



Share Your Vision

# PTZOptics Link 4K User Manual

MODEL No.

PT12X-LINK-4K-GY, PT12X-LINK-4K-WH

PT20X-LINK-4K-GY, PT20X-LINK-4K-WH

PT30X-LINK-4K-GY, PT30X-LINK-4K-WH





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## Preface

Before installation and usage, please read the manual thoroughly. If you have any questions or issues with this process, please contact our [Support Team](#).

## Precautions

- Do not subject the camera to rain or moisture.
- Do not remove the cover. Removal of the cover will void the camera's warranty and may cause an electric shock. For any abnormal operation, please contact support@ptzoptics.com.
- Never operate outside of the specified operating temperature range or humidity.
- The power supply included in the box is the only power supply to be used with this camera. To purchase a replacement, please visit [ptzoptics.com/where-to-buy/](http://ptzoptics.com/where-to-buy/).
- Please use a soft cloth to clean the unit. If the unit is very dirty, clean it with diluted neutral detergent; do not use solvents which may damage the surface.

## Warning

- Electrical safety  
Installation must be in accordance with national and local electric safety standards.
- Polarity of Power Supply  
The power supply output for this product is 12V DC with a maximum current supply of 2A. The polarity of the power supply plug is critical and is as follows:



- Handling
  - Avoid subjecting the camera to stress, vibration, or moisture during transportation, storage, installation, and operation.
  - Do not lift or move the camera by grasping the camera head. To avoid mechanical damage, do not turn the camera head by hand.
  - Do not expose the camera to any corrosive solid, liquid, or gas.
  - Please make sure that there are no obstacles in the pan or tilt ranges of the camera lens.
  - After installation is complete, power on the camera.
  - Do not dismantle the camera - PTZOptics is not responsible for any unauthorized modification or dismantling.



- This is an FCC Class-A product. In a domestic environment, this camera may cause radio interference. In the event of radio interference, the user may be required to adequately mitigate it.
- **Remote Control Battery Safety Information:**
- Store batteries in a cool and dry place.
- Do not throw away used batteries in the trash. Properly dispose of used batteries through specially approved disposal methods.
- Remove the batteries if they are not in use for long periods. Battery leakage and corrosion can damage the remote control.
- Do not use old batteries with new batteries.
- Do not mix and use different types of batteries: alkaline, standard (carbon-zinc), or re-chargeable (nickel-cadmium).
- Do not dispose of batteries in a fire. Do not attempt to short-circuit the battery terminals.

## Packing List

Please make sure the items below are included in your camera box:

- **Camera**
- **AC Power Supply**
- **USB A-A Cable**
- **RS-232C Cable**
- **Quick Start Guide**
- **IR Remote**
- **2 AA Batteries**

## Warranty

PTZOptics includes a limited parts & labor warranty for all PTZOptics manufactured cameras. The warranty is valid only if PTZOptics receives proper notice of such defects during the warranty period. PTZOptics, at its option, will repair or replace products that prove to be defective. PTZOptics manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry-standard practices.

[Here is the link](#) to the PTZOptics Hardware Warranty Documentation. This product has a 5-year warranty.



Covered by one or more claims of the HEVC patents listed at [patentlist.accessadvance.com](http://patentlist.accessadvance.com).



## FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. Operation is subject to the following two conditions: This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## Copyright Notice

The entire contents of this manual / guide, whose copyright belongs to PTZOptics, may not be cloned, copied, or translated in any way without the explicit permission of the company. The product specifications referred to in this document are for reference only and as such are subject to updating at any time without prior notice.

## Features

- **Automatic Tracking**

Advanced algorithms to enable auto-tracking in various scenarios such as education, conferences, and live broadcasts.

- **Dante AV-H**

AV over IP using a standard IP network to deliver lossless audio, massive channel counts and near infinite signal routing flexibility. Utilize Dante Controller to manage AV connections and fine-tune settings, or hop into Dante Studio viewer to monitor the camera's live video feed. This camera integrates seamlessly into existing Dante systems.

- **12X, 20X, 30X Optical Zoom Models**

8 million pixel ultra-high resolution 4K telephoto lens in 12X, 20X, or 30X optical zoom.

- **4K Ultra HD**

Next generation SONY UHD CMOS sensor for shooting high quality 4K video at 60 FPS, with the flexibility to adjust numerous other resolutions and frame rates.

- **HDMI 2.0**

HDMI 2.0, can directly output 4K uncompressed digital video.

- **Low Light**

CMOS image sensor with ultra-high SNR can reduce image noise in low light.

- **3D Noise Reduction**

Produces a clean, clear image even in low light with a signal-to-noise ratio as high as 55db.

- **Built in Gravity Sensor**

Built in automatic image flip function, convenient for installation.

- **Multiple Interfaces**

Supports Simultaneous USB 2.0, HDMI 2.0 / 3G-SDI / IP streaming (SRT, RTSP, RTMP) (HDMI & SDI are not simultaneous)

- **Multiple Control Options**

Controllable via IR remote, network connection, RS-232, RS-485, and the USB port.

## Technical Specifications

<b>Model</b>	PT12X-LINK-4K-GY-G3, PT12X-LINK-4K-WH-G3 PT20X-LINK-4K-GY-G3, PT20X-LINK-4K-WH-G3 PT30X-LINK-4K-GY-G3, PT30X-LINK-4K-WH-G3
<b>Type</b>	<b>PTZOptics Link 4K</b>
<b>Description</b>	4K60 PTZ camera with video auto tracking & HDMI, SDI, USB, Dante AV-H & IP video outputs
Resolution & Frame Rate	HDMI: 3840x2160p-60/59.94/50/30/29.97/25, 1920x1080p 60/59.94/50/30/29.97/25, 1920x1080i-60/59.94/50, 1280x720p-60/59.94
	SDI: 1920x1080p-60/59.94/50/30/29.97/25, 1920x1080i-60/59.94/50, 1280x720p-60/59.
Sensor	(12X) Sony 1/2.5 inch, CMOS, Effective pixels: 8.51M
	(20X) Sony 1/1.8 inch, CMOS, Effective pixels: 8.42M
	(30X) Sony 1/1.8 inch, CMOS, Effective pixels: 8.42M
Scanning Mode	Progressive
Lens	(12X) f = 4.4mm ~ 52.8mm, F1.8 ~ F2.6
	(20X) f = 6.25mm ~ 125mm, F1.58 ~ F3.95
	(30X) f = 7.1mm ~ 210mm, F1.61 ~ F5.19
Digital Zoom	Off (3840x2160), 2X (1920x1080), 3X (1280x720), 4X (960x540), 8X (480x270), 16X (256x144)
Video Based Auto-Tracking	Supported
Minimum Illumination	0.5 Lux @ (F1.8, AGC ON)
Shutter	1/30s ~ 1/10000s
White Balance	Auto, Indoor, Outdoor, One Push, Manual, VAR
Backlight Compensation	Supported
Digital Noise Reduction	3D Digital Noise Reduction

Video Signal Noise Reduction	≥55dB
Horizontal Field of View	PT12X-LINK-4K-G3 ..... 6.9° ~ 72.5° PT20X-LINK-4K-G3 ..... 3.5° ~ 60.7° PT30X-LINK-4K-G3 ..... 2.5° ~ 59.2°
Vertical Field of View	PT12X-LINK-4K-G3 ..... 3.9° ~ 44.8° PT20X-LINK-4K-G3 ..... 1.9° ~ 34.1° PT30X-LINK-4K-G3 ..... 1.4° ~ 34.6°
Horizontal Rotation Range	±170°
Vertical Rotation Range	-30° ~ +90°
Pan Speed Range	1.7°/s ~ 100°/s
Tilt Speed Range	1.7°/s ~ 69.9°/s
Image Flip	Supported (built-in gravity sensor)
Image Mirror	Supported
Image Freeze	Supported
POE+	Supported
<b>USB Specifications</b>	
Operating System	Windows 7 / 8.1 / 10 / 11 / Mac OS, Linux, Android
Color System/Compression	YUY2 / MJPEG / H.264 / H.265
Video Format	<ul style="list-style-type: none"> <li>▪ YUY2: Max resolution: 3840x2160pp@5</li> <li>▪ MJPEG: Max resolution: 3840x2160p@30</li> <li>▪ H.264 AVC: Max resolution: 3840x2160p@30</li> <li>▪ H.265: Max resolution: 3840x2160p@30</li> </ul>
USB Audio	Supported
UVC Version	UVC 1.1 ~ 1.5
UVC Control	Supported



<b>IP Video Specifications</b>	
Video Compression	H.264, H.265, MJPEG
Video Stream	First Stream, Second Stream
First Stream Resolutions	3840x2160, 1920x1080, 1280x720, 1024x576, 720x480, 720x408, 640x480, 640x360
Second Stream Resolutions	720x480, 720x408, 640x480, 640x360, 480x320, 320x240
Video Bitrate	First Stream: 32kbps ~ 102400kbps  Second Stream: 32kbps ~ 20480kbps
Bit Rate Type	Constant Bit Rate (CBR), Variable Bit Rate (VBR)
Frame Rate	50Hz: 1 ~ 50 fps  60Hz: 1 ~ 60 fps
Audio Compression	AAC
Audio Bit Rate	96kbps, 128kbps
Supported Protocols	TCP/IP, UDP, HTTP, RTSP, RTMP/RTMPS, ONVIF, SRT, Multicast, etc.
<b>Input &amp; Output Interface</b>	
HD Output	<ul style="list-style-type: none"> <li>▪ 1x RJ45: 10/100/1000M Adaptive Ethernet Port</li> <li>▪ 1x HDMI: version 2.0</li> <li>▪ 1x USB 2.0: type A</li> <li>▪ 1x 3G-SDI: BNC type, 800mVP-p, 75Ω, Along to SMPTE 424M standard</li> </ul>
Audio Interface	<ul style="list-style-type: none"> <li>▪ 1x 3.5mm Line level Input</li> <li>▪ 1x 3.5mm Line level Output</li> </ul>

Communication Interface	<ul style="list-style-type: none"> <li>▪ 1x 8-pin Mini DIN RS232 Input, Max distance: 98.5ft / 30m, Protocol: VISCA / Pelco-D / Pelco-P</li> <li>▪ 1x 8-pin Mini DIN RS232 Output, Max distance: 98.5ft / 30m, Protocol: VISCA / Pelco-D / Pelco-P</li> <li>▪ 1x 2-pin Phoenix port RS485 Input / Output, Max distance: 3,937ft / 1200m, Protocol: VISCA / Pelco-D / Pelco-P</li> </ul>
IR	4x IR Addresses, Max distance 30ft / 9m
Power Jack	JEITA Type (DC IN 12V)
<b>Physical Parameter</b>	
Input Voltage	DC 12V / PoE+(802.3af)
Current Consumption	Max 2A
Operating Temperature	14°F ~ 104°F (-10°C ~ 40°C)
Storage Temperature	-40°F ~ 140°F (-40°C ~ 60°C)
Humidity Range	10% - 80%
Power Consumption	Max 18W
Size in. (W x D x H)	(12X) 5.57" W x 5.94" (6.65 including SDI) D x 6.93" (7.91" with tilt up) H
	(20X) 5.57" W x 5.94" (6.65 including SDI) D x 6.93" (7.91" with tilt up) H
	(30X) 6.69" W x 7.12" (7.75 with SDI) D x 8.98" (10.5" with tilt up) H
Size mm. (W x D x H)	(12X) 141.5 W x 151 (169 including SDI) D x 176 (201 with tilt up) H mm
	(20X) 141.5 W x 151 (169 including SDI) D x 176 (201 with tilt up) H mm
	(30X) 170 W x 181 (196.85 including SDI) D x 228 (266.7 with tilt up) H mm
Camera Weight	(12X) 3.25 lbs   1.47 kg
	(20X) 3.25 lbs   1.47 kg
	(30X) 4.41 lbs   2.0 kg

## Dimensions

### 12X & 20X Models

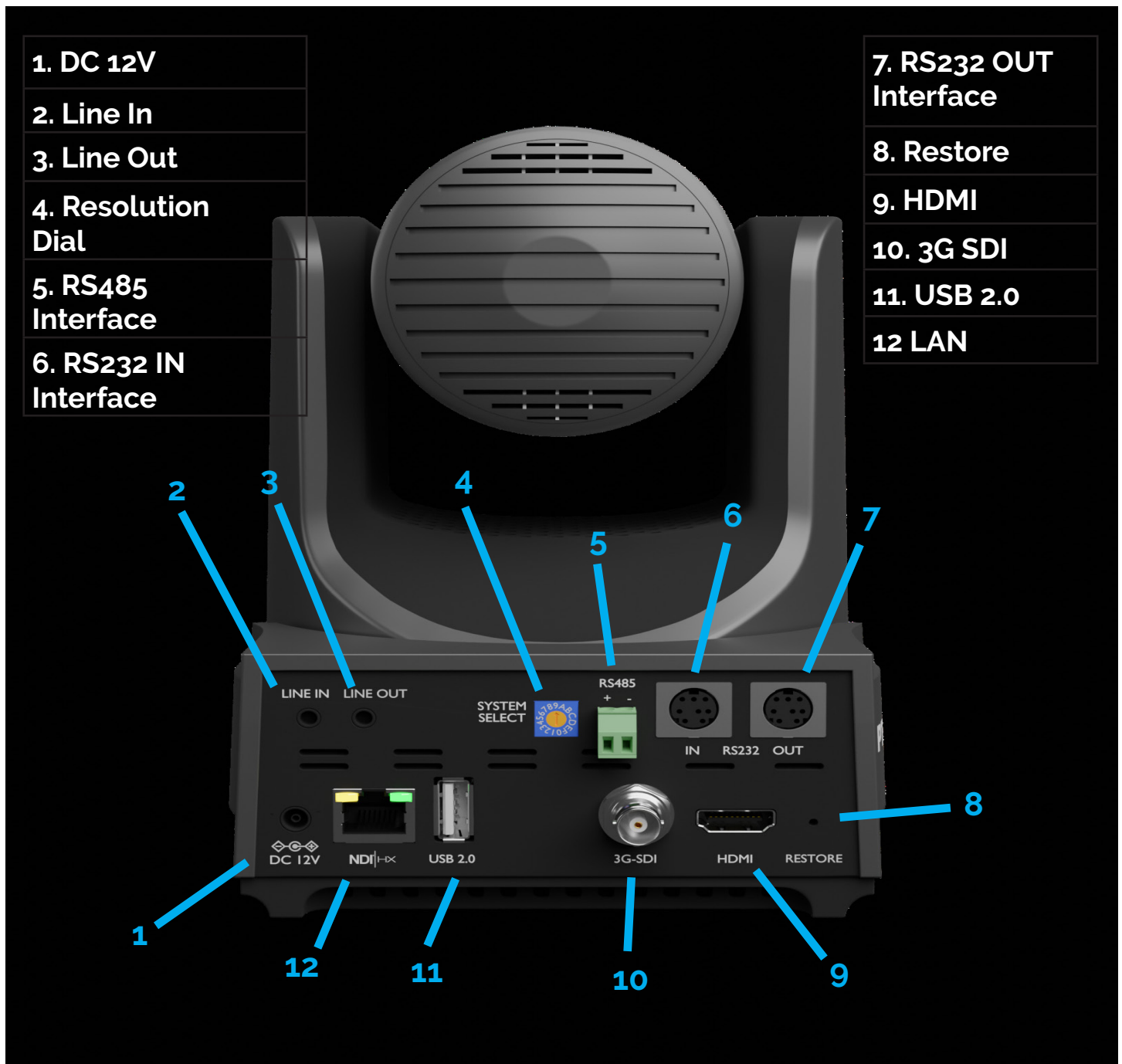


### 30X Model



## Connection Guide

1. To start your camera, please connect the power adapter to the DC-12V power connector port on the back of the camera, ensuring all connections are correct and secure.
2. The power indicator on the front panel of the camera will illuminate.
3. Once powered on, the camera will initialize. During this phase, it will rotate to the left and right limit positions, then both horizontal and vertical limit positions. After these limit checks, it will stop at the center position. Once the camera has stopped moving, the initialization will be complete.  
(Note: If preset 0 is saved, The camera will stop at preset 0)



## System Select Resolution Dial



Resolution Dial			
HDMI		SDI	
0	1080p 60	0	1080p 60
1	1080p 50	1	1080p 50
2	1080i 60	2	1080i 60
3	1080i 50	3	1080i 50
4	1080p 30	4	1080p 30
5	720p 60	5	720p 60
6	1080p 29.97	6	1080p 29.97
7	1080in 59.94	7	1080i 59.94
8	1080p 29.97	8	1080p 29.97
9	720p 59.94	9	720p 29.97
A	2160p 29.97	A	1080p 29.97
B	2160p 59.94	B	1080p 59.94
C	2160p 25	C	1080p 25
D	2160p 30	D	1080p 30
E	2160p 50	E	1080p 50
F	2160p 60	F	1080p 60

## Dante AV-H™

When a Dante-enabled device is connected to an Dante enabled network, it will automatically:

- Configure it's IP address (Network must have a DHCP server)
- Enable automatic discovery, advertising the Device Name, Channel Names, Number of Channels, Sample Rates, and Bit Depths to other Dante devices and software, such as Dante Controller.

Within seconds, this information can be seen via Dante Controller, Dante devices can then confirm compatibility with other devices and you can choose how you would like to configure channels and route media.

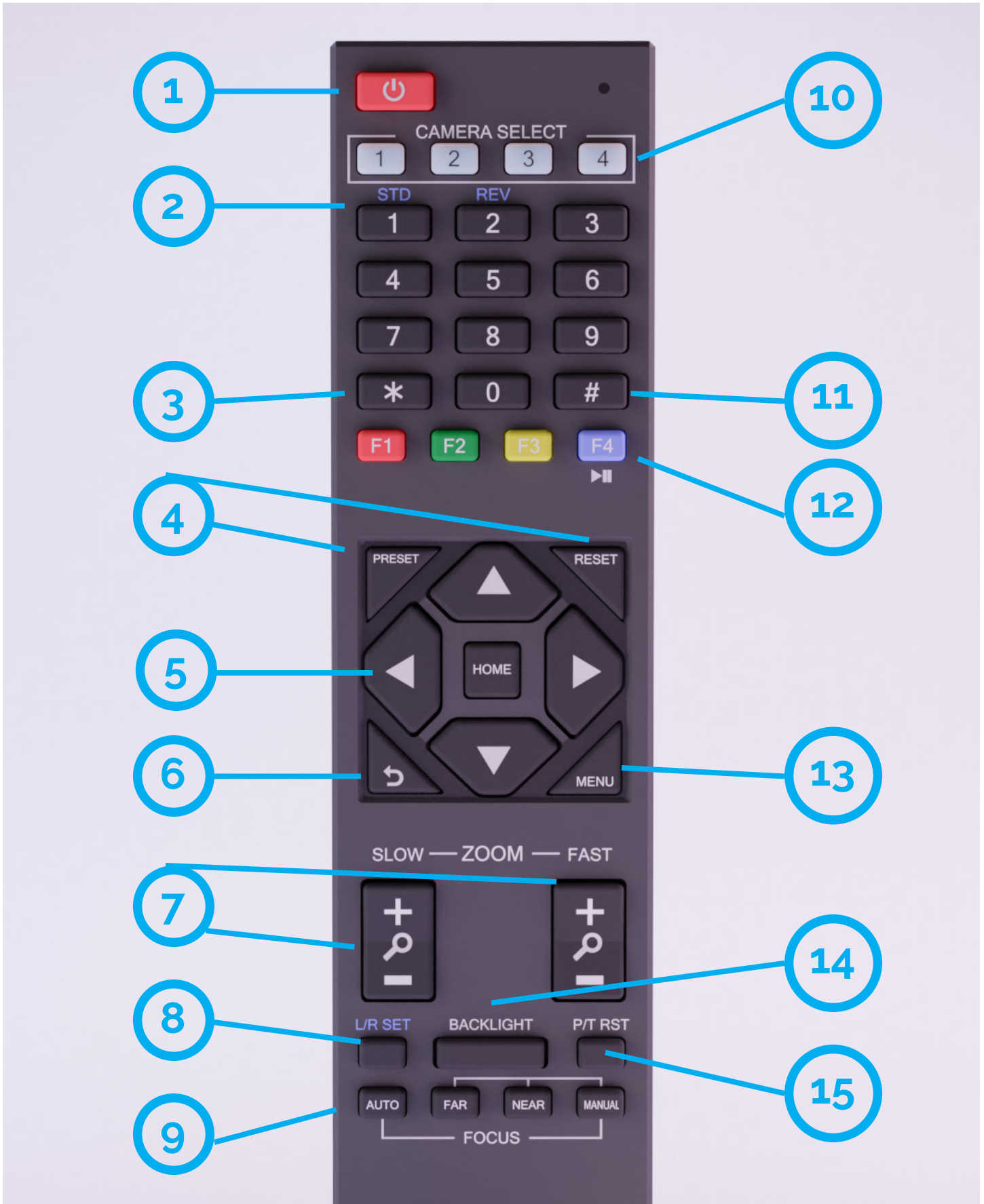
Additional information can be found here: <https://www.audinate.com/meet-dante>

## More Than Just Video

The PTZOptics Link 4K camera can send video over the network via Dante AV-H, and it can also send and receive audio. The PTZOptics Link 4K camera features a 3.5mm audio input and output that can be used with Dante AV-H. The 3.5mm audio input can be used to take analog audio and send two channels of Dante audio out over the network (left and right channel audio). The 3.5mm audio output can be used to output audio from another Dante source on the network.



# IR Remote Controller Guide



### 1. Standby Button

Press this button to enter standby mode. Press it again to enter normal mode.

Note: Power consumption in standby mode is approximately half of the normal mode.

### 2. Number Keys

Press to set or call preset camera position or input a number.

### 3. \* Button

Used predominantly when calling shortcuts.

### 4 & 13. Set / Clear Presets

To Set a Preset: save a camera position, press [PRESET] + any number zero through nine.

To Clear a Preset: erase a camera position, press [RESET] + any number zero through nine. To erase all presets, press [\*] + [#] + [RESET]

### 5 & 14. Pan / Tilt Control Buttons

Press the [LEFT or RIGHT] arrow to pan. Press the [UP or DOWN] arrow to tilt. Press the [HOME] button to return the camera to the front facing home position.

### 6. Return Button

Press the [RETURN] button to go back to a previous menu within the on screen display (OSD)

### 7. Zoom Buttons

Press [+] to zoom in (Slow and fast speed)

Press [-] to zoom out (Slow and fast speed)

### 8. L / R Set Buttons

Set the Left & Right directional buttons for the remote. *Press the following buttons simultaneously.*

Press [L/R SET] + [1]: Buttons function normally

Press [L/R SET] + [2]: Buttons function inverted

### 9. Focus Buttons

Adjust camera focus.

[AUTO]: focuses the image on the center object.

[Manual]: Manually control focus. Press [FAR] to focus on a far object. Press [NEAR] to focus on a near object.

### 10. Camera Select Buttons

Press a number to select the corresponding camera you want to operate.



## 11. # Button

For multiple functions. Typically used when calling shortcuts

## 12. Multiple Function Buttons.

**Function 1:** Auto Tracking Control

- **[F1]:** Enable video-based auto-framing (nonfunctional)
- **[F2]:** Enable audio-based auto-tracking (nonfunctional)
- **[F3]:** Enable video-based auto-tracking
- **[F4]:** Disable auto-tracking

**Function 2:** For setting camera IR address.

Press these 3 keys one after another to set the camera IR address as follows:

- [\*] > [#] > [F1]:** Address 1
- [\*] > [#] > [F2]:** Address 2
- [\*] > [#] > [F3]:** Address 3
- [\*] > [#] > [F4]:** Address 4

**Function 4:** Image Freeze

- **[#] > [\*] > [F4]:** Freeze the video feed. Repeat to unfreeze.

## 13. Menu Button

Press to enter the camera's On Screen Menu (OSD)

[MENU]: Open or close the On Screen

Display menu

## 14. Backlight Button

Use to enable or disable backlight compensation.

Note: Only effective in auto exposure mode.

Note: If there is light behind the subject, they may appear darker. In this case, use Backlight Compensation to enhance image.

## 15. P / T RST Button

Perform camera self-calibrate pan and tilt movement. (PTZ Cameras Only)

## Shortcut Functions

[\*] > [#] > [1]: Display OSD menu in English

[\*] > [#] > [3]: Display OSD menu in Chinese

[\*] > [#] > [4]: Show IP address

[\*] > [#] > [6]: Quickly restore the default settings

[\*] > [#] > [8]: Show the camera version

[\*] > [#] > [9]: Quickly set mount mode (flip / normal)

[#] > [\*] > [7]: OnePush White Balance Trigger (Camera must be in OnePush White Balance)

[\*] > [#] > [AUTO] Performs the "Startup Dance" on repeat

### Resetting the IP address of your camera from the remote:

[\*] > [#] > [MANUAL]: Resets IP information to default

[#] > [\*] > [4]: Enable Dynamic IP address

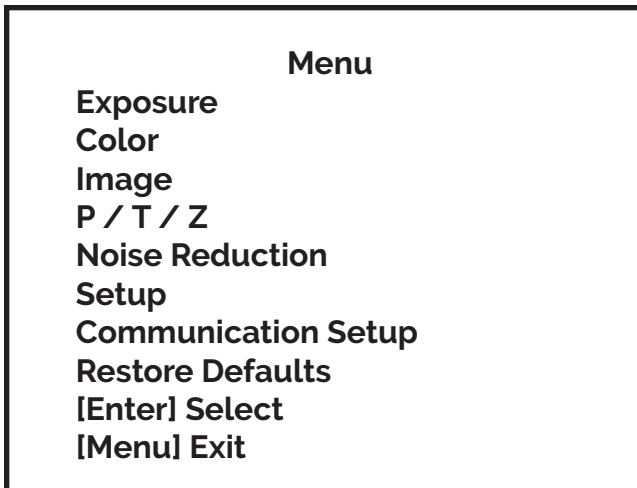
[#] > [*] > [#] > [1]: Sets IP address to	192.168.100.81
[#] > [*] > [#] > [2]: Sets IP address to	192.168.100.82
[#] > [*] > [#] > [3]: Sets IP address to	192.168.100.83
[#] > [*] > [#] > [4]: Sets IP address to	192.168.100.84
[#] > [*] > [#] > [5]: Sets IP address to	192.168.100.85
[#] > [*] > [#] > [6]: Sets IP address to	192.168.100.86
[#] > [*] > [#] > [7]: Sets IP address to	192.168.100.87
[#] > [*] > [#] > [8]: Sets IP address to	192.168.100.88
[#] > [*] > [#] > [9]: Sets IP address to	192.168.100.89
[#] > [*] > [#] > [0]: Sets IP address to	192.168.100.80

# On-Screen Display

## Main Menu

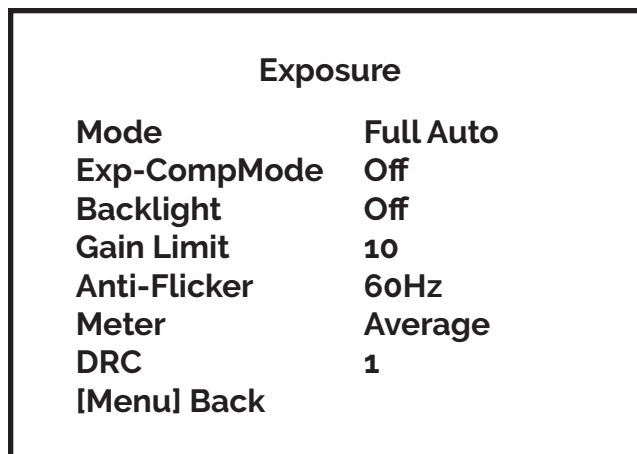
There are many ways to adjust the camera's On-Screen Display (OSD) Menu. The following instructions will go over the OSD Menu while using the included IR remote.

Press the [Menu] button to display the OSD Menu. Use the arrow buttons to navigate the OSD menu, the [Home] button to make selections, and the [Return] button to go back a sub menu.



## Exposure

Move the cursor to the "Exposure" option and press the [Home] button to enter the Exposure page, as shown in the figure below.



**(Exposure) Mode:** Full Auto, Manual, SAE, AAE, Bright

**ExpCompMode:** On, Off (Effective only in Full Auto mode).

**Exp-Comp:** -7 ~ +7 (Effective only when ExpCompMode is On).

**Backlight:** Toggle Backlight Compensation. Options include: On, Off (Only available in Full Auto mode).

**Bright:** 0 ~ 17 (Effective only in AAE, Bright mode).

**Gain Limit:** 0 ~ 15 (Effective only in Full Auto, AAE, Bright mode).

**Anti-Flicker:** Off, 50Hz, 60Hz (Effective only in Full Auto, AAE, Bright mode).

**Iris:** F1.8, F2.0, F2.4, F2.8, F3.4, F4.0, F4.8, F5.6, F6.8, F8.0, F9.6, F11.0, Close (Effective only in Manual, AAE mode).

**Meter:** Average, Center, Smart, Top. (Available only in Full Auto, SAE, AAE, & Bright)

**Shutter:** 1/30, 1/60, 1/90, 1/100, 1/125, 1/180, 1/250, 1/350, 1/500, 1/750, 1/1000, 1/1500, 1/2000, 1/3000, 1/4000, 1/6000, 1/10000 (Effective only in Manual, SAE mode).

**Gain:** 0 ~ 7 (Effective only in Manual mode).

**DRC:** 0 ~ 8

## Color

Move the cursor to the “Color” option and press the [Enter] button to enter the Color page, as shown in the figure below.

Color	
WB Mode	Auto
RG Tuning	0
BG Tuning	0
Saturation	100%
Hue	7
[Menu] Back	

**WB Mode:** Auto, Indoor, Outdoor, One Push, Manual, VAR

**R. Gain:** Camera Red Gain value. Options include: 0 ~ 255 (Only available in Manual modes).

**B. Gain:** Camera Blue Gain value. Options include: 0 ~ 255 (Only available in Manual modes).

**Color Temp:** 2500K ~ 8000K (Effective only in VAR mode).

**RG Tuning:** -10 ~ +10 (Effective only in Auto, One Push, VAR mode).

**BG Tuning:** -10 ~ +10 (Effective only in Auto, One Push, VAR mode).

**Saturation:** Camera Saturation value. Options include: 20% - 200%

**Hue:** Camera Hue value. Options include: 0 ~ 14

## Image

Move the main menu cursor to [Image], and press [HOME] key enter the Image page, as shown in the following figure.

Image	
Luminance	7
Contrast	7
Sharpness	6
Flip-H	Off
Flip-V	Off
B&W-Mode	Off
Style	Default
[Menu] Back	

**Luminance:** Brightness value. Options include: 0 ~ 14

**Contrast:** Contrast value. Options include: 0 ~ 14

**Sharpness:** Sharpness value. Options include: Auto, 0 ~ 11

**Flip-H:** Flip image horizontally. Options include: On, Off

**Flip-V:** Flip image vertically. Options include: On, Off

**B&W Mode:** Toggle Black & White mode. Options include: On, Off

**Style:** Default, Norm, Bright, PC

## P / T / Z

Move the main menu cursor to [Focus], and press [HOME] key enter the Focus page as shown in the following figure:

Focus	
SpeedByZoom	On, Off
AF-Zone	Front
AF Sense	High
L/R Set	Std
Preset Freeze	On
Zoom Mode	
Magnification	Off
Call Preset Speed	12
Pre Zoom Speed	5
[Menu] Back	

**SpeedByZoom:** On, Off

**AF Zone:** Front, Top, Center, Bottom

**AF Sense:** High, Normal, Low

**L/R Set:** STD, REV

**Preset Freeze:** On, Off

**Zoom Mode:** Digital, Optical, Hybrid

**Magnification:** available only in Digital

Zoom Mode: 2x, 4x, 8x, 16x

**Call Preset Speed:** 1~24

**Pre Zoom Speed:** 0~7

## Noise Reduction

Move the main menu cursor to [Noise Reduction], and press [HOME] key enter the Noise reduction page, as shown in the following figure.

Noise Reduction	
NR3D	6
[Menu] Back	
3D NR: Close, 1 ~ 8.	

## Setup

Move the main menu cursor to [Setup], and press [HOME] key enter the Setup page, as shown in the following figure.

Setup	
Language	EN
Auto Focus L	Off
OSD TimeOut	Off
Motion Sync	Off
Focus Limit	Off
Auto Inspect	
Video Mode	
Other	
[Menu] Back	

**Language:** Options include: English, Chinese, Russian, French, Spanish, Italian, and German.

**Auto Focus L:** Lock the focus in the current position. Options include: Off, On

**OSD TimeOut:** Auto close OSD Menu. Options include: Off, 2.5min

**Motion Sync:** Synchronize pan, tilt, and zoom to arrive at the preset simultaneously.

Options include: Off, On (Can be reached by entering the Setup > Motion Sync).

**Max Speed:** The maximum speed Motion Sync will use when calling presets.

Options include: 185 ~ 230 (increments of 5)

**Focus Limit:** Define a range the camera can focus within. Options include: Off, On (Can be reached by entering Setup > Focus Limit).

- **Furthest Pos:** Define the farthest focus position. Options include: INF, 1m ~ 20m
- **Nearest Pos:** Define the nearest focus position. Options include: INF, 1m ~ 20m

**Video Mode:** Configure assorted video output settings.

**SDI-3G Mode:** Set the SDI level. Options include: Level-A, Level-B

**Video Output:** Set the video output to SDI or HDMI. Options include: HDMI, SDI

**DVI Mode:** define HDMI Data Transfer type.  
Options include: HDMI, DVI

**Other:**

**Auto Inversion:** Toggle auto inversion.  
Options include: Off, On

**Tally Mode:** Toggle ability to acknowledge Tally Light command. Options include: Off, On

**USB Audio:** Toggle USB audio embedding. Options include: Off, On

**USB2.0 Function:** Define how the USB port is used. Options include: UVC, Host

**Display Info:** The ability to display OSD message overlays on the video output.

### Communication Setup

Move the main menu cursor to [Communication Setup] and press the [HOME] key enter the Communication Setup page, as shown in the following figure.

Communication Setup	
Protocol	VISCA
V_Address	1
V-AddrFix	Off
Net Mode	Serial
Baudrate	9600
[Menu] Back	

**Protocol:** Control protocol Options include: VISCA, PELCO-D, PELCO-P, Auto

**V\_Address:** VISCA protocol camera address  
Options include: 1 ~ 7

**V-AddrFix:** When enabled, the Visca address will not change. Options include: Off, On

**Net Mode:** Control type Options include: Serial, Parallel

**Baudrate:** Baudrate control speed Options include: 2400, 4800, 9600, 38400

**P\_D\_Address:** Pelco-D protocol address Options include: 0 ~ 254

**P\_P\_Address:** Pelco-P protocol address Options include: 0 ~ 31

### Restore Default

Move the cursor to the "Restore Default" option and press the [Enter] button to enter the Restore Default page, as shown in the figure below.

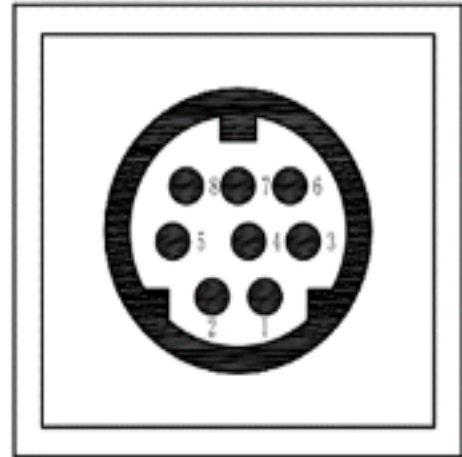
Restore Default	
P/T Limit	Reset
Press [Enter]	Confirm
Press [Back]	Cancel
Select [Enter]	
[Menu] Back	

Note: Press the [Enter] button to confirm. All camera parameters will return to default, including IR remote & VISCA Addresses.

# Serial Communication Guide

## RS-232 Interface

No.	Function
1	DTR
2	DSR
3	TXD
4	GND
5	RXD
6	GND
7	IR OUT
8	NC



For Initial Connection

For Daisy Chain Control

Camera	Windows DB-9
1. DTR	1. CD
2. DSR	2. RXD
3. TXD	3. TXD
4. GND	4. DTR
5. RXD	5. GND
6. Unused	6. DSR
7. Unused	7. Unused
8. Unused	8. Unused
9. Unused	9. Unused

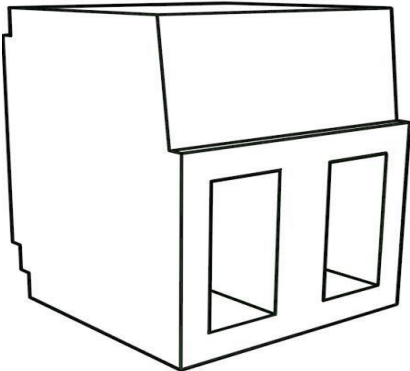
Camera	Mini DIN
1. DTR	1. DTR
2. DSR	2. DSR
3. TXD	3. TXD
4. GND	4. GND
5. RXD	5. RXD
6. Unused	6. Unused
7. Unused	7. Unused
8. Unused	8. Unused

## RS232 Communication Control

This camera can be controlled vis RS-232. The parameters for RS-232C are as follows:

Baud Rate: 2400, 4800, 9600 or 38400 bps  
 Start Bit: 1 bit  
 Data Bit: 8 bits  
 Stop Bit: 1 bit  
 Parity Bit: None

## RS-485 Interface



The left phoenix connector port is Positive (+)

The right phoenix connector port is Negative (-)

The camera can be controlled via RS-485, Half-duplex mode, with support for VISCA, Pelco-D, or Pelco-P protocol. The parameters of RS485 are as follows:

### RS-485 Communication Control

Baud rate: 2400/4800/9600/38400;

Starting position: 1 bit

Data bit: 8 bits

Stop bit: 1 bit

Check digit: None

**To utilize an RS-485 connection, you will need an unterminated two-conductor cable.**

1. Connect the positive (red) wire to the camera's positive phoenix connector port (left).
2. Connect the negative (black) wire to the camera's negative phoenix connector port (right).
3. Connect the positive and negative wires to the positive and negative ports on your joystick controller.
  - o To connect multiple cameras, you have the option to connect via daisy-chain or home run.
4. In either method, multiple wires will be connected to a single phoenix connector port.



RS-485 Daisy-Chain Connection



RS-485 Home Run Connection



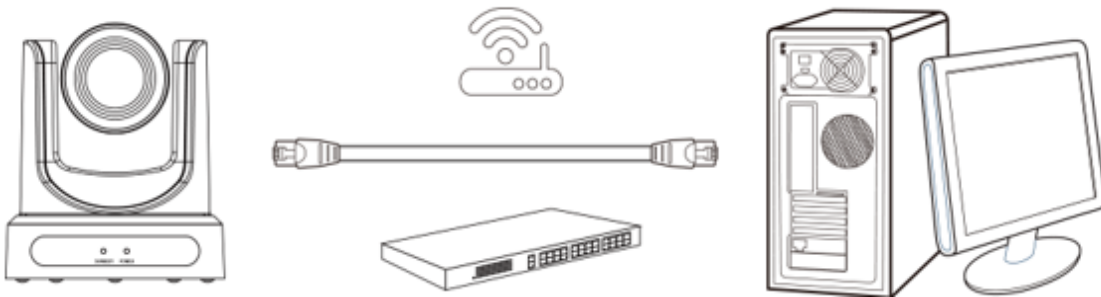
## Network Connection

### Operating Environment

- Operating System: Windows 7 / 8.1 / 10 / 11, Mac OS X, Linux, Android
- Network Protocol: TCP/IP
- Client PC: P4 / 128M RAM / 40G HDD / supported scaled graphics card, support for DirectX 8.0+.

### Equipment Installation

1. To connect your camera to your network, run a CAT 5 or CAT 6 cable from the camera directly into a network switch.
2. Turn on power.
3. If successful, the orange network light will illuminate and the green light will start flashing.



Picture 1.2 Connections to LAN via patch cable to LAN wall jack or LAN Switch

### Finding the camera's IP Address

The camera will automatically acquire an IP address when connected to the network. If the network cannot assign an IP address, the camera will default to "192.168.100.88". If you don't know the camera IP, please do one of the following:

**Method 1:** Use a Internet browser and type in "http://ptzoptics.local/" to reach the camera's web interface. The username and password are both "admin" by default. The Network Settings page will allow you to make adjustments to the camera's network settings.

**Method 2:** Use the IR remote shortcut [\*] > [#] > [4] to display the camera's IP address.

Note: If you are setting up multiple cameras, it's recommended to do so one at a time. Assign a unique Device ID to each camera from the Device Info page. This will allow you to reach each camera's web interface without needing to memorize an IP address.


For example, "http://camera1.local/" and "http://camera2.local/".

## Discovering your Network Info

To discover your IP address range/scheme, Subnet Mask, Gateway, & First DNS, follow the instructions below for Windows or Mac OS. You may need to talk with your IT department to obtain this information.

### Windows

1. Open the Start menu and type "CMD" into the search bar.
2. Once the Command Prompt is open, type in "ipconfig" and press the Enter key.
3. Scroll down to the section titled "Ethernet adapter Ethernet" or "Ethernet adapter Wireless Network Connection".
4. Locate the "IPv4 Address" in that section. This is your computers local IP address.
5. In the example above, the PC's local address is "192.168.15.117", making the network range "192.168.15".



```
Command Prompt
Microsoft Windows [Version 10.0.19042.985]
(c) Microsoft Corporation. All rights reserved.

C:\Users\[PC]>ipconfig

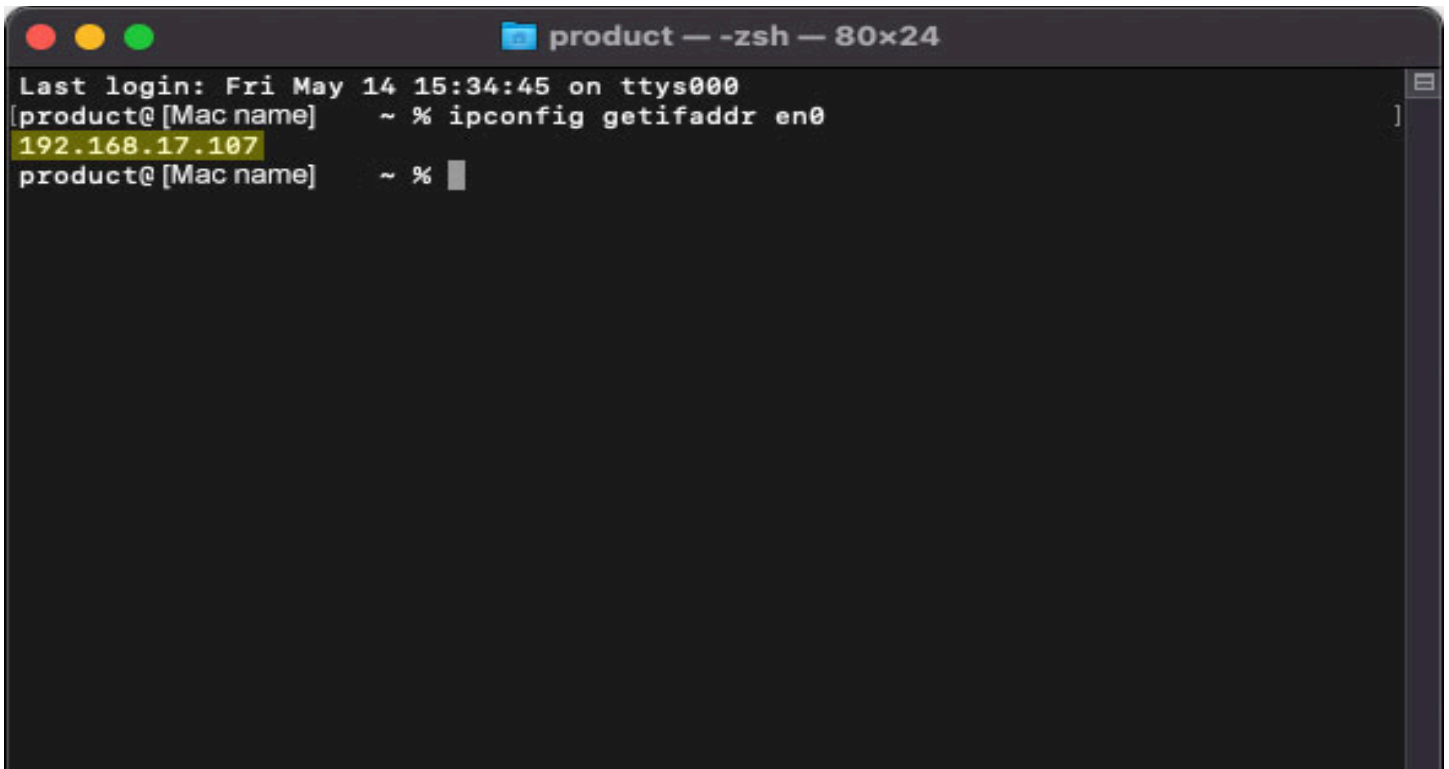
Windows IP Configuration

Ethernet adapter Ethernet:

    Connection-specific DNS Suffix  . : localdomain
    Link-local IPv6 Address . . . . . : fe80::a4a0:e4a6:6b03:f206%8
    IPv4 Address. . . . . : 192.168.15.117
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.15.1
```

## Mac

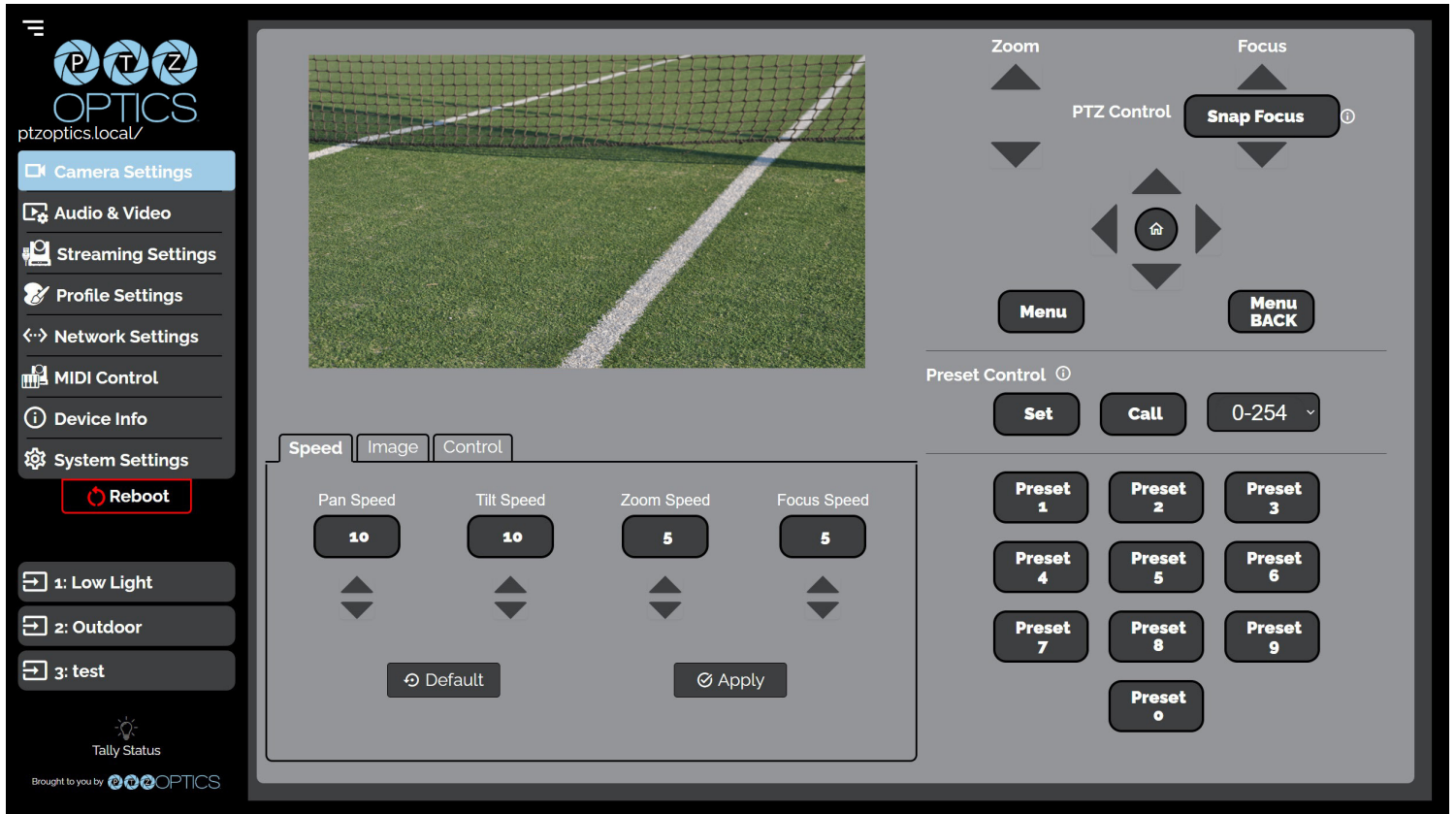
1. Open a new Finder window and go to the Applications folder.
2. Open the Utilities folder and select the Terminal program.
3. Once the Terminal program is open, type in "ipconfig getifaddr en0" and press the Enter key.



```
product — -zsh — 80x24
Last login: Fri May 14 15:34:45 on ttys000
[product@ [Mac name] ~ % ipconfig getifaddr en0
192.168.17.107
product@ [Mac name] ~ %
```

4. In the example above, the Mac's local address is "192.168.17.107", making the network range "192.168.17".

## Web UI



## Accessing the Camera

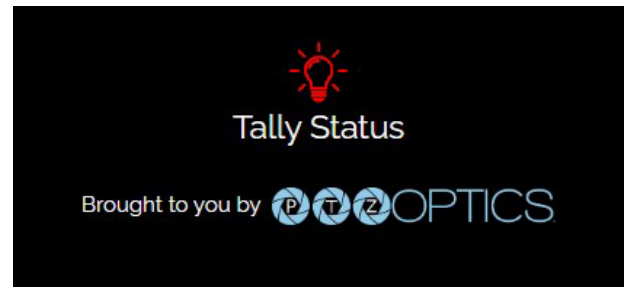
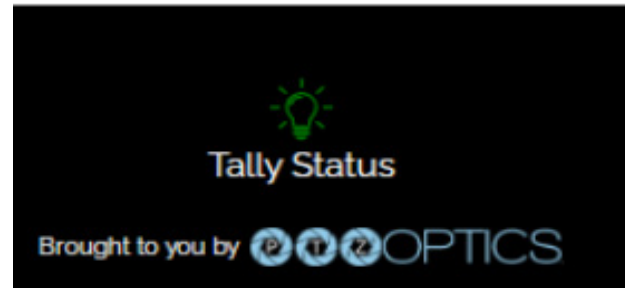
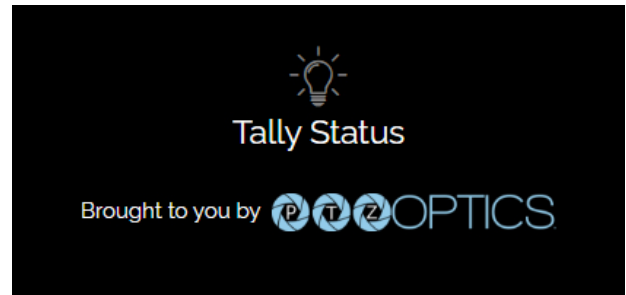
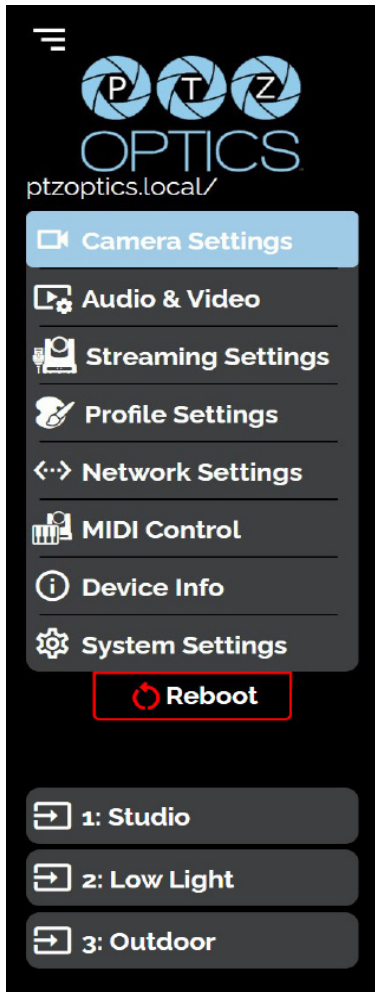
1. Enter “<http://ptzoptics.local/>” or the camera’s IP address into a web browser.
2. Enter the username and password into the login fields. Both the username and password are “admin” by default. You can change the login credentials on the System Settings page.

The login form consists of two white input fields with dark borders. The first field is labeled 'Username' and has a person icon on the left. The second field is labeled 'Password' and has a lock icon on the left. Below the fields is a large, bright blue button with the word 'Login' in white text.

## Navigation Panel

The **Navigation Panel** allows you to select the various control options for the camera. It can be collapsed to make more room within the user interface.

You can load preconfigured profiles into the camera by selecting the desired profile from the Navigation Panel.



- **Logo:** You can change the photo in the Navigation Panel using Logo Upload from the Profile Settings page.
- **Camera Name:** You can change the camera's name from the Device Info page. The ".local/" appendage will always be on the end to give an easy reminder on how to return to this Web UI.
- **Reboot Button:** The Reboot button will reboot your camera. It can be easily accessed from any page while the Navigation Panel is maximized.
- **Quick Profile:** You can quickly change between pre-configured camera settings using the Profiles saved to the Navigation Panel.
- **Tally Status:** The Tally Status icon will mirror the tally light built into the camera as an easy reminder for when the camera is in Preview (green) or Program (red). This can be toggled on or off on the Camera Settings page.

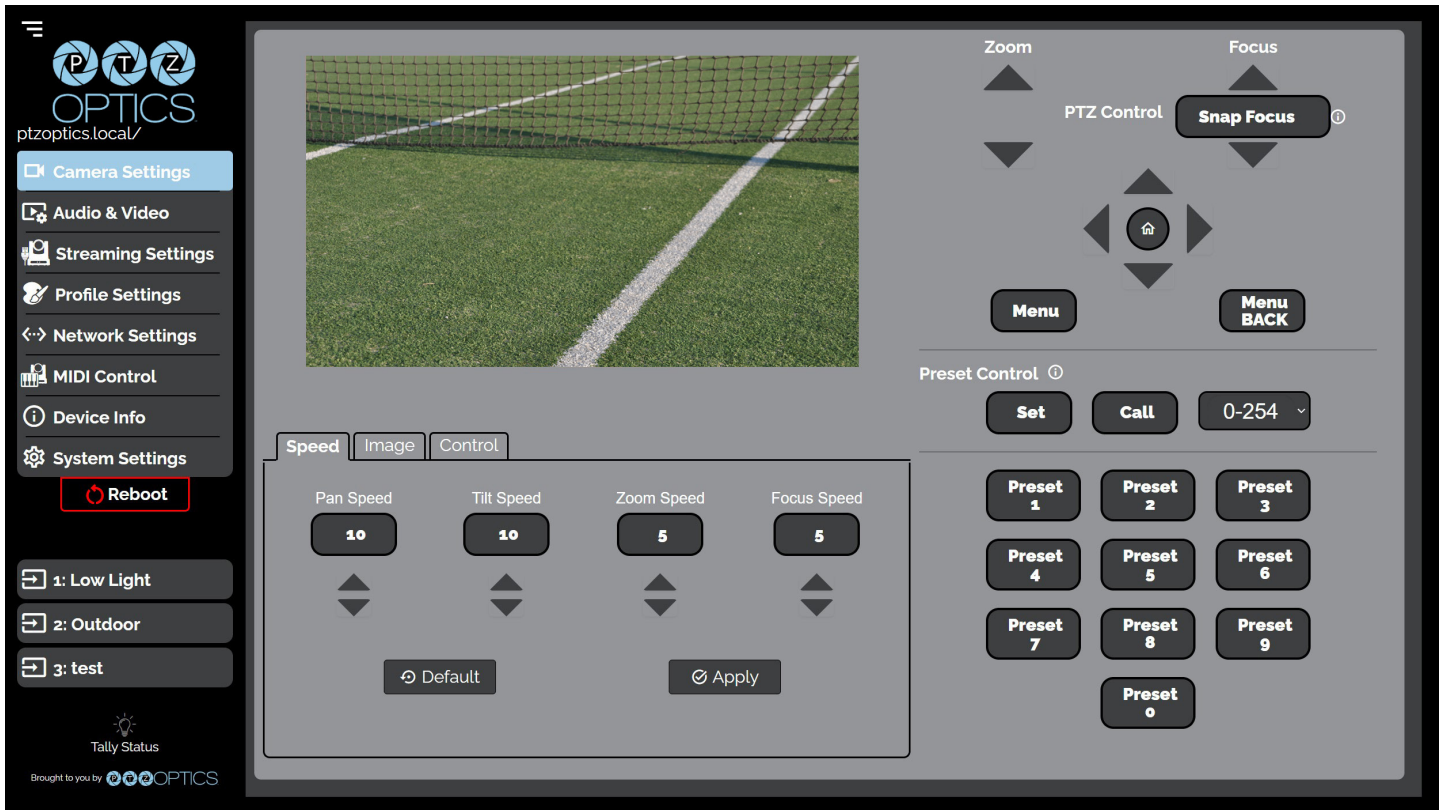
## Camera Settings

The **Camera Settings** page gives you access to the **Camera's Video Feed, PTZ Control, OSD Menu, Preset Control, Speed Settings, Image Settings & Control Settings.**

All settings in the **Image** tab are also available in the camera's menu. The settings are offered in the Web UI so you don't have to open the Menu while the camera is in use.

- The PTZ Control section lets you Pan, Tilt, Zoom, and Focus the camera.
- The Menu and Menu Back buttons allow you to navigate the Menu when needed.
- The Preset Control section allows you to save and call up to 255 presets.
  - The Preset 0 – 9 buttons allow you to quickly call the first 10 presets

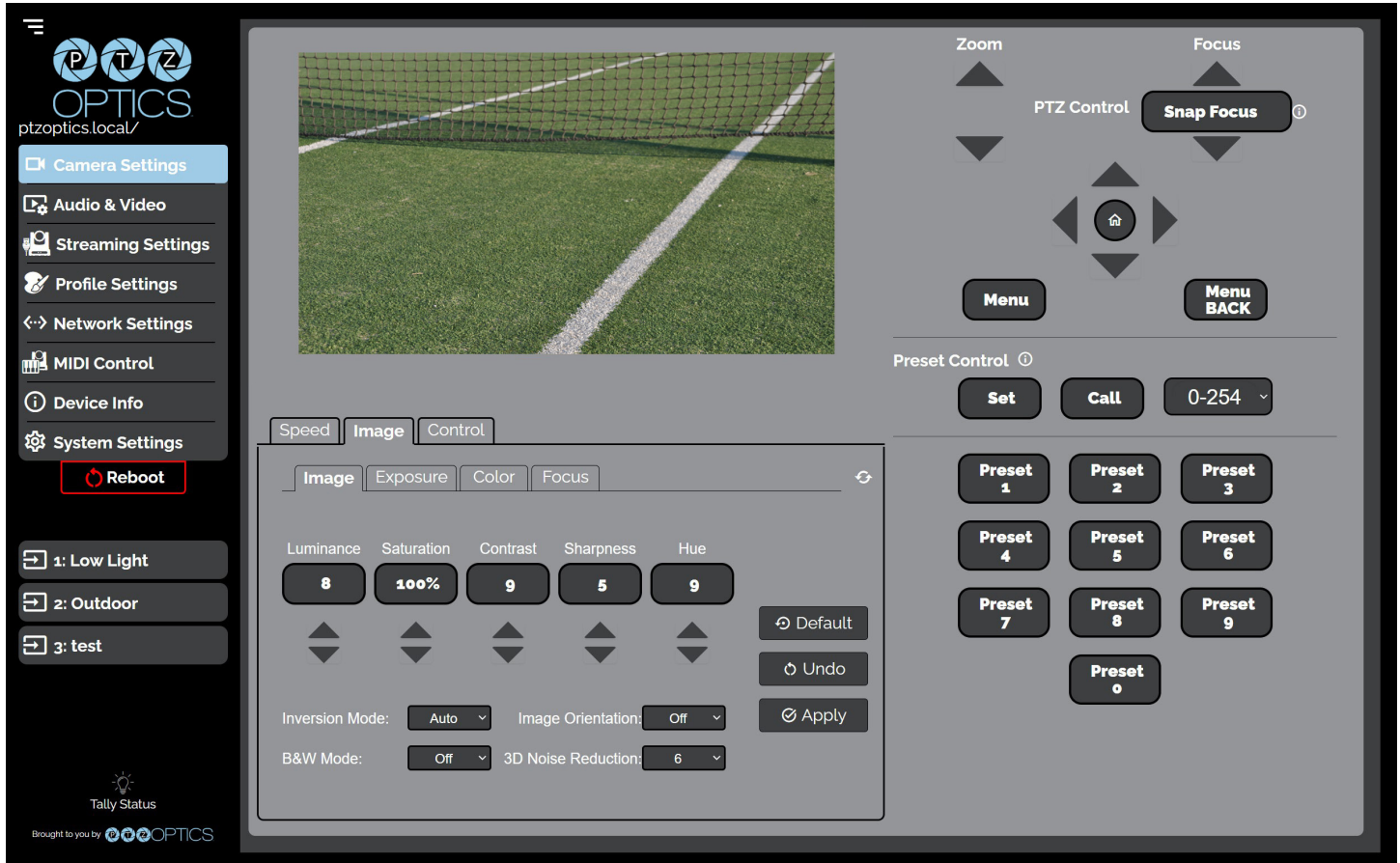
The **Speed** tab within Camera Settings page allows you to adjust the speed at which the camera will **Pan, Tilt, Zoom** and **Focus** while in the Web UI.



- You must click the “Apply” button to save the current Speed settings to the camera.
- The “Default” button will revert the Speed settings to factory default, as shown in the image above

## Image

The **Image > Image** tab within the Camera Settings page allows you to adjust the camera's **Luminance, Saturation, Contrast, Sharpness, Hue, Inversion Mode, Image Orientation, 3D Noise Reduction, & Black and White Mode.**



- You must hit the “Apply” button for these changes to take effect.
- The “Default” button will revert the Image settings to factory default.
- The “Undo” button will revert the Image settings to the last saved settings.

## Exposure

The **Advanced Image > Exposure** tab within the Camera Settings page allows you to fine-tune the camera's Exposure settings to ensure image clarity as well as ensure the images from multiple cameras match.



- You must click the “Apply” button to save the Exposure settings to the camera.
- The “Default” button will revert the Exposure settings to factory default, as shown in the image above.



## Color

The **Advanced Image > Color** tab within the Camera Settings page allows you to fine tune the camera's white balance and color tint settings to adjust for lighting, as well as ensure images from multiple cameras match.



- You must click the “Apply” button to save the Color settings to the camera.
- The “Default” button will revert the Color settings to factory default, as shown in the image above

## Focus

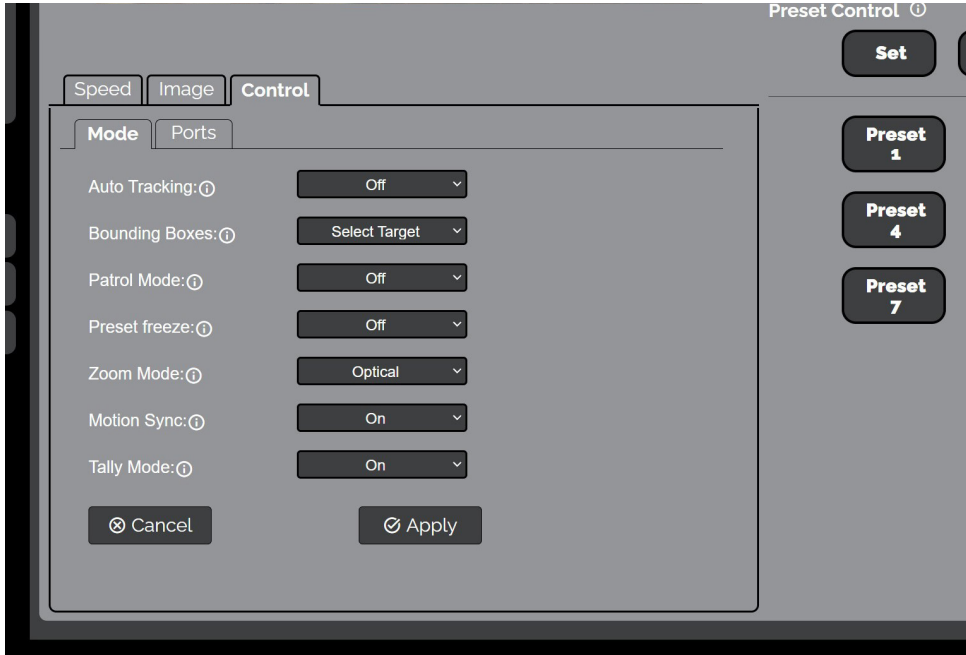
The **Advanced Image > Focus** tab within the Camera Settings page allows you to adjust the various focus settings, including **Auto Focus**, **Auto Focus Zone**, **Auto Focus Sensitivity**, **Focus Lock** and **Focus Limit**.

The screenshot displays the PTZ Optics camera settings interface. On the left is a navigation menu with options like Camera Settings, Audio & Video, Streaming Settings, Profile Settings, Network Settings, MIDI Control, Device Info, and System Settings. The main area shows a live camera feed of a church interior. Below the feed are tabs for Speed, Image, and Control. The 'Focus' tab is active, showing settings for Focus Mode (Auto), AF Zone (Center), Auto Focus Sensitivity (Normal), Focus Lock (Unlock), and Focus Limit (Off). There are 'Default' and 'Apply' buttons at the bottom of the settings panel. On the right side of the interface, there are PTZ Control buttons (Zoom, Focus, Snap Focus), Menu, Menu BACK, and Preset Control buttons (Set, Call, 0-254, Preset 1-9, Preset 0).

- You must click the “Apply” button to save the Exposure settings to the camera.
- The “Default” button will revert the Exposure settings to factory default, as shown in the image above.

## Control Mode

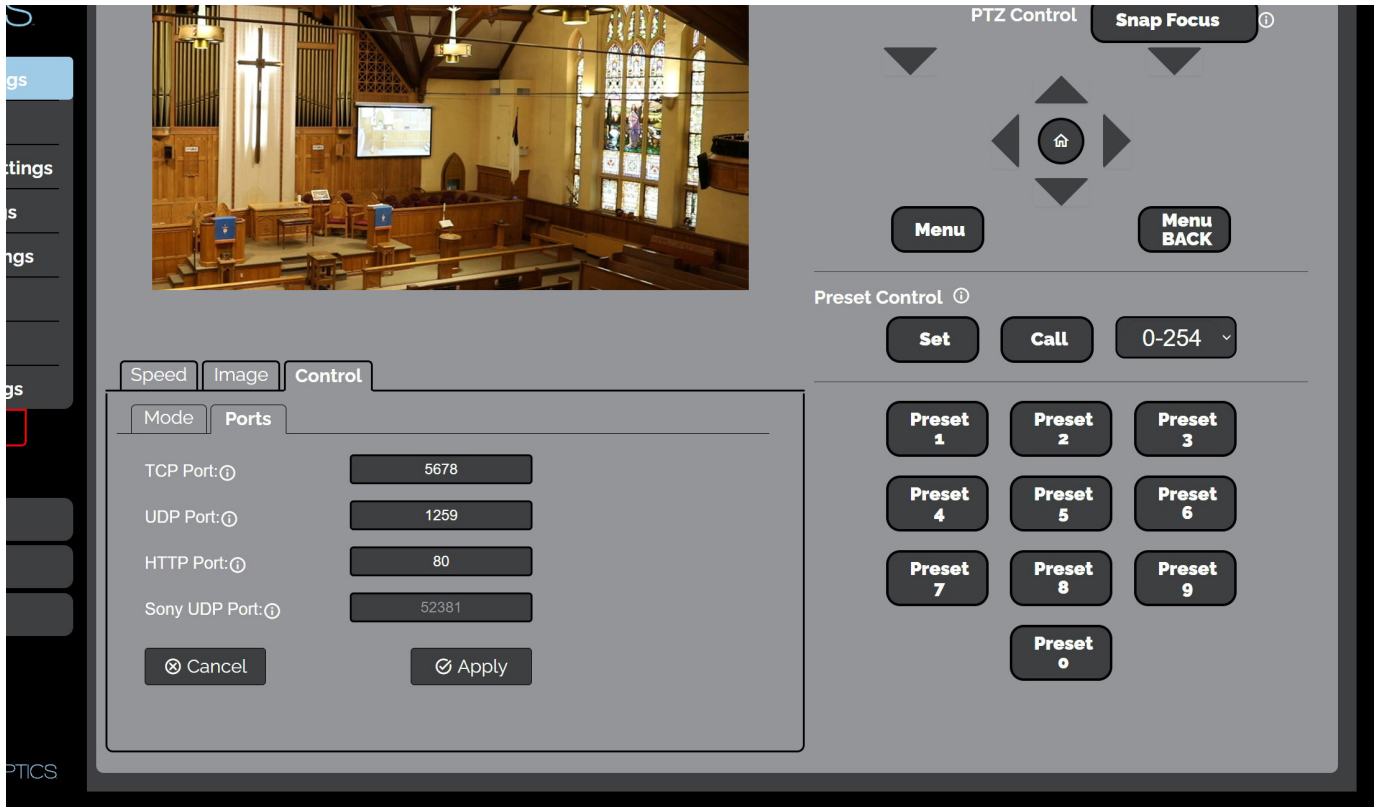
The **Control > Mode** tab within the Camera Settings page allows you to toggle available camera modes, such as **Auto Tracking**, **Tracking Box**, **Patrol Mode**, **Preset Freeze**, **Zoom Mode**, **Motion Sync & Tally Mode**.



- **Auto-Tracking:** Select whether the camera automatically tracks the selected target  
Options include: On, Off
- **Tracking Box:** Select if/how the Tracking Box is shown around the selected target on the video feed.  
Options include: Off, Debug, & Select Target
- **Patrol Mode:** When enabled, the camera will call each of the Set presets sequentially.  
Options include: On, Off
- **Preset Freeze:** When enabled, the video feed will temporarily pause while Calling a preset.  
Options include: On, Off
- **Zoom Mode:** Select whether the camera utilizes Digital Zoom or not.  
Options include: Optical, Digital, and Hybrid (Enabled on the Audio & Video page)
- **Magnification:** (Only available when "Digital" is selected from Zoom Mode) Define the Digital Zoom limit.  
Options include: 2x, 4x, 8x, & 16x
- **Motion Sync:** When enabled, the camera will adjust Pan, Tilt, and Zoom speeds so that all 3 axis stop simultaneously.  
Options include: On, Off
- **Tally Mode:** When enabled, the Web Interface's Tally Status icon at the bottom of the Navigation Panel will reflect the Tally Light on the front of the camera.  
Options include: On, Off
- You must click the "Apply" button to save the Mode to the camera.
- The "Cancel" button will revert the Mode settings to the last saved settings.

## Control Ports

The **Control > Ports** tab on the Camera Settings page allows you to change the camera's **TCP**, **UDP** & **HTTP** control ports. The **Sony UDP** Port can not be changed.



- You must click the "Apply" button to save the Ports to the camera.
- The "Cancel" button will revert the Ports settings to the last saved settings.

## Audio Video Settings

The Audio & Video Settings page accesses the **Video Encoding Settings, IP Video Stream 1 / Stream 2 Encoding Settings & Audio Encoding Settings** sections of the network video feeds.

**Video Encoding Settings**

- HDMI/SDI Output: HDMI
- Refresh Rate: 60Hz
- Encode Profile: main
- Video Template: Dante AV-H (HD)
- Advanced: Off

**IP Video Stream 1: Encoding Settings**

- Encoding Protocol: H264
- Resolution: 1920x1080
- Bitrate (kbps): 50000 (range from (32-102400kbps))
- Frame Rate: 60
- I Key Frame Interval: 2 (range from (1-1200))
- Bit Rate Control: CBR

**IP Video Stream 2: Encoding Settings**

- Encoding Protocol: MJPEG
- Resolution: 640x360
- Qfactor: 85 (range from (1-99))
- Frame Rate: 30
- I Key Frame Interval: 30 (range from (1-1200))
- Bit Rate Control: CBR

**Audio Encoding Settings**

- Enable Audio: Dante AV-H
- Audio Encoding Protocol: AAC
- Sample Rate (kbps): 48
- Bitrate (kbps): 96
- Input Volume: 6db
- Enable Line Out: Off
- Line Out Volume: 20db
- Enable USB Audio: Off
- ADTS Options: Off

Buttons: Cancel, Apply

## Video Encoding Settings

- **HDMI/SDI Output:** Set either HDMI or SDI to output video (not simultaneous). Options include: HDMI, SDI
- **Refresh Rate:** Frequency adjustment for displays. Select the refresh rate for your region.
  - **Options include:** Dial Priority, 50Hz, 60Hz
- **Encode Protocol:** The Encoding Profile defines the compression method and color reproduction of the IP Stream.
  - **Options include: Main, High**
- **Video Template:** Select Dante AV-H 4K or HD from video template for Dante AV-H to be enabled
- **Advanced:** Off or Hybrid Zoom (beta)

## IP Video Stream 1 & 2: Encoding Settings

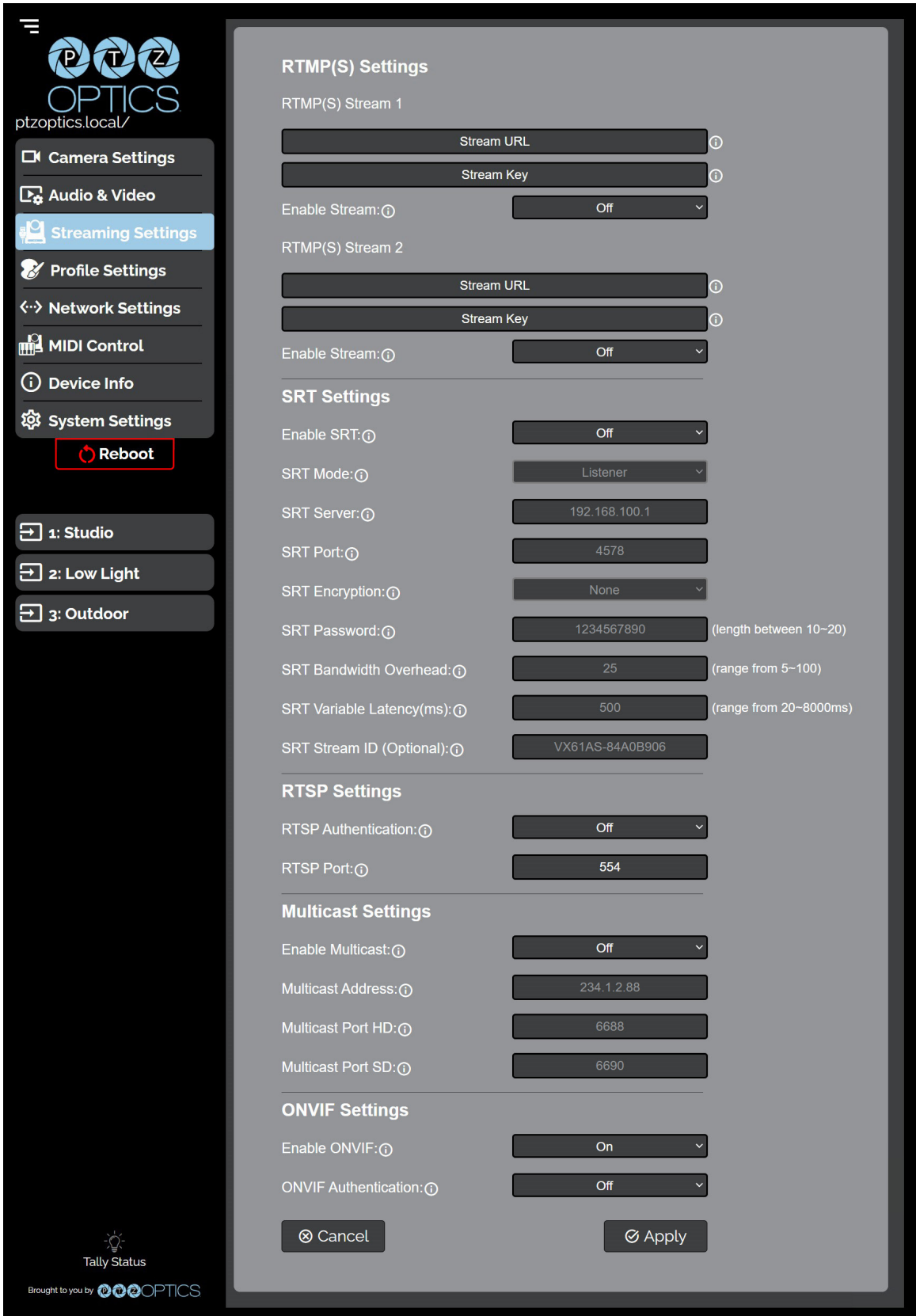
- **Encoding Protocol:** Define the compression method for the stream.
  - Options include: H264, H265, MJPEG
- **Resolution:** Define the resolution of the stream.
  - Stream 1 options include: 3840x2160, 1920x1080, 1280x720, 1024x576, 720x480, 720x408, 640x480, 640x360
  - Stream 2 option includes: 720x480, 720x408, 640x480, 640x360, 480x320, & 320x240
- **Bitrate (kbps):** Define the bit rate of the stream in kilobits. The higher the value, the higher the video quality at the cost of higher bandwidth.
  - Stream 1 Range: 1 ~ 102400
  - Stream 2 Range: 1 ~ 20480
- **QFactor:** Define the Quality Factor of the stream. The higher the value, the higher the video quality at the cost of higher bandwidth (Only available when MJPEG is selected as the Encoding Protocol).
  - Range: 1 ~ 99
- **Frame Rate:** Define the Frame Rate of the stream.
  - Range: 1 ~ 60
- **I Key Frame Interval:** Define the I-Key Frame Interval of the stream.
  - Options include: 1 ~ 1200
- **Bit Rate Control:** Select whether the Bit Rate fluctuates (VBR) or is static (CBR).
  - Options include: CBR, VBR

- **Audio Encoding Settings**

- **Enable Audio:** Select whether Audio is included in the applicable video outputs.
  - Options include: On, Off, Dante AV-H
- **Audio Encoding Protocol:** ACC
- **Sample Rate (kbps):** Define the number of samples per second the audio utilizes.
  - Options include: 44.1, 48
- **Bitrate (kbps):** Define the number of bits per second the audio utilizes in kilobits
  - Options include: 96, 128
- **Input Volume:** Define the Input Volume of the Audio Input.
  - Range: 0db ~ 59db
- **Enable Line Out:** Toggle the Line Output port on or off.
  - Options include: On, Off
- **Line Out Volume:** Define the Output Volume of the Audio Output
  - Range: 0db ~ 59db
- **Enable USB Audio:** Define whether the USB video out includes audio.
  - Options include: On, Off
- **ADTS Options:** Select whether Audio Data includes timestamps.
  - Options include: On, Off

## Streaming Settings

The **Streaming Settings** page accesses the **RTMP(S) Settings**, **SRT Settings**, **RTSP Settings**, **Multicast Settings** & **ONVIF Settings** sections.



The screenshot shows the 'Streaming Settings' page with a sidebar on the left and a main content area on the right. The sidebar includes navigation options like 'Camera Settings', 'Audio & Video', 'Streaming Settings' (highlighted), 'Profile Settings', 'Network Settings', 'MIDI Control', 'Device Info', 'System Settings', and a 'Reboot' button. Below the sidebar are three scene buttons: '1: Studio', '2: Low Light', and '3: Outdoor'. The main content area is divided into several sections:

- RTMP(S) Settings:**
  - RTMP(S) Stream 1:** Stream URL, Stream Key, Enable Stream: Off.
  - RTMP(S) Stream 2:** Stream URL, Stream Key, Enable Stream: Off.
- SRT Settings:**
  - Enable SRT: Off
  - SRT Mode: Listener
  - SRT Server: 192.168.100.1
  - SRT Port: 4578
  - SRT Encryption: None
  - SRT Password: 1234567890 (length between 10-20)
  - SRT Bandwidth Overhead: 25 (range from 5-100)
  - SRT Variable Latency(ms): 500 (range from 20-8000ms)
  - SRT Stream ID (Optional): VX61AS-84A0B906
- RTSP Settings:**
  - RTSP Authentication: Off
  - RTSP Port: 554
- Multicast Settings:**
  - Enable Multicast: Off
  - Multicast Address: 234.1.2.88
  - Multicast Port HD: 6688
  - Multicast Port SD: 6690
- ONVIF Settings:**
  - Enable ONVIF: On
  - ONVIF Authentication: Off

At the bottom of the main content area are 'Cancel' and 'Apply' buttons.



- **RTMP(S) Stream 1 & 2 Settings**
  - **RTMP(S) Stream URL:** Define the RTMP Address of the CDN you wish to stream to.
  - **RTMP(S) Stream Key:** Define the stream key of the CDN you wish to stream to.
  - **Enable Stream:** Toggle the RTMP stream on or off.
- **SRT Settings**
  - **SRT:** Toggle the SRT stream on or off.
  - **SRT Mode:** Define whether the SRT stream is pulled (Listener) from the camera, or whether the stream must be pushed (Caller) to a server.
  - **SRT Server:** Define the Server IP address. This is only used in Caller mode.
  - **SRT Port:** The SRT Port is how you reach the SRT video feed of your camera.
  - **SRT Encryption:** Toggle SRT Encryption on or off.
  - **SRT Password:** Define the SRT password when utilizing SRT Encryption
  - **SRT Bandwidth Overhead:** SRT Bandwidth is a percentage that you assign that helps determine the total bandwidth that the SRT stream will use up. This percentage should not exceed 50%, and is set to 25% by default.
  - **SRT Variable Latency(ms):** Define the maximum buffer size for maintaining SRT packets from the camera to the destination.
- **RTSP Settings**
  - **RTSP Authentication:** Toggle RTSP Authorization on or off.
  - **RTSP Port:** The RTSP Port is how you reach the RTSP video feed(s) of your camera.
- **Multicast Settings**
  - **Multicast Mode:** Toggle Multicast on or off.  
WARNING! Only use this setting with a network configured for Multicast.
  - **Multicast Address:** Define the Multicast Address. Recommended format: 234.1.2.[camera IP address last octet]
  - **Multicast Port HD:** The Multicast Port HD is how you reach the HD stream through RTP Multicast.
  - **Multicast Port SD:** The Multicast Port SD is how you reach the SD stream through RTP Multicast.
- **ONVIF Settings**
  - **Enable ONVIF:** Toggle ONVIF control on or off.
  - **ONVIF Authentication:** Toggle ONVIF Authentication on or off.

## Profile Settings

The **Profile Settings** page gives you access to the **Logo Upload**, **Profile Configuration**, **Quick Profiles**, **Custom CSS & Tutorial Mode** sections.

The screenshot shows the Profile Settings page with a dark sidebar and a main content area. The sidebar contains navigation links for Camera Settings, Audio & Video, Streaming Settings, Profile Settings (highlighted), Network Settings, MIDI Control, Device Info, System Settings, and a Reboot button. Below these are three profile buttons: 1: Studio, 2: Low Light, and 3: Outdoor. The main content area is divided into several sections: Logo Upload, Profile Menu, Profile Upload, Quick Profile Select, Custom CSS, CSS Upload, and Tutorial Mode. Each section contains various controls like file upload buttons, text input fields, checkboxes, and color selectors.

**Profile Settings**

ptzoptics.local/

- Camera Settings
- Audio & Video
- Streaming Settings
- Profile Settings**
- Network Settings
- MIDI Control
- Device Info
- System Settings
- Reboot

1: Studio

2: Low Light

3: Outdoor

**Logo Upload**

Select file from your computer

Apply

**Profile Menu**

Profile Name:

Call Preset:

Select All:

Image Settings:

Audio Encoding Settings:

Video Output Settings:

Include on Quick Profile Select:

Download Save

**Profile Upload**

Select file from your computer

Apply

**Quick Profile Select**

1: Studio

Download Remove

2: Low Light

Download Remove

3: Outdoor

Download Remove

**Custom CSS**

Color Mode:

Highlight Color Selector:

Font Color Selector:

Background Color Selector:

Middleground Color Selector:

Foreground Color Selector:

Button Color Selector:

Download Apply

**CSS Upload**

Select file from your computer

Apply

**Tutorial Mode**

Show Tutorial Mode:

Tally Status

Brought to you by P T Z OPTICS

- **Logo Upload**
  - **Upload File:** Browse your PC for an image file you'd like to upload to the camera's web interface. The resolution of this logo should be 2500x1000 and PNG or JPG type file.
- **Profile Menu**
  - **Profile Name:** Give your Profile a unique name so you can easily remember it.
  - **Call Preset:** Select a preset to be called when the Profile is loaded. This field is optional.
  - **Select All:** Select all of the below options in the Profile Menu section.
  - **Image Settings:** Select whether the Image Settings on the Camera Settings page are stored in the Profile.
  - **Audio Encoding Settings:** Select whether the Audio Settings on the Audio & Video Settings page are stored in the Profile. This will require a camera reboot when loaded.
  - **Video Output Settings:** Select whether the Video Settings on the Audio & Video Settings page are stored in the Profile. This will require a camera reboot when loaded.
  - **Device Settings:** Select whether the Device Name is stored in the Profile. This will require a camera reboot when loaded.
  - **Include on Quick Profile Select:** Select whether the Profile is displayed in the Quick Profile Select section on the Navigation Panel.
  - **Download:** Download the profile from the Profile Menu section.
  - **Save:** Save the configured Profile. The Include on Quick Profile Select checkbox needs to be checked in order to save the Profile to the camera.
- **Profile Upload**
  - **Upload File:** Upload a saved Profile from your computer to the camera.
- **Quick Profile Select**
  - **Download Button:** Download the selected Profile to your computer.
  - **Remove Button:** Remove the selected Profile from the camera.
- **Custom CSS**
  - **Color Mode:** Select the color mode of the Web UI. Custom allows you to define your own colors.
  - **Highlight Color Selector:** Define the color that buttons glow while hovering over or pressing the buttons.
  - **Font Color Selector:** Define the font color.
  - **Background Color Selector:** Customize the background color of the Web UI.
  - **Middle ground Color Selector:** Customize the middle ground color of the Web UI.
  - **Foreground Color Selector:** Customize the foreground color of the Web UI.
  - **Button Color Selector:** Customize the button background and text field color of the Web UI.
  - The colors can be defined by using the eyedropper tool, decimal code, HSL code, or hex code.
- **CSS Upload**
  - **Upload File:** Upload a saved Custom CSS file from your computer to the camera.
  - **Download Button:** Download the currently selected CSS Color Mode
- **Tutorial Mode**
  - **Show Tutorial Mode:** While checked, the Information Symbols and associated text will be available, giving a description of each available setting.

## Network Settings

The **Network Settings** page accesses the **LAN Settings** & **NTP Settings** sections.

**PTZ OPTICS**  
ptzoptics.local/

- Camera Settings
- Audio & Video
- Streaming Settings
- Profile Settings
- Network Settings**
- MIDI Control
- Device Info
- System Settings
- Reboot

**1: Studio**

**2: Low Light**

**3: Outdoor**

Tally Status

Brought to you by **PTZ OPTICS**

### LAN Settings

IP Configuration type: ⓘ	DHCP
IP address: ⓘ	192.168.15.237
Subnet mask: ⓘ	255.255.255.0
Gateway: ⓘ	192.168.15.1
DNS address: ⓘ	192.168.15.1
MAC address: ⓘ	DC:ED:84:A0:B1:AB
DHCP timeout:	30
Static fallback address:	192.168.100.88
Static fallback mask:	255.255.255.0

Cancel Apply

### NTP Settings

NTP Time Sync: ⓘ	On
NTP time zone: ⓘ	(GMT-05:00) Eastern Time (L)
Server address: ⓘ	time.windows.com
Time Interval: ⓘ	64 (range from 1-86400)

Cancel Apply

- **LAN Settings**

- **IP Configuration Type:** Select whether the camera automatically configured the network settings (DHCP) or whether you manually configure the network settings (Static).
- **IP Address:** The IP address is a unique address the network uses to connect and configure the camera.
- **Subnet Mask:** The Subnet Mask is a set of numbers that defines how large your network is.
- **Gateway:** The Gateway is the address associated with your router to connect to the internet.
- **DNS Address:** The DNS address is a unique IP address the camera will query when trying to reach a specific website.
- **MAC Address:** The MAC Address is a unique address the Ethernet port utilizes to communicate with the network. You cannot change this address.
- **DHCP Timeout:** DHCP Timeout is the amount of time the camera will try to acquire an IP address through DHCP. After 30 seconds, the camera will revert to the Static Fallback Address & Static Fallback Mask. You cannot change this timeout.
- **Static Fallback Address:** Static Fallback Address is the IP address the camera will revert to if one cannot be acquired automatically. You cannot change this address.
- **Static Fallback Mask:** Static Fallback Mask is the Subnet Mask the camera will revert to if one cannot be acquired automatically. You cannot change this subnet mask.

- **NTP Settings**

- **NTP Time Sync:** Toggle Network Time Protocol (NTP) on or off.
- **NTP Time Zone:** Select your time zone.
- **Server Address:** Define the NTP Server Address you wish to utilize.
- **Time Interval:** Define how frequently NTP queries the server (in seconds).

## MIDI Control

The **MIDI Control** page accesses the **PTZOptics MIDI Control, Control Mapping, Mass Command Edit & Information** sections. The MIDI Control page can be reached by accessing the HTTPS version of the camera's web interface. ([https://\[Camera IP\]/](https://[Camera IP]/)). The page must remain open for MIDI Control to function.

**PTZOptics MIDI Control - Beta**

MIDI Control:

MIDI Controller:

---

**Control Mapping**

Command:

Event:

MIDI Value:

---

**Mass Command Edit**

View Mapped Commands:

Download Configuration:

Upload Mapped Commands:

---

**Information**

Display MIDI Commands below:

Last Command Event:

Last MIDI Command:

Last Command Value:

Tally Status  
Brought to you by PTZ OPTICS

- **PTZOptics MIDI Control**
  - **MIDI Control:** Toggle MIDI Control on or off.
  - **MIDI Controller:** Select a MIDI Controller currently connected to your PC.
  
- **Control Mapping**
  - **Command:** What function you'd like the camera to perform.
  - **Event:** How you would like the trigger the command to be sent.
  - **MIDI Value:** The value associated with the button / dial / knob / etc. on the MIDI Controller.
  
- **Mass Command Edit**
  - **View Mapped Commands Button:** View the commands currently mapped to the camera.
  - **Download Configuration:** Download the commands currently mapped to the camera.
  - **Upload Mapped Commands:** Upload a list of mapped MIDI commands to the camera.
  
- **Information**
  - **Display MIDI Commands below:** Select whether the camera displays the commands being sent from the MIDI Controller. This is typically used when Control Mapping.
  - **Last Command Event:** The most recent MIDI Event the Controller sent.
  - **Last MIDI Command:** The most recent MIDI Command the Controller sent.
  - **Last Command Value:** The most recent MIDI Value the Controller sent.

## Device Info

The **Device Info** page accesses the **Device Information Section**.



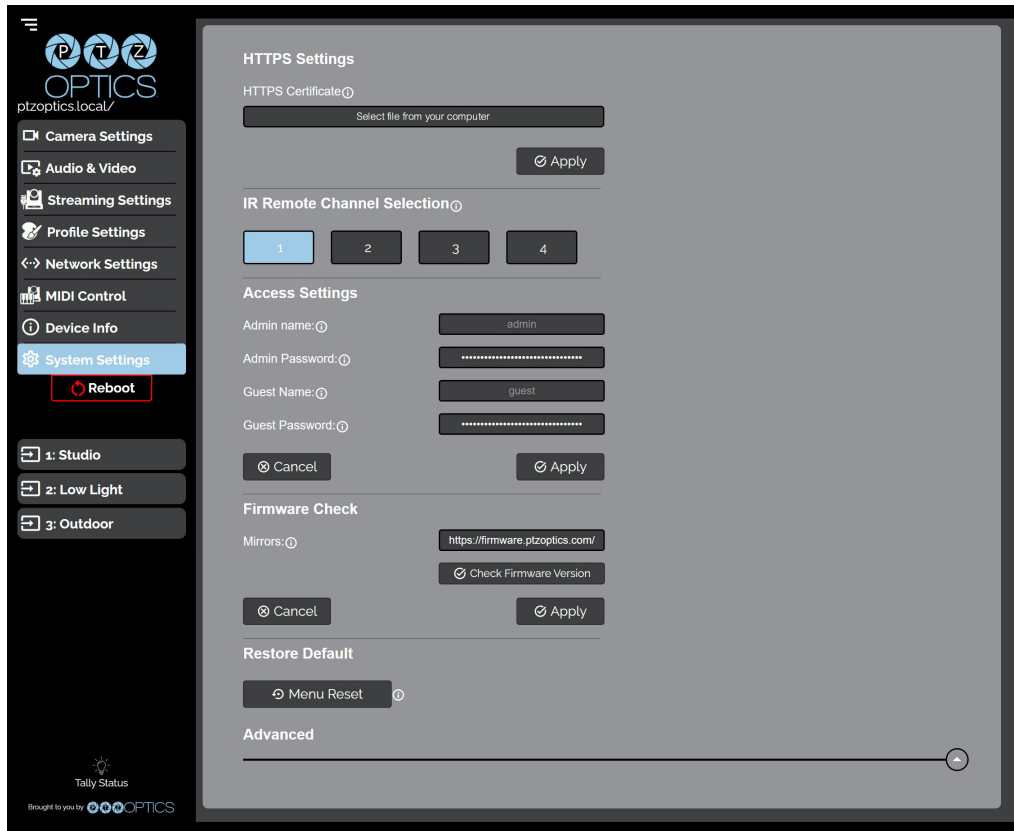
- **Device Information**

- **Device ID:** Define the camera's Device ID to clearly designate which camera you are interacting with. The Device ID is displayed at the top left of the Navigation Panel and anything that queries the camera's name.
- **Firmware Version:** The Firmware Version displays the firmware file currently running on the camera.
- **Device Model:** The Device Model is a field that PTZOptics uses to designate the camera.
- **Webware Version:** The Webware Version is the version of the web interface.
- **Serial Number:** The camera's serial number.
- **Need Help?** An easy to access URL to the PTZOptics Knowledge Base.



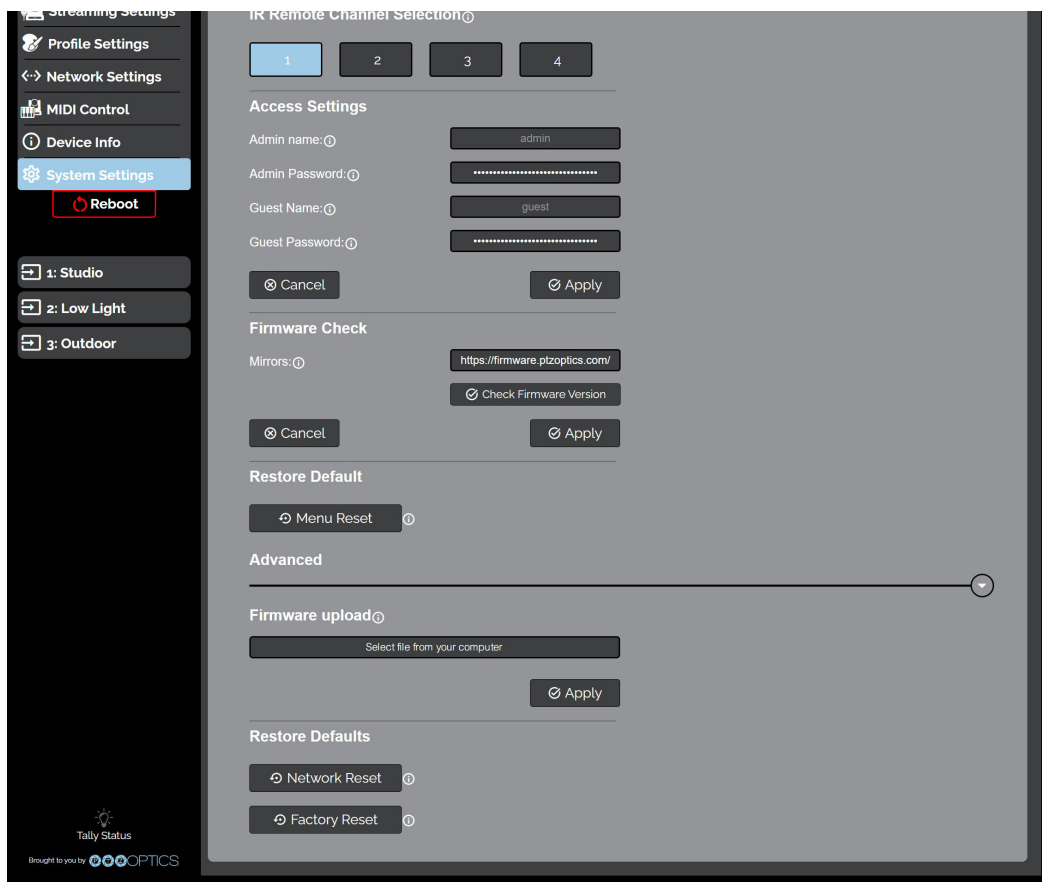
## System Settings

The **System Settings** page gives access to the **HTTPS Settings**, **IR Remote Channel Selection**, **Access Settings**, **Firmware Check**, **Restore Default (Basic)**, **Firmware Upload & Restore Default (Advanced)** sections.



- **HTTPS Settings**
  - **HTTPS Certificate:** Upload a HTTPS Certificate from your computer.
  - **HTTP Port:** The HTTP Port is how you reach the web interface of your camera ([http://\[Camera IP\]:\[port\]/](http://[Camera IP]:[port]/))
- **IR Remote Channel Selection**
  - **1 – 4 Button:** Define the communication channel the camera utilizes with the remote control. This allows you to easily use multiple cameras with a single IR remote.
- **Access Settings**
  - **Admin Name:** Administrator username login. This username can not be changed.
  - **Admin Password:** Administrator password. If you desire to change the password, all letters, numbers, and specifically " !@#\$%^" can be used, up to 15 characters Please note the circles in the field are encrypted and do not reflect the password saved on the camera.
  - **Guest Name:** Guest username login. This username can not be changed.
  - **Guest Password:** Guest password. If you desire to change the password, all letters, numbers, and specifically " !@#\$%^" can be used, up to 15 characters. Please note the circles in the field are encrypted and do not reflect the password saved on the camera.

- **Firmware Check**
  - **Mirrors:** Define a server address for acquiring the latest PTZOptics firmware files. By default, the camera will query PTZOptics at <https://firmware.ptzoptics.com/>
  - **Check Firmware Version:** Check to see if your camera is running the latest firmware from the Firmware Update Server.
- **Firmware Upload**
  - **File Upload (Advanced):** Select a firmware file from your PC to upload to the camera.
- **Restore Default**
  - **Menu Reset (Basic):** Reset the camera's non-network settings to factory default.
  - **Network Reset (Advanced):** Reset the camera's network settings to factory default.
  - **Factory Reset (Advanced):** Reset all of the camera's settings to factory default.



For more information you can scan the QR code below or visit [ptzoptics.com/get-started](https://ptzoptics.com/get-started).



# PTZ Optics Serial VISCA & VISCA over IP Command List

## Part 1: Camera Issued Commands

ACK / Completion Messages			
Command	Function	Command Packet	Comments
ACK / Completion Messages	ACK	z0 4y FF (y: Socket No.)	Returned when the command is accepted.
	Completion	z0 5y FF (y: Socket No.)	Returned when the command has been executed.
Error Messages			
Command	Function	Command Packet	Comments
Error Messages	Syntax Error	z0 60 02 FF	Returned when the command format is different or when a command with illegal command parameters is accepted.
	Command Buffer Full	z0 60 03 FF	Indicates that two sockets are already being used (executing two commands) and the command could not be accepted when received
	Command Canceled	z0 6y 04 FF (y: Socket No.)	Returned when a command which is being executed in a socket specified by the cancel command is canceled. The completion message for the command is not returned.
	No Socket	z0 6y 05 FF (y: Socket No.)	Returned when no command is executed in a socket specified by the cancel command, or when an invalid Socket No. is specified
	Command Not Executable	z0 6y 41 FF (y: Execution command Socket No. Inquiry command: 0)	Returned when a command cannot be executed due to current conditions. For example: when commands controlling the focus manually are received during auto focus mode.

VISCA over IP control: z = 9

Serial VISCA control: z = Camera Address + 8

## Part 2: PTZOptics Command List

		Command Packet	Comments
IF Clear	Broadcast	8x 01 00 01 FF	I/F Clear
CAM_Power	On	8x 01 04 00 02 FF	Power On/Off
	Off	8x 01 04 00 03 FF	
CAM_Zoom	Stop	8x 01 04 07 00 FF	
	Tele (Standard)	8x 01 04 07 02 FF	
	Wide (Standard)	8x 01 04 07 03 FF	
	Tele (Variable)	8x 01 04 07 2p FF	p = 0 (low) – 7 (high)
	Wide (Variable)	8x 01 04 07 3p FF	
	Direct	8x 01 04 47 p q r s FF	
CAM_ZoomFocus	Direct	8x 01 04 47 0p 0q	pqrs: Zoom Position
		0r 0s 0t 0u 0v 0w FF	tuvw: Focus Position
CAM_Focus	Stop	8x 01 04 08 00 FF	
	Far (Standard)	8x 01 04 08 02 FF	
	Near (Standard)	8x 01 04 08 03 FF	
	Far (Variable)	8x 01 04 08 2p FF	
	Near (Variable)	8x 01 04 08 3p FF	p = 0 (low) – 7 (high)
	Direct	8x 01 04 48 0p 0q or 0s FF	pqrs: Zoom Position (0x04 0x00 0x00 0x00 = Full Zoom in. 0x00 0x00 0x00 0x00 = Full Zoom out.)
	Auto Focus	8x 01 04 38 02 FF	
	Manual Focus	8x 01 04 38 03 FF	Auto Focus On / Off
	Auto / Manual	8x 01 04 38 10 FF	
	Snap Focus	8x 01 04 38 04 FF	Focus image while maintaining manual focus mode.
	Focus Lock	8x 0a 04 68 02 FF	Prevents any other operation or command from
	Focus Unlock	8x 0a 04 68 03 FF	
CAM_AFSensitivity	Hlgh	8x 01 04 58 01 FF	AF Sensitivity High / Normal / Low
	Normal	8x 01 04 58 02 FF	
	Low	8x 01 04 58 03 FF	

CAM_WB	Auto	8x 01 04 35 00 FF	Normal Auto mode
	Indoor	8x 01 04 35 01 FF	Indoor mode
	Outdoor	8x 01 04 35 02 FF	Outdoor mode
	OnePush	8x 01 04 35 03 FF	One Push White Balance mode
	Manual	8x 01 04 35 05 FF	Manual control mode
	ColorTemperature (VAR)	8x 01 04 35 20 FF	Color Temperature mode
	OnePush Trigger	8x 01 04 10 05 FF	One Push White Balance Trigger
CAM_RGain	Reset	8x 01 04 03 00 FF	Default Bright position
	Up	8x 01 04 03 02 FF	
	Down	8x 01 04 03 03 FF	
	Direct	8x 01 04 43 00 00 0p 0q FF	pq: Red Gain
CAM_BGain	Reset	8x 01 04 04 00 FF	Manual control of blue gain
	Up	8x 01 04 04 02 FF	
	Down	8x 01 04 04 03 FF	
	Direct	8x 01 04 44 00 00 0p 0q FF	pq: Blue Gain
CAM_ColorTemp	Reset	8x 01 04 20 00 FF	Default ColorTemperature settings
	Up	8x 01 04 20 02 FF	
	Down	8x 01 04 20 03 FF	
	Direct	8x 01 04 20 0p 0q FF	pq: ColorTemperature position: 0x00: 2500K ~ 0x37: 8000K
CAM_RTuning	Direct	8x 0A 01 12 pq FF	pq: Red / Blue Tuning position 0x00 (-10) ~ 0x14 (+10)
CAM_BTuning	Direct	8x 0A 01 13 pq FF	

CAM_AE	Full Auto	8x 01 04 39 00 FF	Automatic Exposure mode
	Manual	8x 01 04 39 03 FF	Manual exposure mode
	Shutter Priority	8x 01 04 39 0A FF	Shutter priority auto exposure mode
	Iris Priority	8x 01 04 39 0B FF	Iris priority auto exposure mode
	Bright	8x 01 04 39 0D FF	Bright manual exposure mode
CAM_Iris	Reset	8x 01 04 0B 00 FF	Default Iris position
	Up	8x 01 04 0B 02 FF	Iris setting
	Down	8x 01 04 0B 03 FF	
	Direct	8x 01 04 4B 00 00 0p 0q FF	pq: Iris position
CAM_DRC	Direct	8x 01 06 01 0E 0E 03 02 FF	p: 0(low) - 8(high)
CAM_Shutter	Reset	8x 01 04 0A 00 FF	Default shutter position
	Up	8x 01 04 0A 02 FF	Shutter setting
	Down	8x 01 04 0A 03 FF	
	Direct	8x 01 04 4A 00 00 0p 0q FF	pq: Shutter position
CAM_Gain	Reset	8x 01 04 0C 00 FF	Gain Setting
	Up	8x 01 04 0C 02 FF	
	Down	8x 01 04 0C 03 FF	
	Direct	8x 01 04 0C 00 00 0p 0q FF	pq: Gain Position
	Gain Limit	8x 01 04 2C 0p FF	p: Gain Position
CAM_Bright	Reset	8x 01 04 0D 00 FF	Default Bright position
	Up	8x 01 04 0D 02 FF	Bright setting
	Down	8x 01 04 0D 03 FF	
	Direct	8x 01 04 0D 00 00 0p 0q FF	pq: Bright position

CAM_ExpComp	On	8x 01 04 3E 02 FF	Exposure Compensation On / Off
	Off	8x 01 04 3E 03 FF	
	Reset	8x 01 04 0E 00 FF	Default ExpComp position
	Up	8x 01 04 0E 02 FF	ExpComp setting
	Down	8x 01 04 0E 03 FF	
	Direct	8x 01 04 4E 00 00 0p 0q FF	pq: ExpComp position
CAM_NR(2D)Mode	Auto	8x 01 04 50 02 FF	ND2D Auto/Manual
	Manual	8x 01 04 50 03 FF	
CAM_NR(2D)Level	Direct	8x 01 04 53 0p FF	p: NR Setting (0: Off, level 1 to 5)
CAM_NR(3D)Level	Direct	8x 01 04 54 0p FF	p: NR Setting (0: Off, level 1 to 8)
CAM_WDRStrength	Reset	8x 01 04 21 00 FF	
	Up	8x 01 04 21 02 FF	
	Down	8x 01 04 21 03 FF	
	Direct	8x 01 04 51 00 00 0p 0q FF	pq: WDR Level Positon
CAM_Backlight	On	8x 01 04 33 02 FF	Backlight Compensation On / Off
	Off	8x 01 04 33 03 FF	
CAM_Flicker	-	8x 01 04 23 0p FF	p: Flicker settings - (0: Off, 1: 50Hz, 2: 60Hz)
CAM_ApertureMode (Sharpness)	Auto	8x 01 04 05 02 FF	
	Manual	8x 01 04 05 03 FF	
CAM_Aperture (sharpness)	Reset	8x 01 04 02 00 FF	Aperture Control
	Up	8x 01 04 02 02 FF	
	Down	8x 01 04 02 03 FF	
	Direct	8x 01 04 42 00 00 0p 0q FF	pq: Aperture Gain
CAM_Picture Effect	Off	8x 01 04 63 00 FF	Picture Effect setting
	B&W	8x 01 04 63 04 FF	
CAM_Memory	Reset	8x 01 04 3F 00 pp FF	pp: Memory number (=0 to 127)
	Set	8x 01 04 3F 01 pp FF	
	Recall	8x 01 04 3F 02 pp FF	
Preset_Recall_Speed	Preset Speed	8x 01 06 01 p FF	P: Speed grade (0x01 ~ 0x18)

CAM_ImageFreeze	Freeze Image	8x 01 04 62 0p FF	p: 2 ON; p: 3 OFF
CAM_LR_Reverse	On	8x 01 04 61 02 FF	Image Flip Horizontal On / Off
	Off	8x 01 04 61 03 FF	
CAM_PictureFlip	On	8x 01 04 66 02 FF	Image Flip Vertical On / Off
	Off	8x 01 04 66 03 FF	
CAM_ColorGain	Direct	8x 01 04 49 00 00 00 0p FF	P: Color Gain setting 0h (60%) to Eh(200%)
Pan_TiltDrive	Up	8x 01 06 01 VV WW 03 01 FF	VV: Pan Speed 0x01 (low) to 0x18 (high) WW: Tilt Speed 0x01 (low) to 0x14 (high)
	Down	8x 01 06 01 VV WW 03 02 FF	
	Left	8x 01 06 01 VV WW 01 03 FF	
	Right	8x 01 06 01 VV WW 02 03 FF	
	UpLeft	8x 01 06 01 VV WW 01 01 FF	
	UpRight	8x 01 06 01 VV WW 02 01 FF	
	DownLeft	8x 01 06 01 VV WW 01 02 FF	
	DownRight	8x 01 06 01 VV WW 02 02 FF	
	Stop	8x 01 06 01 VV WW 03 03 FF	
	AbsolutePosition	8x 01 06 02 VV WW 0Y 0Y 0Y 0Y 0Z 0Z 0Z 0Z FF	YYYY: Pan position, ZZZZ: Tilt position
	RelativePosition	8x 01 06 03 VV WW 0Y 0Y 0Y 0Y 0Z 0Z 0Z 0Z FF	
	Home	8x 01 06 04 FF	
	Reset	8x 01 06 05 FF	

Pan_TiltLimitSet	LimitSet	8x 01 06 07 00 0W 0Y 0Y 0Y 0Y 0Z 0Z 0Z 0Z FF	W: 1 (UpRight), 0: Down-Left
	LimitClear	8x 01 06 07 01 0W 07 0F 0F 0F 07 0F 0F 0F FF	YYYY: Pan position, ZZZZ: Tilt position
CAM_Brightness	Direct	8x 01 04 A1 00 00 0p 0q FF	pq: Brightness position
CAM_Contrast	Direct	8x 01 04 A2 00 00 0p 0q FF	pq: Contrast position



CAM_Flip	Off	8x 01 04 A4 00 FF	Single Command for video flip
	Flip-H	8x 01 04 A4 01 FF	
	Flip-V	8x 01 04 A4 02 FF	
	Flip-HV	8x 01 04 A4 03 FF	
CAM_SettingSave	Save	8x 01 04 A5 10 FF	Save Current Setting
CAM_AWB Sensitivity	High	8x 01 04 A9 00 FF	
	Normal	8x 01 04 A9 01 FF	
	Low	8x 01 04 A9 02 FF	
CAM_AFZone	Top	8x 01 04 AA 00 FF	AF Zone weight select
	Center	8x 01 04 AA 01 FF	
	Bottom	8x 01 04 AA 02 FF	
CAM_ColorHue	Direct	8x 01 04 4F 00 00 00 0p FF	P: Color Hue setting oh (-14°) to Eh (+14°)
OSD_Control	Open / Close	8x 01 04 3F 02 5F FF	
	Close	8x 01 06 06 03 FF	
	Navigate Up	8x 01 06 01 0E 0E 03 01 FF	
	Navigate Down	8x 01 06 01 0E 0E 03 02 FF	
	Navigate Left	8x 01 06 01 0E 0E 01 03 FF	
	Navigate Right	8x 01 06 01 0E 0E 02 03 FF	
	Enter	8x 01 06 06 05 FF	
	Return	8x 01 06 06 04 FF	
CAM_LensType	Type1	8x 0A 01 04 1B 00 FF	Corrects camera focus capabilities
	Type 2	8x 0A 01 04 1B 01 FF	p=1: Flashing, p=2: Light always on, p=3: normal
CAM_AFCalibration	Re-Calibrates Focus	8x 0A 01 03 12 FF	
CAM_TallyLight	Tally Light Control	8x 0A 02 02 0p FF	
CAM_NDIMode	High	8x 0B 01 01 FF	
	Medium	8x 0B 01 02 FF	
	Low	8x 0B 01 03 FF	
	Off	8x 0B 01 04 FF	
CAM_Multicast Mode	Multicast Mode	8x 0B 01 23 0p FF	p=1: On, p=2: Off

CAM_PTZMotion Sync	PTZ Motion Sync On	8x 0A 11 13 02 FF	
	PTZ Motion Sync Off	8x 0A 11 13 03 FF	
	PTZ MS Upper Speed Limit	8x 0A 11 14 pq FF	pq: Speed stage
	PTZ MS Lower Speed Limit	8x 2A 11 14 pq FF	
CAM_UACStatus	Toggle USB Audio	8x 2a 02 a0 04 0p FF	p=2: On, p=3: Off
CAM_RTMPSet	Toggle RTMP	8x 0A 11 A8 pq FF	p: 1 Stream 1; p: 2 stream 2; q: 2 ON, q: 3 OFF
CAM_FocusRange	Focus Range	8x 0A 11 42 0p rs tv FF	p=0: Off p=1: On, rs: furthest position(0x00 ~ 0x0B), tv: nearest position(0x00 ~ 0x0B)
CAM_SettingSave	Save	8x 01 04 A5 10 FF	Save Current Setting
CAM_SettingReset	Reset	8x 01 04 A0 10 FF	Reset to Factory Settings
CAM_NetworkReset	Reset Network Parameters	8x 0A 01 AA FF	

### Part 3: PTZOptics Query Command List

CAM_PowerInq	8x 09 04 00 FF	y0 50 02 FF	On
		y0 50 03 FF	Off (Standby)
		y0 50 04 FF	Internal Power Circuit Error
CAM_ZoomPosInq	8x 09 04 47 FF	y0 50 0p 0q 0r 0s FF	pqrs: Zoom position
CAM_FocusAFModelInq	8x 09 04 48 FF	y0 50 02 FF	AutoFocus
		y0 50 03 FF	Manual Focus
CAM_FocusPosInq	8x 09 04 35 FF	y0 50 0p 0q 0r 0s FF	pqrs: Focus Position
CAM_WBModelInq	8x 09 04 35 FF	y0 50 00 FF	Auto
		y0 50 01 FF	Indoor
		y0 50 02 FF	Outdoor
		y0 50 03 FF	OnePush
		y0 50 05 FF	Manual
			ColorTemperature
CAM_RGainInq	8x 09 04 43 FF	y0 50 00 00 0p 0q FF	pq: Red Gain

CAM_BGainInq	8x 09 04 44 FF	y0 50 00 00 op 0q FF	pq: Blue Gain
CAM_ColorTempInq		y0 50 pq FF	pq: ColorTemperature position
CAM_RTuningInq	8x 09 04 12 FF	90 50 00 00 op 0q FF	pq: 0x00 ~ 0x14
CAM_BTuningInq	8x 09 04 13 FF	90 50 00 00 op 0q FF	pq: 0x00 ~ 0x14
CAM_AEModelInq	8x 09 04 39 FF	y0 50 00 FF	Full Auto
		y0 50 03 FF	Manual
		y0 50 0A FF	Shutter Priority (SAE)
		y0 50 0B FF	Iris Priority (AAE)
		y0 50 0D FF	Bright
CAM_ShutterPosInq	8x 09 04 4A FF	y0 50 00 00 op 0q FF	pq: Shutter position
CAM_IrisPosInq	8x 09 04 4B FF	y0 50 00 00 op 0q FF	pq: Iris position
CAM_BrightPosInq	8x 09 04 4D FF	y0 50 00 00 op 0q FF	pq: Bright position
CAM_ExpCompModelInq	8x 09 04 3E FF	y0 50 02 FF	On
		y0 50 03 FF	Off
CAM_ExpCompPosInq	8x 09 04 4E FF	y0 50 00 00 op 0q FF	pq: ExpComp position
CAM_BacklightModelInq	8x 09 04 33 FF	y0 50 02 FF	On
		y0 50 03 FF	Off
CAM_Noise2DModelInq	8x 09 04 50 FF	y0 50 02 FF	Auto Noise 2D
		y0 50 03 FF	Manual Noise 2D
CAM_Noise2DLevel	8x 09 04 53 FF	y0 50 op FF	Noise Reduction (2D) p: 0 to 5
CAM_Noise3DLevel	8x 09 04 54 FF	y0 50 op FF	Noise Reduction (3D) p: 0 to 5
CAM_FlickerModelInq	8x 09 04 55 FF	y0 50 op FF	p=0: Off, 1: 50Hz, 2: 60Hz
CAM_ApertureModelInq (Sharpness)	8x 09 04 05 FF	y0 50 02 FF	Auto Sharpness
		y0 50 03 FF	Manual Sharpness
SYS_MenuModelInq	8x 09 06 06 FF	y0 50 02 FF	On
		y0 50 03 FF	Off

CAM_PictureEffectModelInq	8x 09 04 63 FF	y0 50 02 FF	Off
		y0 50 04 FF	B&W
CAM_MemoryInq	8x 09 04 3F FF	y0 50 0p FF	p: Memory number last operated
CAM_LR_ReverseInq	8x 09 04 61 FF	y0 50 02 FF	On
		y0 50 03 FF	Off
CAM_PictureFlipInq	8x 09 04 66 FF	y0 50 02 FF	On
		y0 50 03 FF	Off
CAM_ColorGainInq	8x 09 04 49 FF	y0 50 00 00 00 0p FF	P: Color gain 0h (60%) to Eh (200%)
CAM_PanTiltPosInq	8x 09 06 12 FF	y0 50 0w 0w 0w 0w 0z 0z 0z 0z FF	WWWW: Pan position, ZZZZ: Tilt position
CAM_GainLimitInq	8x 09 04 2C FF	y0 50 0q FF	p: Gain limit
CAM_AFSensitivityInq	8x 09 04 58 FF	y0 50 01 FF	High
		y0 50 02 FF	Normal
		y0 50 03 FF	Low
CAM_BrightnessInq	8x 09 04 A1 FF	y0 50 00 00 0p 0q FF	pq: Brightness position
CAM_ContrastInq	8x 09 04 A2 FF	y0 50 00 00 0p 0q FF	pq: Contrast position
CAM_FlipInq	8x 09 04 A4 FF	y0 50 00 FF	Off
		y0 50 01 FF	Flip-H
		y0 50 02 FF	Flip-V
		y0 50 03 FF	Flip-HV
CAM_AFZone	8x 09 04 AA FF	y0 50 00 FF	Top
		y0 50 01 FF	Center
		y0 50 02 FF	Bottom
CAM_ColorHueInq	8x 09 04 4F FF	y0 50 00 00 00 0p FF	P: Color Hue 0h (-14°) to Eh (+14°)
CAM_AWBSensitivityInq	8x 09 04 A9 FF	y0 50 00 FF	High
		y0 50 01 FF	Normal
		y0 50 02 FF	Low
CAM_UACInq	8x 2A 02 A0 04 FF	y0 50 02 FF	On
		y0 50 03 FF	Off

CAM_PTZMotionSynclnq	8x 09 11 13 FF	90 50 0p FF	p: MotionSync setting 0: Off, 1: On
	8x 09 11 14 FF	90 50 pq FF	pq: Max MotionSync speed 00 (185) ~ 09 (230)
CAM_RTMPInq	8x 09 11 53 FF	90 50 00 FF	Stream 1 OFF; Stream 2 OFF
		90 50 01 FF	Stream 1 ON; Stream 2 OFF
		90 50 02 FF	Stream 1 OFF; Stream 2 ON
		90 50 03 FF	Stream 1 ON; Stream 2 ON
VISCA over IP control: x = 1 Serial VISCA control: x = Camera Address + 8			

Block Inquiry Command List			
			Comments
CAM_LensBlockInq	8x 09 7E 7E 00 FF	y0 50 ou ou ou ou 00 00 ov ov ov ov 00 ow 00 FF	UUUU: Zoom position  VVVV: Focus position  W.bit0: Focus mode 1: Auto, 0: manual
CAM_CameraBlockInq	8x 09 7E 7E 01 FF	y0 50 op op op oq oq or os tt ou vv ww 00 xx oz FF	PP: Red Gain,  QQ: Blue Gain  R: WB Mode,  S: Aperture  TT: AE Mode,  U.bit2: Backlight  U.bit1: Exposure Comp,  VV: Shutter position.  WW: Iris position,  XX Bright position,  Z: Exposure Comp position

CAM_OtherBlockIng	8x 09 7E 7E 02 FF	y0 50 0p 0q 00 0r 00 00 00 00 00 00 00 00 00 FF	P.bit0: Power 1: On, 0: Off, Q.bit2: LR Reverse: 1: On, 0: Off R.bit3~0: Picture Effect Mode
CAM_EnlargementBlockIng	8x 09 7E 7E 03 FF	y0 50 00 00 00 00 00 00 00 0p 0q rr 0s 0t 0u FF	P: AF Sensitivity  Q.bit0: Picture flip: 1: On, 0: Off  RR.bit6~3: Color Gain (0h (60%) to Eh (200%)  S; Flip 0: Off, 1: Flip-H, 2: FlipV, 3: Flip-HV  T.Bit2~0: NR2D level  U: Gain Limit

VISCA over IP control: x = 1

Serial VISCA control: x = Camera Address + 8

## Part 4: Pelco-D Protocol Command List

Function	Byte1	Byte2	Byte3	Byte4	Byte5	Byte6	Byte7
Up	0xFF	Address	0x00	0x08	Pan Speed	Tilt Speed	SUM
Down	0xFF	Address	0x00	0x10	Pan Speed	Tilt Speed	SUM
Left	0xFF	Address	0x00	0x04	Pan Speed	Tilt Speed	SUM
Right	0xFF	Address	0x00	0x02	Pan Speed	Tilt Speed	SUM
Zoom In	0xFF	Address	0x00	0x20	0x00	0x00	SUM
Zoom Out	0xFF	Address	0x00	0x40	0x00	0x00	SUM
Focus Far	0xFF	Address	0x00	0x80	0x00	0x00	SUM
Focus Near	0xFF	Address	0x00	0x00	0x00	0x00	SUM
Set Preset	0xFF	Address	0x00	0x03	0x00	Preset ID	SUM
Clear Preset	0xFF	Address	0x00	0x05	0x00	Preset ID	SUM
Call Preset	0xFF	Address	0x00	0x07	0x00	Preset ID	SUM
Auto Focus	0xFF	Address	0x00	0x2B	0x00	0x01	SUM
Manual Focus	0xFF	Address	0x00	0x2B	0x00	0x02	SUM
Query Pan Position	0xFF	Address	0x00	0x51	0x00	0x00	SUM
Query Pan Position Response	0xFF	Address	0x00	0x59	Value High Byte	Value Low Byte	SUM

Query Tilt Position	0xFF	Address	0x00	0x53	0x00	0x00	SUM
Query Tilt Position Response	0xFF	Address	0x00	0x5B	Value High Byte	Value Low Byte	SUM
Query Zoom Position	0xFF	Address	0x00	0x55	0x00	0x00	SUM
Query Zoom Position Response	0xFF	Address	0x00	0x5D	Value High Byte	Value Low Byte	SUM
Query Zoom Position Response	0xFF	Address	0x00	0x5D	Value High Byte	Value Low Byte	SUM

### Part 5: Pelco-P Protocol Command List

Function	Byte1	Byte2	Byte3	Byte4	Byte5	Byte6	Byte7
Up	0xFF	Address	0x00	0x08	Pan Speed	Tilt Speed	SUM
Down	0xFF	Address	0x00	0x10	Pan Speed	Tilt Speed	SUM
Left	0xFF	Address	0x00	0x04	Pan Speed	Tilt Speed	SUM
Right	0xFF	Address	0x00	0x02	Pan Speed	Tilt Speed	SUM
Zoom In	0xFF	Address	0x00	0x20	0x00	0x00	SUM
Zoom Out	0xFF	Address	0x00	0x40	0x00	0x00	SUM
Focus Far	0xFF	Address	0x00	0x80	0x00	0x00	SUM
Focus Near	0xFF	Address	0x00	0x00	0x00	0x00	SUM
Set Preset	0xFF	Address	0x00	0x03	0x00	Preset ID	SUM
Clear Preset	0xFF	Address	0x00	0x05	0x00	Preset ID	SUM
Call Preset	0xFF	Address	0x00	0x07	0x00	Preset ID	SUM
Auto Focus	0xFF	Address	0x00	0x2B	0x00	0x01	SUM
Manual Focus	0xFF	Address	0x00	0x2B	0x00	0x02	SUM
Query Pan Position	0xFF	Address	0x00	0x51	0x00	0x00	SUM
Query Pan Position Response	0xFF	Address	0x00	0x59	Value High Byte	Value Low Byte	SUM
Query Tilt Position	0xFF	Address	0x00	0x53	0x00	0x00	SUM
Query Tilt Position Response	0xFF	Address	0x00	0x5B	Value High Byte	Value Low Byte	SUM
Query Zoom Position	0xFF	Address	0x00	0x55	0x00	0x00	SUM
Query Zoom Position Response	0xFF	Address	0x00	0x5D	Value High Byte	Value Low Byte	SUM

# Maintenance and Troubleshooting

## Camera Maintenance

1. If the camera will not be used for a long time, power off the camera.
2. Use a soft cloth or lotion-free tissue to clean the camera body.
3. Use a soft, dry, lint-free cloth to clean the lens. If the camera is very dirty, clean it with a diluted neutral detergent. Do not use any type of solvent or harsh detergent, which may damage the surface.

## Unqualified Applications

- Do not shoot extremely bright objects for a long period of time.
- Do not operate close to powerful electromagnetic radiation, such as a TV or radio transmitter.

## Troubleshooting

- **No image**

1. Check whether the power cord is connected, voltage is OK & power LED is lit
2. Check whether the camera can “self-test” after startup.  
You can also press [\*] > [#] > [Auto Focus] on the IR remote to trigger the camera to perform the startup dance on repeat.
3. If using SDI or HDMI, check that the desired connection is selected to output video. You can select the desired connection from the OSD Menu or through the Web Interface.
4. Check that the video cable is connected to the destination device correctly.

- **Image is shaky or vibrating**

1. Check whether the camera is mounted solidly to a steady horizontal and level surface.
2. Check the building and any supporting furniture for vibration. Ceiling mounts are often affected by building vibration more than wall mounts. Any external vibration that is affecting the camera will be more apparent when zoomed in (tele).

- **Abnormal display of image**

1. Check the resolution dial on the back of the camera. Verify that the resolution and refresh rate is supported by your destination device.
2. If using SDI, check that the SDI level is set to the desired level.

- **Image settings are changing on their own**

1. The cameras have a feature called “Preset 2.0” where many of the Exposure, White Balance, and Image settings are saved with each preset. When a preset is called, the saved Exposure, White Balance, and Image settings are then loaded.



## Control

- **IR Remote controller does not control the camera**

1. Does one of the four “Camera Select” buttons at the top of the remote light up when you press any of the buttons?

- **If not, change the batteries in the remote.**

2. Check that the remote and camera are on the same IR channel. The “Camera Select” buttons will light up with the selected IR channel when a button is pressed. You can change the camera’s IR channel by accessing the System Settings of the web interface.
3. Try removing other sources of IR interface (sunlight, fluorescent lighting, etc.)

- **Serial communication does not control the camera**

1. Make sure the camera is on and functioning with the IR remote controller.
2. Verify that the RS-232/RS-485 cable is connected correctly and using the proper pinout.
3. Verify the communication settings of the control software or device (e.g. joystick).
4. Verify that the communication port on the controlling device is activated (e.g. Com port on PC).
5. Verify that all communication settings in the OSD Setup Menu correlate to the commands being used (e.g. VISCA address).

- **IP communication does not control the camera**

1. Verify that the camera and controlling device are on the same LAN with unique IP addresses.
2. Verify that the controlling device is using the appropriate control port for the protocol.
  - o The default control ports are as follows: TCP: 5678, UDP: 1259, Sony UDP: 52381

If you need further assistance, please contact our support team at <https://community.ptzoptics.com/s/login/>