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Incorrect PTZ Icon displaying in victor Unified Client for fixed cameras with motorized lenses

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Product	Model	Software
American Dynamics Cameras	All models with motorized lenses	Work around only applicable for cameras connected to VideoEdge Recorders V4.5 & V4.5.1

Issue

American Dynamics Cameras featuring a motorized lens allow remote configuration of focus and zoom. When added to a VideoEdge 4.5/4.5.1 recorder and viewed through victor Unified Client the PTZ icon on the OSD indicates the camera is a dome and not a fixed camera. Users can then reconfigure the fixed camera believing it will behave like a standard PTZ dome with a return to home feature leading to the loss of valuable surveillance.

Solution

The following procedure will disable the dome PTZ icon on the video pane when streaming live video, instead replacing it with virtual PTZ allowing the user digital zoom functionality without compromising the cameras field of view.

Note: There is no workaround for this issue when it presents on the VideoEdge Client.

Procedure

Open victor Unified Client using either installer or administrator credentials

1. Click **Build**
2. Click **Roles**
3. Select **Show All**
4. Right click on the desired role and click **Edit**
5. Expand Type Exceptions tab and click on **Add Type Exception**
6. Scroll down and select the required camera, click **OK**
7. In the Action Window deselect **Run PTZ** and click **Save**
A pop up message displays click **Yes** to save changes

Adding Object exception to PTZ domes

8. Expand the Object Exceptions tab and click **Add Object Exception**



9. In the Type Window select **Cameras**
10. In the Camera List Window select **all PTZ domes** to be excepted (**Hint:** use filter option if looking for illustra 625)
11. Using the **Shift** or **CTRL** key select the required PTZ domes and click **OK**
12. Ensure **Run PTZ** action is ticked in the allow column and then click **Save and Exit**

To Test Exceptions

13. Log in as the user/role used in step 4
14. Drag and drop PTZ domes such as the Illustra 625 and static cameras such as AD 210, 600, 610 etc into the surveillance window
15. Ensure PTZ domes display the correct PTZ icon and dome can be controlled, do the same for fixed cameras
16. Ensure on screen digital PTZ icon displays and the user is able to digitally zoom in and PTZ within allowed window

To leave the new focus in/out feature on fixed cameras please repeat steps 8-12

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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