# Product Specifications

## Dual Camera

PTZ optical zoom lens
- Image sensor: Sony 4K EXMOR, crystal clear in any lighting
- Frame rates: (16:9) 4K 30fps; 1920 x 1080, 1600 x 900, 1280 x 720, 960 x 540, 848 x 480, 800 x 448, 640 x 360, at 60, 30, 15fps; (4:3) 1280 x 960, 800 x 600, 640 x 480 at 60, 30, 15fps
- 24X Zoom*: 12X optical; 2X digital zoom
- Wide field of view: DFOV 85°; HFOV 76°; VFOV 46°
- Lens focal length: 3.9mm (wide) ~ 47.3mm (tele)
- Lens F#: 1.8 (wide) ~ 2.8 (tele)
- AE, white balance: auto, manual override via PTZApp 2
- Minimum focus distance: 1.5m
- Motorized Pan & tilt: Pan: ±170°;Tilt: +90° (up) -30° (down)
- Preset number: 10 via IR remote, 128 via RS232

Secondary fixed lens (AI lens)
- Image sensor: Sony 4K EXMOR
- Frame rates and resolution set according to PTZ lens settings
- Wide field of view: DFOV 95°; HFOV 78°; VFOV 50°

*Please use PTZApp 2 to set up 24X zoom
*Please don't put the CAM550 on the table. This will block the view of AI lens and the AI detection function will malfunction. The suggested installation height is 1.5m away from the floor.

## Innovative features

- Dynamic auto framing: secondary AI lens detects all participants, new participants trigger PTZ lens to dynamically frame all participants.
- Preset framing tracks both preset area and speaker*
- Simultaneous 3-way output: USB, HDMI and IP connections
- Gesture control provides intuitive camera controls
- HDMI Picture in Picture (PIP) function
- Smart gallery** function offers great visibility for individual participant in the meeting room
- Cableless access to meetings: Get rid of USB cable connections with AVer virtual USB streaming technology*** (One RJ45 cable transfers IP streaming to USB.)
- Audio tracking support: Integration with 3rd party ceiling microphone (Shure/Sennheiser) via AVer Preset Link*** function.

*Make sure preset areas are within AI lens' view.
** Smart gallery function will be available in Q2 2022 via FW update.
***Please download PTZApp 2 to set up Smart gallery, USB virtual streaming and Preset Link functionality.

## Connectivity

- USB type-B 3.1 connector, backward compatible with USB 2.0
- 12V/2A DC jack power adapter
- Mini DIN9 for RS232 in & out connection (VISCA control panel and camera daisy-chain)
- IP (RJ45)
- HDMI

## HDMI & PoE

- HDMI 1.3: 1080p 30fps/ 60fps
- PoE+: 802.3at

## Video Format

- YUV, YUY2, MJPEG
- Network video compression format: H.264, H.265
- Network protocol: RTSP, RTMP

## USB

- 3.1 Gen 1, backward compatible with USB 2.0
- UVC 1.1 (USB video), UVC1.5*

*UVC1.5 utilizes a different platform environment and requires an extra FW upgrade. Please contact technical support for more details.

## Control

- IR remote control
- VISCA/pelco P/pelco D via RS232 (128 preset points via VISCA command)
- Remote side: VISCA over IP, IP (RJ45)
- UVC plug and play
- WebUI: Browser IP access via Chrome. (Not support IE)
- OSD setting: HDMI out to TV monitor
- PTZApp 2

## Power Supply

- AC 100V–240V, 50/60 Hz; Consumption: 12V, 2A
- PoE+: 802.3 at

## Free Applications for Meeting Collaboration (For Windows® and Mac® computers)

EZManager 2: Camera Central Management Software
- Remotely group FW/SW upgrades, control the camera, and manage settings

PTZApp 2: Camera Settings Software
- Smart gallery/Virtual USB streaming/Preset Link
- View live video, participant metrics, and meeting-interval information
- Enable Skype for Business far-end control
- Upgrade firmware automatically/manually
- Control the camera
- Set parameters and adjust the camera image
- View operation status, diagnose issues

EZLive: Broadcasting Software
- Multi-camera real-time streaming, annotating, image capturing, and video recording

## Environment Data

- Operation temperature: 0 to 40°C
- Operation humidity: 20% to 80%
- Storage temperature: -20 to 60°C
- Storage humidity: 20% to 80%

## Dimensions

- Package dimensions: 253(L)*253(W)*271(H) mm
- Package weight: 4.8KG
- Camera: 170.8 (L) X 190.5 (H) X 173 (D) mm/ 2.1kg
- Remote control: 200 x 50 x 121mm/90g

## Package Contents

- CAM550 unit
- Power adapter (10 ft/3 m)
- USB 3.1 type-B to type-A cable (3m)
- Remote control
- Mini DIN9 to mini DIN8 RS232 adapter cable
- HDMI cable (3 m)
- Wall mount bracket and screws
- QR code card
- Tripod screw
- Drill paper

## Optional Accessories

- Mini DIN8 to D-Sub9 cable
- Ceiling mount*
- Foldable TV mount
- USB2.0 type-B to type-A cable (5 m)
- USB 3.1 Extension Cable (10 m/20 m/30 m)
- 1-Port POE+ Injector

*CAM550 is a dual lens camera and doesn't support upside-down installation. For ceiling mounting, please purchase the AVer ceiling mount.

## Security and Mount

- Kensington lock
- 1/4" tripod mounting screw
- Camera wall-mount bracket included
- Optional foldable TV mount
- Optional ceiling mount

## System Requirements

- Windows® 7/10
- MacOS X 10.7 or later
- Google Chromebook™ version 29.0.1547.70 or higher

## Hardware Specs

- 3.2 GHz Intel® Core™ i5-4460 processor
- 4 GB RAM or more
- USB 3.1 port, backward compatible with USB 2.0

## Warranty

- Camera: 3 years*
- Accessories: 1 year

*We offer optional 2-year extended warranty in European area. Please contact your local agency for details.

## Compatible Applications

Zoom, Microsoft® Teams, Skype, Skype for Business, Google Meet, RingCentral, BlueJeans , Intel® Unite™, Fuze, Adobe® Connect™, CyberLink U Meeting®, Cisco WebEx® GoToMeeting™, LiveOn, Microsoft® Lync™, TrueConf, V-Cube, Vidyo, vMix, WebRTC, Wirecast, XSplit

*For 4K UHD support, please check system/hardware requirements with your software application provider.
**Specifications may vary depending on countries and are subject to change without notice.

# Product Appearance

**Front**




**Back**




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202202



# View Clearly and Capture Widely

# CAM550

4K Dual Lens PTZ Conferencing Camera




zoom Certified

made with Qualcomm Technologies

The CAM550 is equipped with an AI lens for automated PTZ functionality, which delivers a full view of meeting attendees and detects newcomers. The Smart Gallery feature puts up clear views of every participant on the remote side. Enable gesture control camera operation to enjoy a fluent, safe meeting experience. 4K dual-lens technology captures the room in its entirety, providing a premium conferencing experience for mid-to-large scale rooms.



Dual Lens

Gesture Control

Smart Gallery

HDMI 1080p

Dynamic Framing

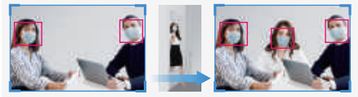
## 4K Dual Lens Offers Wide-angle Clarity for Mid-to-Large Scale Rooms

Capture a complete view of the room with wide-angle clarity. The CAM550 equips two 4K lenses. The first is a PTZ camera with 12X optical zoom (24X total zoom) to clearly frame meeting participants. The second is an AI lens with 95° FOV to provide a panoramic view of the room.




## Dynamic Framing Enhances Meeting Efficiency

The CAM550 quickly and precisely focuses on participants and newcomers. When newcomers walk in, the secondary AI lens springs to action to detect them, then the PTZ camera automatically re-frames. Through fully automatic operation, this dynamic framing optimizes meetings and protects the safety of participants.



## AI Gesture Recognition Delivers Contactless Control

Take advantage of intuitive gesture control to operate the camera. Built-in AI gesture recognition eliminates touchpoints. Camera controls have never been easier or safer.



## Highlight Participants with Smart Gallery

Clearly capture attendees with Smart Gallery, which enables AI face and body detection technology to crop participant's faces and make sure everyone is looking great. You can choose between headshot and half body mode to adapt to any situation without compromise.

** Smart gallery function will be available in Q2 2022 via FW update.



## Get rid of USB cable connections by using the AVer Virtual Stream function

AVer Virtual Streaming technology makes the CAM550 available as a camera video source for virtual meetings via a single Ethernet connection. Also, a PoE+ port simplifies set up and reduces installation costs.

* PoE+ configuration is only supported by Windows OS.

