

Manufacturer Comments - AVer ClassHD

AVer ClassHD is a dedicated model aimed at the UK education market. To help implement videoconferencing technology into UK education, ClassHD will include technical set up, configuration and curriculum support, provided by VCfL. This will enable educational establishments to successfully implement videoconferencing.

ClassHD will have a recording function available for schools/colleges to record live VC sessions.

PIP Operation (in C. Hardware Description, general section)

The PIP image only appears when the full size Far-End layout is selected and camera pan, tilt or zoom control is executed, the PIP image disappears after a period once any adjustment is completed. During the evaluation the PIP was inconsistent in its appearance and at times did not appear when camera adjustments were being made.

AVer: We will modify in next release firmware to standardise the PIP appearance as following

1. PIP appears on layout 4/4
2. Consistent timing over PIP pop up when you press any buttons on the remote control

HDMI Monitor Image Cropping (in C. Hardware Description, dual monitor mode section)

On some HDMI input monitors the menu and presentation information at the edge of the screen may be "cropped". To avoid this problem in single monitor mode the VGA output of the CODEC should be used alternatively the DVI input of the monitor could be used via an HDMI-DVI cable to ensure that all on screen menu information and PC desktop images are fully visible.

AVer: The cropping is usually caused by "overscanning", most monitors/TVs have "native mode" to overcome this. AVer ClassHD will include TV underscan option to avoid the possibility of "cropped" image.

Camera Performance (in C. Hardware Description, dual monitor mode section)

The PTZ (Pan Tilt and Zoom) 2-megapixel HD cameras supplied include a fixed focus, 4x Digital Zoom and an exceptionally wide horizontal viewing angle of 88 degrees. The lack of variable focus and the use of a digital rather than optical zoom impacted on the video quality of the camera. Overall the images appeared "soft" when compared to optical zoom variable focus cameras which were further softened when the digital zoom was applied.

AVer: We will have the PTZ camera option in the near future.

PC Presentation Audio (at the very end of C. Hardware Description)

The 3.5mm mini jack audio input may be selected as an external microphone input, in this case the microphone pod is deselected. While the documentation implies that this input may also be used for presentation audio from a PC or laptop we were unable to transmit this audio during a presentation or to hear it locally.

AVer: The next AVer ClassHD firmware will include the function to have Audio IN & Aver MIC audio path combined when user select VGA as main input source

WebTools (in D. System Operation)

The system may also be configured, controlled and monitored via a password protected WebTool within a web browser from a network connected PC. This facility provides configuration, control and limited monitoring facilities; including Snapshots of CODEC main video output, call statistics are not available from the WebTool. The WebTool menu structure is identical to that available on the CODEC which makes it intuitive to use however while a call could be initiated from the WebTool there is no facility available to hang up the call.

AVer: We will add the “Hang UP” button on webtool in next firmware release.

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