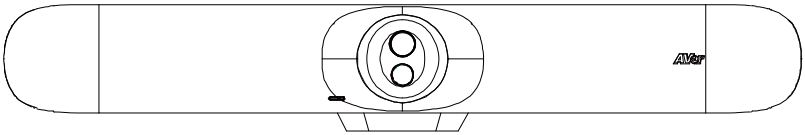
www.aver.com



VB350

4K Dual Lens Video Bar

(VB350 Conference Camera)

— User Manual —

Federal Communications Commission

NOTE: 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 radiofrequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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.

This device complies with part 15 of the FCC Rules.
Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Warning

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Caution

Risk of Explosion if Battery is replaced by an Incorrect Type. Dispose of Used Batteries According to the Instructions.

VCCI-A

この装置は、クラス A 機器です。この装置を住宅環境で使用すると電波妨害を引き起こすことがあります。
この場合には使用者が適切な対策を講ずるよう要求されることがあります。
(注)本製品同梱の電源ケーブルは、本製品同梱の電源アダプタでのみ使用してください。
本製品同梱の電源ケーブルは、他の電気機器では使用できません。

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※ 사용자 안내문은 "업무용 방송통신기자재"에만 적용됩니다.

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RTC 警語

若電池更換不正確，將有爆炸危險。因此，只可以使用製造商推薦的同一種或者同等型號的電池進行替換。請按照製造商的指示處理舊電池。

PSTI Statement of Compliance

Please refer to the following website: https://www.aver.com/product-security-advisory

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Precautions for use

- To reduce risk of fire or electric shock, do not expose this appliance to rain or moisture. Warranty will be void if any unauthorized modifications are done to the product.
- Do not drop the camera or subject it to physical shock.
- Use correct power supply voltage to avoid damaging camera.
- Do not place the camera where the cord can be stepped on as this may result in fraying or damage to the lead or the plug.
- Hold the bottom of the camera with both hands to move the camera. Do not grab the lens or lens holder to move the camera.

More Help

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

Non-USA

Download Center: https://www.aver.com/download-center
Technical Support: https://www.aver.com/technical-support

USA
Download Center: https://www.averusa.com/business/support/
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Contents

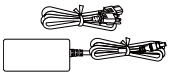
Overview **1**
Optional Accessories 1
Parts Info 3
LED Indicators 4
Remote Control 5
Shortcuts 6
Connection **7**
Device Connection 7
Ethernet Connection 9
BT Dongle Connection 9
Expansion Microphone Connection (Optional) 10
Expansion Speakerphone Connection (Optional) 10
Installation **11**
Wall Mount 11
TV VESA Mount (Optional) 12
Get Started **14**
Make a Video Call 14
Web Interface **14**
Access the Web Interface 14
AVer IP Finder 14
PTZApp 2 16
PTZ Control 17
Overview of PTZ Control 17
Save, Load and Clear a Preset 18
Setting 19
Overview of the Floating Live View 22

Tracking Mode 23
Gesture Control 25
Video Format 26
Network 27
System 28
Audio 30
EZLive 32
Use AVer EZLive 32

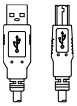
Overview

Package Contents

VB350 Unit



Power Adapter & Power Cord*

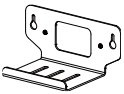


USB 3.0 Type-B to Type-A Cable (3m)

USB Type-A to Type-C Adapter

Remote Control

AAA Battery (x2) (US only)



Wall Mount Bracket

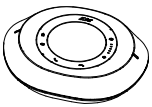
Tripod Screw (x2) 1/4”-20 L=7.5mm

Wall Mount Drill Template

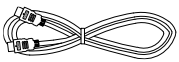
***** The power cord will vary depending on the standard power outlet of the country where it is sold.

Optional Accessories

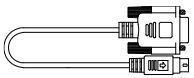
Expansion RJ-45 wired microphone 10m/20m (Cable included)



Expansion RJ-45 wired Speakerphone 10m/20m (Cable included)



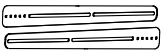
HDMI Cable (3m)



Din6 to RS-232 Adapter

Audio-out Converter

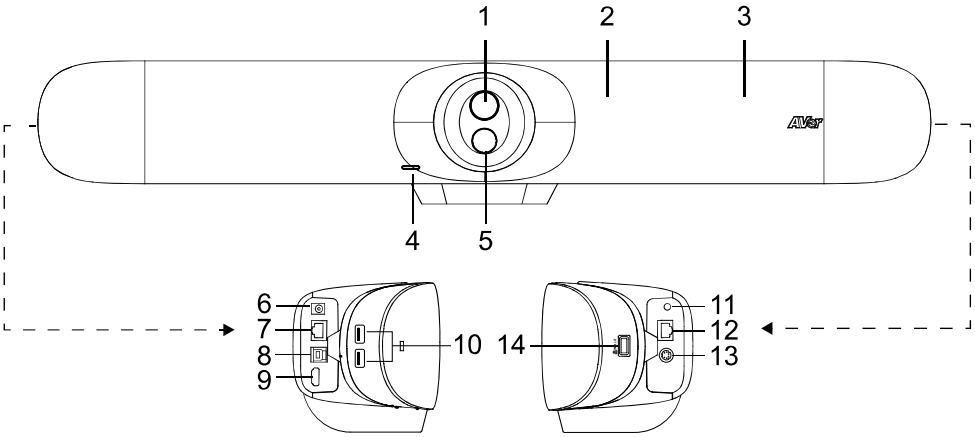
BT Dongle



TV VESA Mount Kit

*****Optional Accessories will vary depending on the country where it is sold.

Parts Info



1. Varifocal Lens
2. IR Sensor
3. Microphone Array Area (14 Built-in Microphones)
4. LED Indicator
5. Fixed Lens
6. DC 12V Power Jack
7. RJ-45 Ethernet Port
8. USB 3.0 Type-B Port (to PC)
9. HDMI Output Port (to TV) ***
10. USB Port*2
11. Phone In/Audio Out Port*
12. Expansion Audio (for Speakerphone/ Microphone)
13. RS-232 Port
14. USB 2.0 Type-A Port** (only for BT Dongle)

* The default is phone in function. To support audio out function for HA system, please set it up via PTZApp 2 and purchase audio-out converter (TRS female to TRRS male) from AVer.

** BT dongle is an optional item in certain countries. Please contact your local dealer for purchasing.

*** Support built-in USB 3.1 (Gen 1) to HDMI adapter technology. Support HDMI out 4K resolution on TV/monitor.

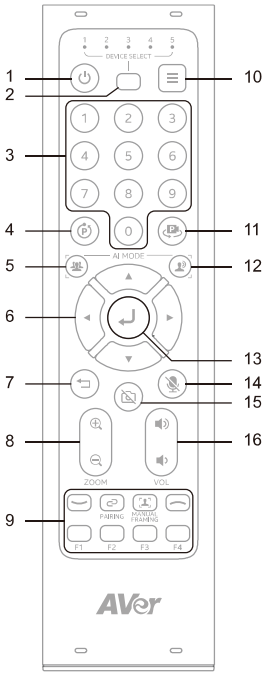
LED Indicators

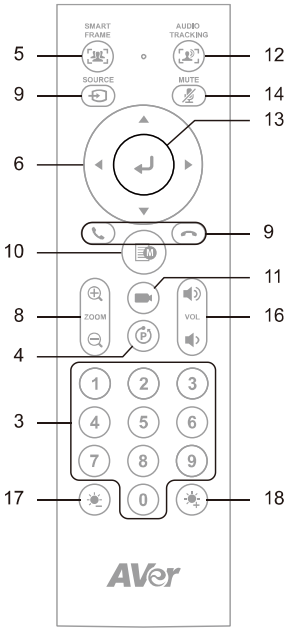
LED	Status
Blue (Flash once)	Power on
Blue (Solid)	Video and audio on
Blue (Flashing)	● 2 seconds: Gesture control on. ● 4 seconds: Receiving gesture commands.
Red (Solid)	Start-up / Mute audio during a call
White (Solid)	Standby mode / a call on hold
White (Flashing)	Calling
Orange (Solid)	Power on (no USB connection)
Orange (Flashing)	Firmware updating

Notes:
For more details about Gesture Control, please refer to <Gesture Control>.

Remote Control

Your device may come with one of the following remote controls.





Name	Function
1. Power	Reserve for future use.
2. Device Select	Reserve for future use.
3. Number Buttons 4. Preset	• To save a preset: Press and hold the Preset button until the save message appears on screen and release, then short press the Number Pad (0-9). • To load a preset: Press and hold the Preset button and release, then short press the Number Pad (0-9).
5. SmartFrame	Press to frame entire group on screen. Press and hold to cycle through tracking modes. • To hide the SmartFrame icon, go to the **Setting** tab > **On-Screen Menu** > **Off** on the web interface or in PTZApp 2.
6. Directional Buttons	Pan and tilt direction control.
7. Back	Reserve for future use.
8. Zoom In/Out	Zoom in or out.

9. Function Buttons	• Call/Answer: Start or answer a call. • Pairing: Turn Bluetooth on or off. Refer to <**BT Dongle Connection**> for details. • Manual Framing: Reserve for future use. • Hang Up: End call. F1-F4: N/A
10. Menu	N/A
11. Load Preset	Reserve for future use.
12. Audio Tracking	Press and hold to cycle through audio tracking modes (Audio Tracking > Audio Framing > Presentation Mode > Audio Fence > Off).
13. Enter	Confirm a selection.
14. Mute	Mute or unmute main speakerphone.
15. Camera Off	Reserve for future use.
16. Volume	Volume up or down.
17. Brightness -	Decrease the brightness.
18. Brightness +	Increase the brightness.

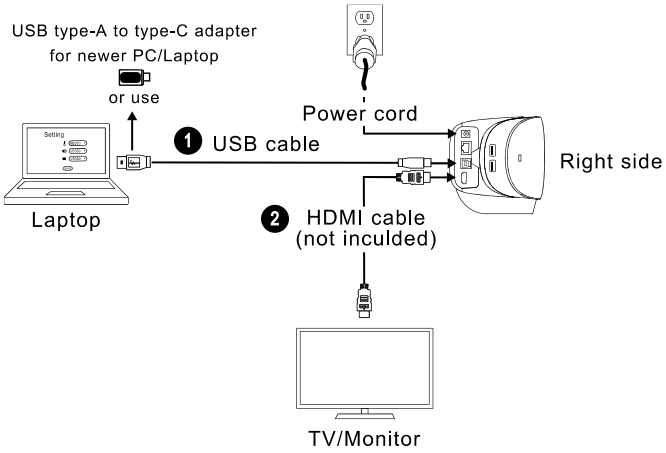
Shortcuts

Press and Hold	To
1 for 2 sec	Turn wide dynamic range (WDR) on or off.
5 for 2 sec	Turn SmartFrame on or off.
8 for 2 sec	Turn RTMP streaming on or off when RTSP and RTMP are turned on.
9 for 2 sec	Enter sleep mode.
for 6 sec	Reboot.

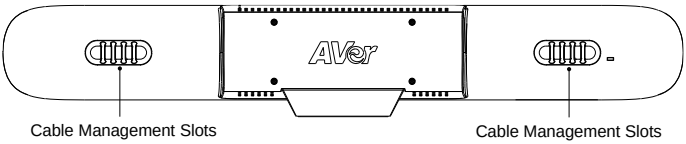
Connection

Device Connection

1. Connect VB350 to PC/laptop with the provided USB 3.0* cable and connect the power cord of VB350 to power outlet.



Notes:
For cable management, you can have each cable go through the cable management slots on the rear-side of VB350.



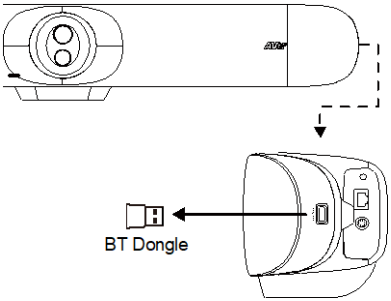
*Resolution & frame rate for USB 2.0 and USB 3.1 connection:

USB 2.0		USB 3.1	
YUV	M-JPEG	YUV	M-JPEG
- 640x480 or less resolution, up to 30fps - 720p, up to 15fps	- Up to 1080p/30fps	- Up to 1080p/30fps - 720p/60fps	- Up to 4k/30fps

2. Connect TV/HDMI monitor to VB350 through the HDMI cable.

3. Install USD Display Driver from PTZApp 2 on your computer. Go to **System** > **Install Driver of USB Display**, click Start and follow the on-screen instructions to install the driver.

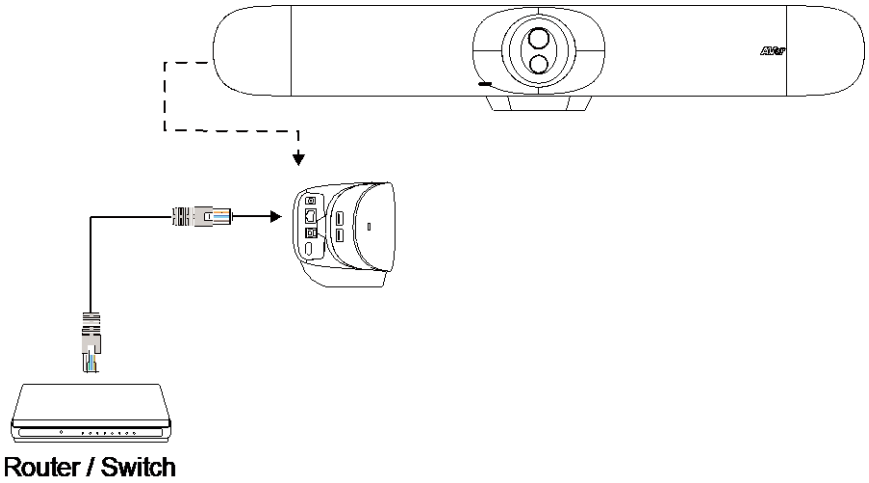
4. Install a BT dongle. Use remote control or PTZApp 2 to enable Bluetooth function. Please refer to <BT Dongle Connection> for more details



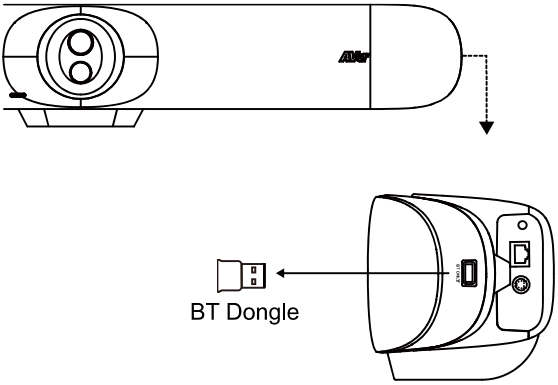
5. Turn on Bluetooth on your mobile phone and connect with VB350 to use as an external microphone and speaker during a conference meeting.

Ethernet Connection

VB350 supports ethernet connection which allows user to access VB350 from remote site through browser. For Web accessing, please refer to <Access the Web Interface>.



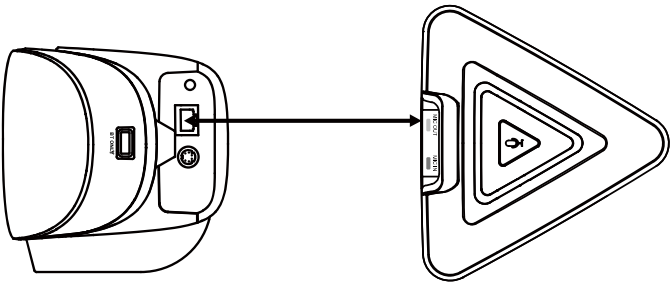
BT Dongle Connection



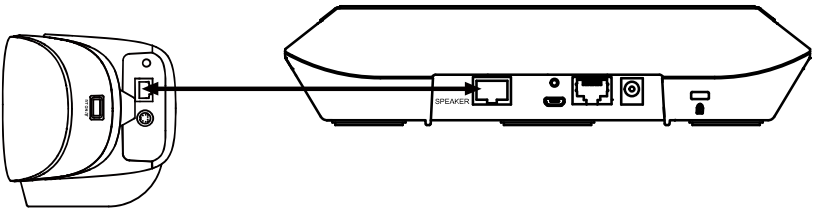
1. Install a BT dongle before powering up the device.
2. Use remote control or PTZApp 2 to enable Bluetooth function.

Expansion Microphone Connection (Optional)

Connect the provided RJ45 cable to the expansion microphone's MIC OUT port and VB350's expansion audio port.



Expansion Speakerphone Connection (Optional)



Connect the provided RJ45 cable to the expansion speakerphone's Speaker port and VB350's expansion audio port.

Notes:

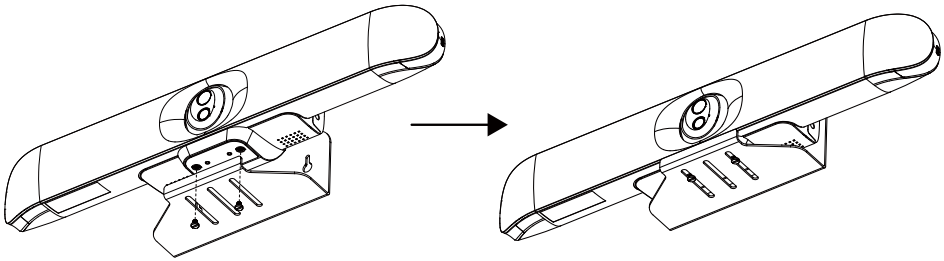
- Contact AVer to purchase an expansion microphone or speakerphone.
- Daisy chain connection is not supported.

Installation

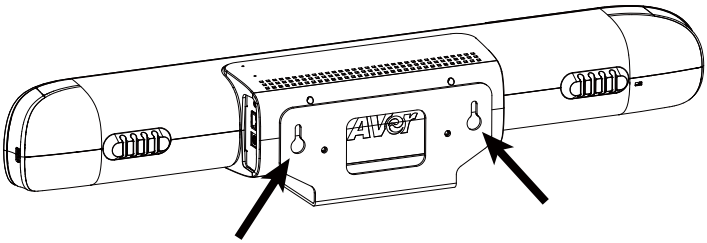
Wall Mount

1. Use the wall mount drilling template to mark and drill the mounting holes on the wall.
2. Insert 2 screws and plastic anchors (not included) to the wall.
   - Concrete wall: M5 x20mm self-tapping screws (x2) + plastic anchors (x2)
   - Wooden wall: M5 x20mm self-tapping screws (x2)

1. Secure the wall mount bracket with the supplied 2 tripod screws to the bottom of the camera.



4. Position the camera with the inserted screws on the wall.



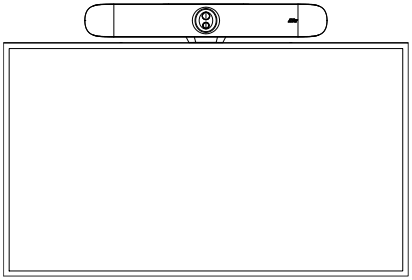
TV VESA Mount (Optional)

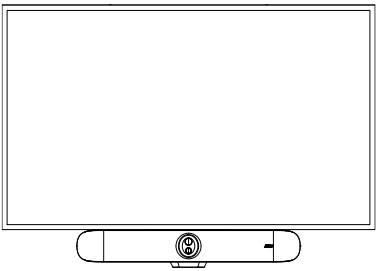
Package Contents:

Fixture x 2

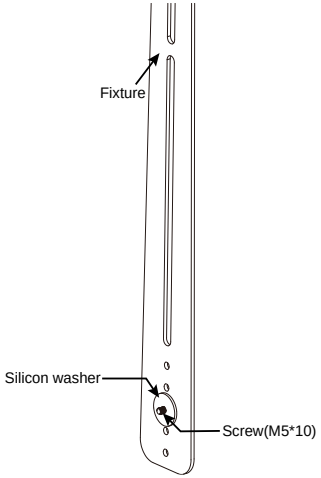
- Screw(M5*10) x 2
- Screw(M6*15) x 4
- Screw(M6*20) x 4
- Screw(M8*20) x 4
- Screw(M8*30) x 4
- Silicone washer x 2
- Metal washer x 2
- Washer(M6) x 4
- Washer(M8) x 4

You may install VB350 on the top or on the bottom of TV. Both ways of installation are the same.

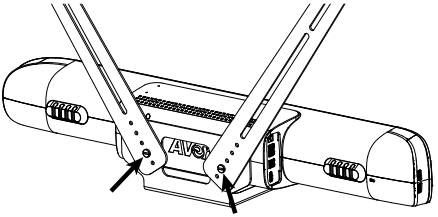




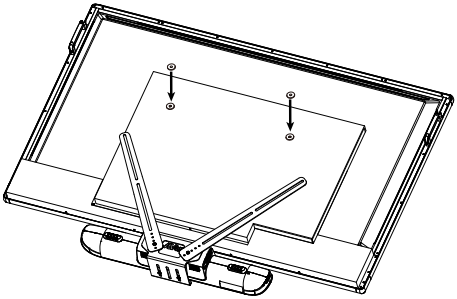
1. Fix the screw (M5*10) with silicone washer in suitable holes (1~5).



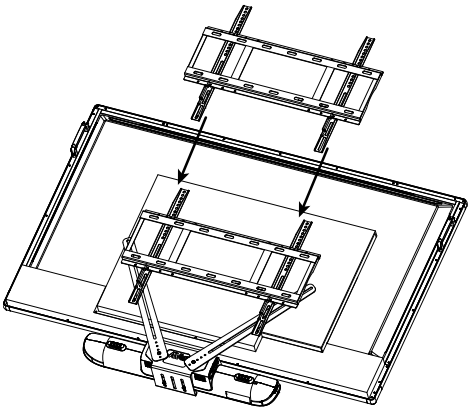
2. Slightly fix the fixture on the rear side of the camera. You may choose which screw hole to use for fixing it.



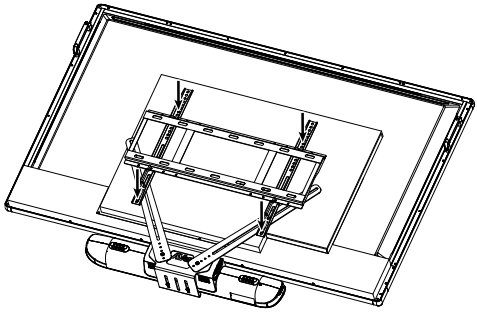
3. Place the metal washers on the mount holes of TV. If you don't need to install TV mount rack, skip step 3—5.



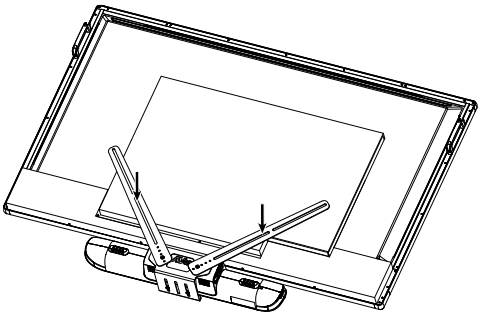
4. Place the TV mount rack on top of the fixtures.



5. Slightly secure the mount rack and fixture on the TV. Adjust the position if needed and then secure tight the screws.



6. If you don't need to install TV mount rack, slightly secure the fixture on the TV and adjust the position if needed. Finally, tightly screw all screws.



Get Started

Make a Video Call

The VB350 is a plug-n-play camera.

1. Connect your VB350 to a computer using the included USB cable.
2. Open your video conferencing software such as Microsoft® Teams, Skype and Zoom.
3. Set the VB350 as your primary camera on your video conferencing software.

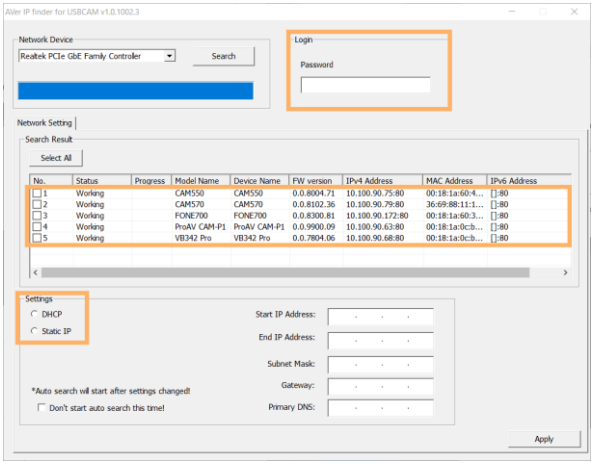
Web Interface

Access the Web Interface

You can access your camera's web interface and change the default static IP to DHCP using the following software:

- AVer IP Finder
- PTZApp 2

AVer IP Finder



To access the web interface:

1. Download and install AVer IP Finder to your computer from AVer Download Center. https://www.aver.com/download center

2. Open AVer IP Finder. Click Search to see available devices on the same local area network (LAN).

Notes:

- Make sure your camera has internet access.
- IP Cam Finder and camera must be on the same LAN.

3. Double click on your camera's IP address in the **IPv4 Address** column to open the web interface on your browser.

When you log in for the first time:

Enter the default password **aver4321**. You will be prompted to set up a new account name and password.

- Name: Use 8 10 characters.
- Password: Use 8 10 characters and a combination of uppercase letters, lowercase letters, numbers, and symbols ((* ! % + = , _ ^ / @ . ~ # $)). The password cannot be the same as the username.

To change your network to DHCP or static IP:

1. Select the checkbox of your camera.
2. Select DHCP or Static IP, then enter your network settings if applicable in the Settings section.
3. Enter the default password **aver4321**.
4. Click Apply.

PTZApp 2

1. Download and install PTZApp 2 to your computer from AVer Download Center. (https://www.aver.com/download-center).
2. Make sure your camera and computer are on the same LAN.
3. Connect your camera to your computer with included USB cable. When PTZApp 2 detects a USB-connected camera, you will see your device on USB Device page.

To change your network to DHCP or static IP:

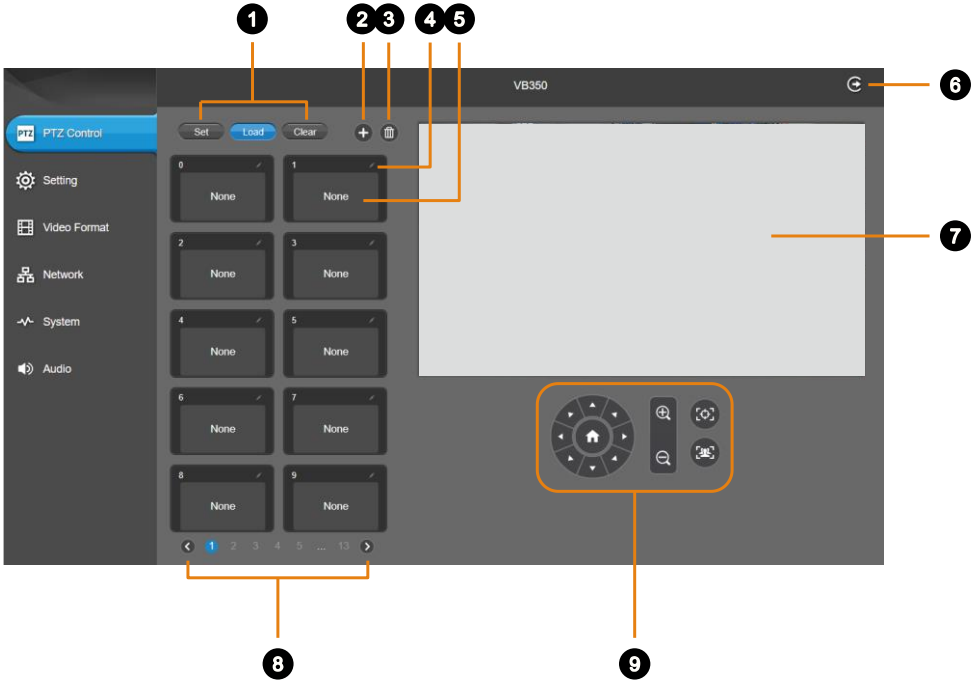
1. Click the pencil icon on the camera card to change the default static IP **192.168.1. 168** to DHCP.
2. Select **DHCP** and click **Confirm**.
   - Deselect the circle icon to keep your network setting in DHCP.

Log in to web interface:

1. Click the link icon on the camera card to access the web interface.
2. For first-time login, enter the default password **aver4321**. You'll be prompted to set up a new account and password.
   - Name: Use 8 10 characters.
   - Password: Use 8 10 characters and a combination of uppercase letters, lowercase letters, numbers, and symbols ((* ! % + = , _ ^ / @ . ~ # $)). The password cannot be the same as the username.

PTZ Control

Overview of PTZ Control



1. **Preset Function Buttons**
Set and load a preset.

2. **Add Presets**
There are 10 available presets 0-9 by default. Click the plus icon to add up to 128 available presets.

3. **Delete Presets**
Click a trashcan icon to delete available presets.

4. **Name**
Click the pencil icon to name a preset.

5. **Preset Thumbnail**
There are 10 available presets 0-9 by default.

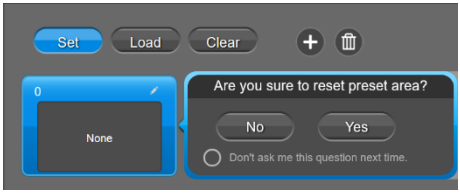
6. **Log Out**
Log out of your account and close the web interface.

7. **Live View**

8. **Preset List**

9. **PTZ Control (Pan, tilt and zoom)**
   - Directional pad: Adjust the camera direction.
   - Zoom control: Zoom in or out.
   - SmareFrame : Frame all the participants and remove the excess background.
   - One-Touch Focus : Click to autofocus once.

Save, Load and Clear a Preset



To save and load a preset:

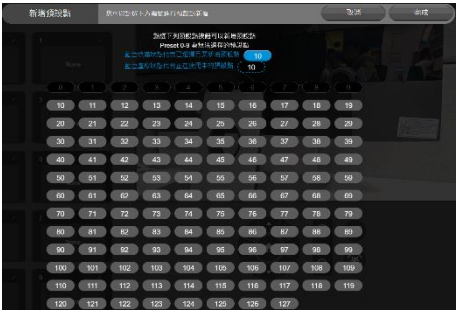
1. Use the PTZ control to position your camera.
2. Select **Set**, then select a preset number to save that position.
3. Select **Yes** when prompted. A thumbnail of your preset will appear.
4. Click **Load** and select a preset thumbnail for your camera to go to.

To reset a preset:

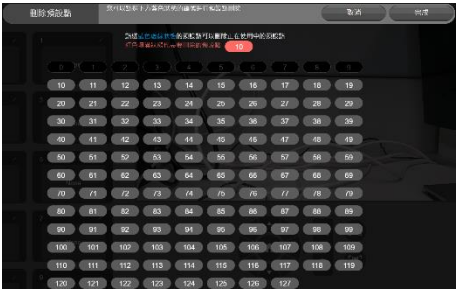
1. Use the PTZ control to re-position your camera.
2. Click on the saved preset thumbnail, and click **Yes** on the pop-up window.
3. The new preset will be saved.

Add and Delete Available Presets (Presets 10-127)

There are 10 available presets 0-9 by default.
Click the plus icon to add up to 128 available presets, or click the trashcan icon to delete available presets.



Add



Delete

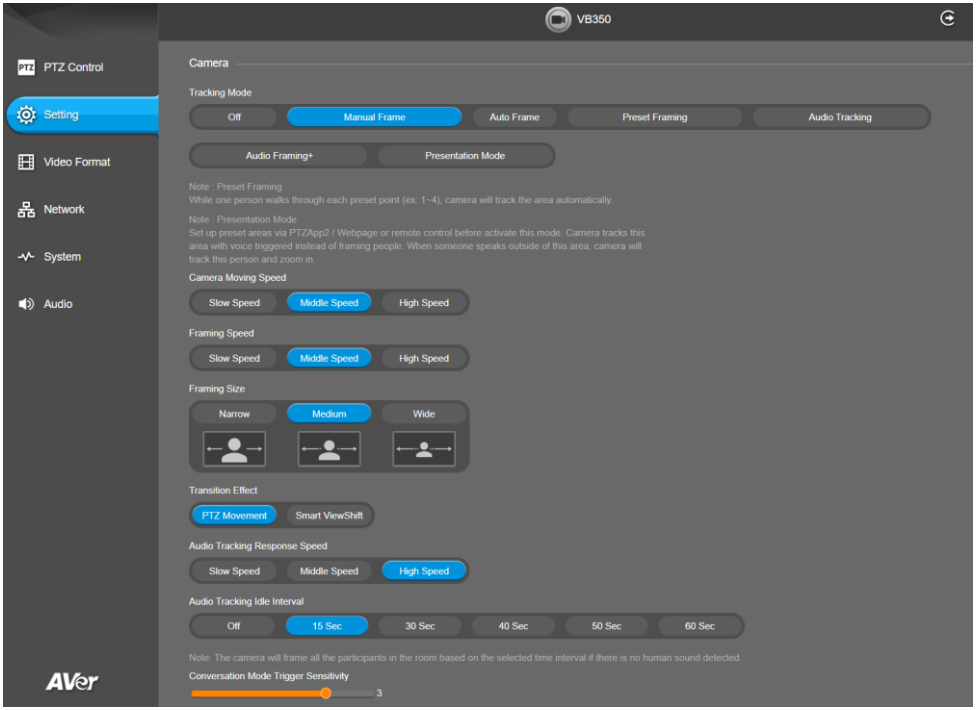
To add an available presets:

1. Select the plus icon, then select the preset numbers you want to add.
2. Select **Done**.

To delete an available preset:

1. Select the trashcan icon, then select the preset numbers you want to delete.
2. Select **Done**.

Setting



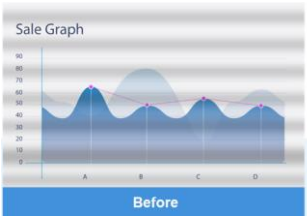
Camera

Item	Description
Tracking Mode	Select a tracking mode. Please refer to <Tracking Mode> for details.
Camera Moving Speed	Select a camera moving speed.
Framing Speed	Select an idle time before auto frame: ● **Slow:** 5 seconds before auto frame. ● **Middle:** 3 seconds before auto frame. ● **High:** 1 second before auto frame.
Framing Size	Select a framing size to adjust the presenter's background.
Transition Effect	● **PTZ Movement**: The camera displays the entire movement from one position to another. ● **Smart ViewShift**: The camera will only displays the final view after each movement.
Audio Tracking Response Speed	Select an audio tracking response speed. Slower speed is useful for ignoring short utterance during audio tracking.
Audio Tracking Idle Interval	● Select an idle time before the camera frames all

	participants when no sound is detected. ● Select **OFF** and the camera will stay at the final position.
Conversation Mode Trigger Sensitivity	1. Turn **Audio Tracking** on and drag the slider to adjust the sensitivity of triggering Conversation Mode. 2. The camera will turn the Conversation Mode on and frames all active talkers when detecting two or more people talking. You will see on the upper left corner of the camera view. 3. When there are only one active talker, the camera will return to Audio Tracking mode. 4. Set the value to 0 to turn Conversation Mode off.
Gesture Control	Turn Gesture Control on or off. Please refer to <Gesture Control> for details.
Audio Fence / Audio Fence Mode	Turn the function on and select a fence mode for the microphone to decide the sound pickup area. AI functions will be turned off.
Auto Focus	Automatically focus after each pan, tilt and zoom, or automatically focus continually.
Camera Focus	Select to adjust the camera focus automatically, or manually drag the slider.
Home Position	Select a home position that your camera moves to when powered on.
Sleep Position	Select a home position that your camera moves to when entering standby mode.
Sleep Timer	Set a duration before standby mode. ● When transmitting video over USB, RTSP or RTMP, the camera won't enter standby mode.
On-Screen Menu	Turn On-Screen Menu on or off. ● **Load Preset Off:** Displays all statuses except load preset.
Save Preset	Turn Save Preset on or off. ● When Save Preset is turned off, you won't be able to save presets using the remote control, web interface, hotkeys or VISCA commands.

Image

Item	Description
Image Flip	Flip the image vertically.
Image Mirror	Flip the image horizontally.
True WDR	Turn wide dynamic range (WDR) on or off.
Flicker Decrease on IFP / Monitor	Turn Flicker Decrease on IFP / Monitor on or off.

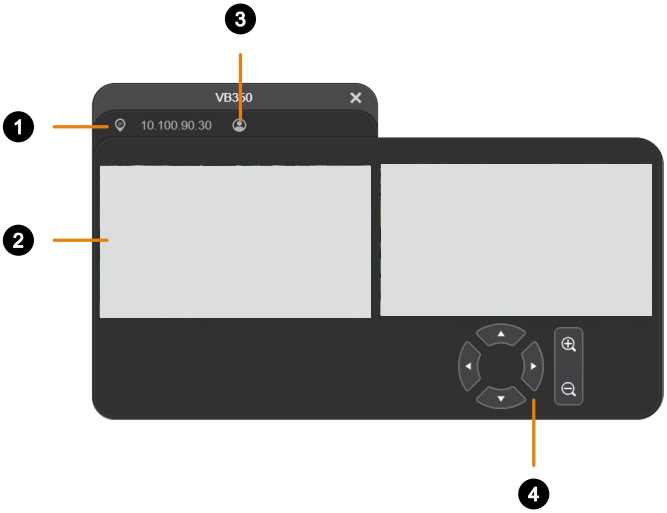
	
Frequency	Select a frequency.
White Balance	Select a white balance setting: ● **Manual:** Adjust the white balance manually by dragging the slider. ● **Auto:** Adjust the white balance automatically.
Noise Reduction	Adjust noise reduction level.
Brightness	Adjust brightness level.
Sharpness	Adjust sharpness level.
Saturation	Adjust saturation level.
Low Light Compensation	Turn Low Light Compensation on or off.
Extended Resolution Options	Select a resolution according to your need. The default resolution range is 720p-1080p.
Enlarge Total Zoom Up to 18x	Turn the function on or off.
Video Frame Rate	Select a video frame rate.

RS-232

Item	Description
ADDR	Select your settings to set up an RS-232 connection.
Baud Rate	
Protocol	
VISCA over IP	

Overview of the Floating Live View

- The floating live view opens automatically on .Setting, Video Format, Network and System tabs.
- To open the floating live view again after closing, click on the camera icon on top of Setting, Video Format, Network and System tabs.



1. **IP Address**

2. **Live View**

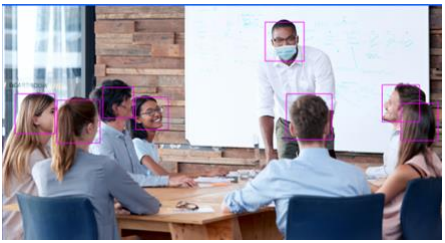
3. **Head Count**

Click to check the participant number on the screen.

4. **PTZ Control**

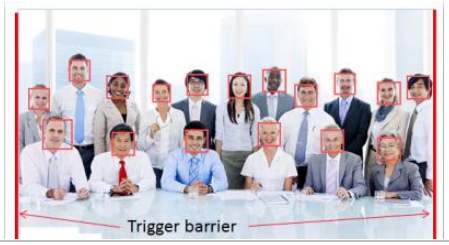
Tracking Mode

Manual Frame



Frame manually using the SmartFrame button to frame entire group on screen once.

Auto Frame



Frame entire group on screen automatically.
If no one is in view, the camera will default to preset 0.

- The camera auto frames every time a subject enters or leaves the screen.
- If Auto Frame happens too frequently, set a duration before auto frame in the **Setting** tab > **Framing Speed**.

Preset Framing

When the presenter enters a saved preset point, the camera will go to the certain preset point and frame the presenter.

Audio Tracking

Track active talker on screen.

If no one is speaking, the camera will go to home position after your selected **Audio Tracking Idle Interval**.

- You can set a duration before the camera go to home position in **Setting** > **Audio Tracking Idle Interval**.
- The built-in microphone array is for audio-tracking and cannot be used as an audio source during a video conference. To set up external microphones, download PTZApp 2 and go to the **Audio** tab.

Audio Framing+

Frame one or more active talkers in full screen, PIP layout or split-screen views based on different talking conditions. The maximum supported video resolution is 1440p.

Presentation Mode

A combination of presets (not Preset Framing) and Audio Tracking.

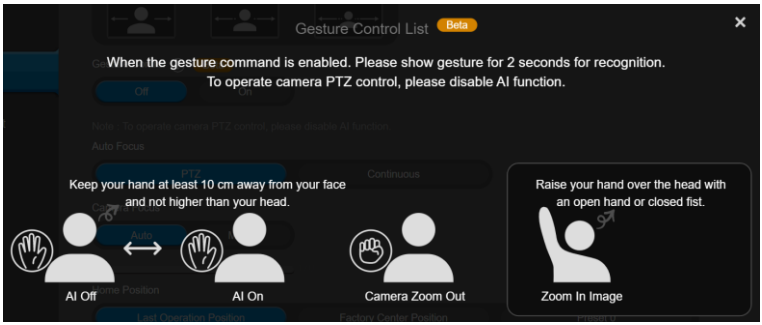
Uses presets when active talker is speaking inside of presets; uses Audio Tracking and frames active talker on screen when they are speaking outside of presets.

If no one is speaking, the camera will stay at the last position or default to group framing after your selected **Audio Tracking Idle Interval**.

- Make sure you have defined presets for audio tracking. Presets 1-9 are available. Preset 0 defaults to the home position.
- You can set a duration before the camera default to group framing in the **Setting** tab > **Audio Tracking Idle Interval**.

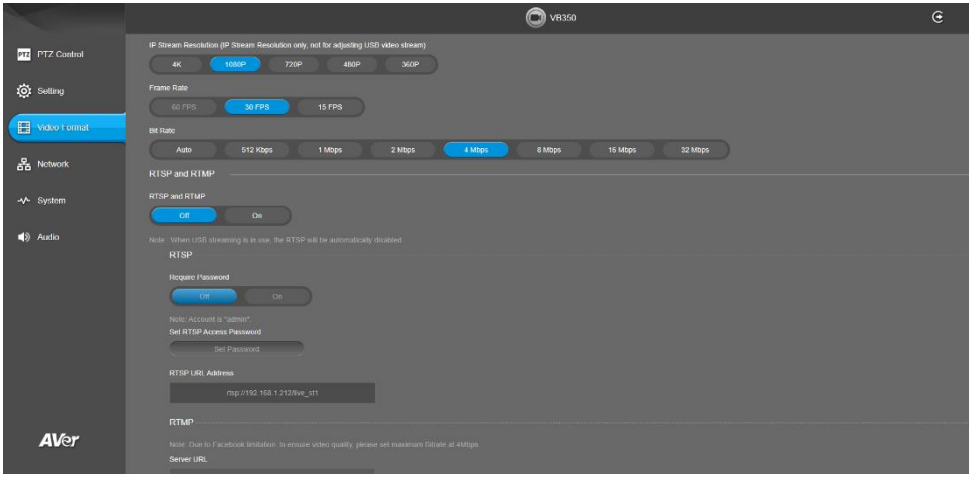
Gesture Control

- Turn on Gesture Control in the **Setting** tab > **Gesture Control**, and turn off all AI functions.
- The effective distance is up to 5 meters.



Gesture	Description
Turn Auto Frame on or off	Place your hand next to your face with your palm open and facing the camera for 2-3 seconds to turn Auto Frame on or off. Keep your hand 10 cm away from your face.
Zoom In	Raise your hand over your head for 2-3 second to zoom in. ● **Tracking Mode** will be turned off when you zoom in or out with gestures. To turn on Tracking Mode again, do one of the following: 1. Use gesture to turn on Auto Frame. 2. Press and hold the SmartFrame button on the remote control to switch between tracking modes. 3. Web interface: go to the **Setting** tab > **Tracking Mode**. 4. PTA App 2: go to the **Setting** tab > **Tracking Mode**.
Zoom Out	Place your fist next to your face with your fist facing the camera for 2-3 seconds to zoom out. Keep your fist 10 cm away from your face. ● **Tracking Mode** will be turned off when you zoom in or out with gestures. To turn on Tracking Mode again, do one of the following: 1. Use gesture to turn on Auto Frame. 2. Press and hold the SmartFrame button on the remote control to switch between tracking modes. 3. Web interface: go to the **Setting** tab > **Tracking Mode**. 4. PTA App 2: go to the **Setting** tab > **Tracking Mode**.

Video Format



Item	Description
IP Stream Resolution	Select a resolution for streaming over IP.
Frame Rate	Select a frame rate.
Bit Rate	Select a bit rate. ● To live stream on Facebook, we recommend a bit rate under 4Mbps.

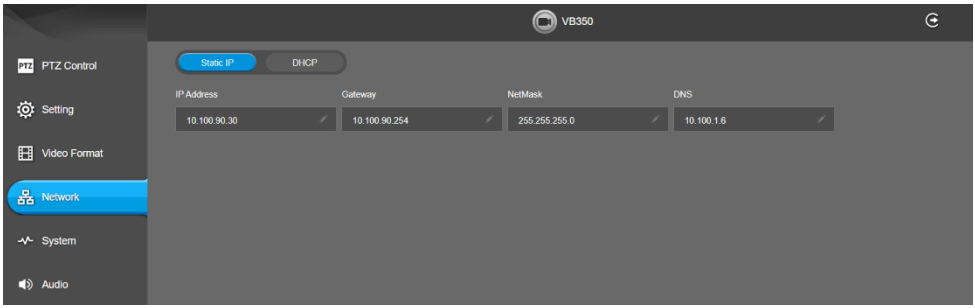
RTSP

Item	Description
RTSP	Turn RTSP and RTMP on or off.
Video Format	Select a video format.
Require Password	Turn Require Password on or off.
Set RTSP Access Password	Set or change an RTSP access password.

RTMP

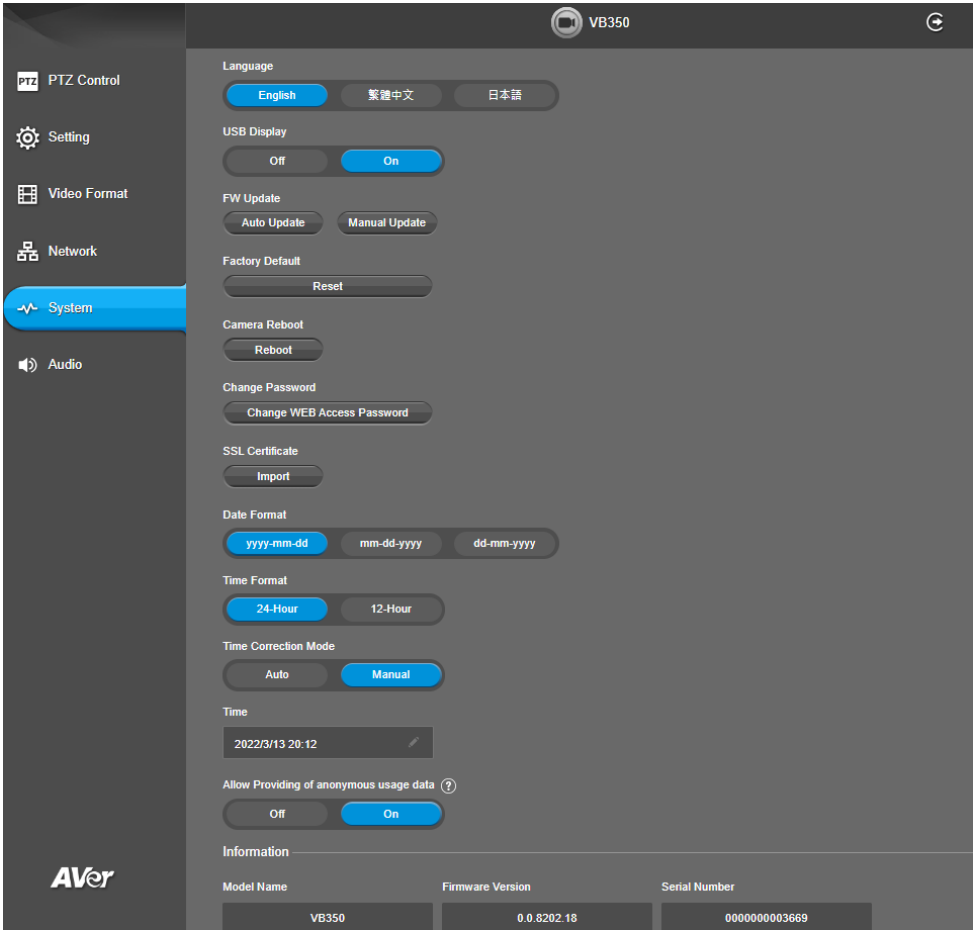
Item	Description
Server URL	Copy and paste your video platform's server URL and stream key.
Stream Key	
Start Using RTMP	Click **Start** to start streaming, **Stop** to stop streaming.

Network



Item	Description
Static IP, DHCP	Set up Static IP or DHCP. ● **Static IP**: Enter your network settings to set up a static IP connection and click **Confirm**.

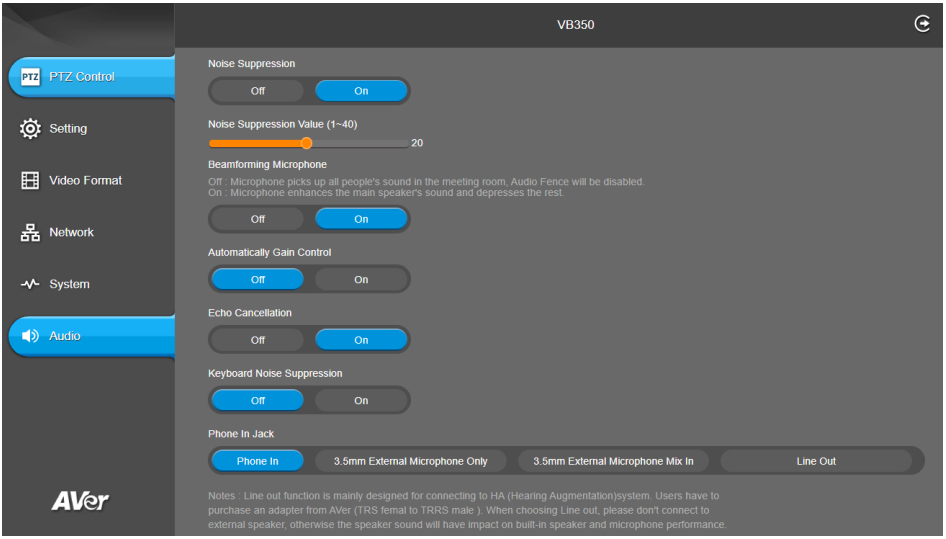
System



Item	Description
Language	Select a language for the web interface.
USB Display	Turn the function on to enable image output via USB.
FW Update	Update your camera firmware. ● **Auto Update:** Check and update online. ● **Manual Update:** Update the downloaded firmware file. **Note:** The camera will reboot and the connection will be lost. Please wait a few minutes and keep the power cable connected. Unplugging the cable during this process may damage the device.
Factory Default	Reset your camera to factory default settings. You can choose to

	keep the IP address by selecting the checkmark. ● If you forgot your password, use PTZApp 2 to reset the web interface password to the default **aver4321**.
Camera Reboot	Reboot the camera.
Change Password	Change the web interface password. ● Use 8-10 characters and a combination of uppercase letters, lowercase letters, numbers, and symbols (%+=,-_^/@.~). The password cannot be the same as the username. ● If you forgot your password, use PTZApp 2 to reset the web interface password to the default **aver4321**.
SSL Certificate	Upload an SSL certificate.
Date Format	Select a date format.
Time Format	Select a time format.
Time Correction Mode	Select a time correction mode. ● **Auto:** Enter your Network Time Protocol (NTP) server URL to synchronize the clock. The default NTP server is located in the US. ● **Manual:** Click the pencil icon to set up the clock.
Information	Displays your camera information such as IP address and more.

Audio



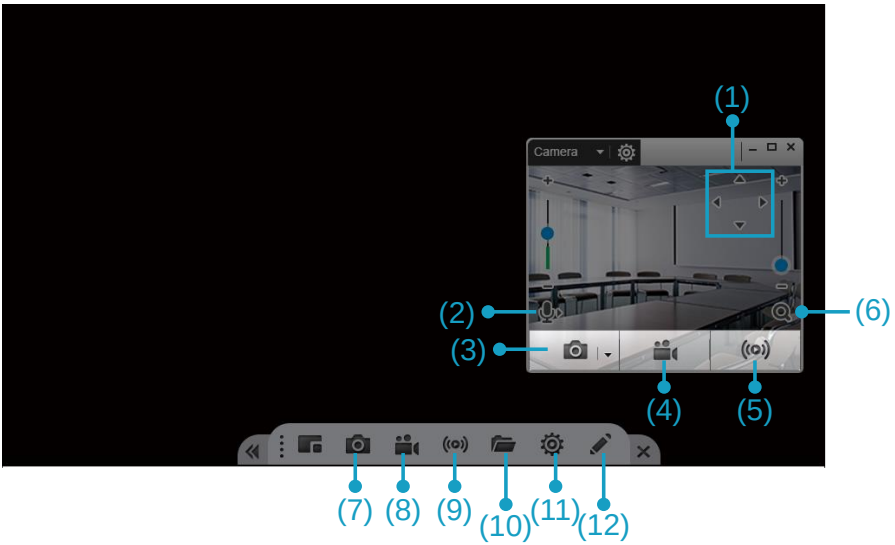
Item	Description
Noise Suppression / Value	Turn the function on to reduce ambient noise. Drag the slider to adjust the suppression value.
Beamforming Microphone	● **Off**: The microphone picks up all the presenters' voices in the meeting room, and Audio Fence will be disabled. ● **On**: The microphone enhances the main presenter's voice and depresses the rest.
Automatically Gain Control	Improve and adjust the received human voices to a similar volume for the remote end.
Echo Cancellation	Reduce re-appearing sounds during online calls.
AI Noise-Cancelling	Turn on the function to eliminate the background noise.
Reduce Reverberation	Turn on the function to reduce the echo in open or empty space.
Phone In Jack	● **Phone In**: Connect your mobile phone to the Phone In port to use as an external speakerphone in mobile-based video conferencing. ● **3.5mm External Microphone Only**: Connect to an external microphone as the only audio transmitter. ● **3.5mm External Microphone Mix In**: Connect to an external microphone for joint audio transmission with VB350. ● **Line Out**: Connect to HA system for audio output. You may need to purchase an audio-out adapter from AVer

	(TRS female to TRRS male). **Note**: Avoid connecting to an external speaker when using **Line Out.** The speaker sound will have impact on built-in speaker and microphone performance.

EZLive

Please go to https://www.aver.com/download-center to download the AVer EZLive software. After downloading, double-click on the file and follow the on-screen instructions to complete the installation.

Use AVer EZLive

During a video call, EZLive can help user to do:

(1) Camera ePTZ
(2) Volume control for the speaker connected
(3) Capture camera's still images
(4) Record video
(5) Live stream to YouTube, Livehouse.in, USTREAM, etc.
(6) Camera Zoom in/out
(7) Capture PC screen shot
(8) Record PC screen video
(9) Set up livestream
(10) Open file management to retrieve photos and video files
(11) Livestream setting
(12) Drawing tool.