your first call.

➤ Scenarios 2 and 3: Private IP Configuration (Behind Firewall with Port Forwarding)

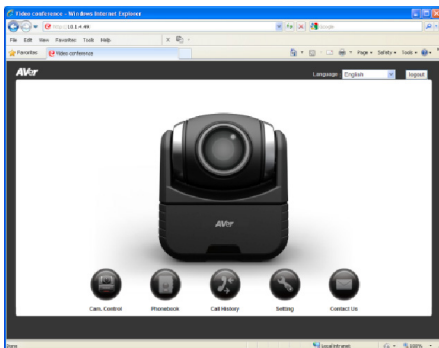
1. From the remote press “Home” > “Setting” > “System Settings” > “LAN Configuration”.
2. In the “Obtain IP address” line, choose “Static IP”.
3. Manually input the assigned “Private IP address”, “Subnet Mask” and “Default Gateway”.
4. Select “Apply” and press .
5. Press “Back” on the remote to return to previous menu. If you have H.323 ALG enabled, skip to step 8.
6. Go to “Network” > “Firewall” and press .
7. Enable the NAT check box and enter the Public IP in the “NAT Public (WAN) Address” field.
8. Press the “Home” button on the remote to return to the home menu.
9. Press the “Call” button on the remote and you are ready to make your first call.

➤ Scenario 4: H.460 Gatekeeper with Firewall Traversal

1. From the remote press “Home” > “Setting” > “System Settings” > “LAN Configuration”.
2. In the “Obtain IP address” line, choose “Static IP”.
3. Manually input the assigned “IP address”, “Subnet Mask” and “Default Gateway”.
4. Select “Apply” and press .
5. Press “Back” on the remote to return to previous menu.
6. Go to “Network” -> “Gatekeeper” and press .
7. Enter the IP address of your Gatekeeper in the “Gatekeeper IP address” field and enable the “Use Gatekeeper” check box.
8. Press “Back” on the remote to return to previous menu.
9. Go to “Firewall” and press ; enable the “Enable H.460 firewall traversal” option
10. Press the “Home” button on the remote to return
11. Press the “Call” button on the remote and you are ready to make your first call

➤ WebTool

The WebTool allows network administrators to access AVer HVC remotely. To access the WebTool, make sure the AVer HVC unit has a valid IP and is connected to your network. From any network computer, open a web browser and input the IP address of your AVer HVC unit in the URL field.



- **Cam. Control** – allows you to view the camera, and access the screen interface and remote control.
- **Phonebook** – allows you to add, edit, delete, download and upload the phonebook entries.
- **Call History** – allows you to add contact in the phonebook, download call history and call from the list.
- **Setting** – allows you to update the system, download and restore the system, and get the test report.
- **Contact Us** – links you to our global website.

➤ Troubleshooting

1. "DHCP service Failed" message displayed on screen
 - Make sure you have connected to a proper DHCP server.
 - If you see "192.168.0.1" on the IP address column, it means the device did not get the correct IP from DHCP server.
 - Verify the security setting for MAC address in your network device.
2. Video conference call is established but no video or voice
 - If you are connecting to AVer HVC with firewall, make sure you have done the port forwarding correctly. For non H.323 ALG firewall, please set the NAT configuration and the WAN IP address on AVer HVC system is entered.
 - We suggest having a fixed public IP address for AVer HVC system. With Dynamic public IP address, it will change after a certain period which depends on your local ISP.
 - There's a routing issue if you installed two AVer HVC systems sharing one public IP address.
3. MCU call is established but the 3rd site is unable to see the image from the 2nd site.
 - There's a routing issue. Two AVer HVC systems could be sharing one public IP address. We do not suggest installing two AVer HVC systems and share one IP address.
4. Unable to connect to other VC system
 - Check to see if you dial the correct IP address.
 - Ensure the power status of the device from the other site is on.
 - Verify if the firewall blocks the inbound traffics from the other site.
 - Verify if the other site rejected your VC call.

For more information, please visit and download HVC user manual at our website <http://www.aver.com>