

# **AVer PTZ Link**

## **User Manual**



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# Overview

AVer PTZ Link is an application software that connects AVer cameras to third-party microphone systems (supported models) from Audio-Technica, ClearOne, Nureva, Sennheiser, Shure to Yamaha.

It provides IP-based control and enables users to turn AVer cameras into voice tracking cameras by setting preset points. It also enables users to create virtual cameras, perform automatic video switching, as well as tracking the presenter when human tracking is enabled in the Premium version.

## Compare Versions and Features

Features	Free	Premium (60-Day Trial)
IP connectivity	✓	✓
USB connectivity		✓
Virtual camera*		✓
Automatic video switching*		✓
Human tracking		✓
Active position		✓
AVer camera + microphone group	5	25
Microphone channel	8	128
Preset point	256	256

\*Windows app only

# System Requirements

	Minimum	Recommended
OS	Windows 7 (64-bit) or later macOS 10 or later	Windows 7 (64-bit) or later macOS 10 or later
CPU	Intel Core i5 10th Generation	Intel Core i7-10875H or greater
GPU		NVidia Geforce RTX 2070 or greater
RAM	8 GB	16 GB DDR4 or greater
Free storage space	800 MB	800 MB

# Supported AVer Cameras

PTC V2 Series	PTC500 Series	PTC330 Series	PTC310 Series	PTC115 Series
PTC330UV2	PTC500S	PTC330	PTC310	PTC115
<i>TR333V2</i>	<i>TR530</i>	<i>TR331</i>	<i>TR311</i>	<i>TR320</i>
PTC320UNV2	PTC500+	PTC330N	PTC310U	PTC115+
<i>TR323NV2</i>	<i>TR530+</i>	<i>TR331N</i>	<i>TR313</i>	<i>TR320+</i>
PTC320UV2		PTC330U	PTC310H	
		<i>TR333</i>		
PTC310UV2			PTC310N	
<i>TR313V2</i>			<i>TR311N</i>	
PTC310HVV2			PTC310UN	
<i>TR311HVV2</i>			<i>TR313N</i>	
			PTC310HN	

PTZ330V2 Series	PTZ310V2 Series	PTZ330 Series	PTZ310 Series
PTZ330V2	PTZ310V2	PTZ330	PTZ310
Late 2023 release	Late 2023 release		
PTZ330NV2	PTZ310NV2	PTZ330N	PTZ310N
Late 2023 release	Late 2023 release		
PTZ330UV2	PTZ310UV2		
PTZ330UNV2	PTZ310UNV2		

## DL Series

DL30

\*US model name in italics

\*\*Orange models do not support human tracking.

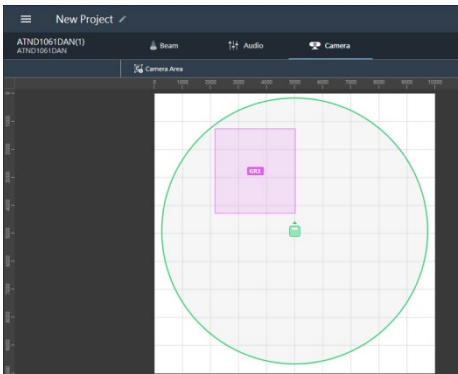
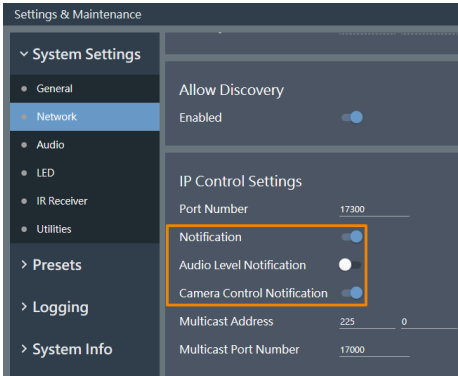
# Supported Microphones


Some models may require setup in their manufacture software before using PTZ Link.

## Audio-Technica

### ATND1061 Beamforming Ceiling Array Microphone

#### Digital Microphone Manager



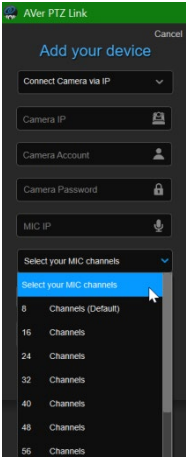
1. Go to **Settings & Maintenance**  > **System Settings > Network > IP Control Settings.**
2. Turn on **Notification** and **Camera Control Notification.**
3. Select a microphone in the main area.
4. Click **Camera** > Click **Camera Area.**
5. Add a Camera Area by dragging it within the microphone pickup area.
  - Each Camera Area group corresponds to PTZ Link channel 1-8.

BMA 360 Microphone System  
CONVERGE® Pro 2 (supports up to 3 daisy-chained BMA 360s)

PTZ Link

Daisy-Chained	Channel Start/End
1 <sup>st</sup> BMA 360	1-12
2 <sup>nd</sup> BMA 360	13-24
3 <sup>rd</sup> BMA 360	25-36

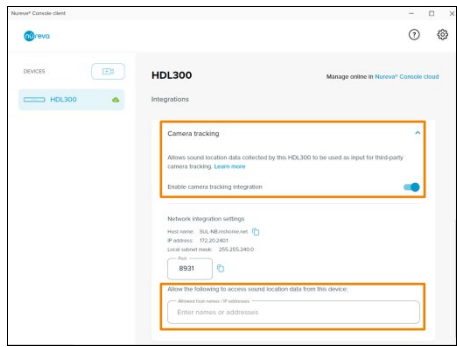
1. PTZ Link assigns 12 channels to each BMA 360.
  - Unused channels are retained in the assigned BMA 360 (see left table).



2. When adding your device, select your MIC channels in the drop-down list according to the number of BMA 360 daisy-chained.

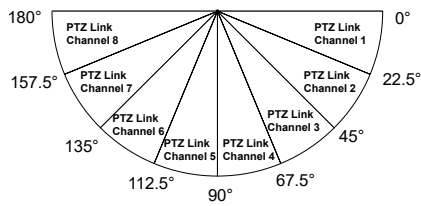
HDL300  
HDL310  
Dual HDL300  
HDL410

Nureva Console Client

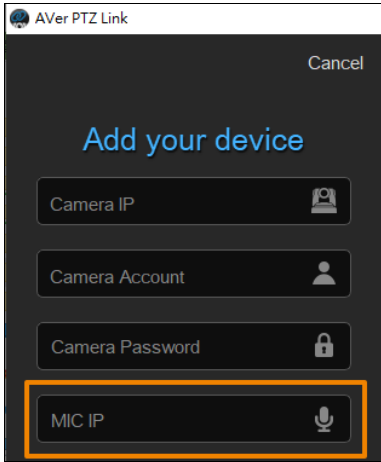


1. Turn on **Enable camera tracking integration**.
2. Enter the IP address of the computer running PTZ Link in the **Allowed host names / IP addresses** field

PTZ Link



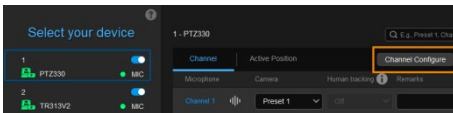
3. PTZ Link divides HDL microphones' horizontal angles into 8 equal parts, which correspond to PTZ Link channel 1-8.



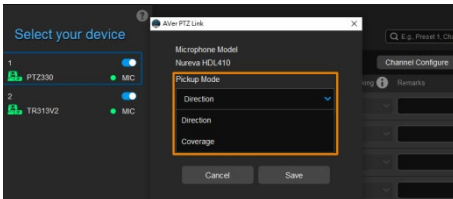
4. Enter the IP address of the computer running Nureva Console Client as MIC IP in PTZ Link.

**To add a coverage area for HDL410:**

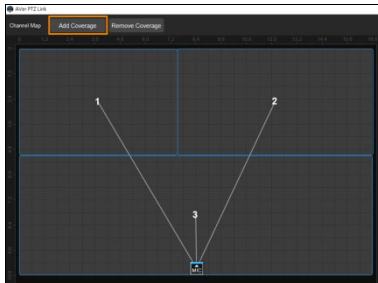
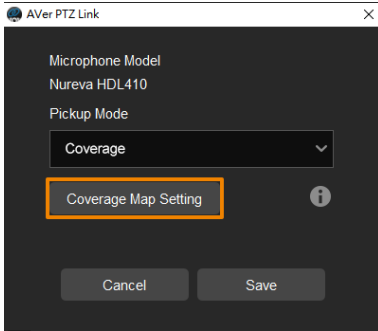
*PTZ Link*



1. Click **Channel Configure** on the main page.



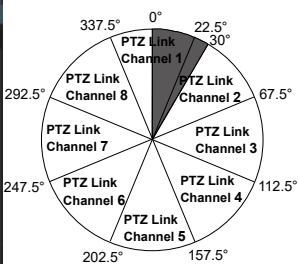
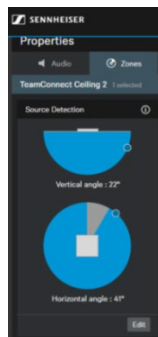
2. Select a **Pickup Mode** from the drop-down list:
  - **Direction:** The microphone's horizontal angles are divided into 8 equal parts, which correspond to PTZ Link channel 1-8.
  - **Coverage:** Add a dedicated coverage area.



3. Select **Coverage** from the **Pickup Mode** drop-down list.
4. Click **Coverage Map Setting >**  
Click **Add Coverage**.
5. Add a coverage area by dragging it.
  - You can add up to 8 coverage areas per microphone.
  - When coverage areas overlap, the microphone will default to the area with the smaller number.

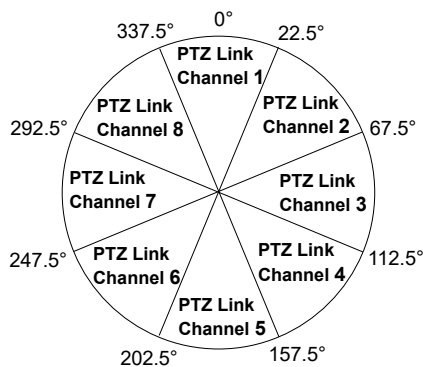
TeamConnect Ceiling 2

Sennheiser Control Cockpit



An Exclusion Zone set in Sennheiser Control Cockpit also affects the corresponding channel in PTZ Link as illustrated.

PTZ Link



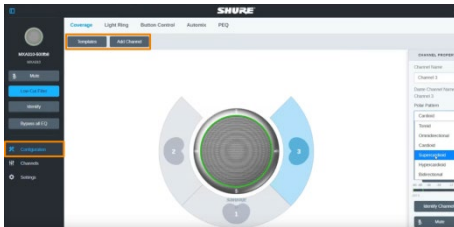
PTZ Link divides TeamConnect Ceiling 2's horizontal angles into 8 equal parts, which correspond to PTZ Link channel 1-8.

## Shure

Microflex® Complete Wireless  
IntelliMix® P300 Audio Conferencing Processor  
MXA920 Ceiling Array Microphone  
MXA710 Linear Array Microphone

MXA310 Table Array Microphone

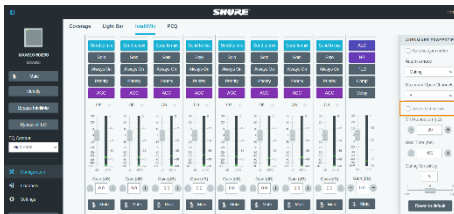
### Web Application



1. Open the **Configuration** tab.
2. Select a template from the multi-channel options.
3. Or select **Add Channel** to add more than 1 channel.
  - PTZ Link does not support single channel for the MXA310.

MXA910 Ceiling Array Microphone

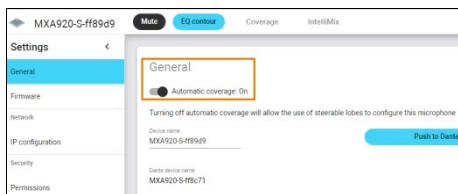
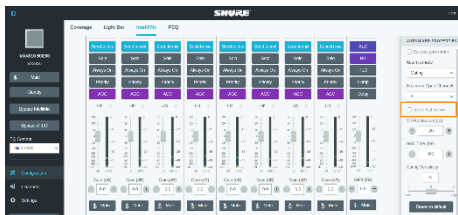
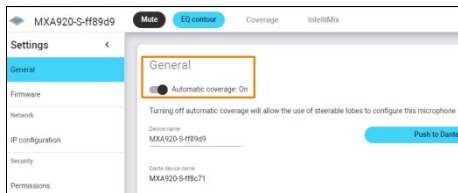
### Web Application



1. Go to **IntelliMix > Automixer Properties > Deselect Leave last mic on.**

# MXA920 Ceiling Array Microphone

## Web Application



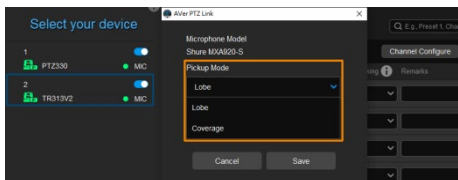
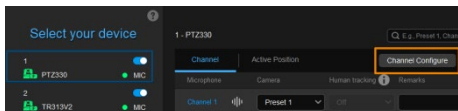
To manually position up to 8 lobes:

1. Go to **Settings > General > Automatic coverage**.
2. Turn off **Automatic coverage**.
3. Go to **IntelliMix > Automixer Properties > Deselect Leave last mic on**.

To add a mix of up to 8 dynamic and dedicated coverage areas:

1. Go to **Settings > General > Automatic coverage**.
2. Turn on **Automatic coverage**.
  - The default setting is a 30 by 30 foot (9 by 9 meter) dynamic coverage area.
3. To add more coverage areas, go to **Coverage > Add coverage**.

## PTZ Link



4. Click **Channel Configure** on the main page.

5. Select a **Pickup Mode** from the drop-down list:

- **Lobe:** The lobes you have positioned in the MXA920's

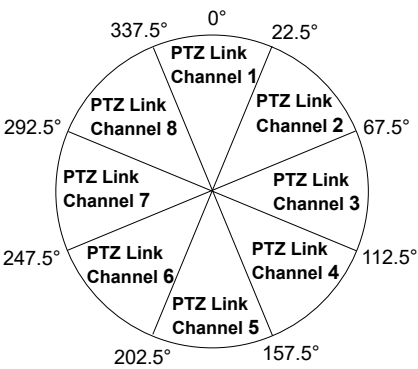
web application. They correspond to PTZ Link channel 1-8.

- **Coverage:** The coverage areas you have added in the MXA920's web application. They correspond to PTZ Link channel 1-8.

6. To integrate with supported AVer camera tracking system via active talker positions, please refer to [<Active Position Setup>](#).

RM-CG Ceiling Array Microphone

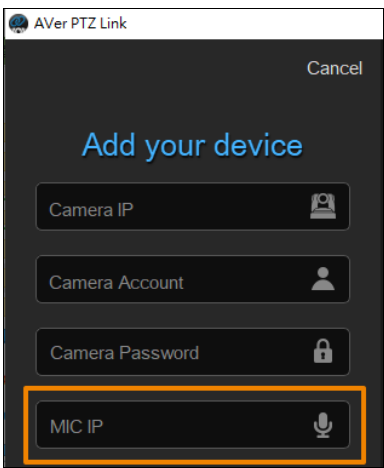
PTZ Link



PTZ Link divides RM-CG’s horizontal angles into 8 equal parts, which correspond to PTZ Link channel 1-8.

- RM-TT Tabletop Array Microphone
- RM-CR Remote Conference Processor
- RM-W Wireless Microphone System

PTZ Link



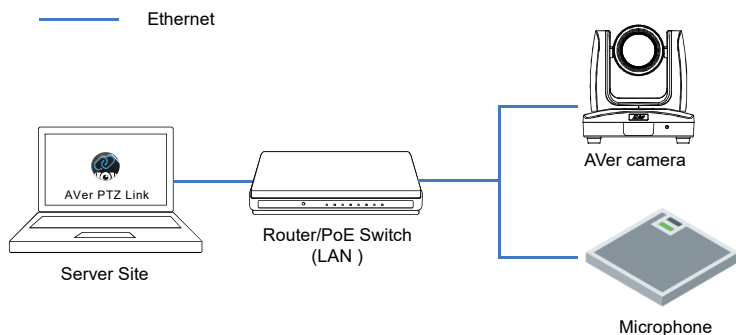
1. PTZ Link voice tracking function requires linking more than one RM-TT or RM-W microphones for location data.
2. When linking these microphones to the RM-CR Remote Conference Processor, enter the processor’s IP address as MIC IP in PTZ Link.

## Installing AVer PTZ Link

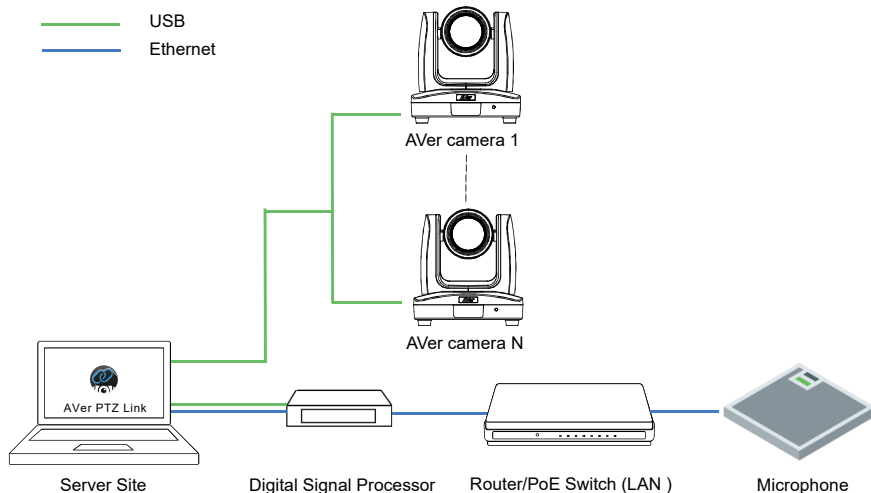
1. Download AVer PTZ Link to your computer from AVer Download Center.  
(<https://www.aver.com/download-center>).
2. The installer includes AVerCamera Setting Tool. Please refer to  
<[AVerCamera Setting Tool](#)> for more details.
3. Double-click the downloaded .exe file.
4. Follow the instructions displayed on the setup wizard to install AVer PTZ Link.

## Hardware Connection

- Please make sure all devices are well-connected and power on.
- Needs to install **AVer PTZ Link** application on the server site.
- For IP Camera connection (free version), all devices are suggested to be connected on the same LAN, or UDP port-52381 & TCP port-2202 must be available between devices.

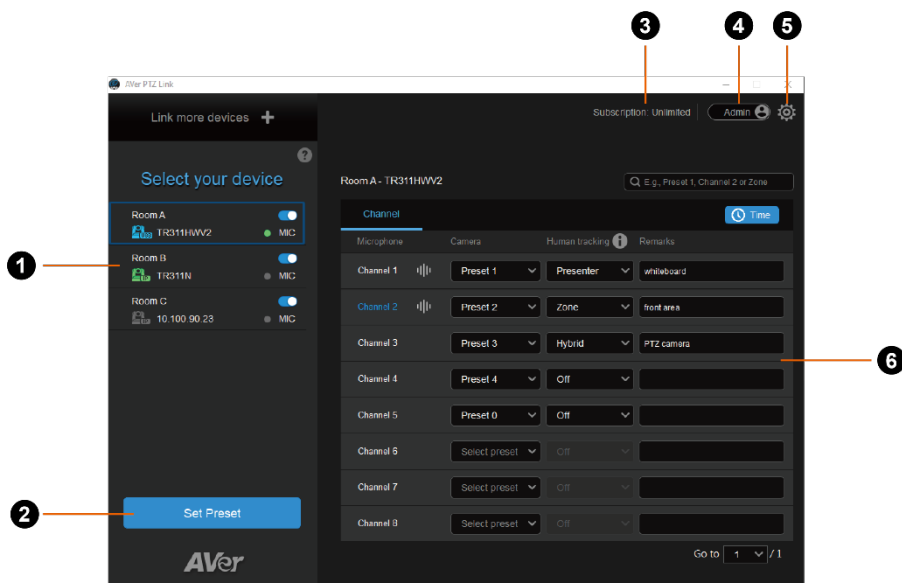


- For Virtual Camera connection (premium version), connect the camera to the USB port on the server site.



# Get Started


## PTZ Link Main page



### 1. Device List:

Add/delete/edit or enable/disable the devices. Please refer to [<Device List>](#) and [<Add Devices>](#).

### 2. Set Preset:

Click to set up preset positions. This button will only be available when the selected device has been enabled ( toggle the switch to enable). Please refer to [<Set Up Preset Positions>](#) for more details.

### 3. Expiration Date:

Show the expiration date of your premium license or the free trial subscription.

### 4. Account Name:

Display your account type.

- **Admin:** Log in with an administrator account to have full access to all functions.

- **User:** Log in with a user account to have access to the limited functions. To switch to **Admin** account, click the toggle and enter the administrator account password. To switch back to **User** account, exit and restart AVer PTZ Link.

## 5. PTZ Link Information:

View system information, change system language, activate premium license and more. Please refer to <[AVer PTZ Link Information](#)> for more details.

## 6. Voice Tracking Configuration:

Perform voice tracking by configuring **Channel** setup after adding devices to AVer PTZ Link. Please refer to <[Voice Tracking Configuration](#)> for more details.

# Device List


For the premium users, you can add up to 25 device groups (camera and microphone combination) to the Device List; for the free users, you can add up to 5 device groups. AVer PTZ Link supports both IP camera (free version) and USB camera (premium version) connection.

Link more devices +

?

Select your device


Group A

 TR311HWV

Edit


Delete


✓ Priority



MIC


Group B


 TR311HWV



MIC


Group C


 TR311N



MIC


Group D


 TR311N



MIC


Group E


 DL30



MIC


Group F

 DL30



MIC

Group G



MIC

Click to add more device groups.

Click to display the Device Status info.

Hover your mouse cursor over a group to display this icon.

Click **Edit** to edit the group.

Click **Delete** to delete the group from the list.

Click **Priority** to set up this group as the Priority Group (refer to <[Priority Group](#)>).







Display microphone status.

Green: online

Gray: offline

Toggle the button to enable or disable the group.

Icons below indicate the device status which includes the camera and microphone:

Icon	Device Status
	Device (IP camera) is online.
	Device is offline.
	Virtual Camera is sent to the third party program.
	Virtual Camera (camera connected by USB) is enabled.
	Incorrect account or password.
	Inactivated.

## Add Devices

You can add up to 5 device groups (free version) or 25 device groups (premium version) to the Device List. AVer PTZ Link supports both IP camera (free version) and USB camera (premium version) connection.

### IP Camera Connection

1. From the top of the Device List, click **Link more devices +**.
2. Select **Connect Camera via IP** from the device drop-down list. If you have added a device group, click **Link more devices +** to start adding another device group.
3. Input the IP camera and microphone information.

Cancel

Subscription: Unlimited Admin

### Add your device

Connect Camera via IP

10.100.90.74

aver123

.....

10.100.90.20

8 Channels (Default)

Room A

Link

AVer

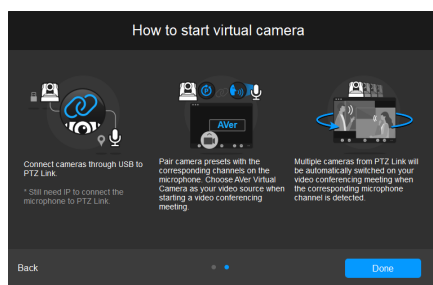
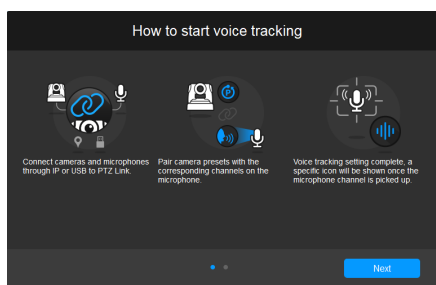
Items	Description
Camera IP	Enter the IP address of the camera (in IPv4 format).
Camera Account	Enter the account ID of the camera.
Camera Password	Enter the password of the camera.
MIC IP	Enter the IP address of the microphone (in IPv4 format).
MIC Channels	Select your microphone channels. 8-channel is provided for free account users by default. Up to 128 channels are provided for premium users.
Device Name	Enter a name for this device group (length has to be less than 20 characters).

### [Note]

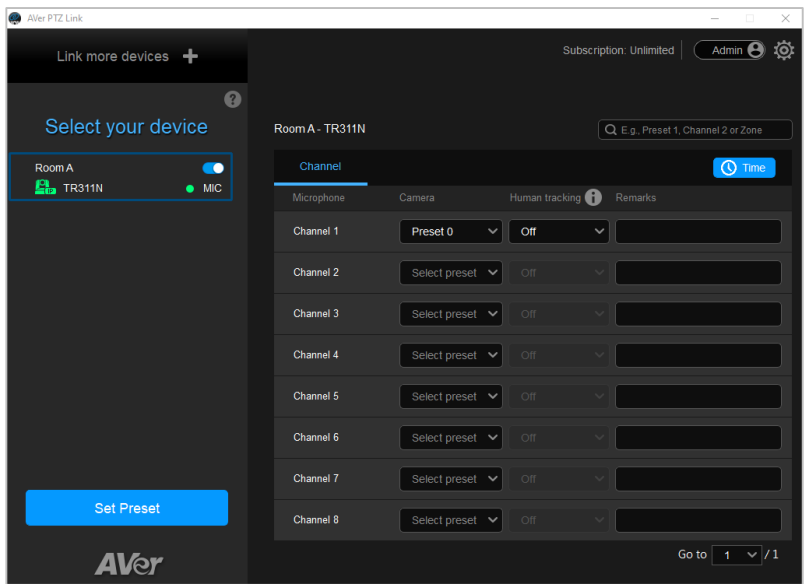
- AVer PTZ Link will memorize the last setting, including device name and preset setup.
- When AVer PTZ Link launches, the paired devices will automatically run.
- Links can be created even for the offline cameras.

4. Click **Link** to pair the camera with microphone.

5. Click **OK** to confirm the settings and a pop-up will guide you through the process of starting voice tracking and Virtual Camera using PTZ Link. Click **Done** when finish reading.



6. The device group has been added to the Device list.

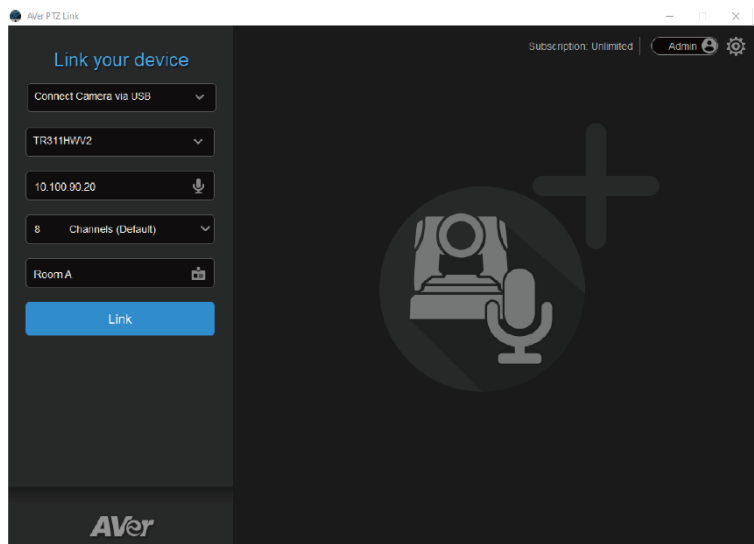


7. You can optionally set up the Priority Group if multiple device groups are sharing the same camera. To set up a Priority group, please refer to <[Priority Group](#)>.

## Virtual Camera (USB) Connection

This function is only available for the premium users. You may start a 60-day free trial. At present, Virtual Camera only supports Windows® OS. To maintain video quality during video conference, the lowest output resolution of Virtual Camera is 720p.

1. Ensure the premium license key has been activated. Please refer to [<License>](#).
  2. Connect the USB camera to the USB port on the computer/system.
  3. From the top of the Device List, click **Link more devices +**.
  4. Select **Connect Camera via USB** from the device drop-down list. PTZ Link will automatically detect the USB cameras connected to the system.
- [Note]** To optimize your Virtual Camera experience, please disable the sleep mode function of the connected Virtual Cameras.
5. Select an USB camera and input the IP address of the microphone.



Items	Description
Select Camera	Select a USB connected camera which automatically detected by AVer PTZ Link from the drop-down list.
MIC IP	Enter the IP address of the microphone (in IPv4 format).

MIC Channels	Enter the password of the camera.
MIC IP	Enter the IP address of the microphone (in IPv4 format).
MIC Channels	Select your microphone channels. AVer PTZ Link provides 8 channels for the free users and 128 channels for the premium users.
Device Name	Input a name for this device group (length has to be less than 20 characters).

**[Note]**



- AVer PTZ Link will memorize the last setting, including device name and preset setup.
- When AVer PTZ Link launches, the paired devices will automatically run.

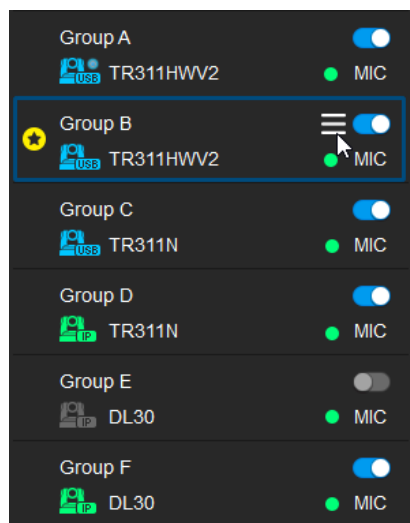
6. Click **Link** to pair the camera with microphone. Click **OK** to confirm the settings.
7. The device group has been added to the device list.
8. You can optionally set up the Priority Group if multiple device groups are sharing the same camera. To set up a Priority group, please refer to <[Priority Group](#)>.

## Priority Group

When multiple groups are sharing the same camera and connection type, and when their paired microphones detect the same voice from a person at the same time, the camera will only move to the preset position of the Priority Group.

### To set up a group as the Priority Group:

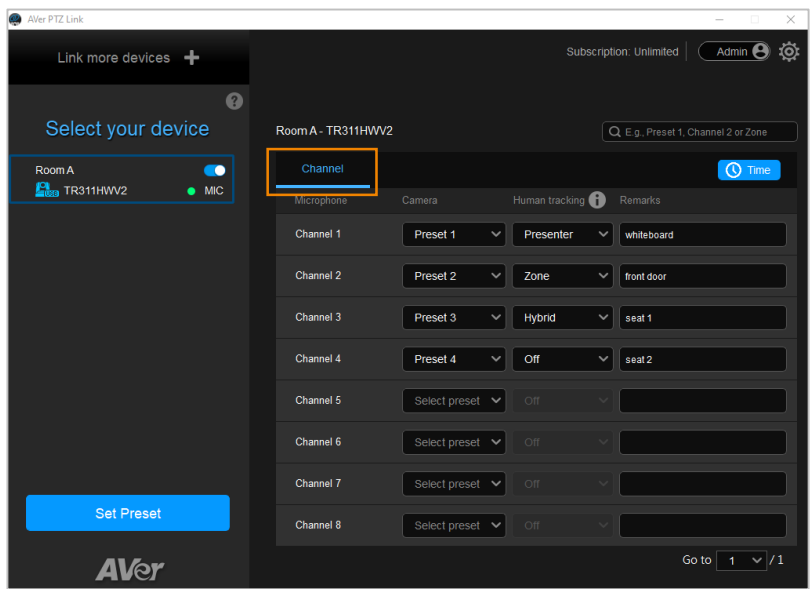
1. Make sure the group is enabled and well-connected.
2. Hover your cursor over a group, and click the  icon.
3. Click **Priority**, this group will be marked with the  icon.
4. To disable priority, click **Priority** again.



# Voice Tracking Configuration

After adding the devices to the program, you can further configure the voice tracking function.

You can set up **Channel** by pairing up microphone channels and camera preset positions. When the microphone detects a sound, the camera will move to the pre-configured position. This function supports both IP cameras and Virtual Cameras (USB).

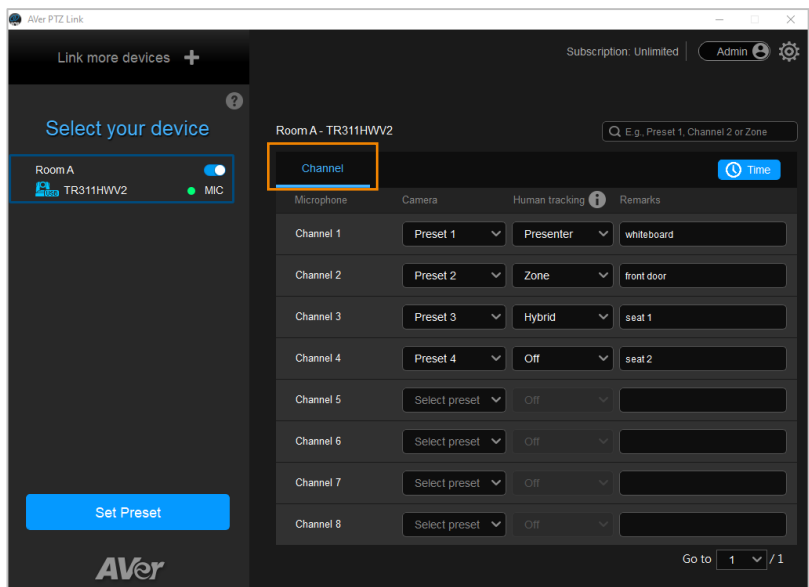


# Channel Setup

Channel setup allows users to perform the Voice Tracking function by pairing up microphone channels and camera preset positions. This function supports both IP cameras and Virtual Cameras (USB).


To enable voice tracking by configuring Channel setup, you need to:

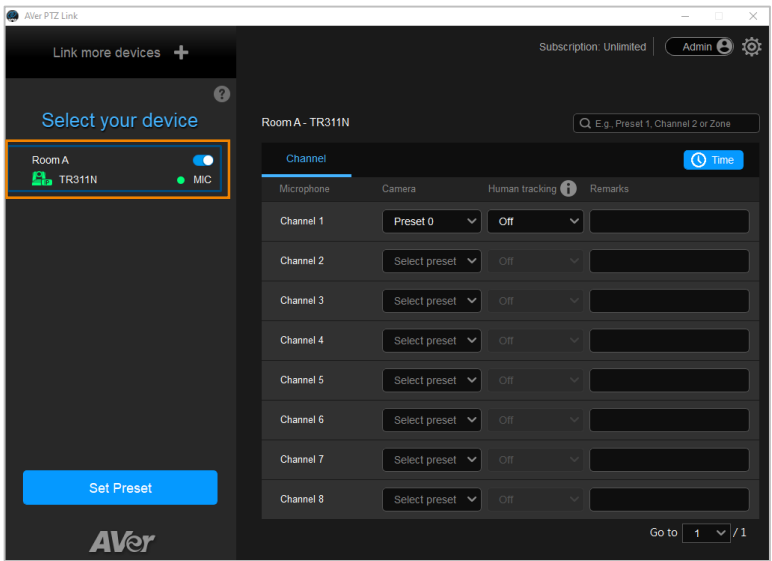
- 1. Set up preset positions of the cameras. Please refer to <[Set Up Preset Positions](#)>.
- 2. Pair up preset positions with microphone channels. Please refer to <[Pair Up Preset Positions with Microphone](#)>.



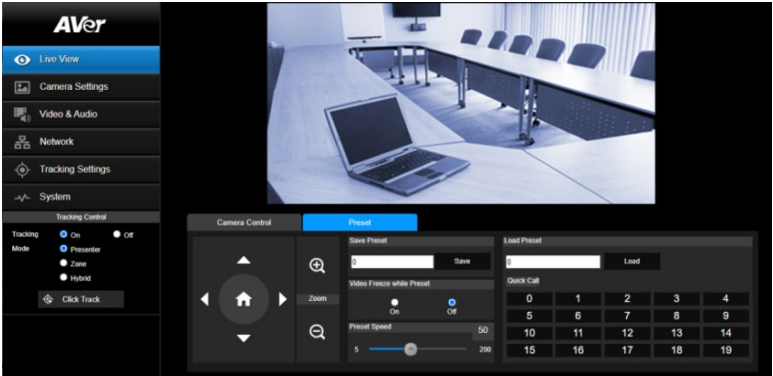
# Set Up Preset Positions

## To set up preset positions for IP cameras:

- 1. Click to select an IP camera on the Device List. The selected device will be highlighted with a blue frame. Make sure you have enabled the device .



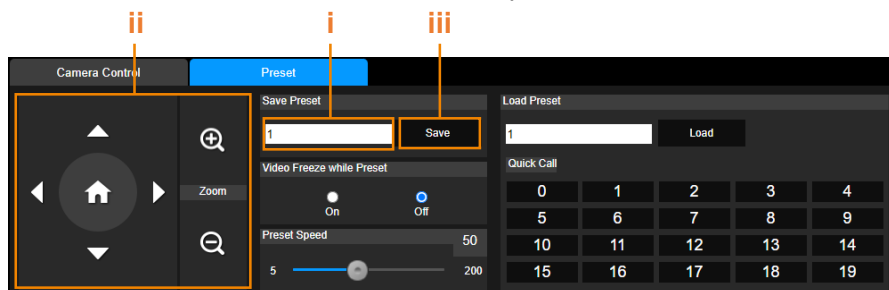
- 2. Click **Set Preset**, the PTZ Link will direct you to the web page of the IP camera. Enter the username and password to login.



3. On the Live View page, click the **Preset** tab on the bottom panel to set up preset positions.

**To set up preset positions:**

- i. Enter a preset number in the **Save Preset** input box.
- ii. Use the direction and zoom in/out buttons to move the camera view to the desired position.
- iii. Click the **Save** button to save this position.

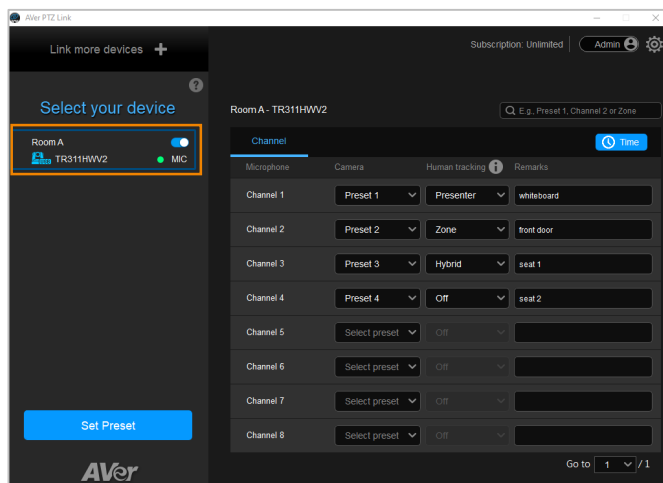


**[Note]**

- Each camera's web setting page may vary. Please refer to camera's user manual for more details.
  - You can set up to 256 (0~255) preset points.
4. After setting up the preset positions, you can pair the preset positions with the connected microphone. Please refer to <[Pair Up Preset Positions with Microphone](#)>.

## To set up preset positions for USB cameras:

1. Click to select an USB camera on the Device List. The selected device will be highlighted with a blue frame.



2. Click **Set Preset** to set up preset positions with the AVerCamera Setting Tool. You can set up to 256 (0~255) preset positions.

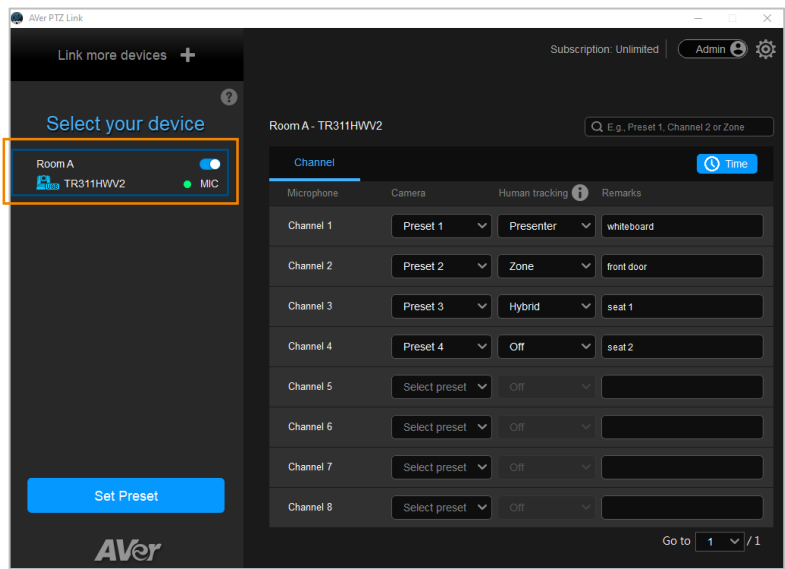


3. Select a USB camera from the top camera drop-down list.
4. Select a number in the Preset setting field to set up a preset position, then use the direction and zoom in/out buttons to move the camera view to the desired position. Click **Save** to save this position.
5. Configure the preset positions and then pair them with the connected microphones. Please refer to [Pair Up Preset Positions with Microphone](#).

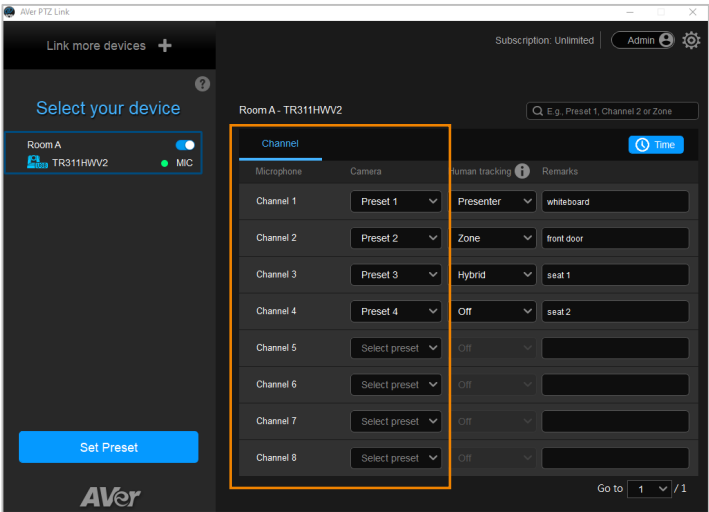
## Pair Up Preset Positions with Microphone

When AVer PTZ Link detects voice from the microphone, it triggers the related camera to the pre-configured preset position.

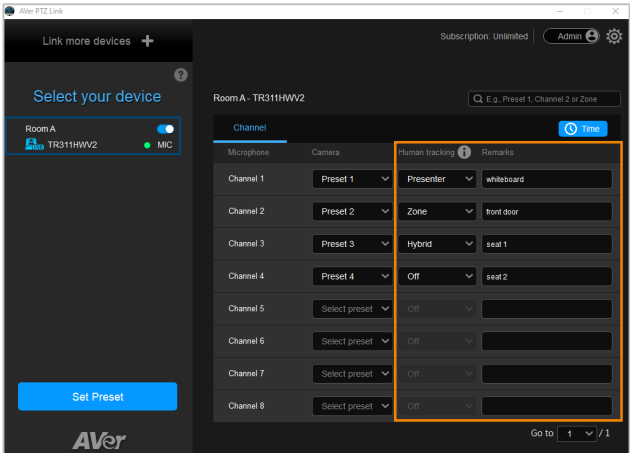
1. Click to select a camera on the Device List, and the selected device will be highlighted with a blue frame. Make sure you have configured the preset positions of the selected camera.



2. Click the **Channel** tab on the right-side panel, then select the preset position from the Camera drop-down list to the related Microphone channel.



3. Add notes in **Remarks** as reminders for the configured positions or settings. The **Remarks** (text overlay) for Virtual Camera (USB) may overlay on the camera view output. Please refer to **Display channel remarks on virtual camera** in <[Camera Setting](#)> chapter.
4. For the premium users, enable the **Human tracking** function optionally. Select **Presenter/Zone/Hybrid** in the **Human tracking** field to enable the function. If you do not want to enable this function, select **Off**.



## [Notes]

- To perform the Human tracking function, you will have to pre-configure the related tracking settings on the camera. Please refer to the user's manual of your camera.

- The supported models of "Human Tracking" function are listed below:

### USA region:

- TR310/TR311/TR311HN/TR313/TR331/TR333
- TR313V2/TR333V2
- DL30

### Non-USA region:

- PTC310/PTC310U/PTC310H
- PTC330UV2
- DL30

Microphone detects voice




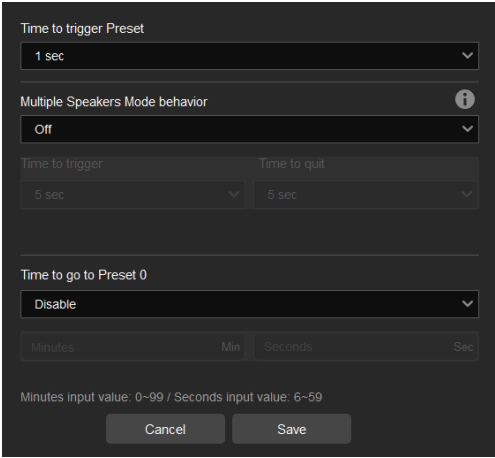
Camera goes to Preset 1




Presenter Tracking

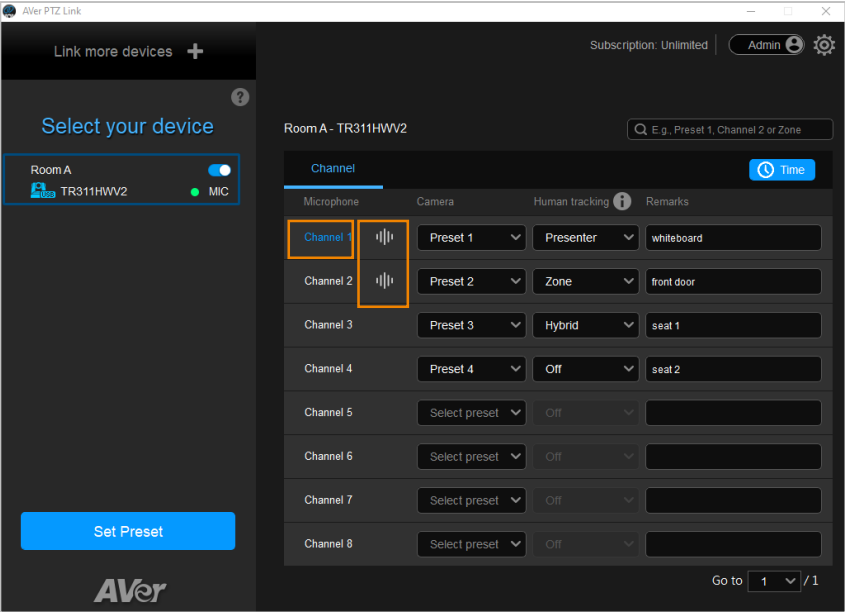


5. Click **Time**  **Time** to set up the duration to trigger a preset or go back to a pre-configured Preset 0 (home position).



Item	Description
Time to trigger Preset	Select a duration for the camera to move to a Preset after it detects a sound.
Multiple Speakers Mode behavior	<ul style="list-style-type: none"><li>• Select <b>Back to Preset 0</b> to enable Multiple Speakers Mode.</li><li>• Multiple Speakers Mode will be triggered when the camera has been ping-ponging between sound sources 3 times. The camera will return to Preset 0 to minimize disorienting movements.</li><li>• The length of <b>Time to trigger</b> and <b>Time to quit</b> must be 3 times the length of <b>Time to trigger Preset</b>.</li></ul>
Time to go to Preset 0	Enter a duration for the camera to move to Preset 0 after it detects no sound.

6. The pair-up configuration is completed. When the microphone detects voices, the voice tracking  icons will appear next to the channels. The Channel in blue indicates that the camera is staying at its preset point.

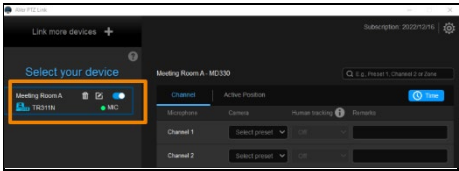


# Active Position Setup

Active Position reports active talker positions from supported microphones in the form of X, Y, Z coordinates to deliver enhanced camera tracking.

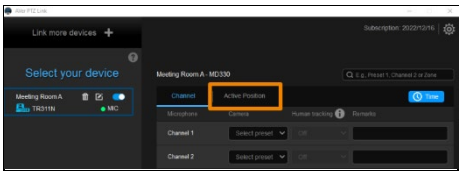
Active Position supports USB-connected AVer cameras and Shure MXA920 Ceiling Array Microphone.

## To set up Active Position:

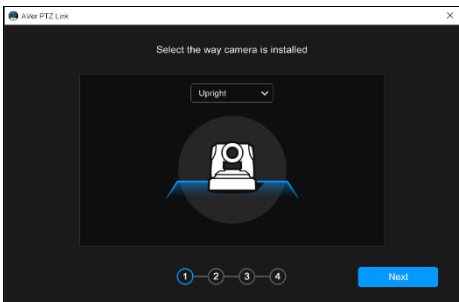


1. Make sure the USB-connected AVer camera has been paired with a Shure MXA920 in <[Add Devices](#)>.

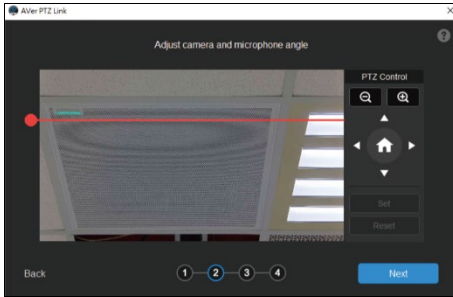
2. Click to select your device group. A blue frame will indicate that it is selected.




3. Click the **Active Position** tab. For first-time setup, fine-tune the camera and microphone as prompted.

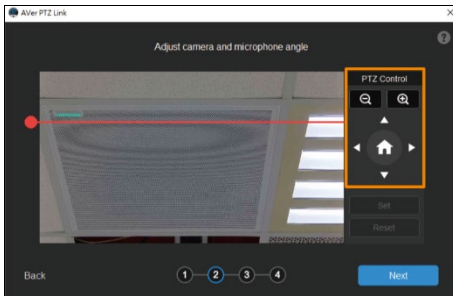
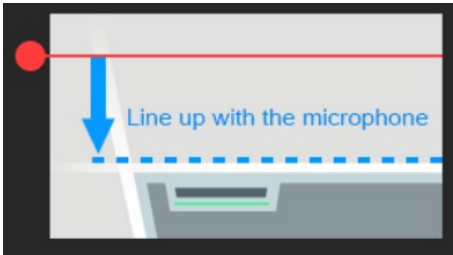


4. Select the way camera is installed from the drop-down list and click **Next**.



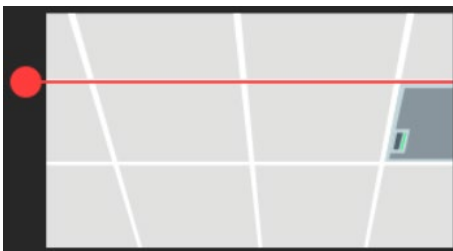
5. Align the red line with the top or bottom edge of the microphone by dragging the red dot.

- Click the question mark  for reference.



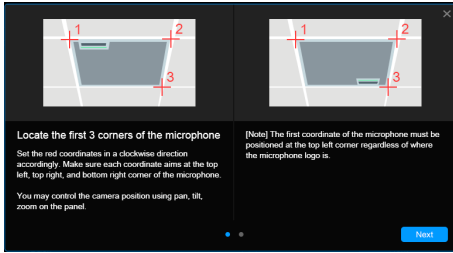
6. Adjust the camera angle using pan, tilt and zoom controls, if the microphone appears at a slight angle.

- Zoom controls here are for alignment only and don't affect the zoom ratio of the camera.




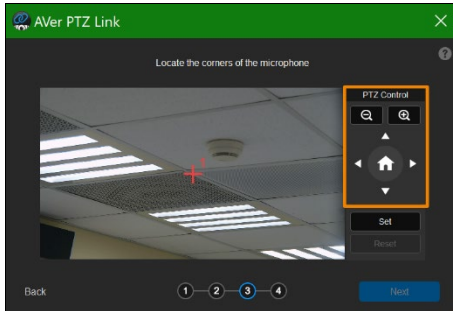
- The microphone doesn't need to be in the center of the live view, as long as the red line is aligned with the edge.

7. Click **Next**.



8. Starting with the upper left, locate 3 microphone corners in a clockwise direction.

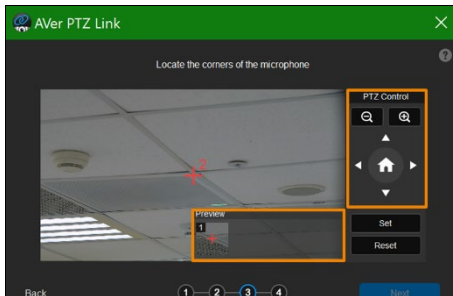
- Click the question mark  for reference.

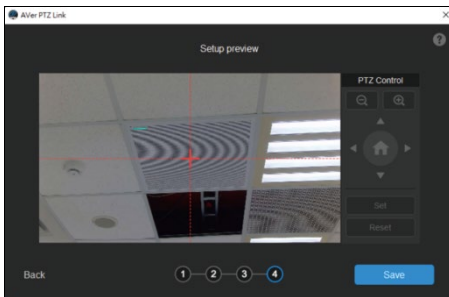
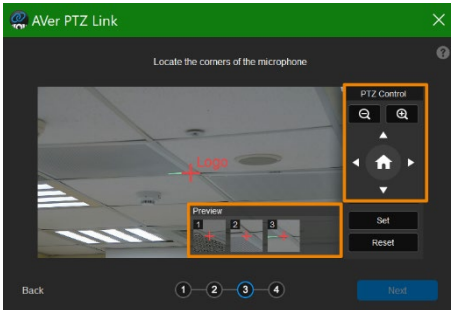
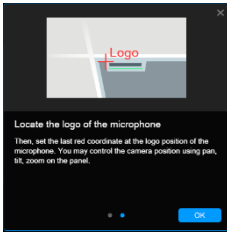


9. Move the red cross to the 1<sup>st</sup> corner (upper left) in the live view using pan, tilt and zoom controls.

10. Click **Set**. The saved location will appear in the thumbnail.

11. Repeat the steps to location the 2<sup>nd</sup> (upper right) and 3<sup>rd</sup> corners (lower right).





12. Finally, locate the logo on the microphone to indicate its orientation. Move the red cross to the logo in the live view using pan, tilt and zoom controls.

- Depending on the microphone orientation, the logo corner may be the same as one of the 3 corners.

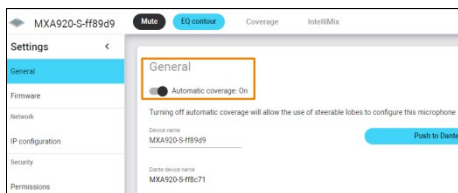
13. Click **Set**. The saved location will appear in the thumbnail.

14. Click **Next** after locating 3 corners and the logo. Or click **Reset** to relocate all of them.

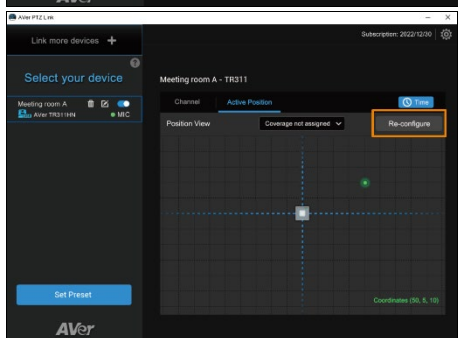
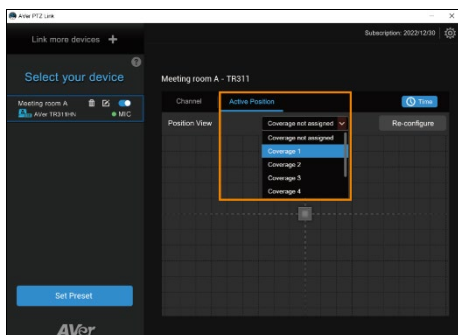
15. Make sure the red cross appears in the center of the microphone, and click **Save**.

16. To reconfigure, click **Back**.

## To adjust or add a coverage area:




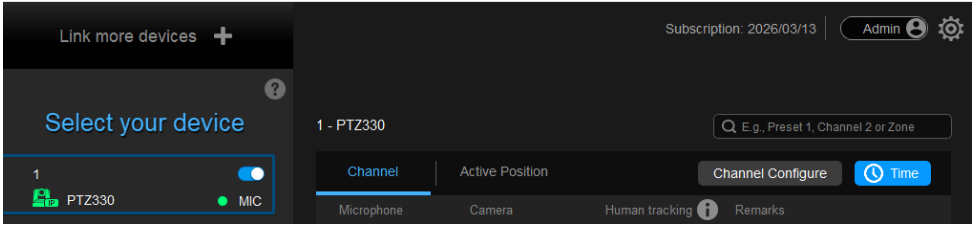
1. Open the MXA920 web application.
2. Go to **Settings > General > Automatic coverage**.
3. To add a mix of up to 8 dynamic and dedicated coverage areas, turn on **Automatic coverage**.
  - The default setting is a 30 by 30 foot (9 by 9 meter) dynamic coverage area.
4. To add more coverage areas, go to **Coverage > Add coverage**.
5. On the **Active Position** tab, select **Coverage not assigned** to use all MXA920 coverage areas.
6. Or select a coverage area that you have added in the MXA920 web application from the drop-down list.
  - Talker positions outside of the selected coverage area won't be picked up by PTZ Link.
7. To change coverage areas, click **Re-configure**.



# AVer PTZ Link Information

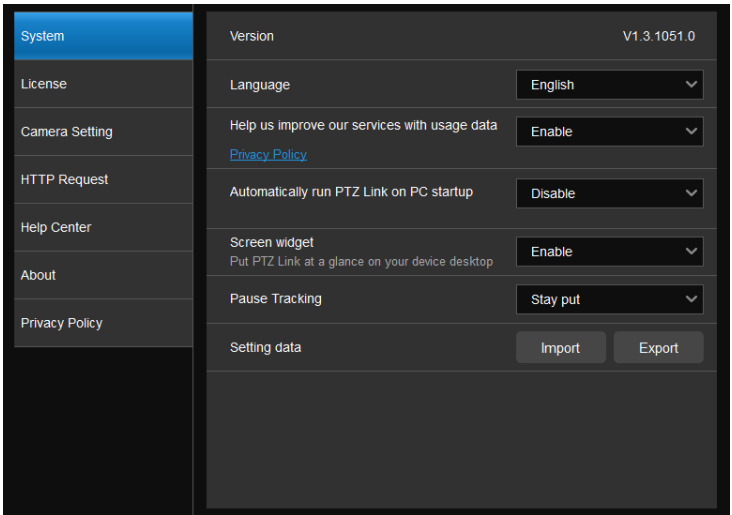
Configure PTZ Link settings.

On the PTZ Link main page, click the settings icon  to display **AVer PTZ Link Information**.



# System

View system version, change system language, disable usage data or set up PTZ Link to automatically run at startup, as well as import or export PTZ Link data, and enable screen widget to quickly enable or disable groups on the device list.




Item	Description
Version	Displays system version.
Language	Select a preferred language.
Help us improve our services with usage data	Opt-in to or Opt-out of providing usage data.
Automatically run PTZ Link on PC startup	Add PTZ Link to run at startup.
Screen widget	<ul style="list-style-type: none"><li>• Enable or disable a floating window when minimizing PTZ Link.<ul style="list-style-type: none"><li>⏸ Disable all devices on the device list. Set the camera's pause position in <b>Pause Tracking</b>.</li><li>▶ Resume all devices on the device list.</li><li>🖥 Maximize PTZ Link.</li></ul></li><li>• The screen widget also works in Zoom.</li></ul>
Pause tracking	Select if a camera stays at the last position or return to Preset 0 when tracking is paused.

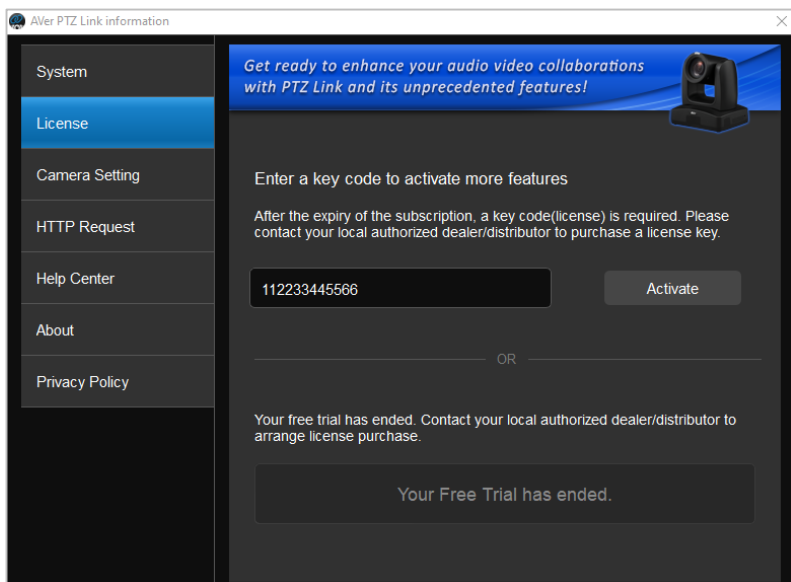
Item	Description
Setting data	Export or import device settings such as camera-microphone pairs, presets, and channels when changing computers. This data doesn't include license information.

## License

Activate your premium license for Virtual Camera connection and up to 128 microphone channels; or start a 60-day free trial. One license key can only be activated on one computer.

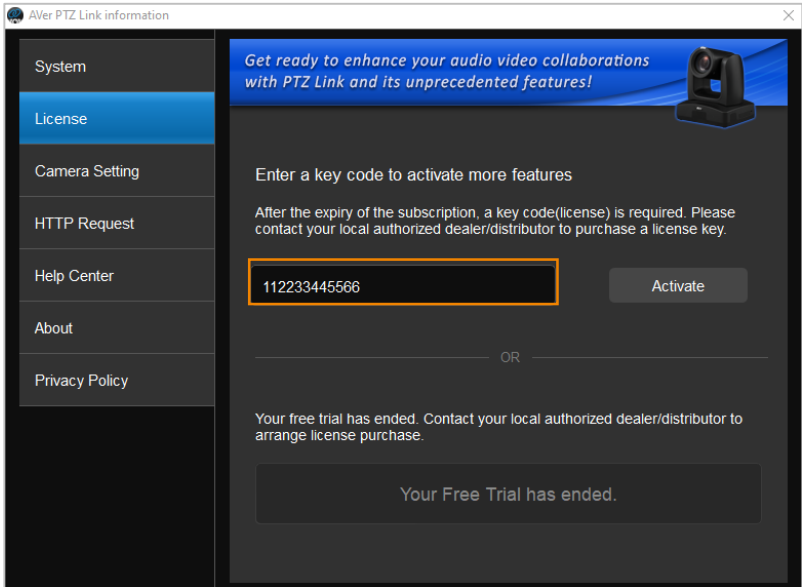
To enter this page, on the PTZ Link main page, click  to display the AVer PTZ Link Information page and then click **License**.

**[Note]** One license key can only be activated on one computer. If you want to transfer the license key to a new computer, deactivate the license key from the original computer and then activate it on the new computer. For license deactivation, please refer to **To deactivate the license key** on page 52.



## To activate the license key:

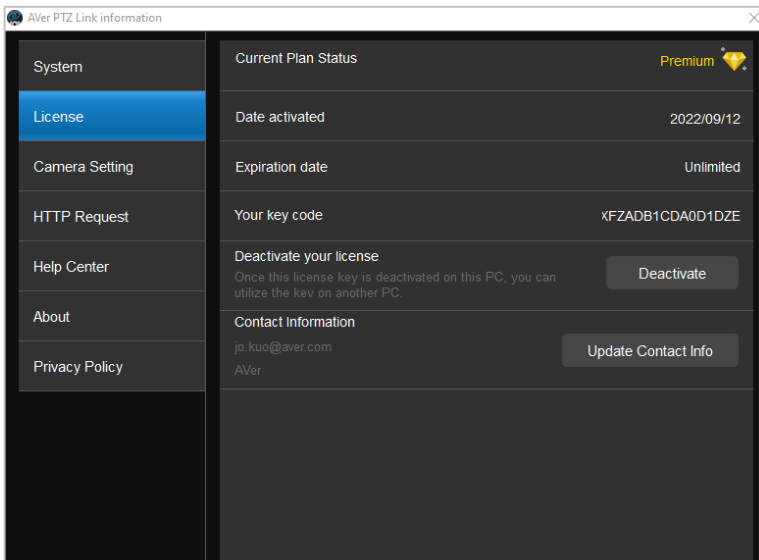
1. On the AVer PTZ Link Information page, click **License** to enter the License page. Enter the license key in the input box.



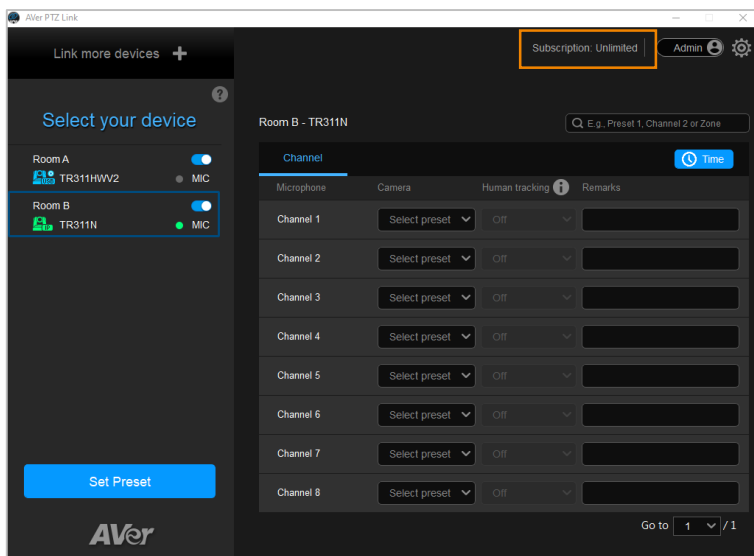
2. Click **Activate** and a message window pops up. Click **Yes, start Subscription directly**.

**[Note]** You will waive your free trial if you subscribe your license key. If you have started the Free Trial, subscribing the license key will immediately activate the premium version without including the remaining days of the trial period. You can click **No, start Free Trial first** to wait until the trial period expires.

3. Click **Continue** to start activating the license key.
4. Enter your email and organization information to activate subscription.
5. View the license info on screen.



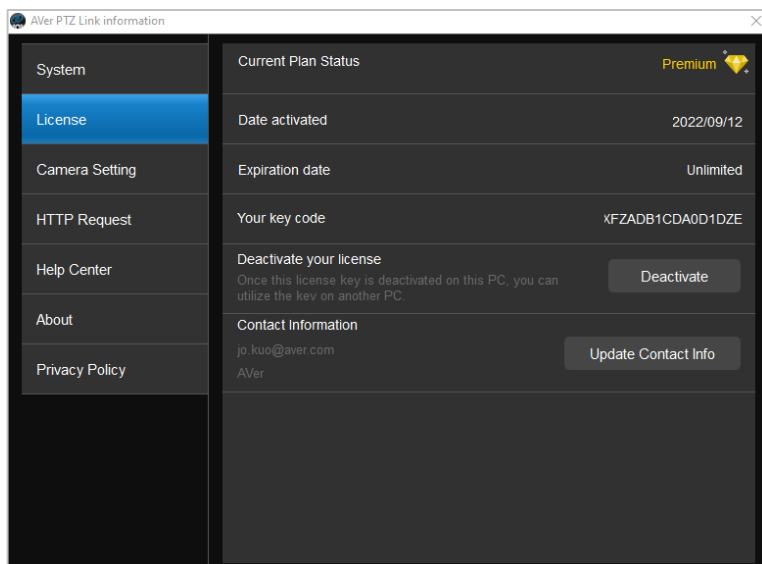
You can also view the expiration date on the upper-right corner of the Main Page.



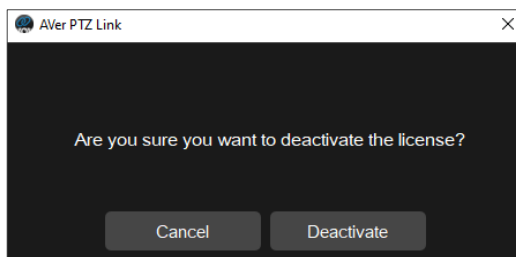
## To deactivate the license key:

One license key can only be activated on one computer. To transfer the license key to a new computer, you need to deactivate the license key from the original computer and then activate it on the new computer. The expiration date of the license key will remain the same.

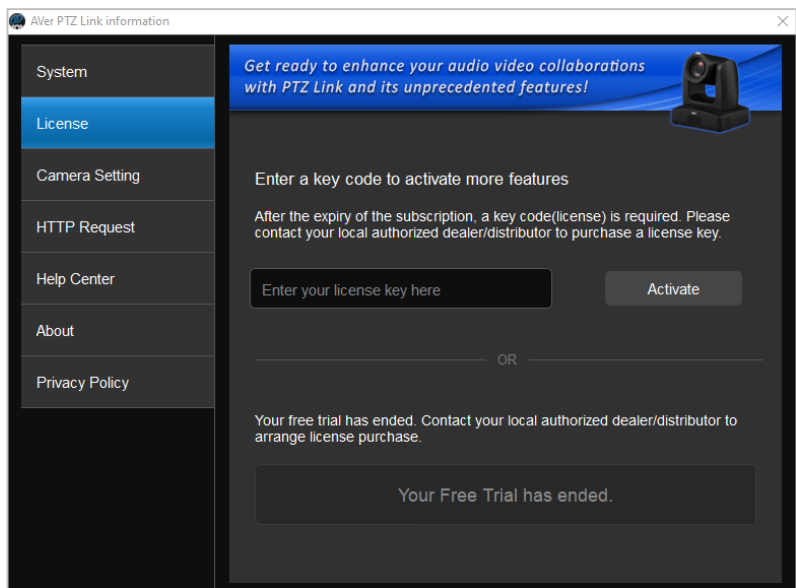
1. On the AVer PTZ Link Information page, click **License** to enter the License page.



2. In the **Deactivate your license** field, click **Deactivate**, a message window pops up.

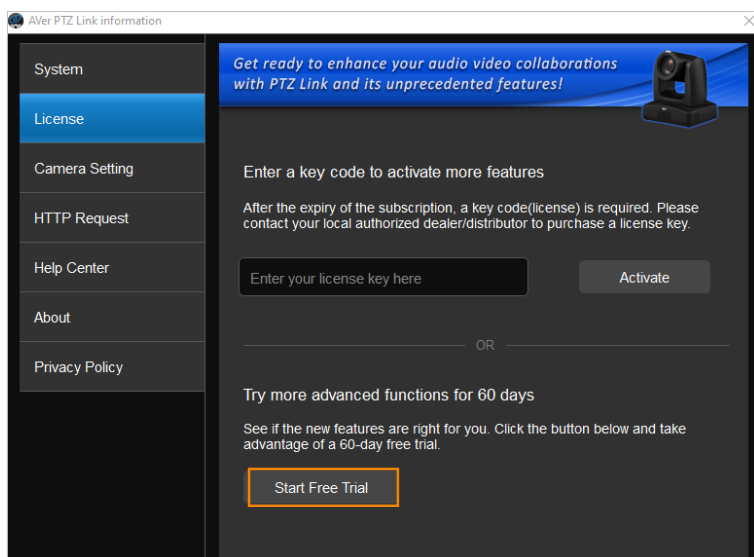


3. Click **Deactivate** to complete deactivation.

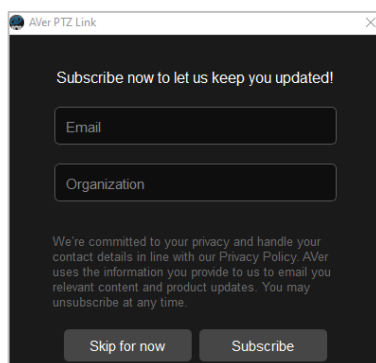


## To start a 60-day free trial:

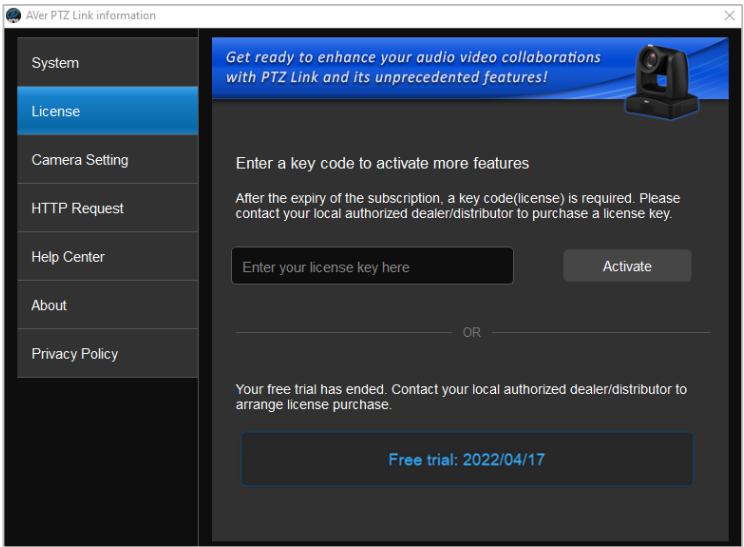
1. On the License page, click **Start Free Trial**.



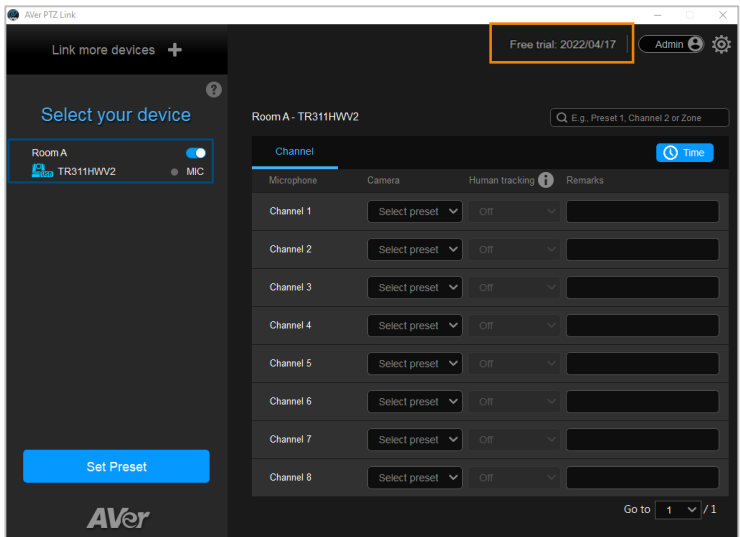
2. Enter your email and organization information for subscription. Click **Subscribe**.



3. The free trial will be activated and the expiration date will be displayed.

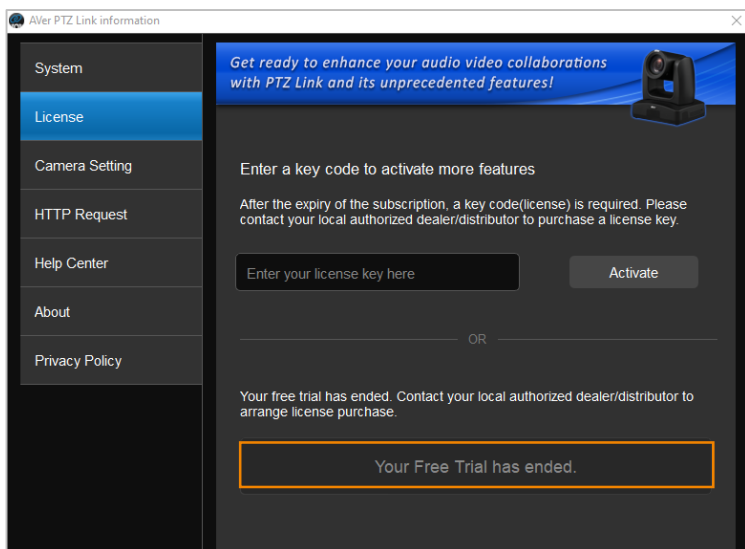


You can also view the expiration date on the upper-right corner of the Main Page.




**[Note]** You will waive your free trial if you subscribe your license key. If you have acquired the license key, however, you are still in the trial period, you can wait until the trial period expires and then activate the license key. Subscribing the license key will immediately activate the premium version without including the

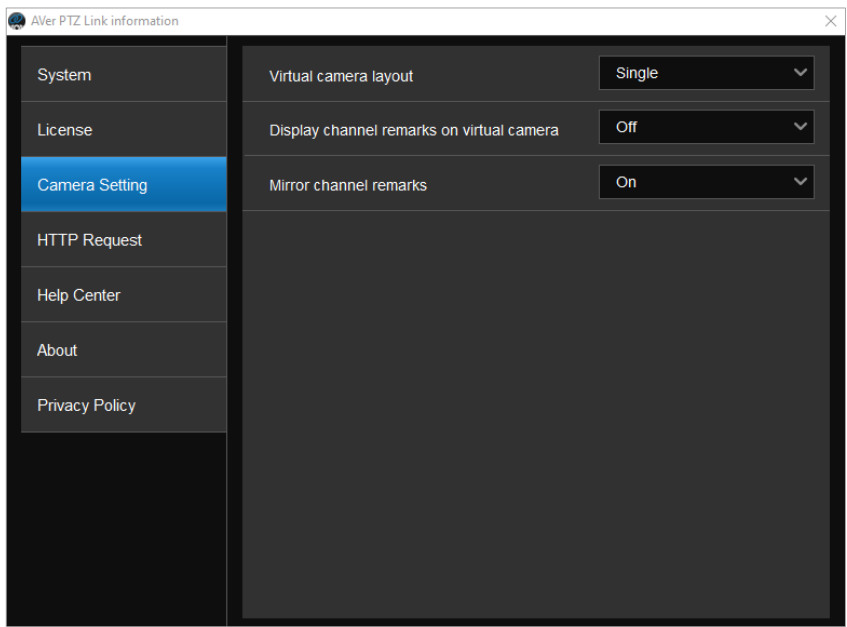
remaining days of the trial period.



## Camera Setting

These settings are only available for the Virtual Cameras (USB). You can select an output layout or mirror the remarks (text overlay).

To enter this page, on the PTZ Link main page, click  to display the AVer PTZ Link Information page and then click **Camera Setting**.

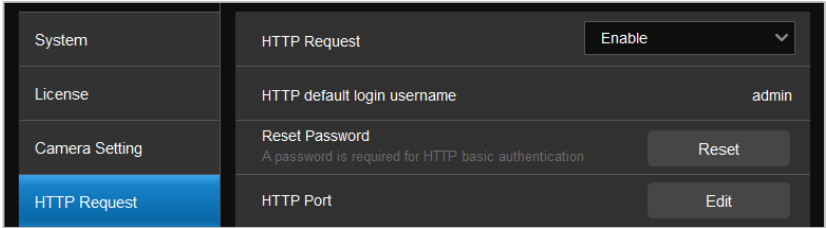


Item	Description
Virtual camera layout	<p>This function is virtual cameras (USB) only.</p> <p>Select an output layout for the virtual cameras:</p> <ul style="list-style-type: none"><li>● <b>Single:</b> When there are multiple virtual camera groups being triggered at the same time, the output layout will display a single camera view and only one active speaking participant will be shown at a time.</li><li>● <b>Side-by-side</b> (Windows app only): When there are multiple virtual camera groups being triggered at the same time, the output layout will display a side-by-side camera view and two active speaking participants will be shown</li></ul>

Item	Description
	at a time.
Display channel remarks on virtual camera	<p>This function is virtual cameras (USB) only. Select <b>On</b> or <b>Off</b> to enable or disable displaying Remarks (text overlay) on the output of the camera view.</p> <p>To add a remark, enter texts in the <b>Remarks</b> columns on the Main Page of PTZ Link.</p>
Mirror channel remarks	<p>This function is virtual cameras (USB) only. Select <b>On</b> to mirror the Remarks (text overlay) displayed on the output of the camera view.</p>

# HTTP Request

HTTP request allows third-party integration and lets you quickly perform various tasks to your groups on the device list.



1. On the PTZ Link main page, go to **Settings > HTTP Request** on the side panel.
2. Set up the HTTP request configuration:
  - Enable **HTTP Request** from the drop-down list.
  - Click **Reset** to set up a password.
  - Click **Edit** to enter a port number.
3. To execute HTTP requests, open a request URL.

*Example*    `http://admin:3346@192.168.0.22:80/request=disableAll`

*Element*    `http://[account]:[password]@[IP Address]:[port]/request=disableAll`


An HTTP request contains the following elements:

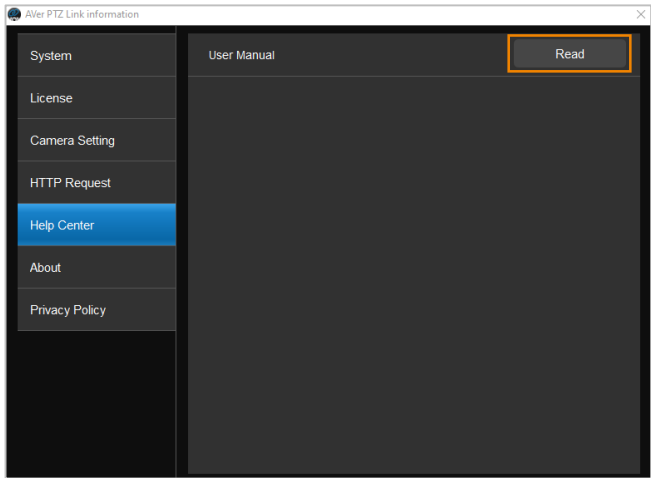
- Account: HTTP default login username “admin”.
- Password: the password you set up in Step 2.
- IP Address: IP address of your computer.
- Port: the port number you set up in Step 2.

4. You can also execute any of the following HTTP requests:


Function	Request
Pause all groups	http://[account]:[password]@[IP Address]:[port]/request=pause
Resume all groups	http://[account]:[password]@[IP Address]:[port]/request=resume
Query pause status of all groups	http://[account]:[password]@[IP Address]:[port]/request=queryPauseStatus
Disable all groups	http://[account]:[password]@[IP Address]:[port]/request=disableAll
Enable all groups	http://[account]:[password]@[IP Address]:[port]/request=enableAll
Disable a specified group	http://[account]:[password]@[IP Address]:[port]/request=disable&group=[Group ID]
Enable a specified group	http://[account]:[password]@[IP Address]:[port]/request=enable&group=[Group ID]
Query status of a specified group	http://[account]:[password]@[IP Address]:[port]/request=queryStatus&group=[Group ID]

## Help Center


If you want to download PTZ Link user's manual, click the **Read** button. To enter this page, on the PTZ Link main page, click  to display the AVer PTZ Link Information page and then click **Help Center**.




## About

You can view the information about AVer PTZ Link on the About page. On the PTZ Link main page, click  to display the AVer PTZ Link Information page and then click **About**.

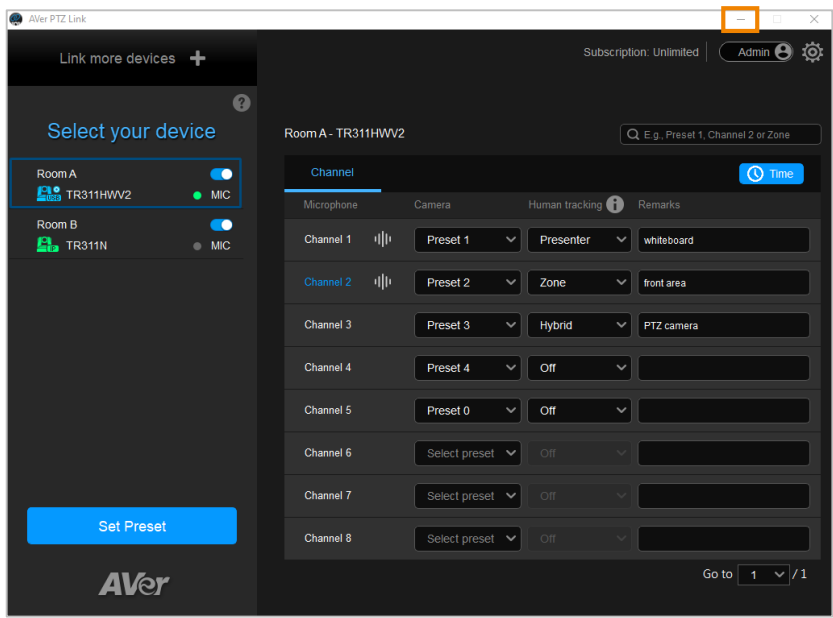
## Privacy Policy

You can view the Privacy Policy of AVer PTZ Link. On the PTZ Link main page, click  to display the AVer PTZ Link Information page and then click **Privacy Policy**.

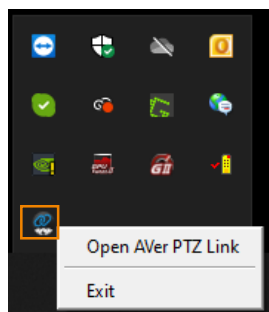
## Minimize and Restore AVer PTZ Link

To make voice tracking work during the meeting, AVer PTZ Link must be kept running. User can minimize AVer PTZ Link to system tray to run in background. Click  button to minimize AVer PTZ Link.


**[Note]** To minimize AVer PTZ Link to the system tray, you will have to disable the **Screen widget** function. Please refer to **Screen widget** in the [<System>](#) chapter.

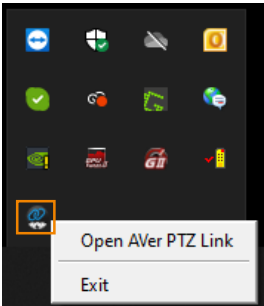
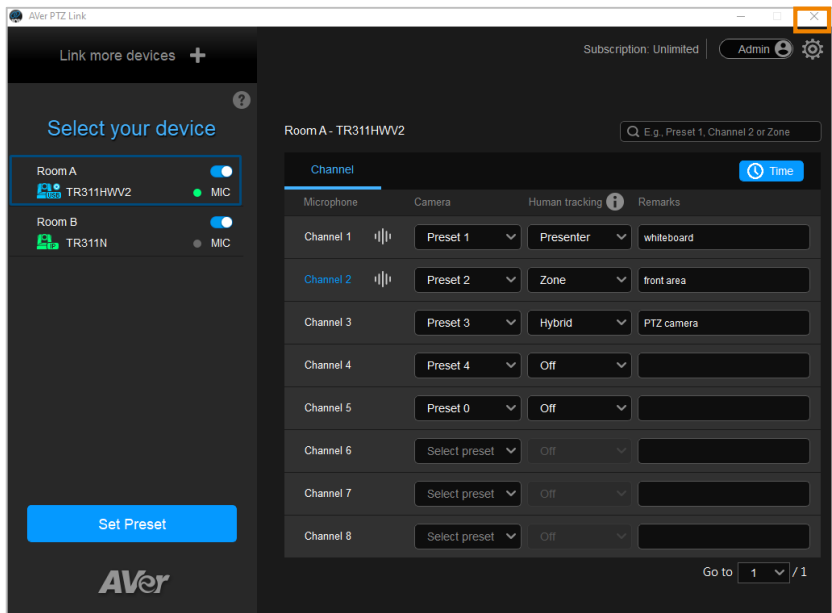


To restore, right-click AVer PTZ Link icon on the system tray and select **Open AVer PTZ Link**.

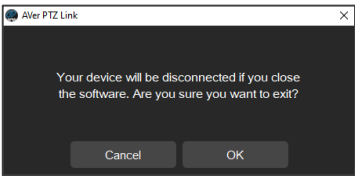


# Exit AVer PTZ Link

Click  button or right-click AVer PTZ Link icon on the system tray and select **Exit** to exit AVer PTZ Link.



The warning dialog will appear. Your device will be disconnected if you close the software. Click **OK** to exit.



# Troubleshoot

## 1. How to set up multiple cameras or microphones with PTZ Link?

- You can set up a maximum of 5 groups of devices in PTZ Link. For example, when there are two microphones and one camera in the room, you can set two microphones into two groups accordingly. Each microphone has 8 channels (free version) that can be matched to 8 different preset points of the camera. One AVer camera has up to 256 preset points available. To make sure the audio tracking function is working well, each group has to be enabled and the software has to be running all the time.

## 2. What microphone brands are supported by PTZ Link?

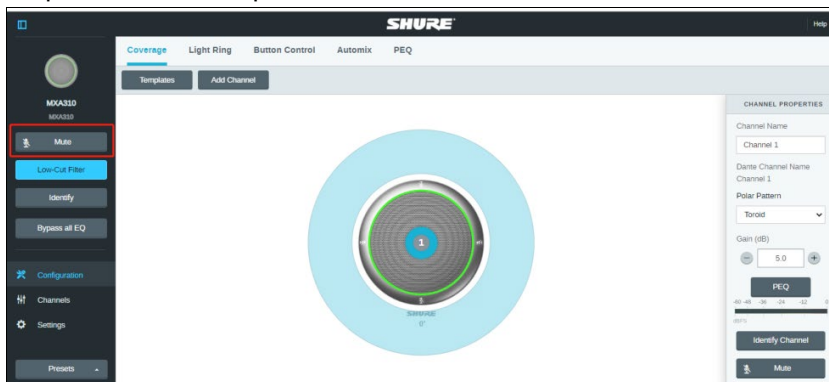
- The supported microphone brands and models are listed in the Preface chapter. AVer has been actively developing partnerships with other brands that bring the audio solution. If other microphone integration with AVer Pro AV cameras in your region is needed, please feel free to let us know. You may contact our technical support. Please refer to the Contact Information.

## 3. How do the Mute functions of Shure microphones work with PTZ Link?

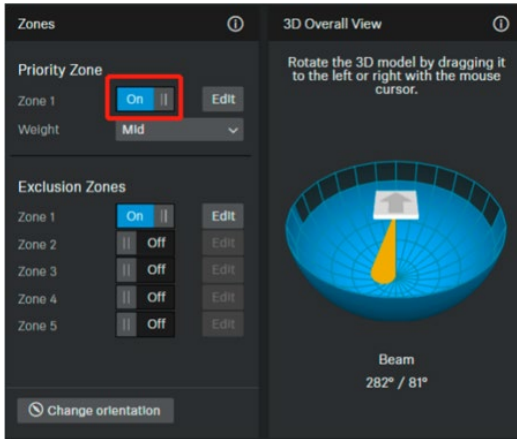
- If the Mute function of a single channel of the microphone is enabled, the corresponding channel of PTZ Link will not detect the voice.



- If the Mute function is enabled on the webpage of the microphone, it is also required to disable the corresponding device on PTZ Link. Thus, the microphone will not respond in PTZ Link.



4. After the configuration on AVer PTZ Link is completed, I noticed the camera might be too sensitive and keeps shifting to different presets I paired up. Is there anything special I need to do?
  - This may have something to do with **Time to trigger Preset**. You can extend **Time to trigger Preset** to solve the problem.
5. When connecting to Sennheiser TeamConnect Ceiling 2 via AVer PTZ Link, I encounter a situation where speakers all around the room are invariably detected. What would you suggest me to do?
  - In most meetings and a lot of online classes, conversations go back and forth. Sennheiser TeamConnect Ceiling 2 might pick up speakers' voices from all around the room, causing the camera to go back and forth between different preset points. If such is the case, you can enable the **Priority Zone** of Sennheiser TeamConnect Ceiling 2 so that it only picks up the audio signals of the zone you chose.
  - For details on the **Priority Zone** of Sennheiser TeamConnect Ceiling 2, visit: [https://www.sennheiser-sites.com/responsive-manuals/SCC/EN/index.html#page/SCC\\_EN/SCC\\_04\\_EN.5.3.html#ww1106250](https://www.sennheiser-sites.com/responsive-manuals/SCC/EN/index.html#page/SCC_EN/SCC_04_EN.5.3.html#ww1106250).



6. What to do if we would like to quickly control voice tracking (e.g. pause voice tracking) when cameras are not in use?

- Solution A: To quickly pause voice tracking, you can mute the microphones to stop transferring sound data to the PTZ Link program. For microphones with physical mute button, directly press the mute button. For microphones without physical mute button, access its Web page to enable the mute function.
- Solution B: Enable the **Screen widget** function on the PTZ Link. You can use the pause button on the **Screen widget** to disable all the groups added to the device list. When the devices are disabled, the cameras will not be triggered even when microphones continue transmitting sound data. You can also use the resume button on the **Screen widget** to resume all the groups.

The **Screen widget** also supports Zoom Room. For more details, please refer to **Screen widget** in the <[System](#)> chapter.

7. What to do if the Virtual Camera views cannot be displayed on the video conference software, e.g. Teams?

- When this symptom occurs, please check:
  - a. Is the video source of this camera occupied by another application?
  - b. Launch PTZ Link and check the connection of this camera first. Then, check the video source of this camera on your application.

8. What to do if I don't see the option of AVer Virtual Camera in the video source field of the video conference software (e.g. Teams) after connecting to the Virtual Camera via PTZ Link?
- Please try restarting the video conference software or restarting the computer.
9. What to do if I can't operate PTZ Link normally during Teams conference?
- When this symptom occurs, please check:
    - a. The version of Windows® OS should be 2004 or above (e.g. 20H2 or 21H2).
    - b. Uninstall the AVerCamera Setting Tool and PTZ Link in your computer.
    - c. Re-install the PTZ Link.

# Appendix

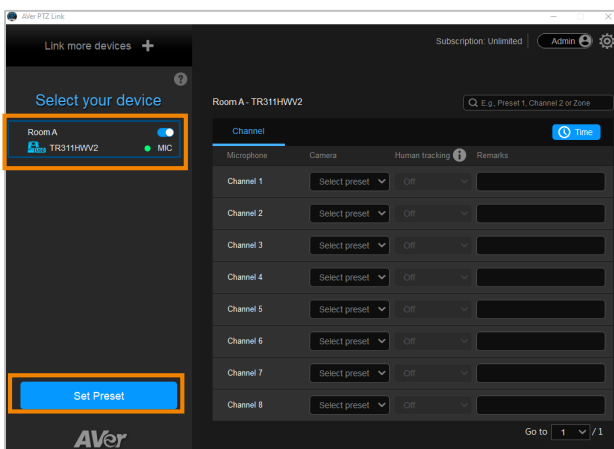
## AVerCamera Setting Tool

AVerCamera Setting Tool is bundled with PTZ Link. You can set up preset positions or configure some settings for the Virtual Cameras (USB) with the AVerCamera Setting Tool.



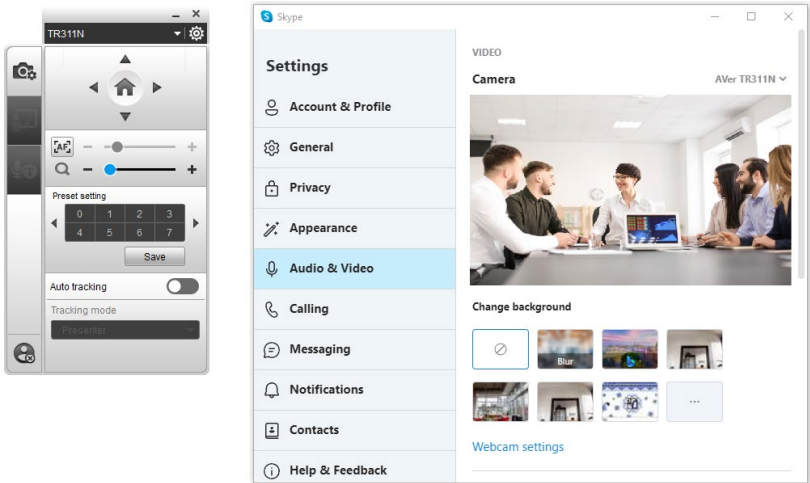
To bring-up the AVerCamera Setting Tool, you can:

- On the Main Page of PTZ Link, select an USB device group on the Device List by clicking on it, and then click the **Set Preset** button.



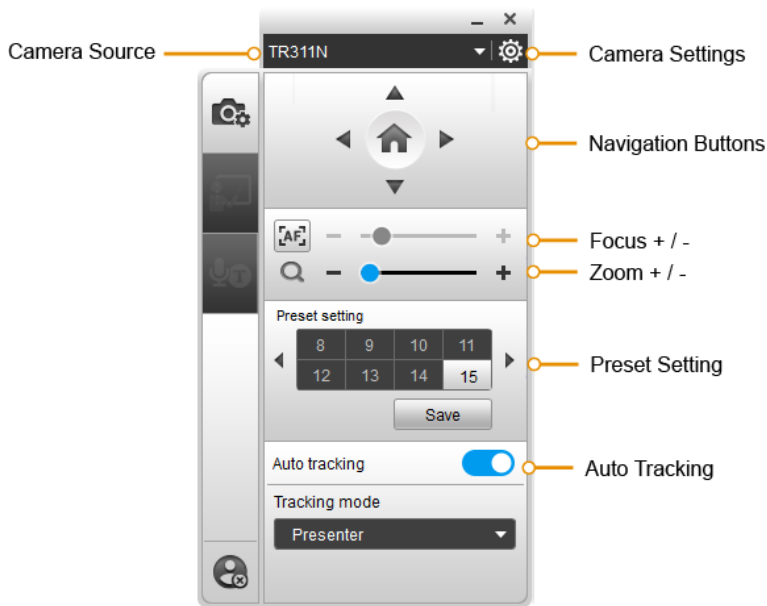
- On your desktop, double-click on the AVerCamera Setting Tool shortcut .

**[Note]** Users can also use AVerCamera Setting Tool to control the Virtual Cameras (USB) used for video conference software such as Zoom or Skype.



# Control Panel


Control panel allows you to control the Virtual Cameras (USB) or set up the preset positions.

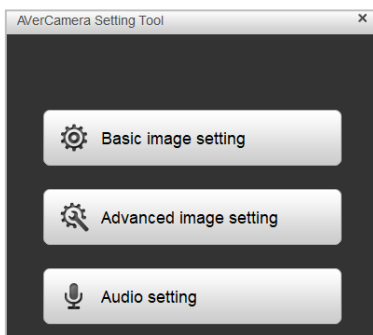


## Camera Source

After connecting the Virtual Cameras (USB) to your computer, the cameras will be automatically listed on Camera Source. Click on the Camera Source to select a Virtual Camera from the drop-down list.


## Camera Settings

Select a Virtual Camera (USB) from the Camera Source list and then click on the  icon to configure some camera settings.





## Navigation Buttons

Select a Virtual Camera (USB) from the Camera Source list and then you can use the up, down, left or right buttons to navigate the camera view.

Click the Home button  in the middle can direct the camera to the home position.

## Focus / Zoom

Select a Virtual Camera (USB) from the Camera Source list and then you can use the Zoom +/- buttons to adjust the zoom ratio.

To adjust focus, you can click on the Focus icon to switch between Auto Focus  and Manual Focus . Select Auto Focus, the camera will automatically adjust focus. Select Manual Focus, and then you can use the + or – button to manually adjust focus.

## Preset Setting

Select a Virtual Camera (USB) from the Camera Source list and then you can configure preset positions for this camera. Up to 256 (0~255) preset positions are supported. To setup preset position:

1. Click on a number.
2. Use the navigation and zoom buttons to adjust the camera view to a desired position.
3. Click the **Save** button. The preset position has been saved.
4. To perform the go to Preset function, simply click on the configured Preset number, the camera will move to the preset position.

## Auto Tracking

To enable the Auto Tracking function, select a Virtual Camera (USB) from the Camera Source list and then toggle on the switch. You can switch among the tracking modes by clicking on the **Tracking mode** drop-down list.

**[Note]** For this function to work, users have to configure the Tracking modes in advance. Please refer to the user's manual of your camera to set up the Tracking modes.