



# Remote Camera Control Application User Manual

---

---

# Table of Contents

Introduction .....	4
Precautions for Use .....	4
Third Party Software .....	4
License Agreement of Software .....	4
Trademarks .....	4
User Manual .....	5
Notes .....	5
Software Screenshots .....	5
Symbols Used in This Document .....	5
What Is Possible With the Remote Camera Control Application .....	6
Examples of System Configuration .....	6
Operating Environment .....	7
System Requirements .....	7
Recommended Computer Environment .....	7
Verified Mobile Devices .....	7
Supported Cameras .....	7
Limitations .....	7
Installation .....	8
Launching the Remote Camera Control Application .....	9
Main Screen .....	9
Registering Cameras .....	11
Camera List .....	14
Editing Camera Information .....	14
Removing Cameras .....	14
Displaying Camera Video in the Video Display Area .....	15
Changing the Video Display Area Layout .....	15
Operating Cameras .....	17
Turning On the Camera .....	17
Selecting a Camera to Operate .....	17
Camera Selection Buttons .....	17
Camera Operation Area .....	18
[PTZ/Focus] .....	18
[Preset] .....	19
[Exposure] .....	20
[White Balance] .....	22
[Trace] .....	23
Using the Trace Function .....	24
Trace Settings Dialog .....	24
Recording a Trace .....	25
Executing a Trace .....	26
Using a Keyboard or Joystick .....	27
Assigning Arbitrary Keys .....	27
List of Operations Available on a Keyboard .....	28

Configuring Pan/Tilt Direction Settings .....	29
Exporting or Importing the Settings .....	30
Exporting Settings.....	30
Importing Settings.....	30
Troubleshooting .....	31

# Introduction

This document explains Remote Camera Control Application (hereafter referred to as “this software”) settings and operations. Carefully read this document before use to ensure correct use of this software.

## Precautions for Use

---

### ■ Third Party Software

This product contains third party software modules. For details, please refer to “ThirdPartySoftware-E.pdf” (Third-Party Software License) in the ThirdPartySoftware folder in the LICENSE folder. Each module’s license conditions are also available in the same folder.

### ■ License Agreement of Software

For the license agreement of this software, please refer to the text file provided along with the installer.

## Trademarks

---

- Microsoft, Windows, as well as Surface are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries.
- Windows is legally recognized as the Microsoft Windows Operating System.
- All other company or product names used in this document are trademarks or registered trademarks of their respective holders.

This document is intended to be read on a computer screen.



## ■ Notes

1. Any unauthorized reproduction of this document is prohibited.
2. The contents of this document are subject to change without any prior notice.
3. This document has been prepared with the utmost attention to accuracy. For questions or comments, please contact a Canon sales representative.
4. Canon shall assume no liability for any outcome of using this product, notwithstanding items 2 and 3 above.

## ■ Software Screenshots

The software screenshots samples shown in this document are for illustration only. The screenshots may differ from the actual screens displayed. Descriptions use Windows 10 for sample screens.

## ■ Symbols Used in This Document

Symbol	Meaning
 Important	Cautions and restrictions during operation. Make sure to read these carefully.
 Note	Supplementary descriptions and reference information.

# What Is Possible With the Remote Camera Control Application

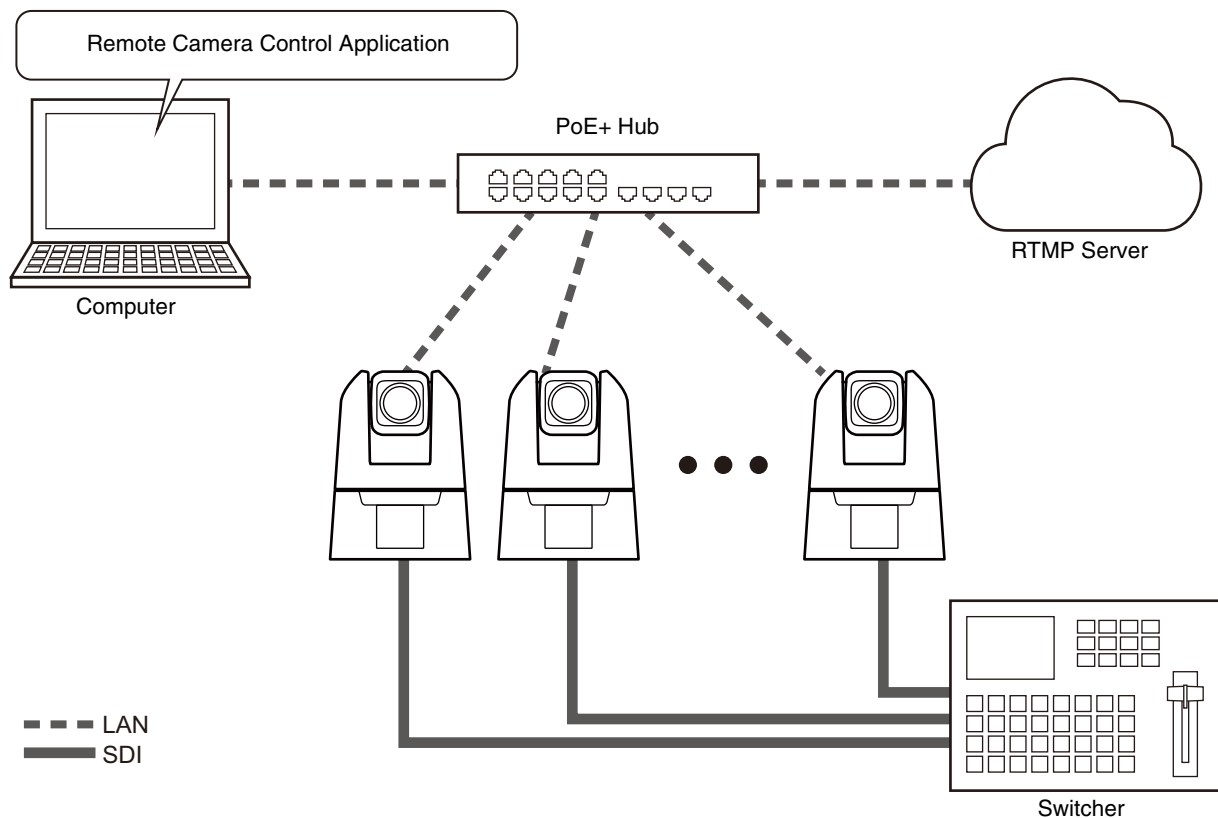
This software can be used to operate Canon remote cameras (hereafter referred to as “cameras”) while watching the video. This software is capable of the following:

- **Operation of registered cameras (P. 17)**  
Pan/Tilt/Zoom, focus operation, and video quality adjustment are available for registered cameras.
- **Simultaneous operation of multiple cameras (P. 17)**  
Simultaneous Pan/Tilt/Zoom and focus operation are available for multiple cameras. It is possible to reproduce the preset position registered to the camera.
- **Trace function (P. 24)**  
Registered settings such as camera movement and video quality can be applied at a later time.
- **Camera operation via keyboard or joystick (P. 27)**  
Cameras can be operated via keyboard or joystick. Operations can be configured according to use.

For camera operations and features, refer to the Settings Guide of each camera. Also, make sure to configure initial camera settings before using this software.

## Examples of System Configuration

The following system configuration is available by combining this software with a switcher and a joystick.



# Operating Environment

For the latest information on this product (user manuals, operating environment, etc.), please refer to the Canon website.

## System Requirements

---

### ■ Recommended Computer Environment

OS	Windows 10 64-bit
CPU	Intel Core i7-4700 or greater
Memory	8 GB or more
Display	Resolution 1920×1080 or greater

### ■ Verified Mobile Devices

– As of December 2020

Mobile Device	Surface Pro 7
OS	Windows 10 64-bit
CPU	Intel Core i7-1065G7
Memory	16 GB

### ■ Supported Cameras

Refer to the “Remote Camera Control Application Compatible Cameras” from the website along with the User Manual. The screenshots may differ depending on the firmware version of the camera. Update the camera to the latest firmware.

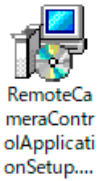
## Limitations

---

- Make sure to exit all other applications before using this software.
- Although communication via HTTP proxy is supported, this feature depends on the environmental variables and network settings of the computer on which it is running.
- HTTP proxy authentication is not supported.
- The computer will not automatically go into sleep or suspend mode while this software is communicating with a camera. It is, however, possible to manually put the computer into sleep or suspend mode during communication.
- When launching this software, sometimes the following message appears: “Do you want to run this file?” Click [Run] to continue launching the software.
- If multiple IPv4 addresses (other than AutoIP) are set on the same computer when using multiple network cards, normal communication may not be possible. If this happens, it is necessary to temporarily switch to a single IPv4 address.
- Check the Canon website for the latest operating environment information when applying a service pack or updating the operating system.

# Installation

- 1 Double-click [RemoteCameraControlApplicationSetup.exe] in the installation package.



The installation screen appears.

- 2 Follow the instructions on the screen and when the installation complete window appears, click [Close].

Double-click on the software added to the desktop to start.

## Note

To use this software on a computer with an active Windows firewall, it must be registered as an allowed application for communication via the firewall. If not registered, the software will be blocked by the firewall when launched, but can be authorized by clicking [Yes] when the [Windows Security Alert] dialog appears.

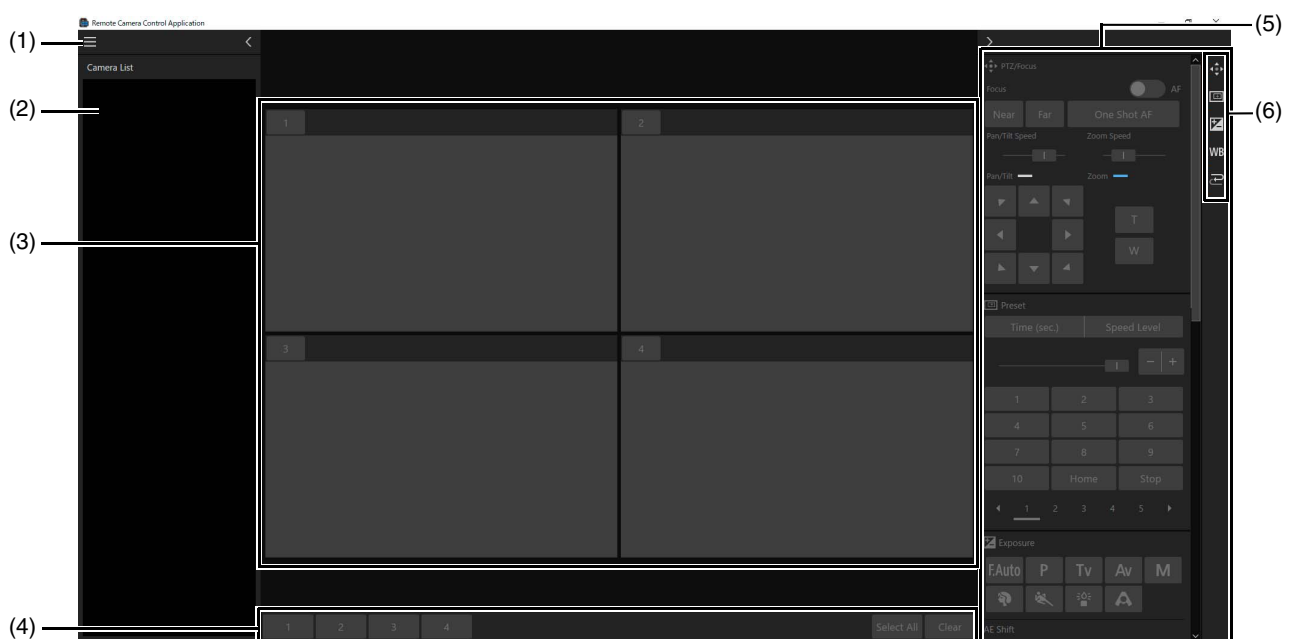






# Launching the Remote Camera Control Application



When this software is installed, the Remote Camera Control Application icon appears in the desktop. Double-click the icon to launch this software and display the main screen.



## Main Screen





- (1) **Menu button**  
Displays the menu.
- (2) **[Camera List] (P. 14)**  
Displays the camera name and thumbnail when a camera is registered. Click  to hide the list and  to show it.
- (3) **Video display area (P. 15)**  
Displays the video of the camera selected in [Camera List]. The number of video display areas can be changed.
- (4) **Camera selection buttons (P. 17)**  
Selects the camera to operate.
- (5) **Camera operation area (P. 18)**  
Pan/Tilt/Zoom operation, focus operation, and video quality adjustment etc., are available. Click  to hide the area and  to show it.
- (6) **Display item selection buttons**  
Items displayed in the camera operation area can be selected. An orange line appears on displayed item buttons. Item details are as follows:

-  PTZ/Focus
-  Preset
-  Exposure

 White balance


 Trace

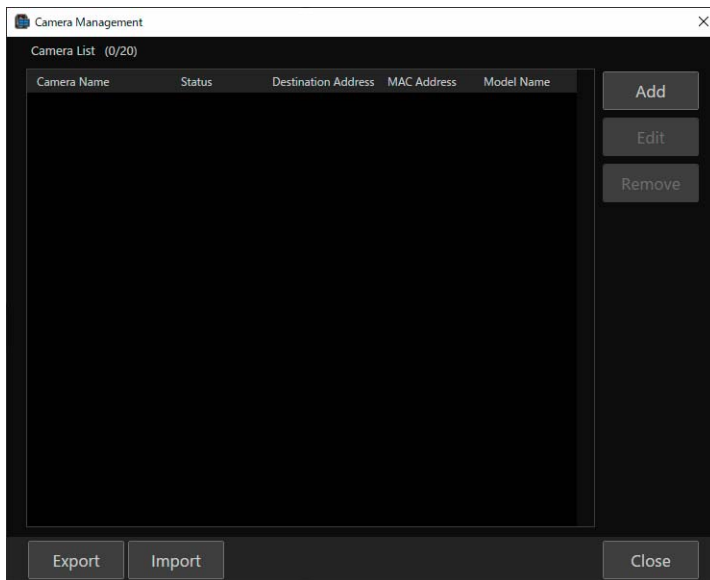
### Note

Click the menu  and select [Full-Screen Mode] to hide the title bar and Windows taskbar.  
To exit full screen mode, click the menu  and select [Exit Full Screen Mode].

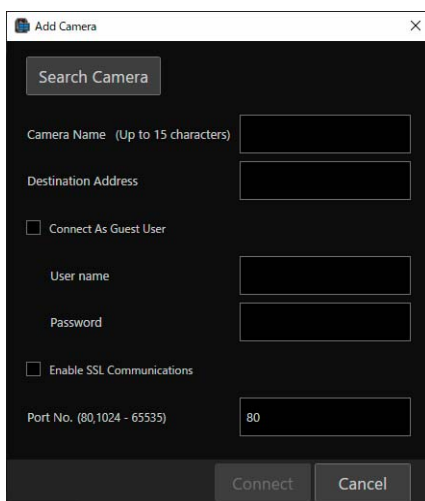
# Registering Cameras

Before registering the camera in this software, perform initial settings such as user settings and network connection. The camera can be registered even in standby.

- 1 Click the menu  and select [Camera Management].
- 2 In the [Camera Management] dialog, click [Add].

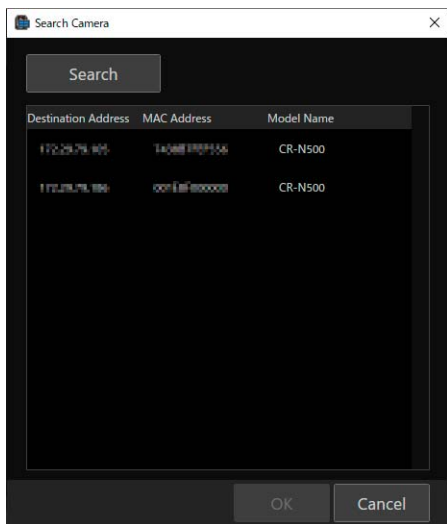


- 3 In the [Add Camera] dialog, click [Search Camera].



Cameras are searched for on the network and displayed in a list in the [Search Camera] dialog. Directly entering all items without searching makes it possible to directly specify a camera to register.

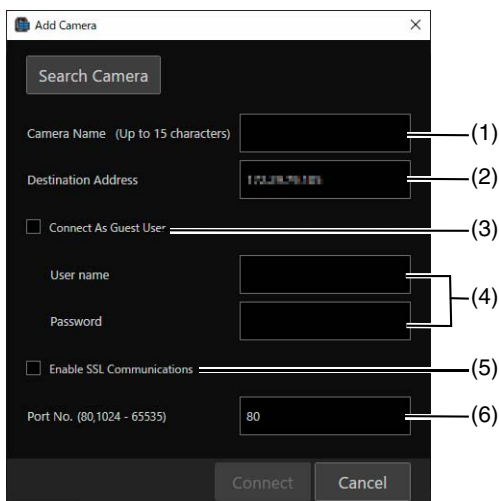
- 4 Select a camera to register, then click [OK].



### Note

- To search for a camera again, click [Search].
- Cameras that have already been registered will not be displayed.

## 5 Enter the following items in the [Add Camera] dialog.



### (1) [Camera Name]

Decide on the name to be displayed on this software. Enter any name within 15 characters. The name entered here can be changed later.

### (2) [Destination Address]

The IP address of the searched camera is automatically entered. If the IP address is changed on the Camera's Settings Page, change the destination address in the [Edit Camera] dialog.

### (3) [Connect As Guest User]

Select this checkbox to skip entering the user name and password. On the Camera's Settings Page, the camera control and video distribution privileges must be granted to guest users.

### (4) [User name], [Password]

Enter the user name and password for either the camera administrator or registered user. To add a camera with a registered user, it is necessary to grant the registered user "camera control" and "video distribution" privileges on the Camera's Settings Page.

### (5) [Enable SSL Communications]

Check the [Enable SSL Communications] checkbox to connect to the camera via HTTPS. Configure settings to enable SSL communication by the camera to be registered.

(6) [Port No.]

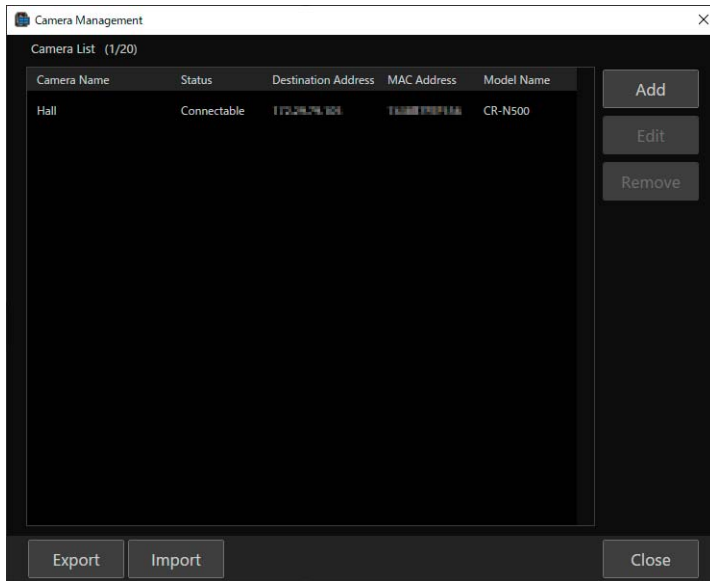
Enter the camera port number.

 Note

- The camera name set on the Camera Settings Page will remain the same even if it is changed on this software. Also, the camera name registered on this software will remain the same even if it is changed on the Settings Page.
- To change the camera name, edit [Camera Name] in the [Edit Camera] dialog.
- Configure camera settings such as user privileges on the Camera Settings Page. For further details, see the camera User Manual.

**6** Click [Connect].

The camera is registered and displayed in the [Camera Management] dialog.



The camera status is displayed as follows in [Status]:

- [Connectable]: Camera connected
- [Not connectable]: Camera disconnected
- [Standby]: Camera on standby
- [Switching to Standby]: Camera entering standby
- [Startup in progress]: Camera switching from standby to startup
- No display: Loading from import (P. 30) file

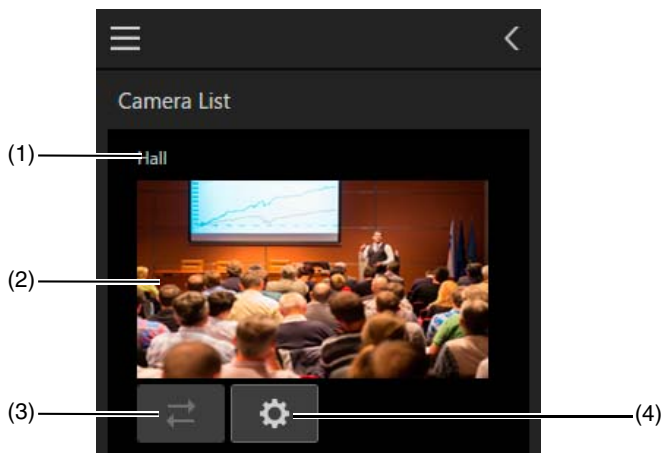
 Note



- By clicking the title, it is possible to sort the registered cameras by the clicked item. ▲ and ▼ are displayed for the item name used for sorting.
- Click [Export] or [Import] in the [Camera Management] to export or import the registered camera list. For details, refer to "Exporting or Importing the Settings" (P. 30).

## Camera List

---

Registered cameras are displayed in the camera list.



- (1) **Camera name**  
Displays registered camera name.
- (2) **Status display area**  
The following is displayed depending in camera status:
  - Video displayed: Camera connected, power on
  -  displayed: Camera connected, in standby
  -  displayed: Camera disconnected
- (3) **Reconnect button**  
Reconnects to the camera. This is available when the camera is not connected.
- (4) **Settings Page display button**  
This launches a web browser and displays the Camera's Settings Page. An administrator account user name and password are required to display the Settings Page.

## Editing Camera Information

---

Select a camera whose information to edit in [Camera List] and click [Edit]. Edit the camera information in the [Edit Camera] dialog, then click [Connect].

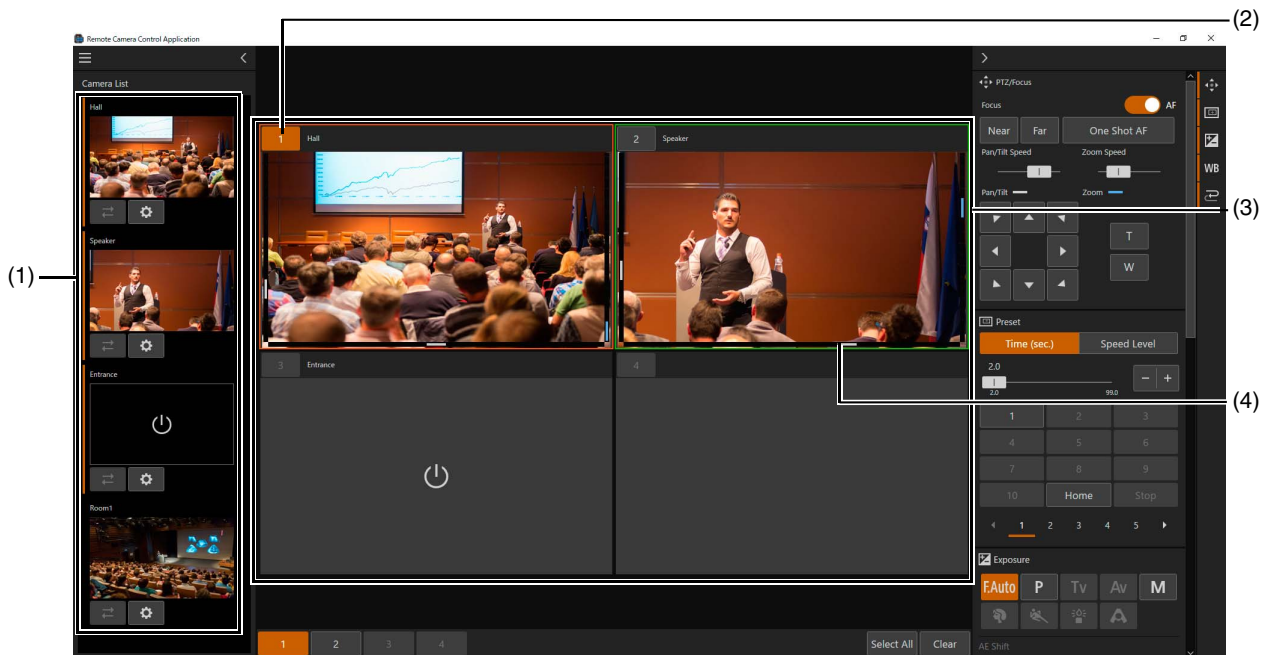
## Removing Cameras



---

Select a camera to remove from in [Camera List] and click [Remove] to remove the selected camera.


# Displaying Camera Video in the Video Display Area

Click a camera in the camera list to display its video in the video display area.

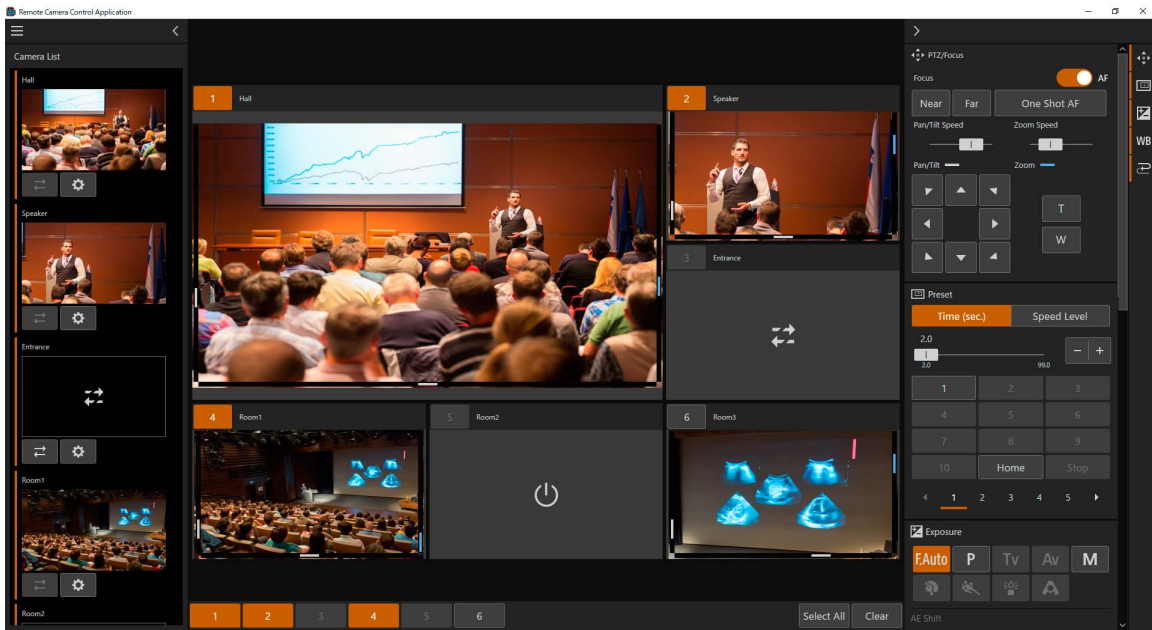


- (1) **[Camera List]**  
Click the displayed camera to show/hide the video in the video display area. Cameras whose video is shown in the video display area are indicated with an orange line.
- (2) **Camera number**  
The camera number for the video display area is displayed. The camera number is assigned according to the video display area layout in the display order, starting with 1. For details, refer to “Changing the Video Display Area Layout” (P. 15).
- (3) **Video display area**  
Displays camera video. When the camera is on standby,  appears, and when it is disconnected,  appears. The pan/tilt position is displayed on the left edge and at the bottom, and the estimated zoom position is displayed on the right edge of displayed camera video. Click the video display area to change the camera angle so that the clicked position becomes the center of the screen.
- (4) **Tally lamp display**  
The camera tally lamp status is displayed by a red box when programming, or a green box when previewing.

## Changing the Video Display Area Layout

Click the menu  and select [Video Layout] to change the video display area layout (number of displayed cameras or video size).

For example, if [1+5] is clicked, one large video and five small videos are displayed. Cameras are assigned numbers in the video display area in the display order.







# Operating Cameras

Cameras can be operated using this software. It is also possible to operate multiple cameras simultaneously.

## Turning On the Camera

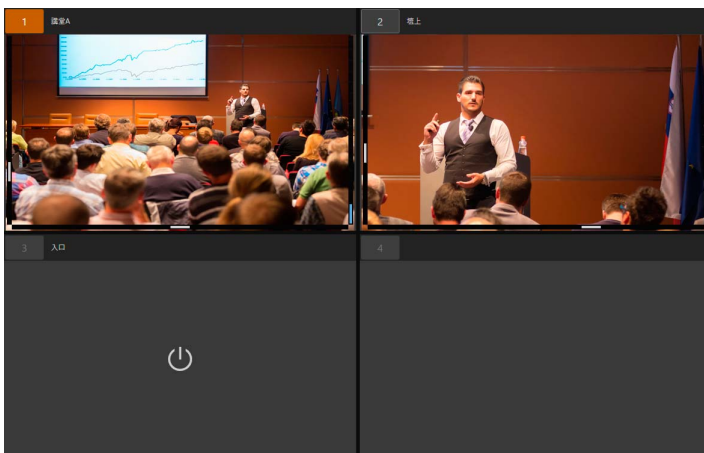
All cameras can be turned on or put into standby simultaneously using this software.

- **Turning on the cameras**  
Click the menu  and select [Camera Power] > [All On]. All cameras on standby in the video display area are turned on.
- **Setting cameras to standby**  
Click the menu  and select [Camera Power] > [All Standby]. All cameras in the video display area are set to standby.

## Selecting a Camera to Operate

Click the camera number and select a camera to operate first.

In order to select the cameras to operate, click the camera number of the target cameras in the video display area. The selected camera number turns orange.



### ■ Camera Selection Buttons



The camera selection button number corresponds to the number of the camera in the video display area. Click [Select All] to select all cameras shown in the video display area as cameras to operate. Click [Clear] to deselect all cameras displayed in the video display area.

#### Note

The camera numbers of those not displaying the video in the video display area, on standby, or disconnected are indicated in gray.

## Camera Operation Area

Pan/Tilt/Zoom as well as focus operations, preset movement, trace execution, exposure adjustment, and white balance adjustment are available in the camera operation area.

Pan/Tilt/Zoom as well as focus operations, preset movement, and trace execution can be executed simultaneously when operating multiple cameras.

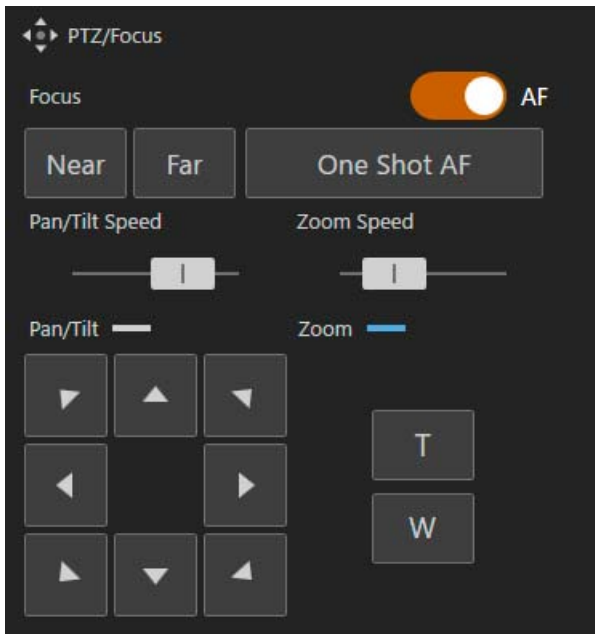
Exposure and white balance adjustment are only available when operating a single camera.

### Note

Detailed settings that cannot be changed in the camera operation area of this software need to be configured on the Camera's Settings Page. For details on the Settings Page, refer to the user manual of the camera.

## ■ [PTZ/Focus]

Pan/Tilt/Zoom and focus operations of the Camera are available in this software.



### [Focus]

Changes the focus settings. Autofocus is enabled when [AF] is set for [Focus], and manual focus is enabled when [AF] is off.

#### [Near], [Far]

Click [Near] to set the focus position to the near end, and click [Far] to set it to the far end. Click the buttons to continue moving the focus position. With autofocus, the focus is automatically adjusted once the button is released.

#### [One Shot AF]

By clicking [One Shot AF], once the focus is adjusted by autofocus, the focus will be fixed regardless of the status before clicking. Even before clicking, if the setting is for autofocus, once [One Shot AF] is clicked, it will be on manual focus.

### Note

- If the zoom is operated after manually adjusting the focus, the focus may shift.
- When using manual focus, if the camera is left turned on, the focus may shift due to increase in the temperature of the lens and inside the camera body. Make sure to recheck the focus before beginning shooting.

### [Pan/Tilt Speed]

Changes the pan and tilt speed. Drag the slider knob to the right to increase camera's operation speed and to the left to decrease it.

### [Pan/Tilt]

Moves the angle in the direction of each arrow. Click and hold to continue and release to stop.

### [Zoom Speed]

Changes the zoom speed. Drag the slider knob to the right to increase zoom speed and to the left to decrease it.

## [Zoom]

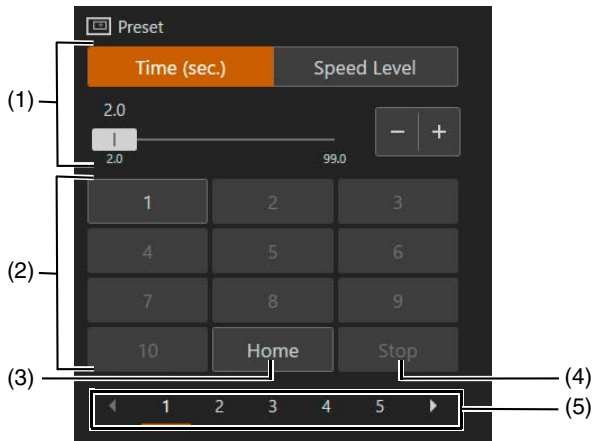
Click the **T** or **W** button to operate the zoom. Click and hold to continue and release to stop.

## ■ [Preset]

It is possible to call the presets registered to the camera.

### Note

Register presets on the Camera's Settings Page.



#### (1) Sppeed Mode

Specify the time or speed to move to the Pan/Tilt/Zoom position. Click [Time (sec.)] to specify the time, or click [Speed Level] to specify the speed. Able to change the value by moving the slider knob or clicking **+** or **-**.

#### (2) Preset number button

Click a preset number registered to the camera to call the corresponding preset. Numbers not registered to the camera are indicated in gray.

#### (3) [Home]

Click to return the camera to the home position.

#### (4) [Stop]

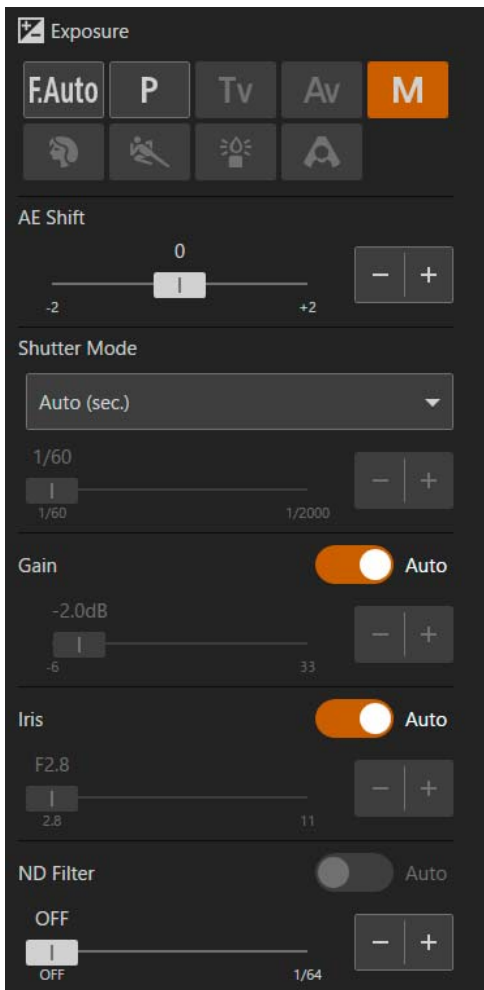
Click during a preset operation to stop the operation.

#### (5) Switch pages

11th preset and later are displayed in the 2nd page or later. Click a number to move to the page. Click **▶** to move to one page ahead and click **◀** to move one page back.

## ■ [Exposure]

Camera exposure adjustment is available. Items that cannot be used depending on the model are indicated in gray.



### Shooting Modes

Switch shooting modes according to the shooting environment and subject.

#### **F.Auto** (Full auto)

The exposure (shutter speed, gain, iris, etc.) and White Balance settings are adjusted automatically.

#### **P** (Program AE)

The exposure (shutter speed, gain, iris, etc.) settings are adjusted automatically. [AE Shift] can be set.

#### **Tv** (Shutter priority AE)

The shutter speed is adjusted manually. The gain and iris are adjusted automatically.

#### **Av** (Iris priority AE)

The iris is adjusted manually. The shutter speed and gain are adjusted automatically.

#### **M** (Manual)

The exposure (shutter speed, gain, iris, etc.) is adjusted manually.

#### (Portrait)

Blurs the background to make the subject stand out.

#### (Sports)

Captures fast moving subjects.

#### (Low light)

Brightly captures subjects in dark locations.



#### (Spotlight)

Captures subjects illuminated by a spotlight beautifully.

## Note

- Portrait/Sports: The picture may not appear smooth during playback.
- Low light:
  - Moving subjects may leave a trailing afterimage.
  - Enabling to capture with more brightness may affect picture quality compared to normal modes.
  - White points may appear on the screen.
  - When autofocus does not work well, adjust the focus manually.

### [AE Shift]

When one of the [Shutter Mode], [Gain] and [Iris] is set to auto, the exposure can intentionally be compensated to capture subjects either at a brighter or darker exposure. Move the slider knob or click  or  to change the value.



### [Shutter Mode]

Adjusting the shutter speed enables to adapt to the shooting environment, making it possible to capture fast-moving subjects (sports, vehicles, etc.) clearly and brighten low-light scenes, etc. Shutter speed can be adjusted in the following modes:



#### [Auto (sec.)]

Automatically adjusts the shutter speed according to the brightness of the video.



#### [Speed (sec.)]

Sets the shutter speed to seconds. The shutter speed can also be set to a value higher than the frame rate. Move the slider knob or click  or  to change the value.

#### [Slow (sec.)]

Sets the shutter speed slower than the frame rate to seconds. This setting is used for shooting in low-light areas. Also, special effects such as “blurring the background” and “adding residual image effects to zoom” are available for shooting a moving subject with pan operation. Move the slider knob or click  or  to change the value.



#### [Clear Scan (Hz)]

Sets the shutter speed by frequency. This is used to reduce black bands on the screen, flickering from fluorescent lighting, and to fine tune the brightness. Move the slider knob or click  or  to change the value.

## Note

When shooting in [Slow (sec.)], the focus may not work well in autofocus.



### [Gain]

Able to set the amplification amount of the video amplifier. Move the slider knob or click  or  to change the value. Also, this value is automatically adjusted when [Auto] is turned on.

## Note

Increasing the gain may cause a slightly grainy screen. Also, irregular colors, white dots, and vertical lines may appear on the screen.

### [Iris]



Adjusts the iris (aperture) according to the brightness of the subject. Move the slider knob or click  or  to change the value. Also, this value is automatically adjusted when [Auto] is turned on.

## Note

- The aperture value that can be set differs depending on the zoom position. Reference aperture value is displayed on the screen.
- By changing the depth of field and blur the background or surroundings to make the subject stand out, set a smaller iris value, and to keep everything from close objects to far-away objects in focus, set a larger iris value.
- If the iris is narrowed down when shooting in a bright location, this can cause blurring. It is possible to prevent blurring by adjusting the shutter speed or ND filter and opening the iris.
- When [AUTO] of the iris setting is turned off, the aperture value of Auto is taken. It does not restore to the aperture value set before [AUTO].

### [ND Filter]

The ND filter allows to open the iris for a video with shallow depth of field even in a bright environment. This is also convenient for avoiding blur caused by a small iris when narrowing down the iris.

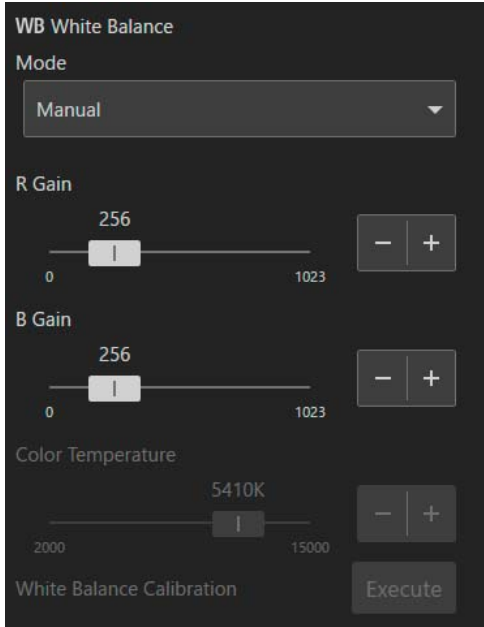
Move the slider knob or click  or  to change the value. Also, this value is automatically adjusted when [Auto] is turned on. The slider or [Auto] may not be available depending on the model.

## Note

Changing the ND Filter settings in certain shooting conditions could generate some slight change in coloring. In this case, it is effective to set the white balance when shooting (P. 22).

## [White Balance]

Camera white balance adjustment is available.



### [Mode]

Sets white balance according to the color temperature of light sources such as illuminations and sunlight. Adjustment procedure is as follows:

#### [Auto]

Adjust the white balance so that it is always optimal. The white balance is automatically adjusted as the color temperature of the light source changes.

#### [Daylight]

Sets the white balance according to the sunlight.

#### [Tungsten]

Sets the white balance according to tungsten lighting. Use this setting when shooting under tungsten or tungsten colored fluorescent lighting.

#### [Color Temperature]

Specify [Color Temperature] to adjust the white balance.

#### [Manual]

Set [R Gain] and [B Gain] for the white balance to the desired value. Move the slider knob or click **+** or **-** to change the value.

#### [Set A], [Set B]

Executing [White Balance Calibration] captures the reference white color in the actual shooting environment.

The settings are erased when the camera is restarted or turned on/off. In order to save the settings, register as a preset in the camera's Settings Page.

## Note

- When shooting under the following conditions, if the screen color looks unnatural in [Auto], adjust the white balance using [Set A] or [Set B]:
  - Shooting in locations where lighting conditions suddenly change
  - Close-up shooting
  - Shooting a scene with only one color, such as sky, sea, or forest
  - Shooting under mercury lamps and certain fluorescent/LED lights
- If the setting is other than [Auto], and the location or brightness changes or the ND filter is switched, adjust the white balance again.

### [R Gain]

Adjusts the shift amount of the red tint in the white balance when [Mode] is set to [Manual]. Move the slider knob or click **+** or **-** to change the value.

### [B Gain]

Adjusts the amount of blue tint shift in the white balance when [Mode] is set to [Manual]. Move the slider knob or click **+** or **-** to change the value.

### [Color Temperature]

When [Mode] is set to [Color Temperature], move the slider knob or click **+** or **-** to change the value.

### [White Balance Calibration]

Captures the reference white color when [Mode] is set to [Set A] or [Set B]. Illuminate a gray card or white subject (white paper, etc.) with a light source and click [Execute] while the subject fills the screen.

## ■ [Trace]

The traces registered to the camera can be executed from the main screen.

Simultaneous operation is available when multiple cameras are operated.

For details on trace, refer to "Using the Trace Function" (P. 24).



Select the registered trace number to move the camera to operate to the trace start position.

Also, trace name and the status of trace are displayed under the camera name in the video display area.

When status of trace of all cameras is [Ready], the [Execute] button becomes enabled.

Click [Execute] to execute the trace recorded by the camera.

### 🗉 Note

For cameras without any trace record, trace name or trace status will not be displayed. Also will not be able to operate by clicking [Execute].

# Using the Trace Function

Trace is a function that can register up to 10 operations including camera pan, tilt, zoom operations, focus, and video quality, for activating when necessary.

Since a trace is registered to a camera, it can be executed from any computer.

Note that the pan, tilt, zoom, and focus operation by the trace function cannot be reproduced with exact precision.

## Trace Settings Dialog

Trace settings are configured in the [Trace Settings] dialog.

Click the menu  and select [Trace Settings] to display the Trace Settings dialog.



- (1) **[Camera Name]**  
Displays the name of registered camera.
- (2) **Video display area**  
Displays the video of the camera selected in [Camera Name].
- (3) **[Trace List]**  
Displays the trace [Number], [Trace Name], and [Trace Time] in a list. Double-click [Trace Name] and enter an arbitrary name to change [Trace Name].
- (4) **[Start Recording]**  
Click to start trace recording (P. 25).
- (5) **[Prepare Trace]**  
Click to prepare the execution of the recorded trace (P. 26).
- (6) **[Cancel]**  
Click while recording or executing a trace to cancel these operations.
- (7) **[Remove]**  
Select the trace to be removed in [Trace List], then click [Remove] to remove it.



(8) **Camera operation area**

Camera operations and video quality adjustment are available here. The main operations are the same as in the main screen of the camera operation area. For details, refer to “Camera Operation Area” (P. 18).

(9) **[Recording Camera Settings at Start]**

Turn this feature on to save the video quality adjustment settings at the start of a trace. The saved white balance and exposure settings are applied when a trace is executed.

(10) **[Camera Settings Page]**

Launches a web browser and displays the Camera's Settings Page. An administrator user name and password are required to display the Settings Page.

## Recording a Trace

---

A trace can be recorded by the following steps:

**1** Click the menu  and select [Trace Settings] to display the [Trace Settings] dialog.

**2** In the [Camera Name] list, select the camera for recording a trace.

Camera video appears in the video display area.

**3** Use the camera operation area to set a camera to start recording a trace.

Use the camera operation area to set the camera angle to the trace recording start position.

Also, to record the video quality settings when starting to record a trace, turn [Recording Camera Settings at Start] on and adjust the video quality in the camera operation area.



### Important

If the video quality is adjusted while recording a trace, the changes will not be recorded.

**4** Select the trace number to record.

If a registered number is selected, the content will be overwritten.

**5** Click [Start Recording].

The button display changes to [Stop Recording] and  and the elapsed time after clicking [Start Recording] is displayed above the video display area.

Recording starts when the operations such as pan, tilt and zoom are performed.

**6** Click [Stop Recording].

Ends the recording.



### Note

- The maximum recording time for a single trace is 5 minutes. Recording will stop automatically 5 minutes after clicking [Start Recording].
- It is also possible to record the pan, tilt, zoom, and focus operations recalled in the preset.
- By clicking [Cancel] while recording a trace, recording stops and recorded data is discarded.
- If the camera is operated from another device while recording a trace, the result of the operation by another device will also be included in the recorded trace.

## Executing a Trace

---

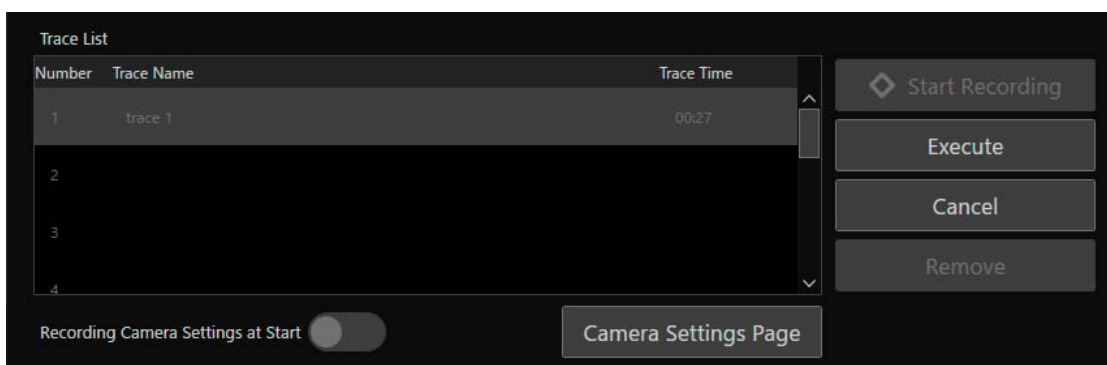
By executing a trace, the recorded pan, tilt, zoom and focus operations are reproduced.

### Note

- If [Recording Camera Settings at Start] is not turned on when recording a trace, the camera video quality setting when the trace is executed will be applied. Even if [Recording Camera Settings at Start] is turned on in the trace, the camera video quality setting can be changed during the execution.
- Only a trace for a single camera can be executed in the [Trace Settings] dialog. To execute traces from multiple cameras simultaneously, operate the cameras using [Trace] in the camera operation area of the main screen. For details, refer to "[Trace]" (P. 23).

### 1 Select the registered trace and click [Prepare Trace].

The camera moves to the start position. Once the camera is moved to the start position, the button display changes to [Execute].



### 2 Click [Execute].

The trace is executed.

### Note

Click [Cancel] to cancel the trace execution.

# Using a Keyboard or Joystick


Cameras can be operated using a keyboard or joystick by this software.

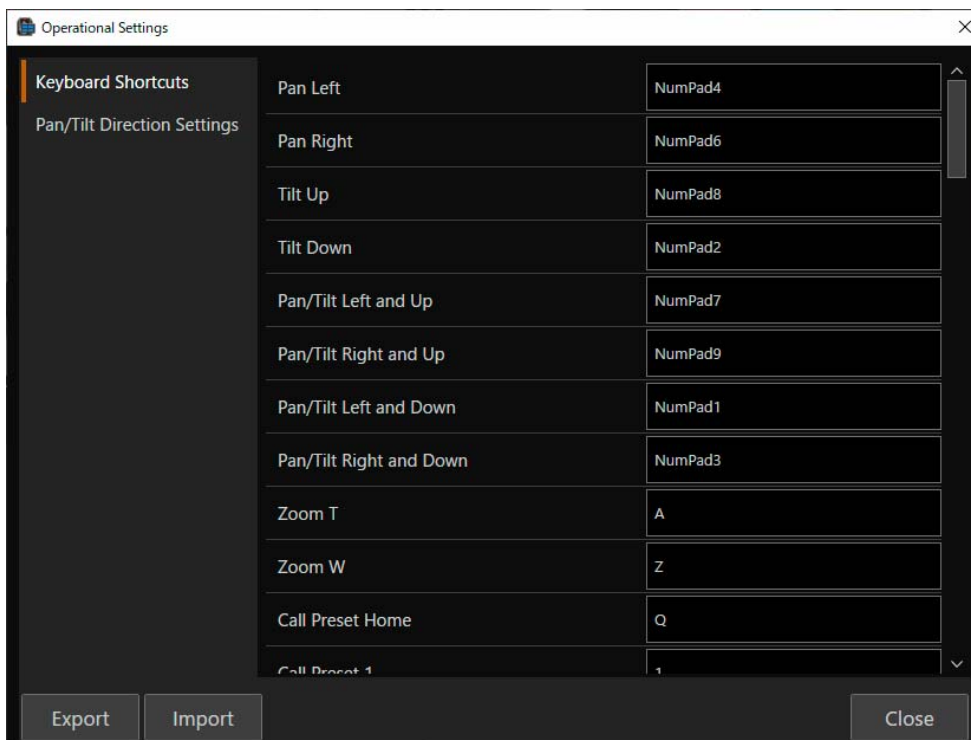
Settings for operating cameras using a keyboard or joystick can be changed according to use.

## Assigning Arbitrary Keys

Keys are assigned to each function available for the keyboard in the initial settings (P. 28).

To change the assignments or use the keyboard for some functions that do not have an assigned key, settings can be changed as follows.

- 1 Click the menu , select [Operational Settings] to display the [Keyboard Shortcuts] screen in the [Operational Settings] dialog.



- 2 Click the entry field on the right side of the applicable function in the [Keyboard Shortcuts] screen, then press the key to assign.  
The key name is automatically entered.  
The assigned key is saved immediately.

### Note

- The assigned key cannot be changed for functions with the input fields displayed in gray.
- Cannot be assigned to some keys such as Tab and Shift. For keys that cannot be assigned, the key name will not be displayed even when selecting the input field and pressing the key.
- If the same key is assigned to two functions, the text in the assigned key turns red and an error message appears on the newly assigned function. Press the Esc key to revert to the original key assignment. If moving on to another function entry, the key will be applied to the newly assigned function and the original function assignment will be cleared.

- 3 Once changes are complete, click [Close] to close the [Operational Settings] dialog.

### Note

The [Keyboard Shortcuts] and [Pan/Tilt Direction Settings] settings can be exported or imported by clicking [Export] or [Import]. For details, refer to "Exporting or Importing the Settings" (P. 30).

## List of Operations Available on a Keyboard

The functions available as keyboard operations and default assigned keys are as follows:

[Keyboard Shortcuts] screen display name	Key
Pan Left	NumPad4
Pan Right	NumPad6
Tilt Up	NumPad8
Tilt Down	NumPad2
Pan/Tilt Left and Up	NumPad7
Pan/Tilt Right and Up	NumPad9
Pan/Tilt Left and Down	NumPad1
Pan/Tilt Right and Down	NumPad3
Zoom T	A
Zoom W	Z
Call Preset Home	Q
Call Preset	0 to 9*
Next Preset Page	E
Previous Preset Page	W
Auto Focus On/Off	—
One Shot AF	—
Focus Near	—
Focus Far	—
Pan/Tilt Speed +	—
Pan/Tilt Speed -	—
Zoom Speed +	—
Zoom Speed -	—
AE Shift +	—
AE Shift -	—
Iris Auto On/Off	—
Iris +	—
Iris -	—
Prepare Trace	—
Execute Trace	—
Select Camera “#” Only	F1 to F9 (function key)
Select/Remove Camera #	Control + F1 to F9 (function key)
Select All Cameras	Control + A
Clear All Camera Selections	Escape

\* Preset displays the page corresponding to the target preset number in [Preset] of camera operation area, and enables to call the preset by pressing the key corresponding to the first digit of the number.


For example, by pressing “5” when the preset numbers 21 to 30 are displayed, the preset number 25 will be called.

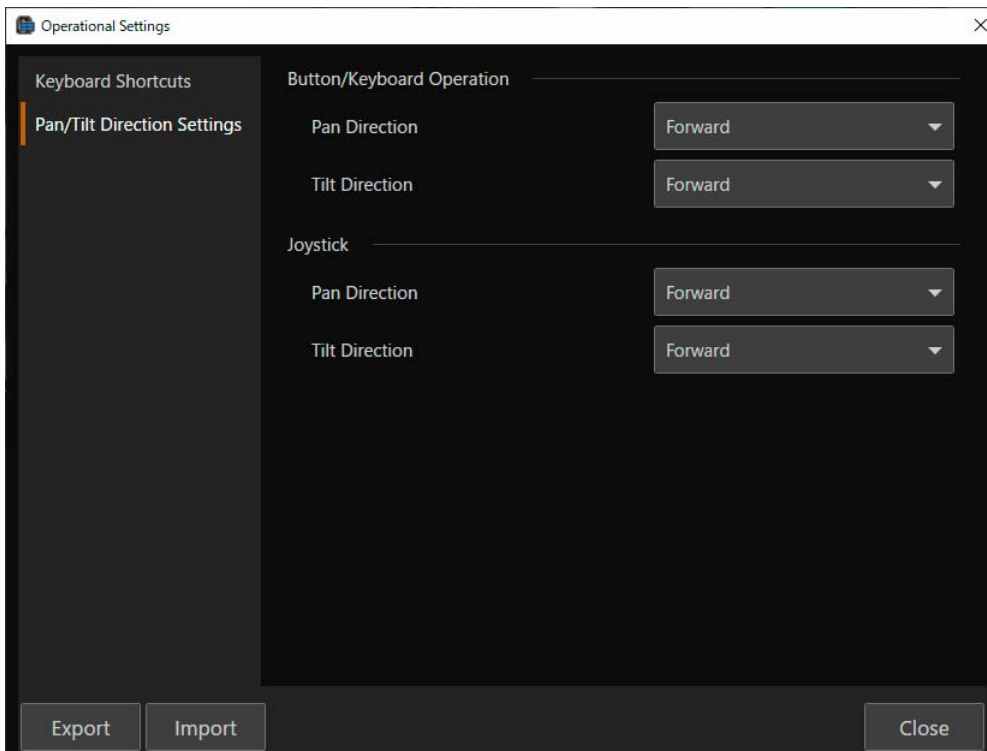
For details on screen display such as changing pages, refer to “[Preset]” (P. 19).

### Note

- Key assignment for items displayed in gray cannot be changed from their initial settings.
- Press function keys F1 to F9 to operate a single camera from camera number 1 to 9.
- By pressing a function key F1 to F9 while pressing Ctrl key, the selected camera will be added for operation to the currently operated cameras. By selecting a camera already applicable for operation while pressing Ctrl key, it will be removed from operation.

## Configuring Pan/Tilt Direction Settings

The camera pan/tilt direction can be changed when performing pan/tilt operations with a joystick or in the main screen. Click the menu , select [Operational Settings] to open the dialog window, then select [Pan/Tilt Direction Settings].



### [Button/Keyboard Operation] and [Joystick]

The direction for pan/tilt operations can be changed.

When [Pan Direction] is [Normal], tilting the joystick to the right will move the camera clockwise. Also, when [Tilt Direction] is [Normal], tilting the joystick toward the user will tilt the camera forward.

### Note

- The [Keyboard Shortcuts] and [Pan/Tilt Direction Settings] settings can be exported or imported by clicking [Export] or [Import]. For details, see "Exporting or Importing the Settings" (P. 30).
- For the operation of the joystick, refer to the instruction manual of each product. In addition, the operation of all joysticks are not guaranteed.

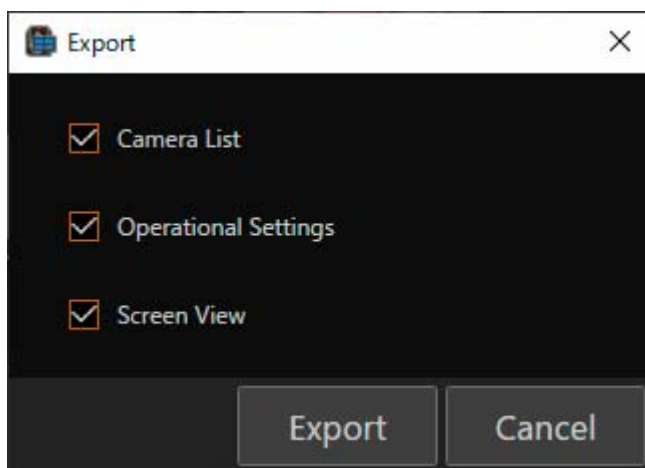
# Exporting or Importing the Settings

Some of the settings in this software can be exported or imported in json format.

## Exporting Settings

Click the menu  and select [Maintenance] > [Export].

When the [Export] dialog appears, select the item to export and click [Export]. Once clicked, set where to save the file and the file name to export on the dialog screen.



Contents which can be exported are as follows:

Name	Setting details
[Camera List]	Registered camera information such as [Camera Name] and [Destination Address] (P. 11)
[Operational Settings]	[Keyboard Shortcuts] and [Pan/Tilt Direction Settings] (P. 27)
[Screen View]	Camera list, show/hide camera operation area, selection of displayed items in camera operation area, main screen layout settings (P. 9)

## Importing Settings

Click the menu  and select [Maintenance] > [Import].

On the dialog screen that appears when [Import] is clicked, select the file to import and click [Open] to display the [Import] dialog. In the [Import] dialog, select what to import.

For details on settings that can be imported, refer to "Exporting Settings" (P. 30).

# Troubleshooting

Before contacting the retailer from where the product was purchased or a Canon sales representative, check the following items.

## Note

For information on troubleshooting for the camera, controller, or switcher, refer to each manual .

Problem	Solution
Cannot add camera	<ul style="list-style-type: none"><li>• Check the Camera's Settings Page to see if the user account with registered cameras has been granted video streaming video transmission privileges.</li><li>• If [Enable SSL Communications] is checked, make sure that the camera and computer can communicate with the SSL/TLS on the Camera's Settings Page. For details, refer to the Settings Guide of the camera.</li></ul>
Cannot connect to camera	<ul style="list-style-type: none"><li>• Check if the camera power is on.</li><li>• Check the Camera's Settings Page to see if the user account with registered cameras has been granted video streaming video transmission privileges.</li></ul>
Camera video not displayed	<ul style="list-style-type: none"><li>• Check the network communication status.</li><li>• Check if the camera and the computer on which the software is installed are connected to the network correctly.</li><li>• Check the Camera's Settings Page to see if the user account with registered cameras has been granted video streaming video transmission privileges.</li><li>• In your security software, configure the exception settings for the camera or this software, whichever is causing the problem.</li></ul>
Camera cannot be operated from the operation area	Check the Camera's Settings Page to see if the user account with registered cameras has been granted camera control privileges.
[Time (sec.)] and [Speed Level] cannot be specified when calling presets	Make sure that the camera firmware is up to date.
Trace recording was interrupted	The camera could have been operated from the Camera Settings Page or another device. Make sure that the camera is unable to be operated when recording a trace.
Unable to access the Camera's Settings Page	Make sure that the camera supports the default web browser being used.
Error occurs during import	Check if the import file and import selection are correct.

