

AVer SVC

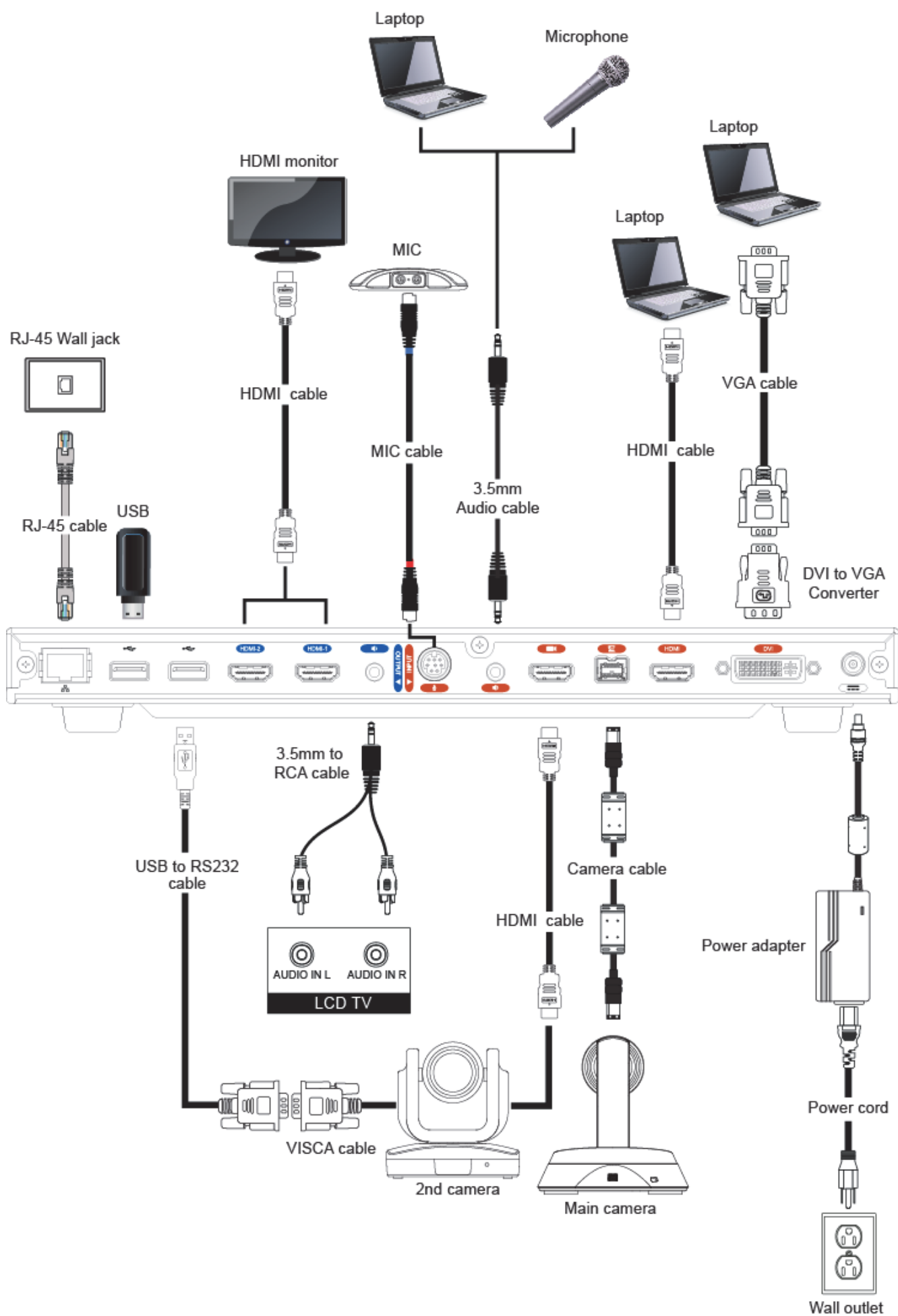
Quick Installation Guide

Package Contents

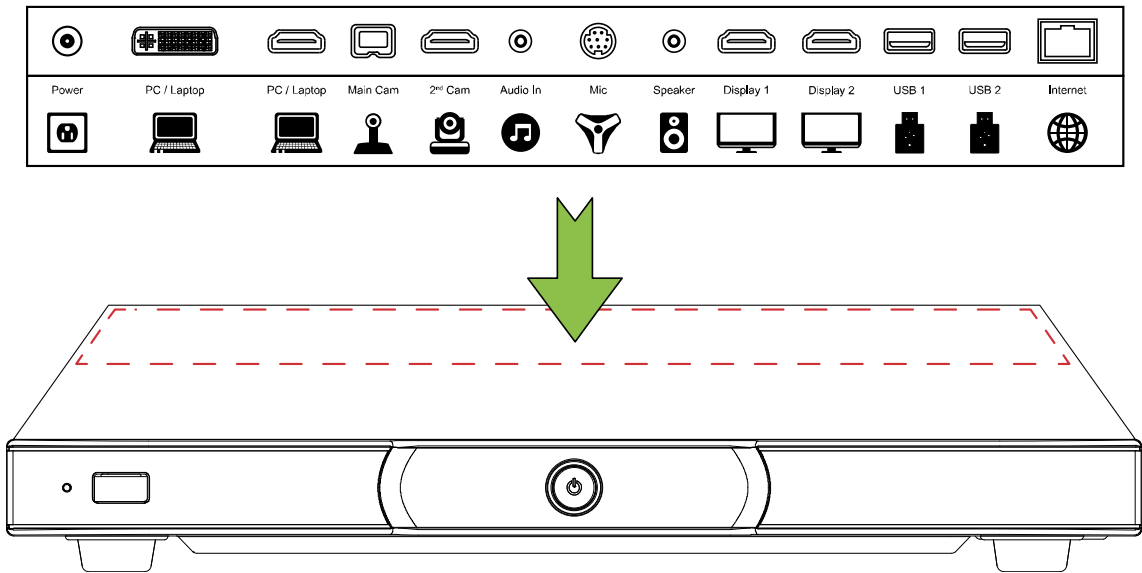


- | | |
|-----------------------------|--|
| 1. Main System | 10. HDMI Cable x 2 |
| 2. Camera | 11. Camera Cable |
| 3. Microphone | 12. RJ-45 Cable |
| 4. Remote Controller | 13. Warranty Card |
| 5. Power Adapter | 14. Quick Installation Guide |
| 6. Power Cord | 15. Back Panel Label |
| 7. VGA Cable | 16. Cable Retainer |
| 8. DVI to VGA Converter | 17. AAA Batteries(for Remote controller) |
| 9. Mini Din 8 pin MIC Cable | |

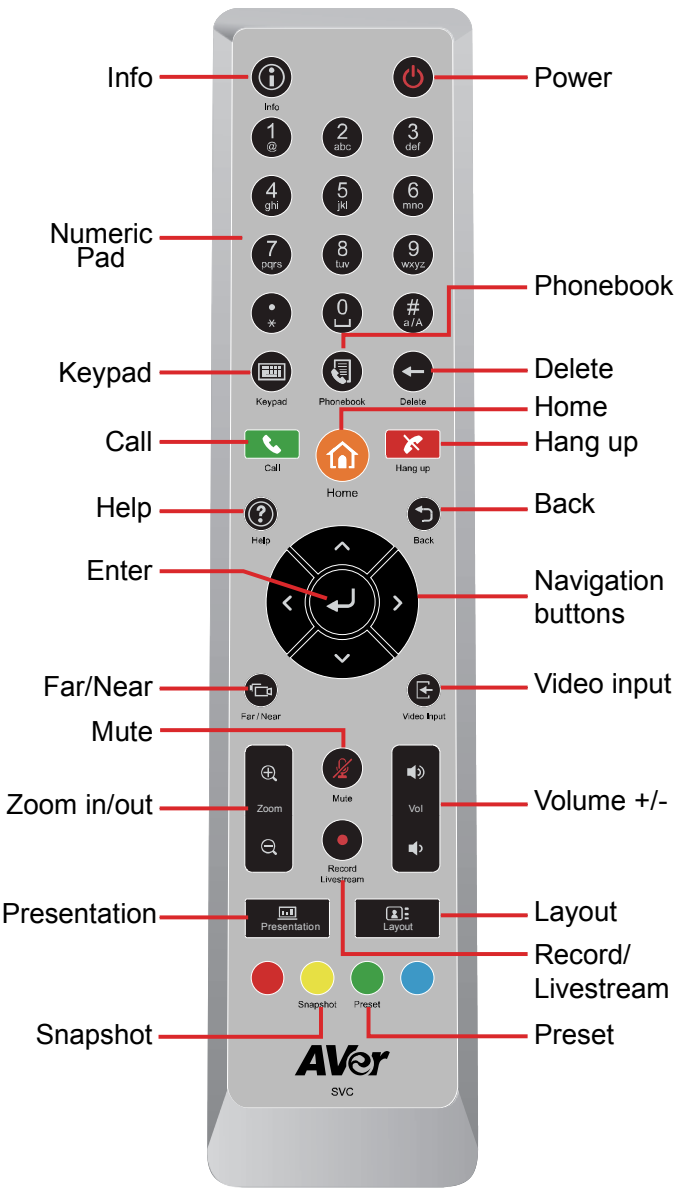
Connection Diagram



Please put the panel label on the main system so that users can easily plug/unplug all cables from the front.










Remote Controller

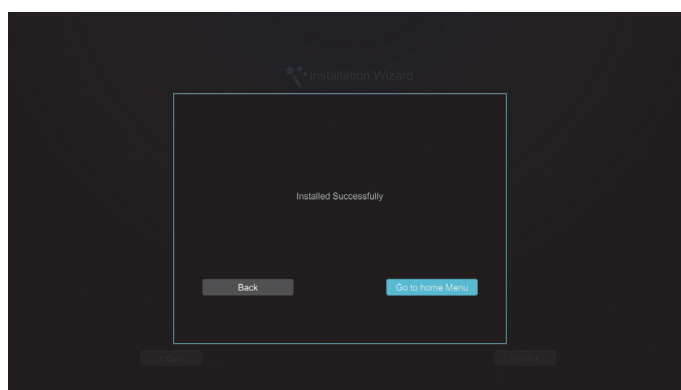
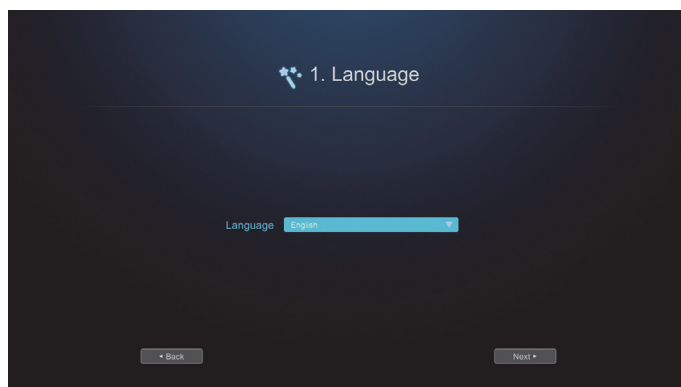


Button	Description
	Press and hold can switch camera control between main and 2 nd camera.
	Press and hold to turn on/off DND mode (do not disturb).
	Press and hold can switch display mode between single and dual mode.
	Press and hold can switch to OSD menu between primary and secondary screen.
	Press and hold will display broadcasting message.
	Press and hold can switch EZDraw screen on SVC screen view if EZDraw is connected with SVC system.
	Press and hold can switch between number and character mode.

Setup Wizard

For the first time using AVer SVC system, the Installation Wizard will guide you to setup your SVC system step by step. After completing the wizard setup, user may start to use your SVC system.

1. Connect your SVC system well and turn on the power. After your SVC system starting, user will see the Installation Wizard screen shown up.
2. Language: Select the language of your SVC system. Use  to expand the drop-down list. Then, use  or  button to move the selection and press  to confirm the selection.
3. After selecting, press  to move to “Next” option and press  to go to the next step.
4. Follow the instructions and complete your settings.
5. Click “**Finish**” to complete the Installation Wizard setup and go to home menu.
6. Please press  on the remote controller to start making a call.



Network Quick Setup Guide

Default IP address: 192.168.0.1.

Please change your SVC's IP address at the start.

There are three possible setup scenarios for most video conferencing users, if yours is:

1. Public IP Configuration (Outside of Firewall).
2. Private IP Configuration (Behind Firewall with Port Forwarding). Please refer to the following table “SVC H.323 Related Port Usage for Firewall Setup” for your firewall Port forwarding setup.
3. H.460 Gatekeeper with Firewall Traversal. Please refer to the following table “SVC H.323 Related Port Usage for Firewall Setup” for your firewall Port forwarding setup.

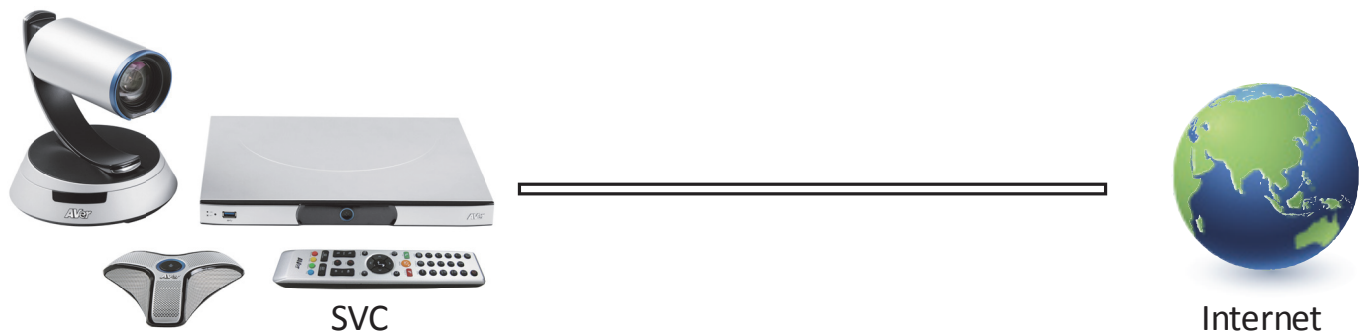
SVC Related Port Usage for Firewall Setup



(Please set the following ports in port forwarding in your firewall before start installing your SVC)

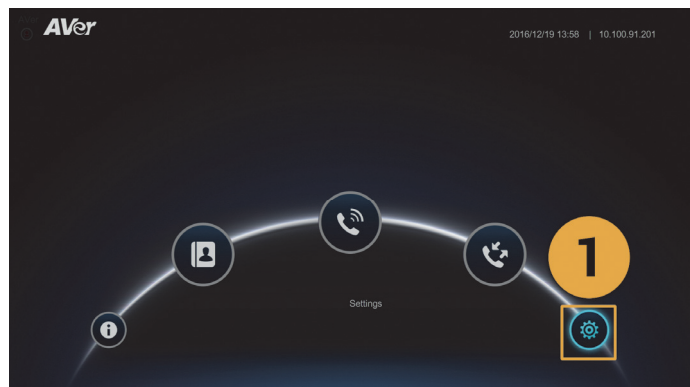
Port	Function	Type
1719	Gatekeeper	UDP
1720	H.323 Call setup	TCP
30000 ~ 35999	Control and media for audio, video, content, and data/FECC	TCP and UDP
80,443	HTTP/HTTPs Interface (WebTool), EZDraw	TCP
23	Telnet	TCP
5060, 5061	SIP	TCP and UDP
10443	WebRTC	TCP
5000, 50001	ScreenShare, VCLink	TCP




Scenario 1 – Public IP Configuration (Outside of Firewall)

Your SVC is connecting directly to the internet.



1. From the remote press “Home” >  >  “Settings”.

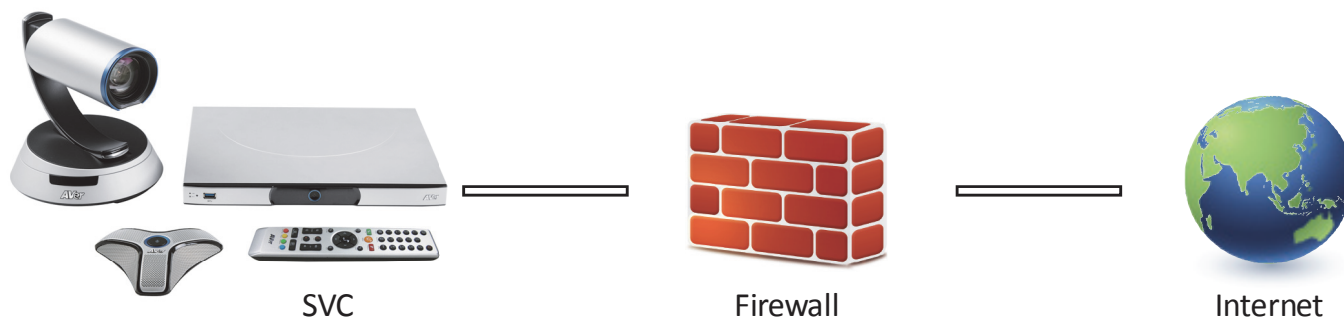




2. Press  > “Network”.
3. Select “LAN Configuration”.
4. And In the drop-down list “IP Address Type”, choose “Static IP”, “DHCP” or “PPPoE”.
 - **Static IP:** Input the “IP address”, “Subnet Mask” and “Default Gateway”.
 - **DHCP:** Get the IP address from local DHCP server.
 - **PPPoE:** Input the PPPoE login “User name” and “Password”.
5. Select “Apply” and press  (Enter).
6. Press “Home” on the remote to return to the home menu.
7. Press the  (Call) button on the remote controller and you are ready to make your first call.

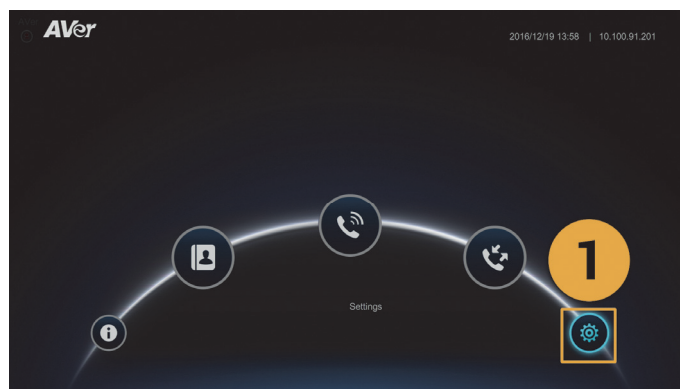





Scenario 2 –Private IP Configuration (Behind Firewall with Port Forwarding)

Your SVC is connecting to the internet through a firewall.




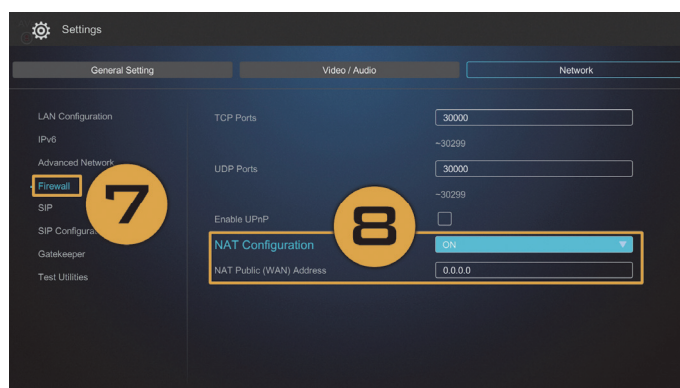
1. From the remote press “Home” >  >  “Settings”.



2. Press  > “Network”.
3. Press “LAN Configuration”.
4. And In the drop-down list “IP Address Type”, choose “Static IP”. Manually input the “IP address”, “Subnet Mask” and “Default Gateway”.
5. Select “Apply” and press  (Enter).
6. Press  (Back) on the remote to return to previous menu. (If you have H.323 ALG enabled, skip to step 9).

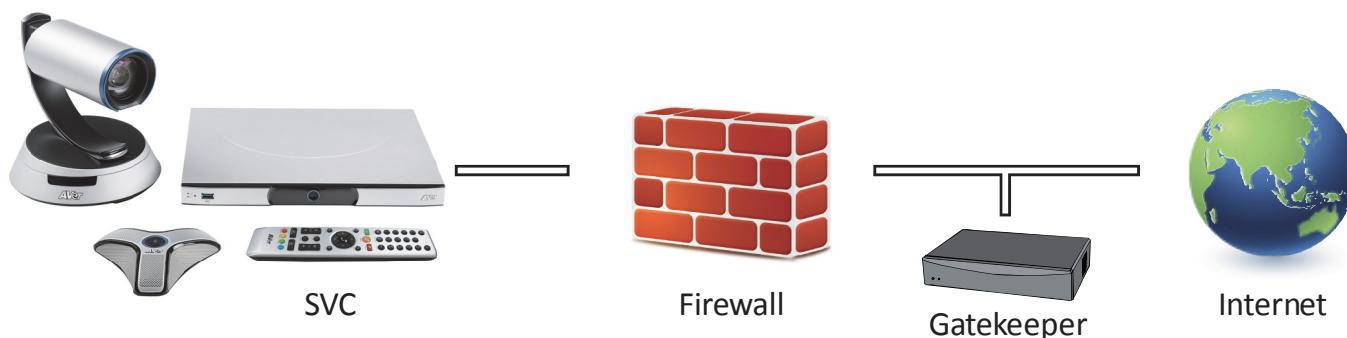




7. In the Network page, go to “Firewall”.
8. Select “ON” in the NAT Configuration check box and enter the IP address in the “NAT Public (WAN) Address” field.
9. Press the “Home” button on the remote to return the home menu.
10. Press the  Call button on the remote controller and you are ready to make your first call.

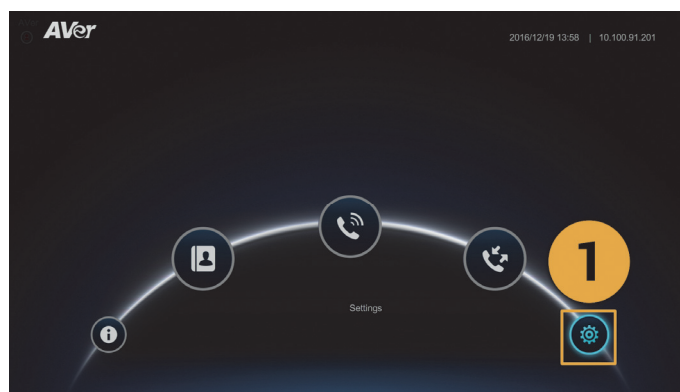




Scenario 3 – H.460 Gatekeeper with Firewall Traversal

Your SVC is connecting to the internet through a firewall and you have a Gatekeeper outside the firewall.




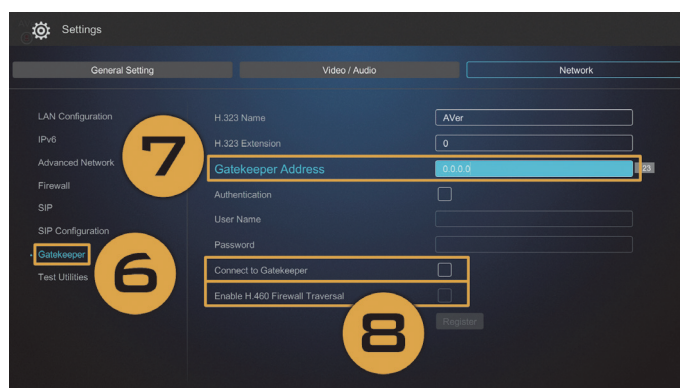
1. From the remote press “Home” >  >  “Settings”.





2. Press  > “Network”.
3. Select “LAN Configuration”.
4. And In the drop-down list “IP Address Type”, choose “Static IP”. Manually input the “IP address”, “Subnet Mask” and “Default Gateway”.
5. Select “Apply” and press  (Enter).



6. In the Network page, go to “Gatekeeper”.
7. Enter the IP address of your Gatekeeper in the “Gatekeeper IP Address” field and enable the “Connect to Gatekeeper” check box.
8. Enable the “Enable H.460 Firewall Traversal” option.
9. Press the “Home” button on the remote to return the home menu.
10. Press the  (Call) button on the remote controller and you are ready to make your first call.



Troubleshooting

1. Make sure you have changed your default IP address. The default IP address is 192.168.0.1, in order not to conflict with other devices in the same LAN, please change your IP address at the start.
2. Video conference call is established but no video or voice.
 - If you are connecting to AVer SVC with firewall, make sure you have done the port forwarding correctly. For non H.323 ALG firewall, please set the NAT configuration and the WAN IP address on AVer SVC system is entered.
 - We suggest having a fixed public IP address for AVer SVC system. With dynamic public IP address, it will change after a certain period which depends on your local ISP.
 - There is a routing issue if you installed two AVer SVC systems sharing one public IP address.
3. Unable to connect to other Video Conferencing systems.
 - Check to see if you dial the correct IP address.
 - Ensure the power status of the device from the other site is on.
 - Verify if the firewall blocks the inbound traffics from the other site.
 - Verify if the other site rejected your Video Conferencing call.
4. Unable to see the OSD.
 - Check to see if your cable is connecting correctly.
 - Make sure your system and display are well-connected and then reboot your system. (Your display should be switched on before you reboot your system).
 - Press “” button on remote controller (User needs to keep pressing until OSD menu is shown).
5. Cannot open WebTool by IE 9, IE 10, and IE11.
 - a. Click  (Tools) in IE.
 - b. Select “F12 developer tools”.
 - c. Change Document Mode to Internet Explorer 9 standards.
 - d. Disable intranet sites in Compatibility View. Go to “Tools” → “Compatibility view settings”.
 - e. Unclick the checkbox “Display intranet sites in Compatibility View” and then click “Close”.

For more information, please visit and download SVC user manual at our website <http://www.aver.com>