



AVer Control Panel

— User Manual —

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Overview



AVer Control Panel (formerly PTZ Control Panel) is an application that lets you control IP-connected AVer cameras and matrix boxes on your iPad and iPhone.

System Requirements

iOS 13 or later

iPadOS 13 or later

Supported AVer Devices

Professional Tracking Cameras

- Single Lens

TR211	TR311HWW2	TR310
TR315	TR313V2	TR311
TR315N	TR323V2	TR311HN
TR335	TR323NV2	TR313
TR335N	TR333V2	TR331
TR615	PTC310HWW2	TR333
	PTC310UV2	PTC310
	PTC320UV2	PTC310N
	PTC320UNV2	PTC310U
	PTC330UV2	PTC330
		PTC330U

- Dual Lens

TR535	TR320+
TR535N	TR530+
	PTC115+
	PTC500+

Professional PTZ Cameras (Do not support human tracking)

PTZ211	PTZ310
PTZ231	PTZ310N
PTZ310UV2	PTZ310W
PTZ310UNV2	PTZ330
PTZ330UV2	PTZ330N
PTZ330UNV2	PTZ330W

Medical PTZ Cameras

MD120UI
MD330U
MD330UI
MD720UIS

Distance Learning Camera

DL10
DL30

Matrix Boxes (Landscape mode only)

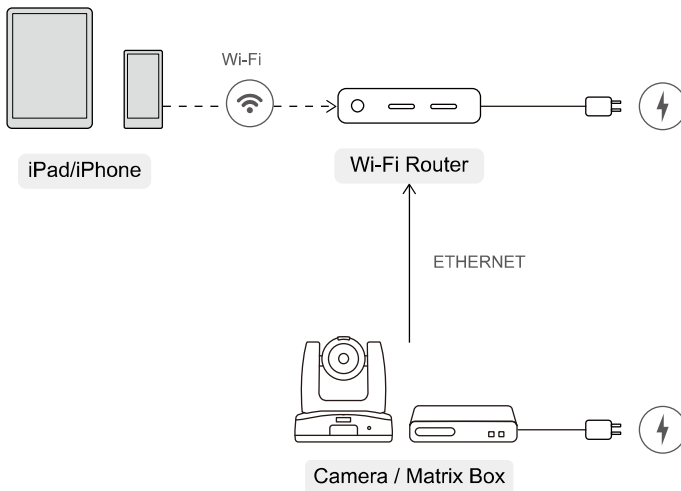
MT100
MT300
MT300N

Install AVer Control Panel

Download and install AVer Control Panel from the Apple App Store to your device, and open the app.

Connection

Connect the iPad or iPhone to Wi-Fi and connect the device to the Wi-Fi router with an Ethernet cable.

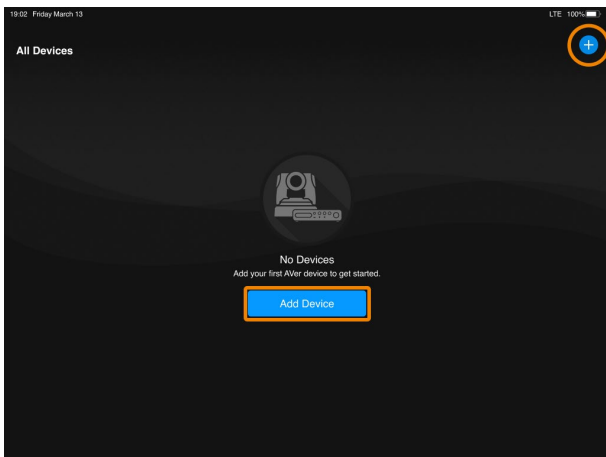


Get Started

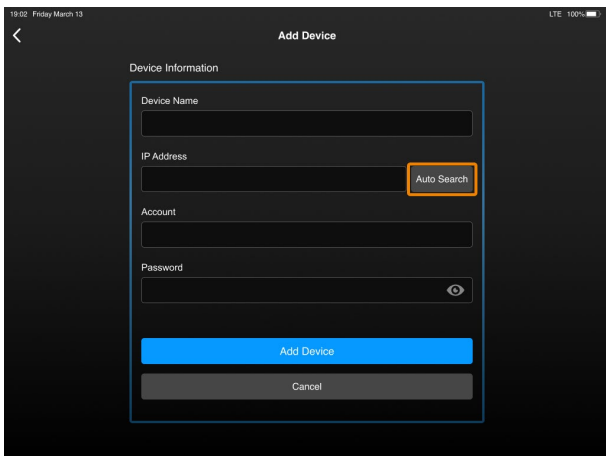
Add Devices




You can add up to 25 supported AVer devices.

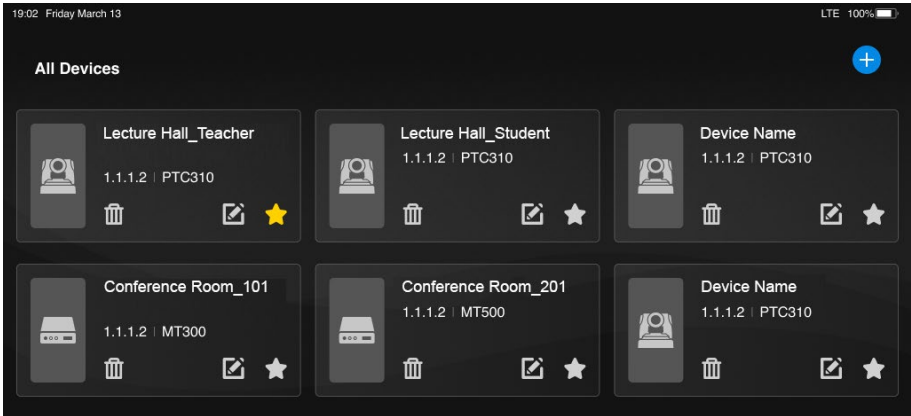
1. Make sure the iPad or iPhone running AVer Control Panel and the device are connected to the same local area network (LAN).
2. Open AVer Control Panel app. Tap **Add Device** or the **plus** icon in the top-right corner.



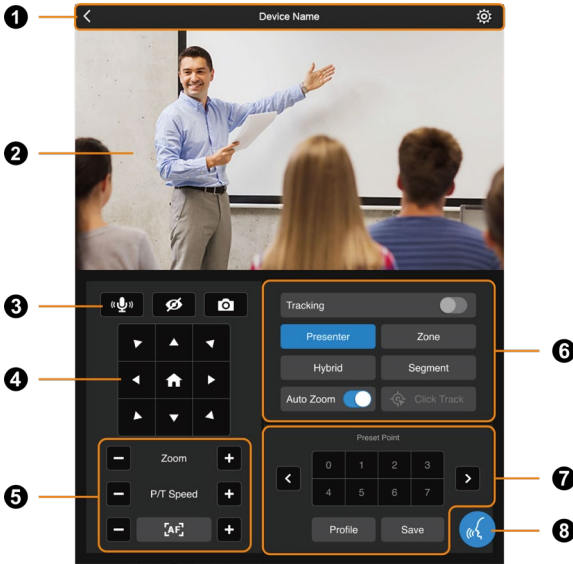
3. Tap **Auto Search** to see available devices on the same LAN, then select the device you want to add. Or enter the IP address manually.



4. Enter the device name, account and password, then tap **Add Device**.
5. The added device will appear under All Devices. You can do any of the following:
 - Open the control panel: Tap the device card.
 - Delete a device: Tap the **trashcan** icon .
 - Edit a device: Tap the **pencil** icon  to edit device information such as the IP address.
 - Mark a device with a star: Tap the **star** icon  to open this device's control panel on start-up.



Control Panel







iPad






iPhone

1. Header

- Back : Go back to the All Devices page.
- Device name: The device name you enter when adding a device appears here. To rename a device, tap the **back** icon  to return to All Devices, then tap the **pencil** icon  of the device to edit it.
- System settings : Check software version, change language, view privacy policy, user manual and intellectual property information.

2. Live View

3. Two-Way Audio, Live View Toggle, and Snapshot

- Two-way audio : Tap and hold to record and send audio messages.
- Live view toggle : Toggle the camera live view on or off.
- Snapshot : Take a snapshot. Images are stored on your device.

4. Navigation/Home Buttons

Tap the **Home** button to go to the home position or reset the pan-tilt position to the center depending on the camera model.

Note: You can also turn on **Tap to Center** for supported cameras. Double tap anywhere on the live view to center the camera to that point (marked by a crosshair).



5. Zoom, Pan-Tilt Speed and Focus Controls

Tap the **zoom in** or **zoom out** buttons or pinch to zoom.

6. Tracking Control

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

Note: Tracking modes may vary depending on your AVer camera model.

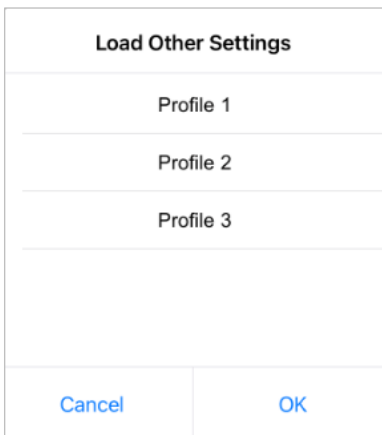
- Auto Zoom: Auto Zoom is only available in Presenter Mode and Hybrid Mode. When turned off, the zoom ratio will be based on your selected preset on the camera web interface. To select a preset from the **Auto Zoom** drop-down list, go to **Tracking Settings > Presenter** or **Hybrid** on the camera web interface.
- Click Track: Click Track lets you switch the presenter you want to track. Tap the **Click Track** button to frame everyone on screen in bounding boxes and tap to select the presenter you want to track. Selected presenter will be in a red frame.

Note: Click Track is only available in Presenter, Zone, and Hybrid Modes.



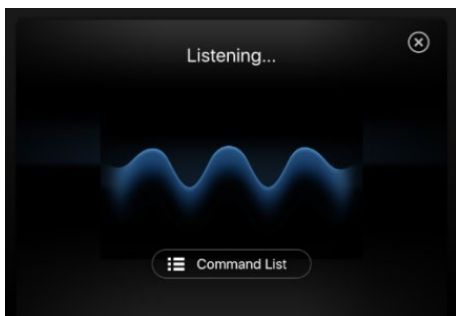
7. Preset

- Save a preset: Tap a preset number, then use pan, tilt and zoom controls to position the camera. Tap **Save** to save that position.
- Load a preset: Tap a preset number. Make sure you have defined the required presets.
- Profile: If your camera supports profiles, tap **Profile** to switch profiles. Make sure you have defined the required profile on the camera web interface.



8. Voice Control

Tap the **Voice control** icon to use voice control. You can also tap **Command List** to see a list of available commands.



- Voice control is also available in full screen mode on your iPhone. Tap the **Full screen** icon, then tap the **Voice control** icon.

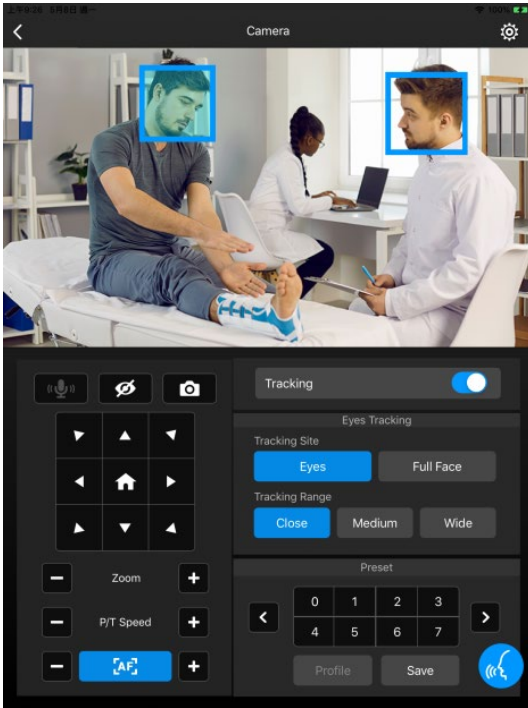


1. Full Screen

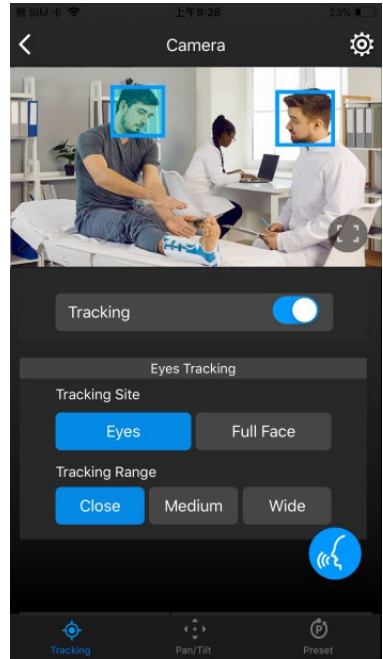
Enter or exit full screen on your iPhone.

Eyes Tracking for Medical PTZ Cameras

Zoom in and track your subject's eyes. You can switch between eyes tracking mode and full face tracking mode. The subject's face will be framed in blue.



iPad



iPhone

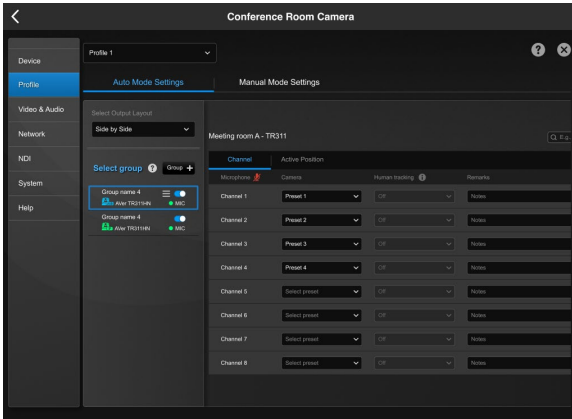
To use Eyes Tracking:

1. Toggle on Tracking.
2. Tap **Eyes** or **Full Face** in **Tracking Site**.
 - One person: The camera will automatically track and zoom in on the face.
 - Multiple people: The camera will frame everyone on screen in bounding boxes. Tap to select the face you want to track and zoom in on.
3. Adjust the **Tracking Site** and **Tracking Range**.

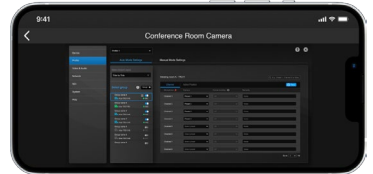
Matrix Boxes

AVer Control Panel gives you access to the same settings as the matrix box's web interface in landscape mode.

Note: For a smoother setup experience, we recommend using an iPad. Please refer to your model's user manual for settings.



iPad



iPhone

Troubleshoot

How do I change the device?

AVer Control Panel connects to one device at a time. To change your device, log out and select another device under All Devices.

Can't use Click Track.

- Click Track is only available in Presenter, Zone and Hybrid Modes.
- Make sure your camera supports auto tracking. If you are unsure, check the user manual of your model to confirm.

Device is offline.

- Make sure the iPad or iPhone running AVer Control Panel and the device are connected to the same local area network (LAN).
- If the iPad or iPhone running AVer Control Panel and the device are not on the same LAN, assign a public IP address to the device and make sure the UDP and TCP ports are not blocked by the firewall. The network packet is as follows:

VISCA control port	52381
CGI port	80
RTSP port	554

- Make sure you have turned on **VISCA over IP** on the device's web interface.