

AVer PTZ310N

AVer PTZ310N 12X NDI Live Streaming PTZ Camera User Manual

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of the AVer PTZ310N 12X NDI Live Streaming PTZ Camera. Please read this manual thoroughly before using the product to ensure proper setup and optimal performance.

The AVer PTZ310N is a professional-grade PTZ (Pan-Tilt-Zoom) camera designed for live streaming and video production. It features 12x optical zoom, NDI support, and advanced functionalities like SmartShoot and SmartFrame for enhanced video capture.

2. PACKAGE CONTENTS

Verify that all items listed below are included in your package:

- AVer PTZ310N Camera
- Remote control
- 12V/5A power adapter
- Documentation (Quick Start Guide, Warranty Card) - *Note: Actual documentation may vary.*

3. PRODUCT OVERVIEW

The AVer PTZ310N camera is designed for versatile deployment and high-quality video capture. Familiarize yourself with the camera's components and connection ports.

3.1 Front and Side Views



Figure 3.1: Front angled view of the AVer PTZ310N camera, showing the lens and base.



Figure 3.2: Front view of the AVer PTZ310N camera, highlighting the 12X zoom lens.

3.2 Rear Panel Connections

The rear panel of the PTZ310N camera provides various ports for power, video output, audio input, and control.



Figure 3.3: Rear panel of the AVer PTZ310N camera, showing various connectivity ports.



Figure 3.4: Labeled rear panel connections of the AVer PTZ310N camera, indicating PoE+, RS-232, RS-422, Audio In, Micro USB,

- **PoE+ Port:** For power and network connectivity (NDI).
- **RS-232 / RS-422 Ports:** For serial control via VISCA protocol.
- **Audio In:** 3.5mm jack for external audio input.
- **Micro USB:** For firmware updates or specific control.
- **HDMI Output:** For video output to displays or capture devices.
- **3G-SDI Output:** For professional video output over longer distances.
- **DC 12V:** Power input using the provided 12V/5A adapter.

4. SETUP AND INSTALLATION

Follow these steps to properly set up your AVer PTZ310N camera.

4.1 Power Connection

1. Connect the provided 12V/5A power adapter to the DC 12V port on the camera's rear panel.
2. Plug the power adapter into a suitable power outlet.
3. Alternatively, if using Power over Ethernet (PoE+), connect an Ethernet cable from a PoE+ enabled switch or injector to the PoE+ port on the camera. The camera will receive both power and network data through this single cable.

4.2 Video Output Connection

Choose one or more of the following video output options:

- **HDMI:** Connect an HDMI cable from the camera's HDMI port to an HDMI input on a display, capture card, or video switcher.
- **3G-SDI:** Connect an SDI cable from the camera's 3G-SDI port to an SDI input on a professional video switcher or recorder.
- **IP (NDI):** Connect an Ethernet cable to the PoE+ port (or a separate LAN port if not using PoE+). The camera will be discoverable on your network as an NDI source. Refer to your NDI software documentation for integration.
- **USB:** Connect a Micro USB cable from the camera to a computer for specific applications or firmware updates.

4.3 Control Connection

The camera can be controlled via the included IR remote, IP, or serial connections.

- **IR Remote Control:** Point the remote control towards the camera's IR receiver.
- **Serial Control (RS-232/RS-422):** Connect a serial cable from the camera's RS-232 or RS-422 port to a compatible control system. The camera supports VISCA protocol for control.
- **IP Control:** Once connected to the network, the camera can be controlled via its web interface or compatible IP control software. Refer to the camera's network settings for its IP address.

5. OPERATION

This section details the operational aspects of the AVer PTZ310N camera.

5.1 Powering On/Off

- To power on, ensure the power adapter is connected or PoE+ is active. The camera will initiate its startup

sequence.

- To power off, disconnect the power adapter or disable PoE+ to the camera.

5.2 Pan, Tilt, and Zoom Control

- Use the directional buttons on the remote control or control software to pan (horizontal movement) and tilt (vertical movement) the camera. The camera offers precise movement with pan/tilt rotation maneuvers as small as 0.1° per step.
- Utilize the zoom buttons to adjust the 12x optical zoom lens. Zoom in for close-ups and zoom out for wider shots.
- Adjustable speed controls allow for smooth and consistent camera movement.

5.3 Preset Locations

The PTZ310N allows you to save and recall specific camera positions (pan, tilt, zoom, focus).

- **IR Remote Presets:** The IR remote control allows you to set and recall up to 10 pre-programmed locations. Refer to the remote control's specific instructions for saving and recalling presets.
- **VISCA Presets:** Up to 255 different locations can be preset via VISCA control through the RS-232 or RS-422 ports. Consult the VISCA protocol documentation for detailed commands.

5.4 SmartShoot Feature

AVer SmartShoot streamlines camera controls to automatically and seamlessly capture content between your preset areas. This feature allows for a multi-camera feel with a single PTZ310N by tracking movement between defined preset zones.

5.5 SmartFrame Feature

AVer's SmartFrame technology provides one-touch facial targeting. It instantly adjusts the camera's Field of View (FOV) to fit all participants on screen, making it suitable for capturing groups in presentations or lectures.

6. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your camera.

- **Cleaning the Lens:** Use a soft, lint-free cloth specifically designed for optical lenses to gently wipe the camera lens. Avoid abrasive materials or harsh chemicals.
- **Cleaning the Body:** Wipe the camera body with a soft, dry cloth. If necessary, a slightly damp cloth can be used, but ensure no moisture enters the ports or internal components.
- **Storage:** When not in use for extended periods, store the camera in a dry, dust-free environment, away from direct sunlight and extreme temperatures.
- **Firmware Updates:** Periodically check the AVer website for firmware updates to ensure your camera has the latest features and performance enhancements. Follow the instructions provided with the firmware update carefully.

7. TROUBLESHOOTING

If you encounter issues with your AVer PTZ310N camera, refer to the following common troubleshooting steps.

- **No Power:**
 - Ensure the power adapter is securely connected to both the camera and a working power outlet.
 - If using PoE+, verify that the Ethernet cable is connected to a PoE+ enabled port and the PoE+ switch/injector is powered on.

- **No Video Output:**

- Check all video cables (HDMI, 3G-SDI, Ethernet for NDI) are securely connected.
- Verify the input source on your display or capture device is correctly selected.
- For NDI, ensure the camera is on the same network and discoverable by your NDI software.

- **Camera Not Responding to Control:**

- **IR Remote:** Ensure there are no obstructions between the remote and the camera's IR receiver. Check remote battery.
- **Serial Control:** Verify serial cable connections and ensure the correct baud rate and protocol (VISCA) are configured on your control system.
- **IP Control:** Confirm the camera's IP address is correct and accessible on the network. Check network connectivity.

- **Image Quality Issues:**

- Ensure the lens is clean (refer to Maintenance section).
- Check lighting conditions in the environment. The camera performs well in low-light, but optimal lighting is always recommended.
- Adjust camera settings (e.g., exposure, white balance) via the control interface if available.

If the problem persists, contact AVer technical support for further assistance.

8. SPECIFICATIONS

The following table outlines the technical specifications of the AVer PTZ310N camera.

Feature	Specification
Brand	AVer
Model Number	PTZ310N
Photo Sensor Technology	CMOS (1/2.8" Exmor CMOS sensor)
Video Capture Resolution	1080p
Optical Zoom	12x
Maximum Aperture	1.6 Millimeters
Connectivity Technology	Wireless (IP/NDI), HDMI, 3G-SDI, USB, RS-232, RS-422
Supported Audio Format	AAC
Video Capture Format	MPEG 4
Item Weight	8.08 pounds (approx. 3.67 kg)
Package Dimensions	11.5 x 11.2 x 11.2 inches (approx. 29.2 x 28.4 x 28.4 cm)
Color	Gray
Manufacturer	AVer
Date First Available	August 17, 2020

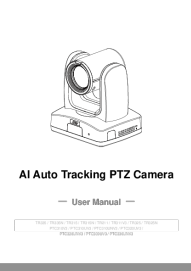
9. WARRANTY AND SUPPORT

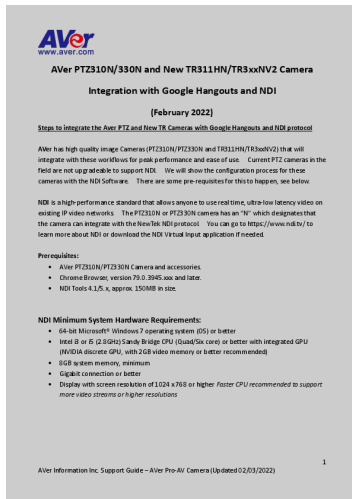
AVer provides support for its products. For detailed warranty information, product registration, and technical assistance, please visit the official AVer website or contact their customer support directly.

Manufacturer: AVer

For the most up-to-date support resources, including FAQs, drivers, and software, please visit [AVer's official website](#).

Related Documents - PTZ310N

	AVer CAM520 Pro2 User Manual: Setup, Operation, and Settings Guide Comprehensive user manual for the AVer CAM520 Pro2 PTZ camera, covering installation, operation, remote control, web settings, PTZApp 2 software, and troubleshooting for video conferencing and live streaming.
	AVer AI Auto Tracking PTZ Camera User Manual Comprehensive user manual for AVer's AI Auto Tracking PTZ Cameras, covering setup, operation, web interface, tracking features, and technical specifications for models like TR335, TR315, PTC310, and more.
	AVer PTZ Link User Manual This user manual provides comprehensive instructions for setting up and using the AVer PTZ Link software, which connects AVer cameras with microphone systems for voice tracking. It covers installation, hardware connections, software configuration, and troubleshooting for various microphone systems including Shure, Sennheiser, Yamaha, Nureva, and ClearOne.
	AVer PTZ Camera Controller User Manual Comprehensive user manual for the AVer PTZ Camera Controller, detailing setup, operation, function buttons, system settings, and specifications for professional video production.



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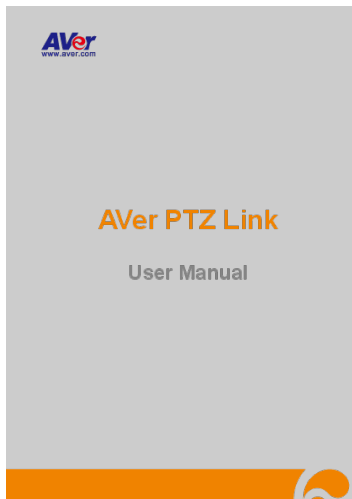
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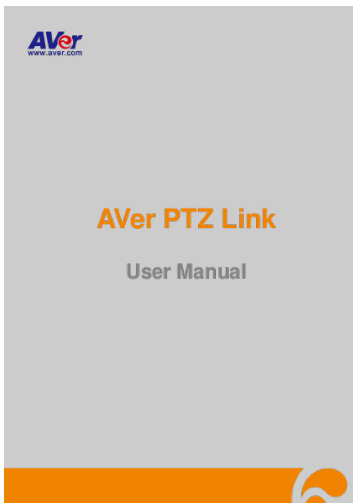
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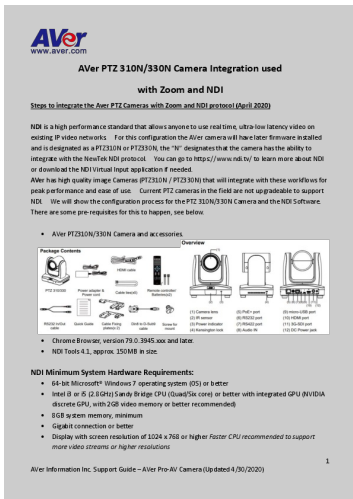


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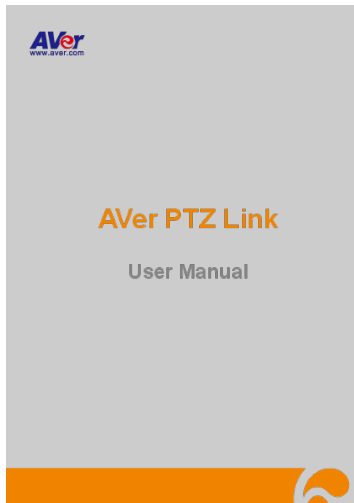


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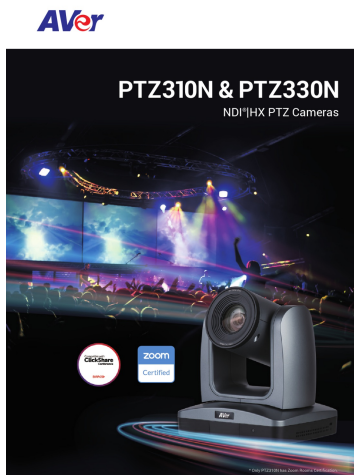


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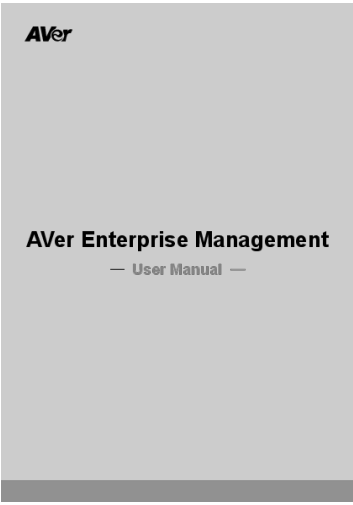
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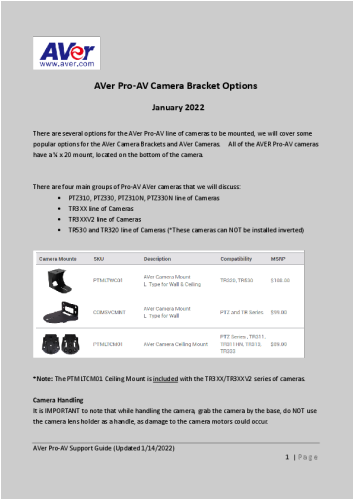
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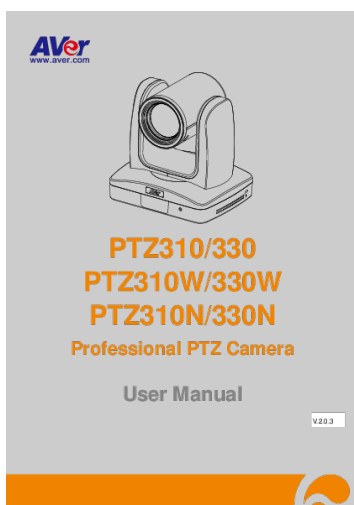
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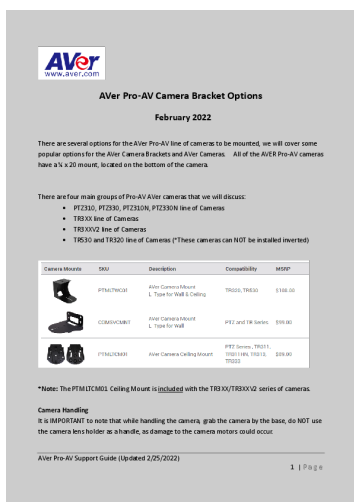


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Lisa Lai PTZ310 330 PTZ310W 330W PTZ310N 330N Setup IP Address of the Camera Static 1 Press Menu button on remote controller to call out OSD menu 2 Go Network Note Turn DHCP off before setup static Off 3 Select address Gateway Mask and DNS configure use number pad enter data 310N UM 20200316 averusa pro-av user-manual User Manual AVer In live view user can zoom in preset focus Auto One push Focus Near Limit speed pan-tilt 1062497179 content etilize User-Manual 1064564076 Professional PTZ V 0 Mar 16 2020 ·

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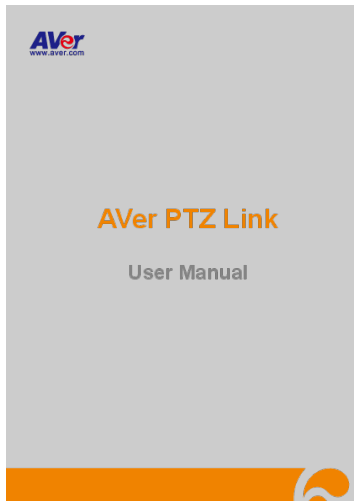


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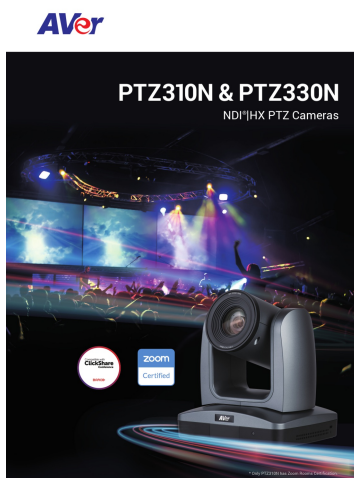
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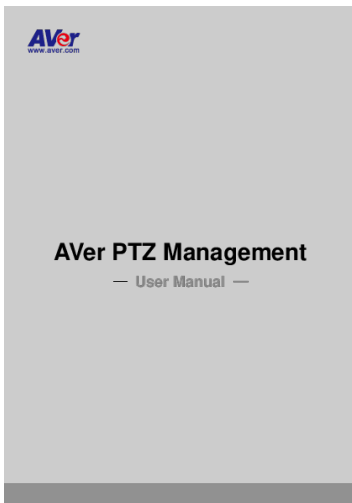


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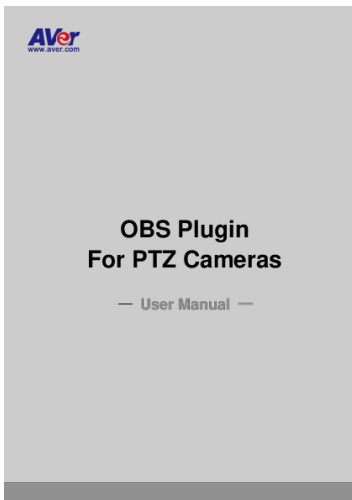


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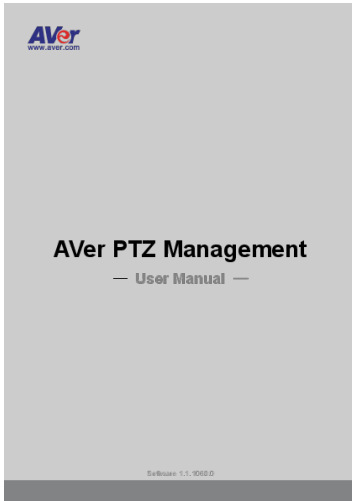


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OBS Plugin For PTZ Cameras -- User Manual -- DISCLAIMER No warranty or representation, either expr ... ing. V2 PTZ330UV2 PTZ330UNV2 PTZ310UV2 PTZ310UNV2 PTZ231 PTZ211 V1 PTZ330 PTZ330N PTZ330W PTZ310 **PTZ310N** PTZ310W Medical PTZ Cameras MD330U MD330UI Distance Learning Cameras DL30 DL10 Outside US...

lang:en **score:26** filesize: 1.14 M page_count: 20 document date: 2024-04-29

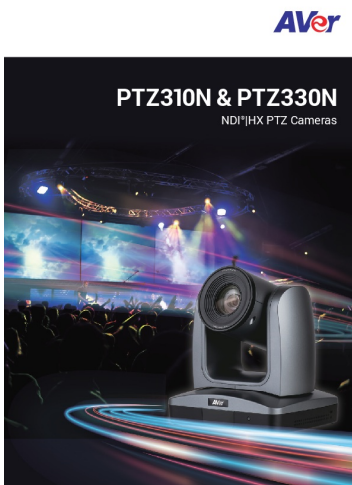


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Microsoft Word PTZ Management UM EN 2024 08 21 Tracy draft v1 V003228 AVer User Manual 27
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contents of this documentation, its quality, performance, merchantability, or fitne

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PTZ310UNV2 PTZ231 PTZ211 V1 PTZ330 PTZ330N PTZ330W PTZ310 **PTZ310N**
PTZ310W Medical PTZ Cameras MD330U MD330UI Conferencing Cameras
CAM520 Pro3 CAM550 CAM570 ...

lang:en score:26 filesize: 3.26 M page_count: 36 document date: 2024-08-27

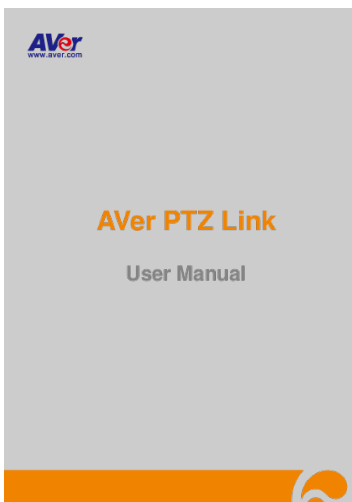


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PTZ310330N Brochure EU A4 S Approx 2 1 Megapixels 50dB Auto Manual 1s to 32 Pan Tilt Speed
Preset Position Camera Control Interface Protocol Image Processing Power Frequency Channel Codec
Sample Rate Video Output Audio Input Requirement PoE Operating Condition Storage Dimensions
Weight Application Security Remote Accessory Resolution PTZ310N PTZ330N brochure
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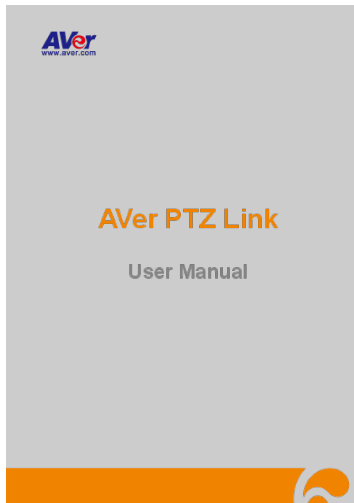
PTZ310N PTZ330N NDI HX PTZ Cameras NDI HX2 ExmorTM CMOS Sensor NDI
Full NDI HX for Greater Reach The **PTZ310N**/330N complies with the most rigorous
NDI standards to deliver the lowest latency for on-air camera control, switching, and
streaming--all via IP connection. It makes live broadcasts fa...

lang:en score:26 filesize: 2.82 M page_count: 4 document date: 2020-10-15



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AVer PTZ Link User Manual EN v3 14 2022 09 01 averusa pro av user manual Downloads USA |||
AVer PTZ Link User Manual COPYRIGHT 2022 AVer Information Inc. All rights
reserved. September 1 ... PTC310/PTC310U/PTC310H PTC115/PTC500S/PTC115
/PTC500 PTC330UV2 DL30 AVer PTZ cameras PTZ310/**PTZ310N**/PTZ330/PTZ330N
1 Microphone systems Shure microphone systems: Shure MXCW series Shure In...
lang:en score:26 filesize: 2.83 M page_count: 52 document date: 2022-09-01



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AVer PTZ Link averusa 1 PREFACE is a software to link cameras microphone system The supported models are listed below tracking (USA region) User Manual EN v1 02_2021 07 12 pro-av downloads user-manual Jul 2021 ·

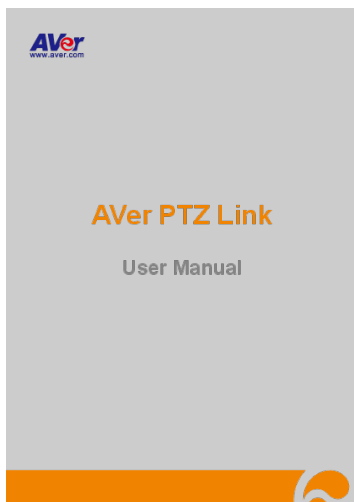
AVer PTZ Link User Manual COPYRIGHT 2021 AVer Information Inc. All rights reserved. All rights of ... s non USA region PTC310/PTC310U/PTC310H PTC115/PTC500S/PTC115 /PTC500 AVer PTZ cameras PTZ310/**PTZ310N**/PTZ330/PTZ330N Microphone system Shure IntelliMix P300 processor Shure MXA310 microphone ...
lang:en score:26 filesize: 955.88 K page_count: 22 document date: 2021-07-12



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Lisa Lai PTZ310 330 310N 330N Manual EN 2020 08 25 averusa pro av user manual

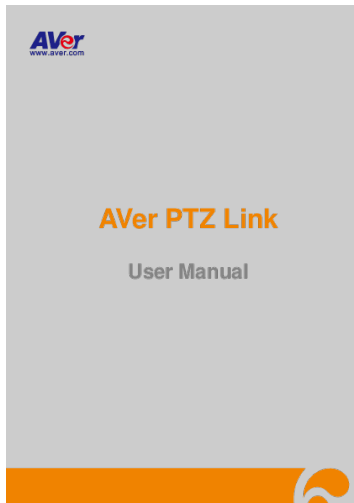
Professional PTZ Camera PTZ310/330 PTZ310W/330W **PTZ310N**/330N User Manual FCC NOTICE Class A This device complies with Part 15 of the FCC Rules. The operation is subject to the following two conditions: 1 this device may not cause harmful interference, and 2 this device must accept any interf...
lang:en score:26 filesize: 2.43 M page_count: 52 document date: 2020-08-25



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AVer PTZ Link User Manual EN v4 02 2022 12 26 averusa pro av user manual |||

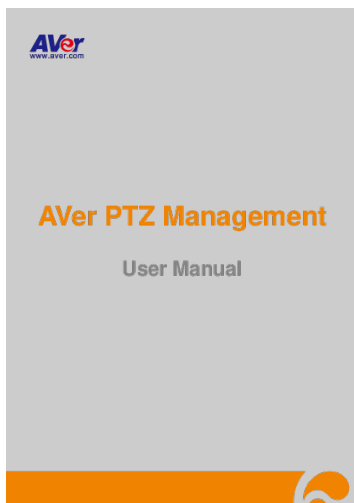
AVer PTZ Link User Manual Copyright 2022 AVer Information Inc. All rights reserved. December 26 ... 0UV2 PTC310UV2 TR313V2 PTC310HWV2 TR311HWV2 PTZ330 Series PTZ310 Series PTZ330 PTZ310 PTZ330N **PTZ310N** DL Series DL30 *US model name in italics PTC330 Series PTC330 TR331 PTC330N TR331N PTC33...
lang:en score:25 filesize: 3.12 M page_count: 71 document date: 2022-12-26



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AVer PTZ Link Contents Preface 1 Minimum System Requirement 4 User Manual EN v3 16 2022 09 30
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AVer PTZ Link User Manual COPYRIGHT 2022 AVer Information Inc. All rights reserved. September 3 ... PTC310/PTC310U/PTC310H PTC115/PTC500S/PTC115 /PTC500 PTC330UV2 DL30 AVer PTZ cameras PTZ310/**PTZ310N**/PTZ330/PTZ330N 1 Microphone systems Shure microphone systems: Shure MXCW series Shure In...
lang:en **score:25** filesize: 3.28 M page_count: 64 document date: 2022-09-30



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PTZ330NV2 PTZ330UV2 PTZ330UNV2 PTZ310V2 Series PTZ310V2 **PTZ310NV2**
PTZ310UV2 PTZ310UNV2 PTZ330 Series PTZ330 PTZ330N PTZ310 Series
PTZ310 **PTZ310N** DL Serie...

lang:en **score:25** filesize: 2.01 M page_count: 47 document date: 2023-05-02

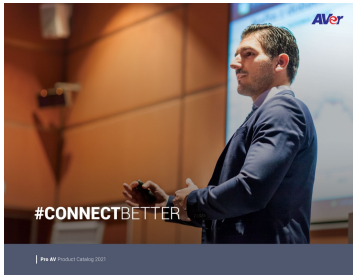


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Lisa Lai AVer PTZ310 User Manual EnglischAVer professionelle PTZ Videokonferenzkamera 1920x1080
Pixel60FPS 12 fach optischer Zoom USB 3GSDI Grau 200AVer 330 UserManual ENm medientechnik24
de media a6 52 54 1725371287 EN |||

Professional PTZ Camera PTZ310/330 PTZ310W/330W**PTZ310N**/330N User
Manual FCC NOTICE Class A This device complies with Part 15 of the FCC Rules.
The operation is subject to the following two conditions: 1 this device may not cause
harmful interference, and 2 this device must accept any interf...

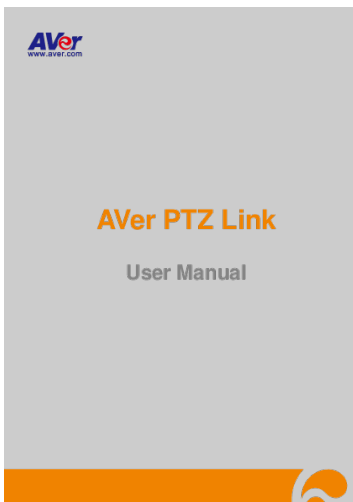
lang:en **score:24** filesize: 2.43 M page_count: 52 document date: 2020-08-25



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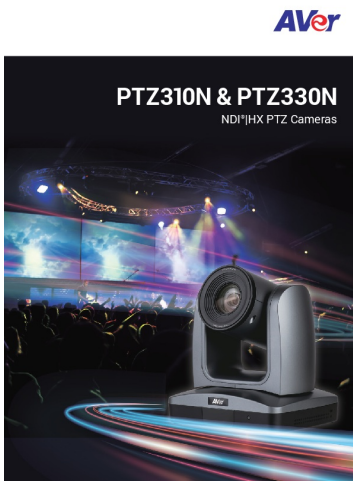
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#CONNECTBETTER Pro AV Product Catalog 2021 Table of Contents About AVer 03 Why AVer 04 Auto Tra ... er PTZ cameras are 100 TAA Compliant includes the models TR530, TR320, PTZ330, PTZ310, PTZ330N and **PTZ310N**. TAA refers to the Trade Agreements Act 19 U.S.C. 2501-2581 , which is intended to foster...
lang:en score:24 filesize: 10.13 M page_count: 16 document date: 2021-08-14



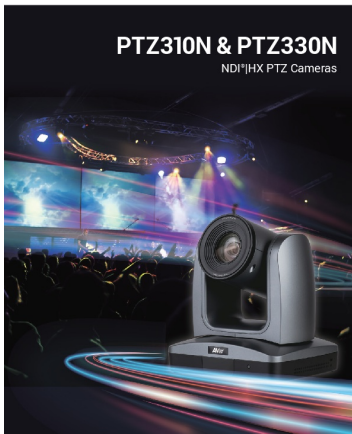
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AVerMedia AVer PTZ Link 2022 02 21 — For FAQs technical support software and user manual please visit Through can link cameras to microphone systems User Manual EN v3 05 01 13 averusa pro av ||| AVer PTZ Link User Manual COPYRIGHT 2021 AVer Information Inc. All rights reserved. All rights of ... his series is estimated to have a pilot run by the end of December. DL30 AVer PTZ cameras PTZ310/**PTZ310N**/PTZ330/PTZ330N Microphone systems Shure IntelliMix P300 processor Shure MXA310 microphone ...
lang:en score:24 filesize: 2.51 M page_count: 40 document date: 2022-01-13



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PTZ310330N Brochure EU A4 S PTZ310N PTZ330N 180359963 cdn petec ch documents2 3 6 9 ||| **PTZ310N** PTZ330N NDI HX PTZ Cameras NDI HX2 ExmorTM CMOS Sensor NDI Full NDI HX for Greater Reach The **PTZ310N**/330N complies with the most rigorous NDI standards to deliver the lowest latency for on-air camera control, switching, and streaming--all via IP connection. It makes live broadcasts fa...
lang:en score:24 filesize: 2.82 M page_count: 4 document date: 2020-03-04

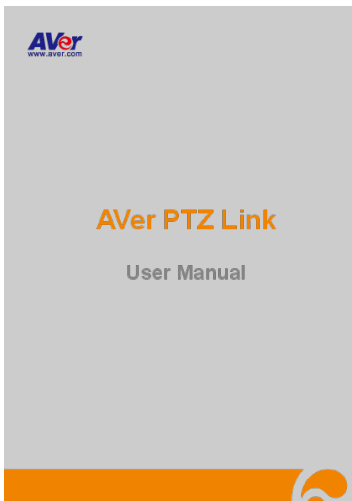


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PTZ310330N Brochure GL A4 S Click Here AVer PTZ310N network surveillance camera 3D Noise Reduction Technology Variable Bitrate VBR Constant CBR VISCA over IP Manufacturer Warranty 3 year warranty Environmental Parameters operating 32 °F 104 20 80% relative humidity 82e01348 4c49 40c3 b91b a6b05ed25d51 cdn cnetcontent 82 e0 |||

PTZ310N PTZ330N NDI HX PTZ Cameras NDI HX2 Exmor™ CMOS Sensor NDI Full NDI HX for Greater Reach The **PTZ310N/330N** complies with the most rigorous NDI standards to deliver the lowest latency for on-air camera control, switching, and streaming--all via IP connection. It makes live broadcasts fa...

lang:en score:23 filesize: 2.82 M page_count: 4 document date: 2020-03-04



[AVer PTZ Link User Manual](#)

This user manual provides comprehensive instructions for setting up and using the AVer PTZ Link software, which connects AVer cameras with microphone systems for voice tracking. It covers installation, hardware connections, software configuration, and troubleshooting for various microphone systems including Shure, Sennheiser, Yamaha, Nureva, and ClearOne.

lang:en score:23 filesize: 2.89 M page_count: 66 document date: 2022-10-26



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607 AVer PTZ Link User Manual Hover the cursor over a group then click hamburger icon 2 Select Priority The star will indicate priority 3 To cancel deselect UM EN 2024 12 averusa pro av user manual ||| AVer PTZ Link -- User Manual -- DISCLAIMER No warranty or representation, either expressed or impl ... as Do not support human tracking PTZ211 PTZ231 PTZ310UV2 PTZ310UNV2 PTZ330UV2 PTZ330UNV2 PTZ310 **PTZ310N** PTZ310W PTZ330 PTZ330N PTZ330W Video Conferencing Cameras Do not support active position ...

lang:en score:23 filesize: 3.11 M page_count: 69 document date: 2024-12-27



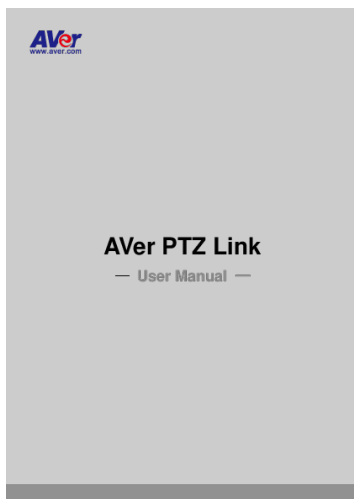
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SylviaH Professional PTZ Camera Control Codescommunication aver â° Downlo PTZ310 PTZ330 PTZ310N PTZ330N Codes Manual Visca command RS232 IP CGI 20231208 v7 communication DownloadFile.aspx n 5294 A4C91B77 6295 4034 818F 8D7E4D67680A t ServiceDownload ||| Professional PTZ Camera PTZ310 / PTZ330**PTZ310N** / PTZ330N Control Codes 2023.12.8 v7 Product Introduction Overview 1 2 3 4 1 Camera lens 5 PoE port 2 IR sensor 6 RS232 port 3 LED indicator 7 RS422 port 4 Kensington lock 8 Audio in* *Line input level: 1Vrms max.... lang:en **score:23** filesize: 366.49 K page_count: 11 document date: 2023-12-08



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10 Tracy Chen AVer PTZ Link UM EN 2024 09 25 39 averusa pro av user manual ||| AVer PTZ Link -- User Manual -- DISCLAIMER No warranty or representation, either expressed or impl ... ing. V2 PTZ330UV2 PTZ330UNV2 PTZ310UV2 PTZ310UNV2 PTZ231 PTZ211 V1 PTZ330 PTZ330N PTZ330W PTZ310 **PTZ310N** PTZ310W Distance Learning Camera DL30 Outside USA N/A PTC310 PTC310N PTC310U PTC330 PTC330... lang:en **score:23** filesize: 2.67 M page_count: 62 document date: 2024-09-25



[AVer PTZ Link User Manual: Connect and Control PTZ Cameras with Microphone Systems](#)

Explore the AVer PTZ Link user manual for comprehensive guidance on integrating AVer PTZ cameras with third-party microphone systems. Learn about setup, features, and troubleshooting for enhanced video conferencing. lang:en **score:23** filesize: 2.61 M page_count: 56 document date: 2023-09-28



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lang:en score:23 filesize: 2.78 M page_count: 59 document date: 2024-04-19



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JERRY Business Communication Video Conferencing Solutions AVer Global MT300 UM EN 2023 12 25 aver usa pro av user manual Matrix Tracking Box |||

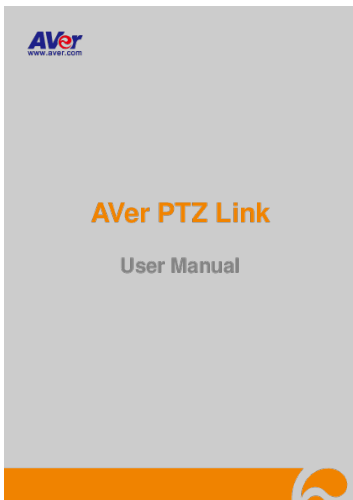
MT300 Matrix Tracking Box -- User Manual -- Federal Communication Commission

NOTE: This equipment ... g PTZ300 V2 Series PTZ330UV2 PTZ330UNV2

PTZ310UV2 PTZ310UNV2 PTZ300 Series PTZ330 PTZ330N PTZ310 **PTZ310N**

PTC115 Series PTC115 TR320 PTC115 TR320 Distance Learning Camera DL Series DL30 31 Sup...

lang:en score:23 filesize: 2.81 M page_count: 50 document date: 2023-12-25

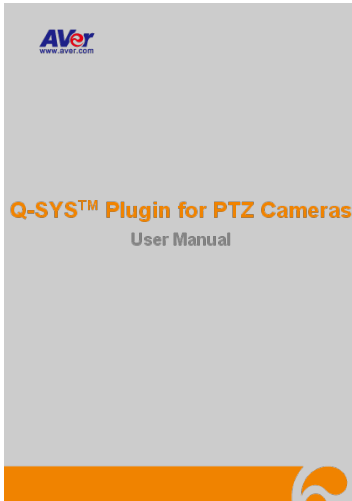


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lang:en score:22 filesize: 3.56 M page_count: 73 document date: 2023-04-20

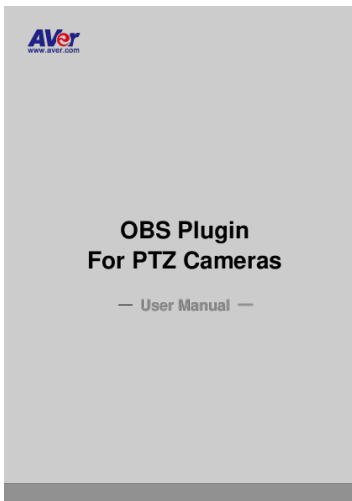


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14 AVerMedia AVer Auto Tracking and Live Streaming PTZ Cameras USA Q SYS Plugin for User Manual
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lang:en score:22 filesize: 761.2 K page_count: 17 document date: 2023-07-12

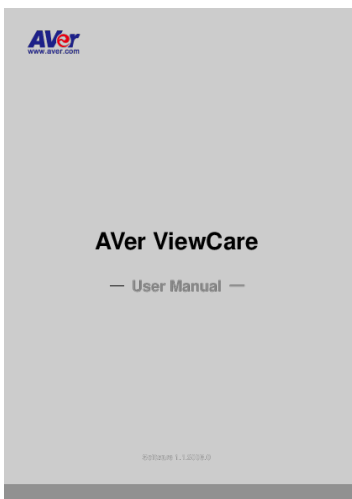


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Shawn Yu AVer ViewCare Jul 22 2024 · You may add PTZ and NDI® cameras by automatic search or manually entering camera information To automatically 1 Go to Setup UM EN 2008 0 communication
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lang:en score:21 filesize: 1.8 M page_count: 37 document date: 2024-07-31