



Q-SYS™ Plugin for PTZ Cameras

— User Manual —

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

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

USA

Download Center: <https://www.averusa.com/education/support>

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

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Contents

Overview	1
System Requirements	1
Supported AVer Devices	2
Install Q-SYSTEM Designer.....	3
Install Q-SYSTEM Plugin for PTZ Cameras	3
Uninstall Q-SYS™ Plugin for PTZ Cameras	5
Get Started	6
Q-SYS™ Designer Interface.....	6
Configure Q-SYS™ Plugin for PTZ Cameras.....	7
Insert Q-SYS™ Plugin for PTZ Cameras to the Schematic.....	7
Select Configurable Components.....	8
Configure Components on User Control Interfaces (UCI).....	9
Emulate Connection and Control	10
AVer Camera Plugin Control Panel.....	10
Save to Core and Run Connection	13
Troubleshoot.....	14

Overview

Q-SYS™ Designer software enables users to create designs for native Q-SYS™ Platform system and supports the integration of the greater Q-SYS™ ecosystem.

With AVer Q-SYS™ Plugin for PTZ Cameras, operating PTZ control is fast and instinctive. The preset points and the tracking control provide you smooth and effortless video conferencing and streaming experience.

System Requirements

For Q-SYS™ Designer system requirements, please visit: <https://help.qsys.com/>

Supported AVer Devices

Professional Tracking Cameras

- Single Lens

TR211	TR311HWV2	TR310
TR315	TR313V2	TR311
TR315N	TR323V2	TR311HN
TR335	TR323NV2	TR313
TR335N	TR333V2	TR331
TR615	PTC310HWV2	TR333
	PTC310UV2	PTC310
	PTC320UV2	PTC310N
	PTC320UNV2	PTC310U
	PTC330UV2	PTC330
		PTC330U

- Dual Lenses

TR535	TR530+
TR535N	TR320+
TR322	PTC115+
	PTC500+

Professional PTZ Cameras (Do not support human tracking.)

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

Distance Learning Cameras

DL10
DL30

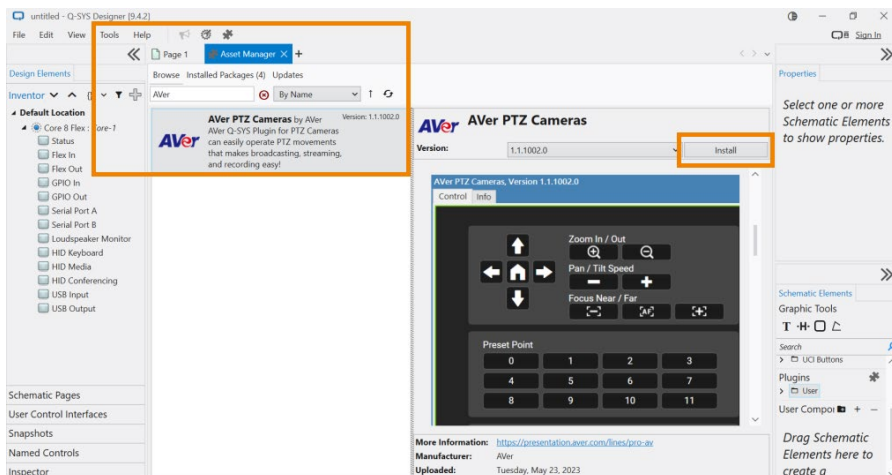
Install Q-SYS™ Designer

1. Download Q-SYS™ Designer from Q-SYS™ (<https://www.qsys.com/resources/software-and-firmware/q-sys-designer-software/>).
2. Follow the on-screen instruction to install Q-SYS™ Designer to your computer.

Install Q-SYSTM Plugin for PTZ Cameras

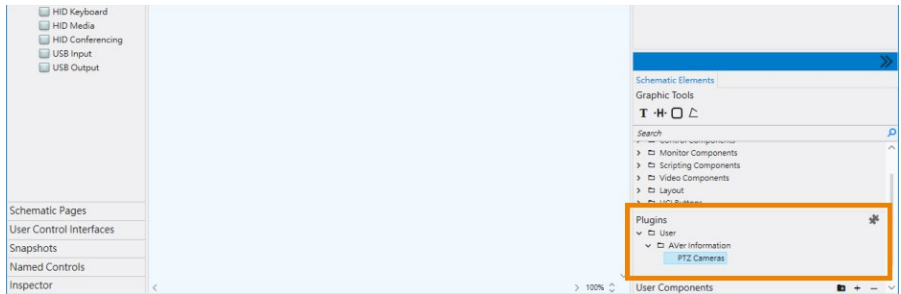
To install Q-SYS™ Plugin for PTZ Cameras, you can:

- **Install from Q-SYS™ Designer Asset Manager:**



1. Open Q-SYS™ Designer.
2. Click **Tools** on the menu > **Show Asset Manager**.
3. Type “**AVer**” in the searching box > select **AVer PTZ Cameras** > click **Install**.
4. PTZ Cameras plugin will appear under **Plugins** > **User** > **AVer Information**.

- **Install from your computer:**

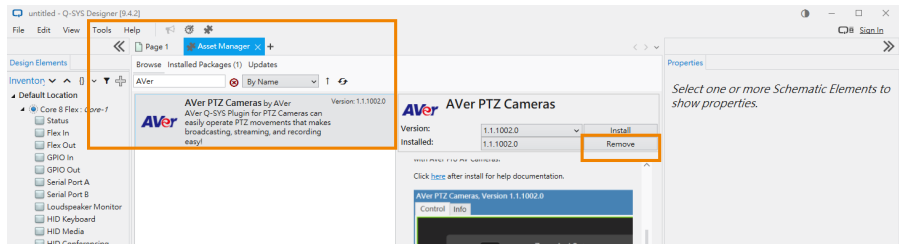


1. Download Q-SYS™ Plugin for PTZ Cameras installer to your computer from AVer Download Center (<https://www.aver.com/download-center>).
2. Follow the on-screen instruction to install the plugin.
3. Open Q-SYS™ Designer. PTZ Cameras plugin will appear under **Plugins > User > AVer Information**.

Uninstall Q-SYS™ Plugin for PTZ Cameras

To uninstall Q-SYS™ Plugin for PTZ Cameras, you can:

- **Uninstall from Q-SYS™ Designer Asset Manager:**



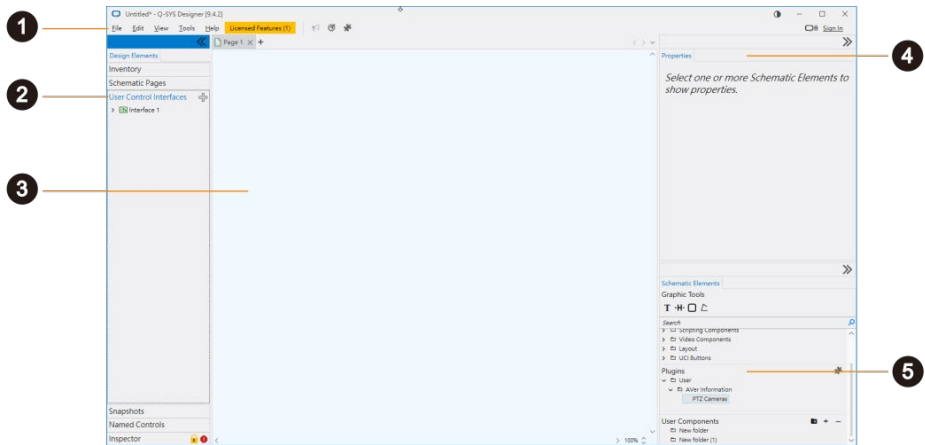
1. Open Q-SYS™ Designer.
2. Click **Tools** on the menu > **Show Asset Manager**.
3. Type “**AVer**” in the searching box > select **AVer PTZ Cameras** > click **Remove**.

- **Uninstall from your computer:**

1. Open file explorer. Enter the location for Q-SYS Plugin:
“C:\Users\[Account]\Documents\QSC\Q-SYS Designer\Plugins”.
2. Right click on the plugin and select **Delete**.

Get Started

Q-SYS™ Designer Interface



1. Menu

Provides quick access to commands and functions.

2. User Control Interfaces (UCI)

Create workspace to design and edit PTZ camera control panels.

3. The Schematic

Drag and drop files to schematic for further views and edits. You can have more than one page of schematic diagrams.

4. Properties

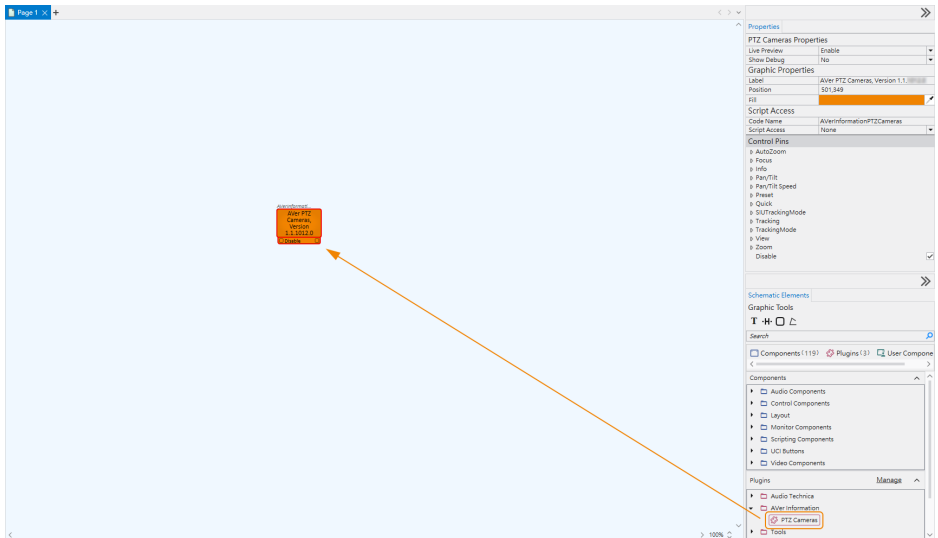
Check and edit the properties of selected components.

5. Plugins

Provides integration of licensed third-party plugins.

- **Asset Manager:** Shows plugins downloaded and installed from Asset Manager. To open Asset Manager, click the **Puzzle** icon on the menu.
- **User:** Shows user-installed plugins (with .qplugx files) and legacy plugins bundled with previous versions of Q-SYS™ Designer.

Configure Q-SYS™ Plugin for PTZ Cameras



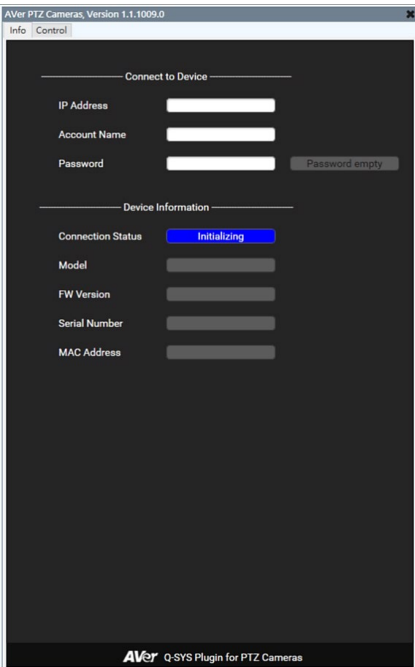
Insert Q-SYS™ Plugin for PTZ Cameras to the Schematic

1. Go to **Plugins > User > Aver Information > PTZ Cameras**.
2. Drag and drop the **PTZ Cameras** plugin to the Schematic.
3. Enter **PTZ Camera Plugin Properties** of your Aver camera.
4. Press **Enter** on your keyboard to connect.

Select Configurable Components



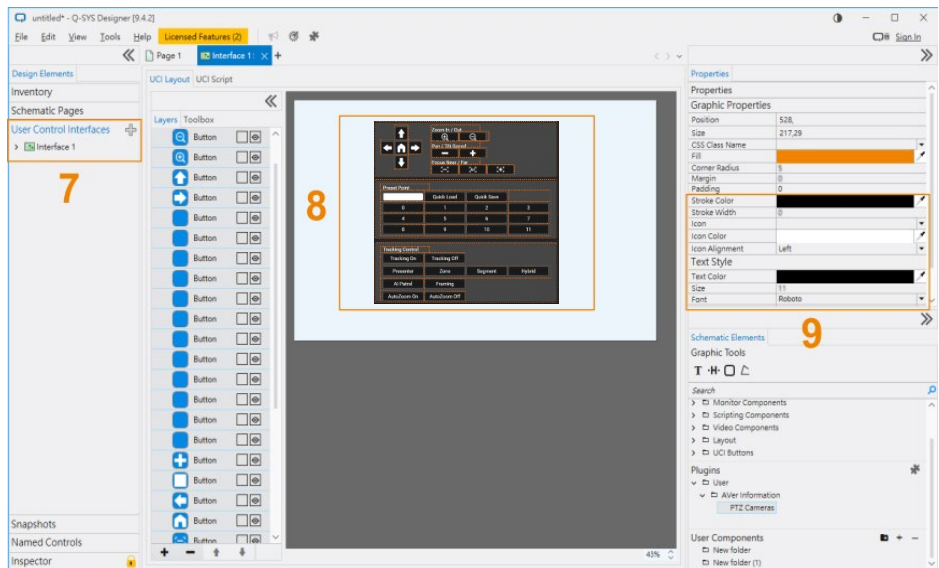
Camera Control Panel



Camera Info

5. Drag over to select the camera control panel components you want. Selected components will be in a red frame.
- To switch to a different camera, enter its IP address, account name, and password on the Camera Info page. The Q-SYS™ Plugin saves these credentials and will automatically log you in during future sessions.
 - The Camera Control Panel page will then display the live view from the selected camera.
6. Click **Edit** on the menu > **Copy** (or **Ctrl + C** on your keyboard) to copy the selected components for later.

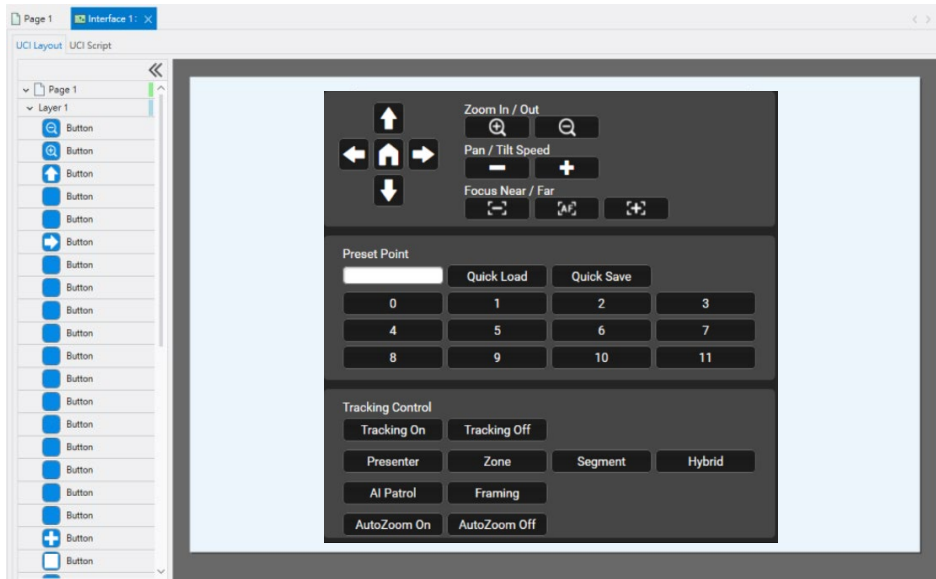
Configure Components on User Control Interfaces (UCI)



- Click **User Control Interfaces**, then click the **Plus** icon to create a UCI.
- Click **Edit** on the menu > **Paste** (or **Ctrl + P** on your keyboard) to paste the copied components to the Schematic.
- To customize control panel components, you can:
 - Drag the bounding box to resize.
 - Double click the text box to rename.
 - Click the icon and change the icon color in **Properties**.
 - Right click to the open context menu for more commands.
- To remove components, do any of the following:
 - Select the component from the Schematic or select from **Layers**, then press **Del** on your keyboard.
 - Select the component, click **Edit** on the menu > **Delete**.

Emulate Connection and Control

After customizing AVer Camera control panel components, you can run tests by emulating the connection.

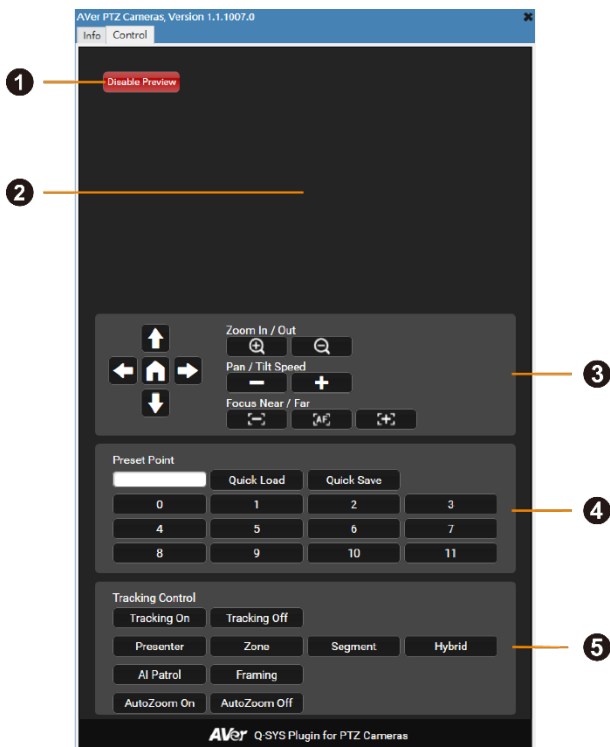


To emulate connection and control:

1. Click **File** on the menu > **Emulate**.
2. A **Design License Requirements Have Changed** pop-up window will appear. Click **OK** to continue.
3. If the connection is successful, control panel buttons will become white and clickable so you can control your PTZ camera. If not, disconnect from the emulation and make sure you have entered the correct camera information in **Properties**.

Note: You can't customize control panel components or change any settings until you disconnect from the emulation. To disconnect, click **File** on the menu > **Disconnect**.

AVer Camera Plugin Control Panel



1. Disable Preview

For more information, refer to <[Troubleshoot](#)>.

2. Preview

3. Pan, Tilt, Zoom Controls

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

4. Preset Point

- To save a preset, enter a preset number, then click **Quick Save**.
- To load a preset, click the preset number or enter a preset number, then click **Quick Load**.

5. Tracking Control

- **Tracking:** Turn tracking on or off.
- **Mode:** Select a tracking mode. Make sure you have configured tracking modes on the camera's web interface. For details on settings, please refer to your camera's user manual.

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

Mode	Description
Presenter	Frames and follows presenter on screen.
Zone	Frames the presenter in real time as they move using up to four presets.
Segment	Lets you define a detection area for each preset. When the presenter enters the detection area, the camera will move to the corresponding preset.
Hybrid	Combines either Presenter and Zone Modes or Presenter and Segment Mode, depending on the camera model.
AI Patrol	Uses AI to analyze wide-angle footage and intelligently controls PTZ camera framing and movement, delivering dynamic scene coverage.
Framing	Auto Framing frames entire group on screen automatically while Manual Framing frames entire group on screen once.

- **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.

Save to Core and Run Connection

When you finish configuring the control panel, save your design on the core processor to run connection and control AVer PTZ Cameras on devices with compatible software.

To save and run connection:

1. Open Q-SYS™ Designer.
2. Go to **File** from the menu > **Save to Core & Run**.

Troubleshoot

The Q-SYS Designer 10.2.0 crashes after running the plugin for an extended period.

A software bug in version 10.2.0 prevents the camera preview from releasing images from system memory. This causes a memory leak that eventually crashes the software. This issue does not occur in version 9.x.

Workaround: Click **Disable Preview**  to turn off the camera preview and stop the memory leak. Check for Q-SYS Designer updates that address this issue regularly.