

AVer CAM570

AVer CAM570 Video Conferencing Camera User Manual

Model: CAM570

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your AVer CAM570 Video Conferencing Camera. Please read this manual thoroughly before using the device to ensure proper functionality and to prevent damage.



Image: The AVer CAM570 Video Conferencing Camera, featuring a dual-lens design with a PTZ camera on top and an AI lens integrated into the base, which also houses the microphone array and AVer branding.

2. KEY FEATURES

- **4K Dual-Lens Camera:** Features a PTZ camera with 36X total zoom and an AI lens with a 95-degree Field of View (FOV).
- **Audio Tracking:** Three built-in voice sensors with beamforming technology track speakers up to 10 meters away.
- **AI Smart Frame:** Automatically adjusts camera angle and zoom to capture all meeting participants.
- **Smart Gallery:** Merges close-ups and panoramic views for equitable representation in meetings.
- **Picture-in-Picture (PIP):** Offers simultaneous speaker and wide-angle views.
- **Connectivity:** USB 3.1 (Gen 1) Type B, RS232, Visca over IP.
- **Compatibility:** Zoom certified, works with Google Meet, Microsoft Teams, and other video conferencing platforms.

3. WHAT'S IN THE BOX

Upon unpacking your AVer CAM570, please verify that all components are present:

- AVer CAM570 Video Conferencing Camera
- USB Cable
- User Manual (this document)

4. SETUP INSTRUCTIONS

4.1 Physical Placement

Place the CAM570 on a stable, flat surface, such as a conference table or a dedicated camera stand. Ensure the camera has an unobstructed view of the meeting area.

4.2 Connecting the Camera

1. Connect the provided USB cable to the USB 3.1 Type B port on the CAM570.
2. Connect the other end of the USB cable to an available USB 3.1 (or higher) port on your computer or conferencing hub.
3. (Optional) For advanced control, connect an RS232 or Ethernet cable for Visca over IP to the respective ports on the camera.
4. Connect the power adapter to the camera and then to a power outlet. The camera will power on automatically.

4.3 Driver Installation (Windows/macOS)

The AVer CAM570 is a plug-and-play device. Most operating systems (Windows 10/11, macOS) will automatically detect and install the necessary drivers upon connection. If prompted, allow the system to complete the driver installation. For optimal performance and access to advanced features, download and install the latest PTZApp2 software from the official AVer website: www.aver.com/download-center.

5. OPERATING THE CAMERA

5.1 Basic Operation

- **Power On/Off:** The camera powers on when connected to power. Disconnect power to turn off.
- **Status Indicator:** A blue LED on the front of the base indicates the camera is active.
- **Selecting as Video Source:** In your video conferencing application (e.g., Zoom, Microsoft Teams, Google Meet), select "AVer CAM570" as your camera and microphone source.

5.2 Using PTZApp2 Software

The PTZApp2 software provides comprehensive control over the CAM570's features:

- **Pan, Tilt, Zoom (PTZ) Control:** Manually adjust the PTZ camera's position and zoom level.
- **Preset Management:** Save and recall up to 10 camera positions for quick transitions.
- **AI Features:** Enable/disable and configure AI Smart Frame, Smart Gallery, and Audio Tracking.
- **Image Settings:** Adjust brightness, contrast, saturation, white balance, and other image parameters.
- **Firmware Updates:** Keep your camera's firmware up-to-date for optimal performance and new features.

5.3 Audio Tracking and Smart Frame

The CAM570 automatically focuses on active speakers and frames participants using its AI capabilities. Ensure these features are enabled in the PTZApp2 for best results.

- **Audio Tracking:** The PTZ camera will automatically follow the person speaking.
- **AI Smart Frame:** The camera dynamically adjusts its view to include all participants in the room.
- **Smart Gallery:** Provides individual close-ups alongside a panoramic view, configurable via PTZApp2.

6. MAINTENANCE

6.1 Cleaning

- Gently wipe the camera lens with a soft, lint-free cloth specifically designed for optical surfaces. Do not use abrasive cleaners or solvents.
- Clean the camera body with a dry or slightly damp soft cloth.
- Ensure the camera is powered off and disconnected from all cables before cleaning.

6.2 Firmware Updates

Regularly check for and install firmware updates via the AVer PTZApp2 software. Firmware updates can improve performance, add new features, and resolve potential issues.

7. TROUBLESHOOTING

Problem	Possible Cause	Solution
No video output	Camera not powered on. USB cable not properly connected. Incorrect camera selected in software.	Ensure power adapter is connected. Check USB cable connection at both ends. Verify "AVer CAM570" is selected as the video source in your application.
No audio input	Microphone muted. Incorrect microphone selected in software.	Check microphone mute status in your application. Verify "AVer CAM570" is selected as the microphone source.
AI features not working	AI features disabled in PTZApp2. Outdated firmware.	Open PTZApp2 and ensure AI Smart Frame, Smart Gallery, and Audio Tracking are enabled. Update camera firmware via PTZApp2.
Camera not recognized by computer	Faulty USB cable or port. Driver issue.	Try a different USB cable or port. Restart your computer. Reinstall PTZApp2 or check device manager for driver issues.

8. SPECIFICATIONS

Feature	Detail
Model	CAM570
Max Screen Resolution	UHD (Ultra High Definition)
Rear Webcam Resolution	8 MP
Frame Rate	60 fps
Zoom	36X Total Zoom (12x Optical + 3x Digital)
AI Lens FOV	95 degrees
Connectivity	USB 3.1 (Gen 1) Type B, RS232, Visca over IP
Microphone	Integrated with beamforming technology
Dimensions (LxWxH)	10.7 x 10.2 x 9.9 inches
Weight	10.03 pounds
Color	Black
Hardware Platform	PC

9. WARRANTY AND SUPPORT

9.1 Warranty Information

For detailed warranty information, please refer to the warranty card included with your product or visit the official AVer website. Warranty terms and conditions may vary by region.

9.2 Technical Support

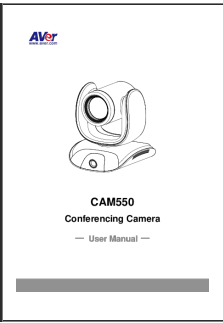
If you encounter any issues not covered in the troubleshooting section, or require further assistance, please contact AVer technical support:

- **AVer Support Website:** www.aver.com/support
- **Contact Information:** Refer to the support section of the AVer website for regional contact numbers and email addresses.

When contacting support, please have your product model (CAM570) and serial number ready.



 CAM570 Conference Camera Quick Start Guide 快速启动指南 簡易設置說明 快速启动指南 Quick Start Guide Простое руководство Prestesimpo Manual de Guia	AVer CAM570 Conference Camera Quick Start Guide Get started quickly with the AVer CAM570 Conference Camera. This guide provides essential setup, installation, and operation information for seamless video conferencing experiences.
 CAM570 — User Manual —	AVer CAM570 User Manual: High-Quality PTZ Video Conferencing Camera Comprehensive user manual for the AVer CAM570 PTZ camera, covering installation, connections, operation, and advanced features for professional video conferencing. Includes safety and support information.
 CAM540 Conference Camera Quick Start Guide	AVer CAM540 Conference Camera Quick Start Guide Get started quickly with the AVer CAM540 conference camera. This guide covers package contents, installation, remote control operation, and making video calls.
 CAM520 Pro2 User Manual	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.
 VB342 Pro Conference Camera User Manual	AVer VB342 Pro Conference Camera User Manual - Setup and Operation Guide Comprehensive user manual for the AVer VB342 Pro conference camera. Learn about installation, setup, remote control, camera settings, image adjustments, audio configurations, and software usage for optimal video conferencing experiences.

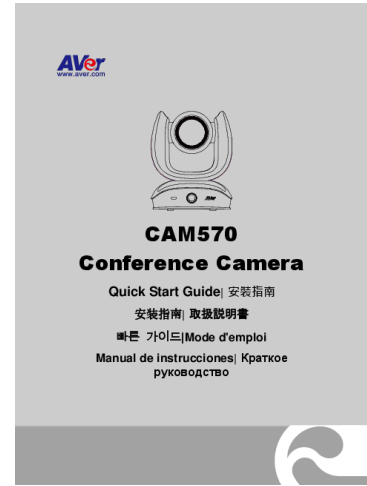


[AVer CAM550 Conferencing Camera User Manual](#)
Comprehensive user manual for the AVer CAM550 Conferencing Camera, detailing setup, connection, installation, operation, and advanced features for professional video conferencing.

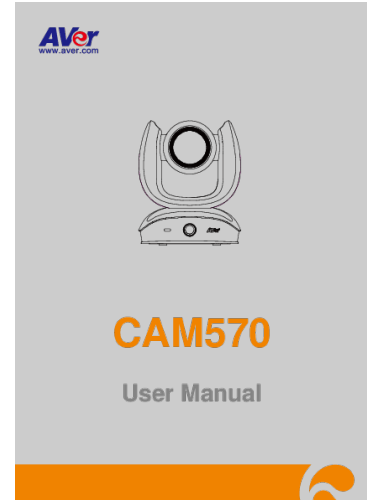
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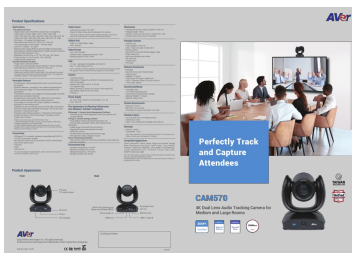


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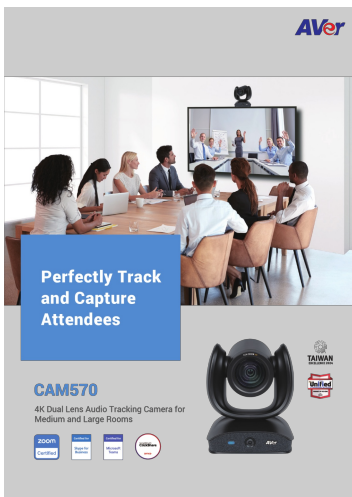


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CAM570 -- User Manual -- Warning Hold the bottom of the camera with both hands to carry the camera. Whether the camera is connected to power or not, do not grab any part of the lens or the lens holder to carry the camera or adjust pan and tilt. Do not drop the camera or subject it to physical sh...

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Perfectly Track and Capture Attendees **CAM570** 4K Dual Lens Audio Tracking Camera for Medium and Large Rooms AVer **CAM570** is a 4K dual lens camera with a 36X Total zoom PTZ camera and a second AI lens with 95FOV. Equipped with built-in audio sensor, **CAM570** detects human voices up to 10M and offers Au...

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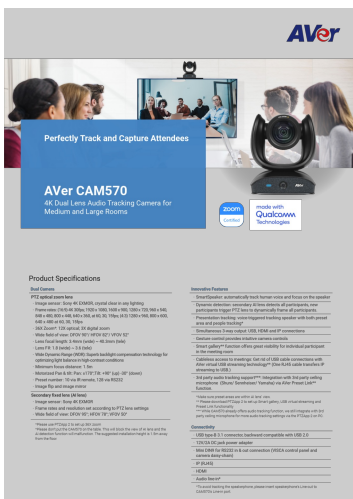
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CAM570 datasheet Datasheet 4K Dual Lens Audio Tracking Camera for Medium and Large Rooms AVer
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CAM570 4K Dual Lens Audio Tracking Camera for Medium and Large Rooms Built-in Audio Tracking The **CAM570** is a PTZ conferencing camera, with premium-grade features that enable users to deliver in-person meeting experiences to remote participants. The **CAM570** features a 4K dual-lens camera with 36X t...

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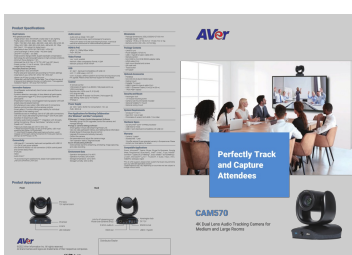


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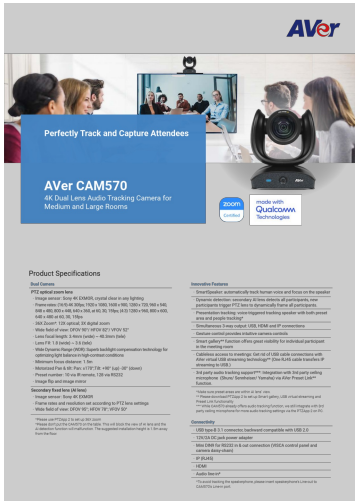


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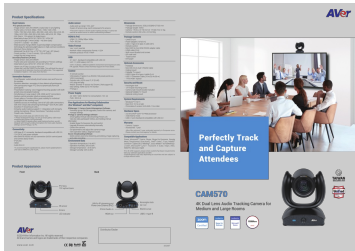
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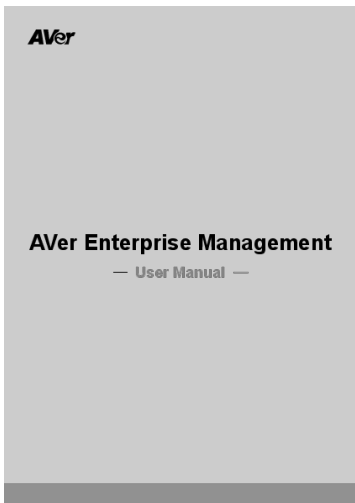
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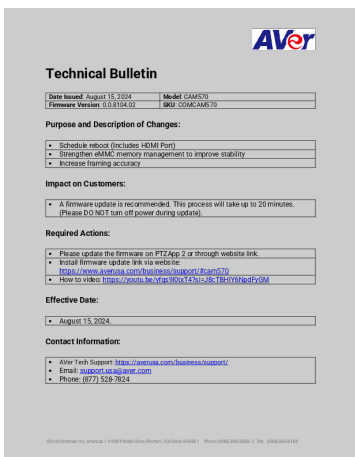
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Camera for Medium and Large Rooms Product Specifications Dual Camera PTZ
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turn on VISCA over IP. CAM520 Pro3 CAM550 **CAM570** VB130 VB342 Pro VB350
Ceiling Speakerphone FONE700 Firmware 0.0.8300.38 or later Distance ...
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[pdf] Installation Guide Technical Bulletin

Angela Meyer Technical Bulletin 15 août 2024 — Please update the firmware on PTZApp 2 or through
website link Install via averusa business support cam570 CAM570 08152024 aver usa others |||
Technical Bulletin Date Issued: August 15, 2024 Firmware Version: 0.0.8104.02
Model: **CAM570** SKU: COM**CAM570** Purpose and Description of Changes: Schedule
reboot Includes HDMI Port Strengthen eMMC memory management to improve
stability Increase framing accuracy Impact on Customers: A firmwa...
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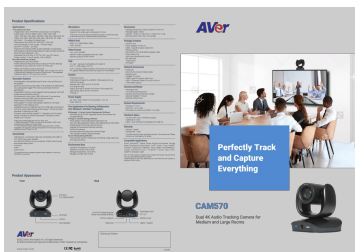


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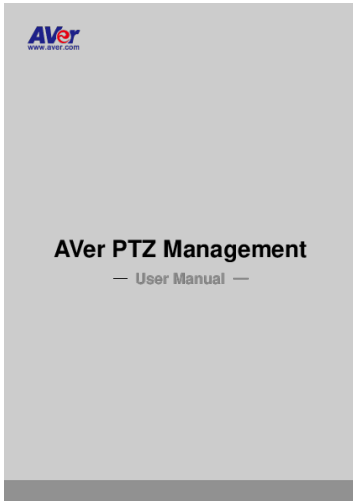
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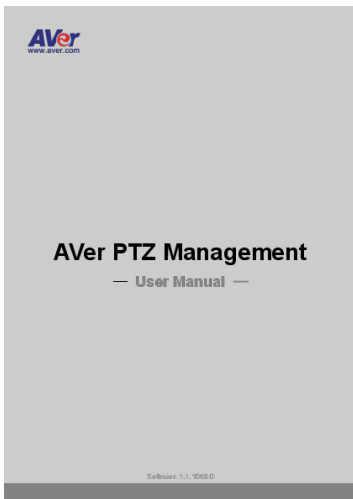
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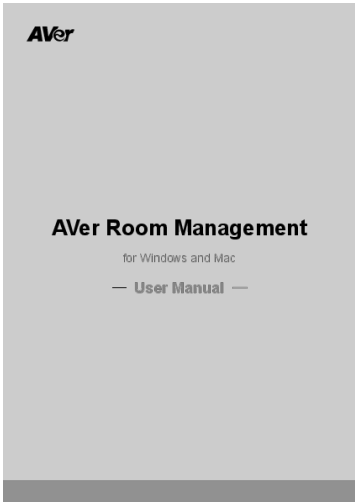
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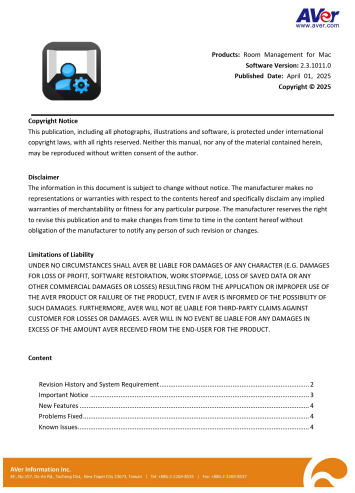
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[AVer Room Management User Manual for Windows and Mac](#)

This user manual provides comprehensive instructions for using AVer Room Management software on Windows and Mac operating systems. It covers installation, interface navigation, device connection, configuration, PTZ control, audio tracking, video conferencing features like IP streaming and Keystone Correction, Smart Gallery, AVer Share, and troubleshooting. lang:en score:25 filesize: 1.91 M page_count: 33 document date: 2025-07-15



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v001387 Room Management for Mac Software Version 2 3 1011 0Fixed an issue where audio tracking failed during FONE700 alignment if the input coordinates contained decimal values either manually entered AVer Release Note SW 0communication aver DownloadFile aspx n 6434 917C1585 D481 44DA 8A0B 4CDA3C3E6941 t ServiceDownload ||| Products: Room Management for Mac Software Version: 2.3.1011.0 Published Date: April 01, 2025 Copyri ... VC520 / VC520 Pro / VC322 / VC540 / VB342 / VB342 / FONE540 / CAM130/ VB130 / CAM550 / VB342Pro / **CAM570** / CAM520 Pro3 / VB350 / VC520 Pro3 / FONE700 Virtual Stream function for CAM520 Pro/CAM520 Pr... lang:en score:25 filesize: 245.69 K page_count: 4 document date: 2025-04-02

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CAM570 Brochure TW 1014 AVer 4K tw munication aver DownloadFile ashx n 2866 t ModelBrochure ||| Sony 4K 16:9 4K 30fps; 1920 x 1080, 1600 x 900, 1280 x 720, 960 x 540, 848 x 480, 800 x 448 ... AVer Preset Link** * ** PTZApp 2 Smart galleryeUSB virtual streamingePreset Link *** **CAM570** PTZApp 2 USB 3.1 type B USB- IF USB 2.0 12V / 2A Mini DIN9 RS232 VISCA ; ... lang:en score:25 filesize: 6.71 M page_count: 2 document date: 2022-10-17



[pdf] Specifications Datasheet Borchure

CAM570 Datasheet GL 231226 AVer Black 3840 x 2160 pixels 60 fps Exmor Product Brochure 0 8 MB
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Perfectly Track and Capture Attendees AVer **CAM570** 4K Dual Lens Audio Tracking Camera for Medium and Large Rooms Product Specifications Dual Camera PTZ optical zoom lens gImage sensor: Sony 4K EXMOR, crystal clear in any lighting gFrame rates: 16:9 4K 30fps; 1920 x 1080, 1600 x 900, 1280 x 720, 96...
lang:en score:25 filesize: 849.29 K page_count: 3 document date: 2023-12-26



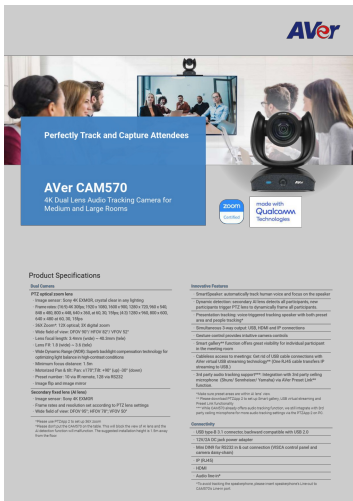
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Audio Tracking Camera for Medium and Large Rooms Product Specifications Dual Camera PTZ optical
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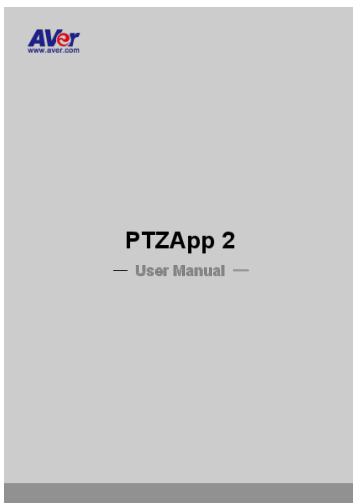


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CAM570 Datasheet GL import fa 1014 Aver Camera 3 years* Accessories 1 year Warranty Zoom
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Camera for Medium and Large Rooms Product Specifications Dual Camera PTZ
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gFrame rates: 16:9 4K 30fps; 1920 x 1080, 1600 x 900, 1280 x 720, 96...

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Aver Devices Video Conferencing Cameras **CAM570** CAM550 CAM540 CAM530
CAM520 Pro3 CAM520 Pro2 CAM520 Pro CAM520 CAM340 CAM340 CAM130
FONE700...

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[\[pdf\]](#) Specifications Datasheet

CAM570 Datasheet GL 231226 Aver Datenblatt EnglischAver PTZ Videokonferenzkamera mit zwei 4K
Objektiven für mittelgroße und große Räume 2385024Aver ENm medientechnik24 de media 3c ba a9
1725368902 EN ENcam570datasheet 3565 5m ENcharmex net cam570datasheet 5 ||| ||| Perfectly Track
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Aver **CAM570** Schwarz 3840 x 2160 Pixel 60 fps Exmor Marke : AVer Produktname : **CAM570** Artikel-Code: 61U3500000AC - Audio-Tracking - Dynamische Erkennung - Smart Gallery - Gestensteuerung - Doppelobjektiv - 4K - HDMI 1080P Sony 4K EXMOR, 4K 30fps, 3.4 - 40.3mm, F1.8 - 3.6, USB type-B 3.1, 170.8 x 1...
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