

PTZ Camera Companion module

User Manual-English

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Chapter 1 Instructions on Companion Module Installation

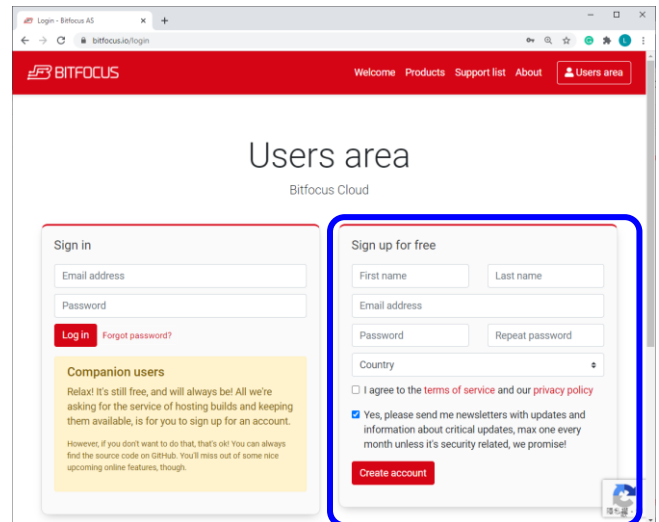
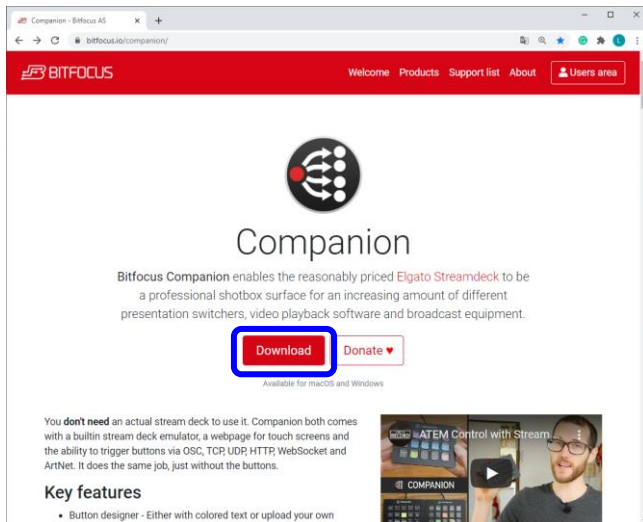
1.1 System Requirements

- Windows 7 /10
- Mac 10.13 or above

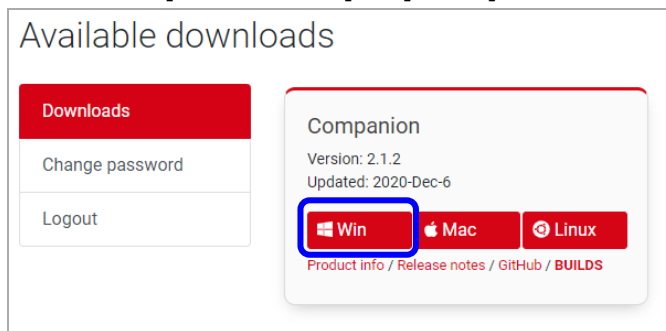
1.2 Install with Windows 7 / 10

1.2.1 Please go to Companion - Bitfocus AS website and click [**Download**].

1.2.2 Sign up for free and sign in with your account to download.



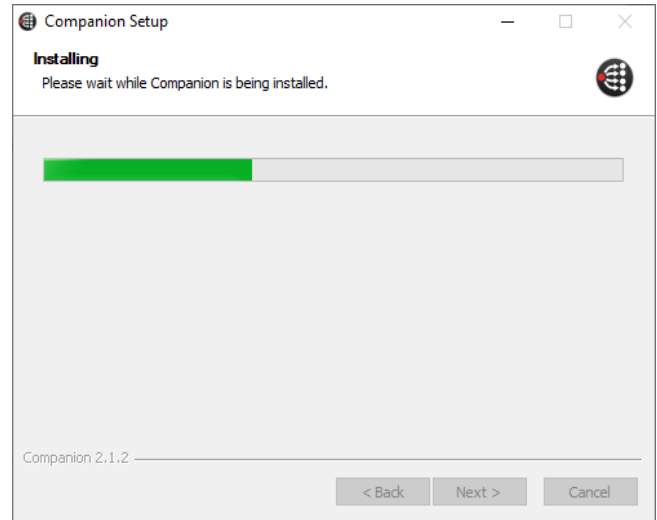
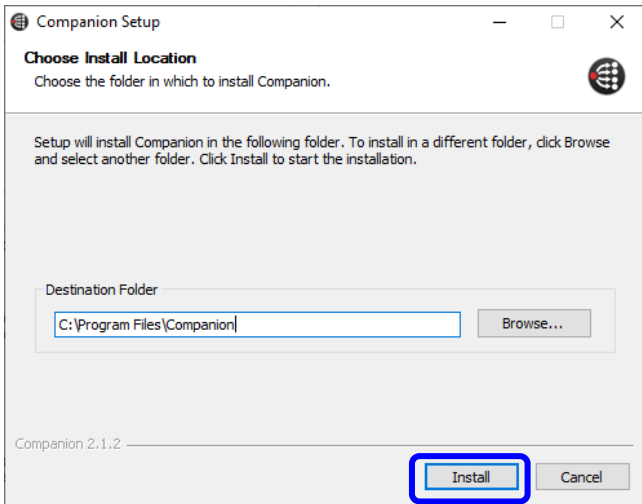
1.2.3 Click [**Download**] → [**Win**] to download.



1.2.4 After the download is completed, click [**companion-win64**] to start the installation.

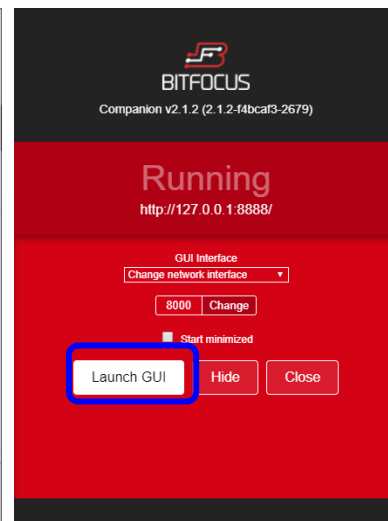
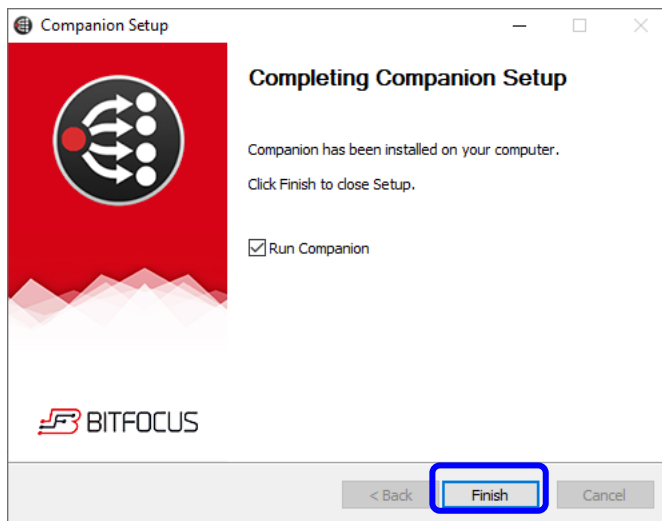


1.2.5 The installation wizard will guide you through the process. Please follow the instructions and press [**Next**] for the next step.



1.2.6 When the installation is completed, press [**Finish**] to end the installation.

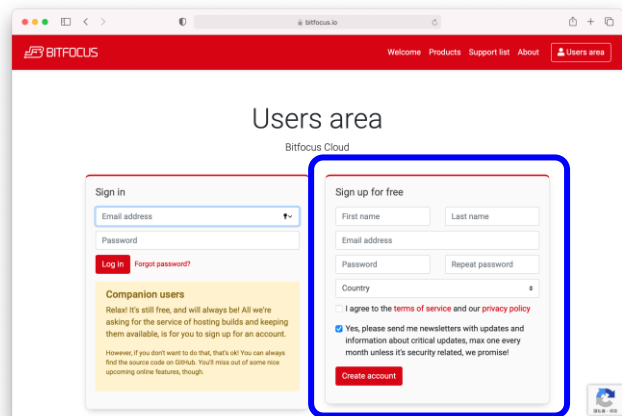
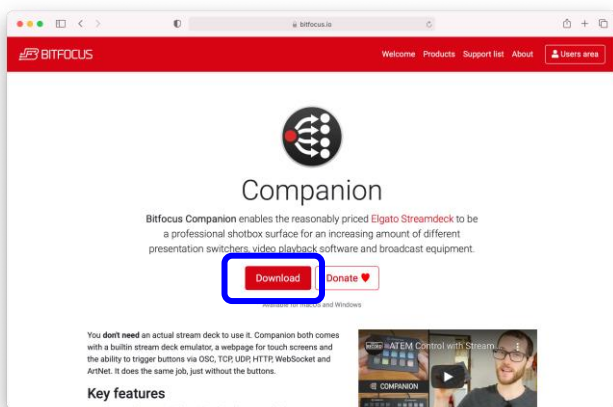
1.2.7 Open the Companion software, click [**Launch GUI**] to enter the admin user interface.



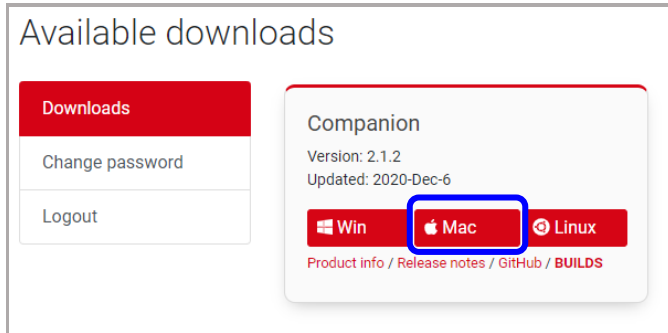
1.3 Install with Mac

1.3.1 Please go to Companion - Bitfocus AS website and click [**Download**].

1.3.2 Sign up for free and sign in with your account to download.



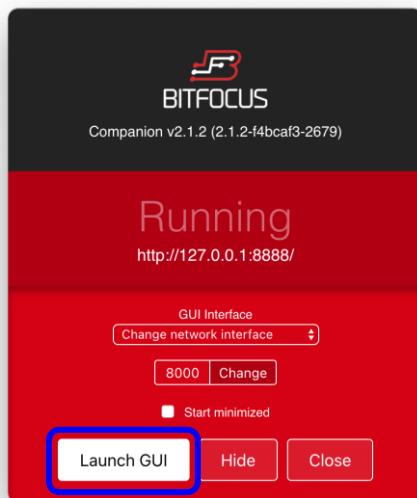
1.3.3 Click [**Downloads**] → [**Mac**] to download.



1.3.4 After the download is completed, click [**Companion**] to open the Companion software.



1.3.5 Click [**Launch GUI**] to enter the admin user interface.



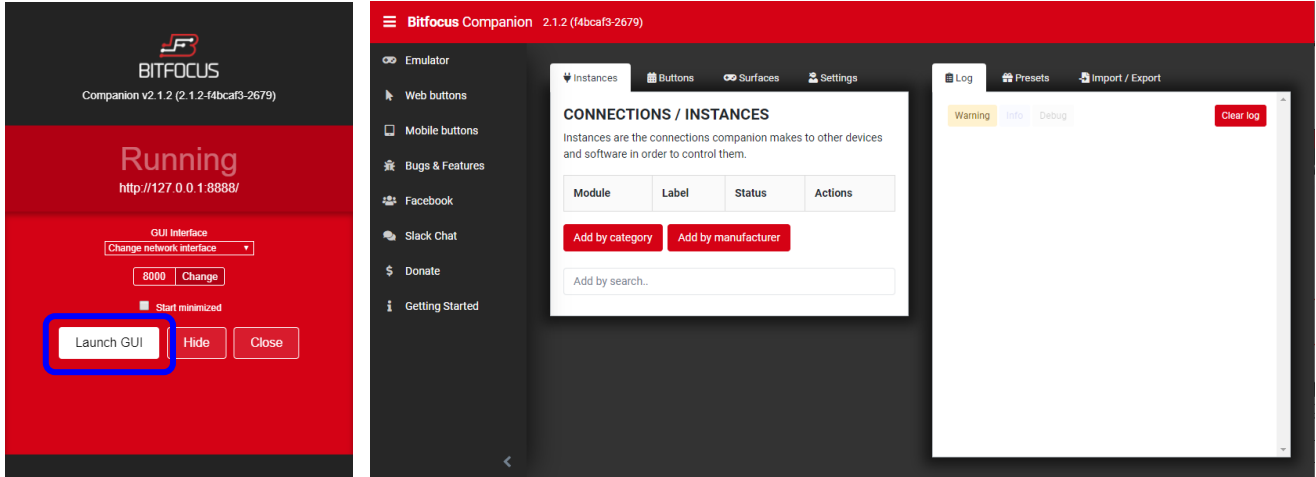
Chapter 2 Setting Instructions

2.1 Check the Network setting

2.1.1 Make sure the computer IP address must be set on the same network segment with the device.

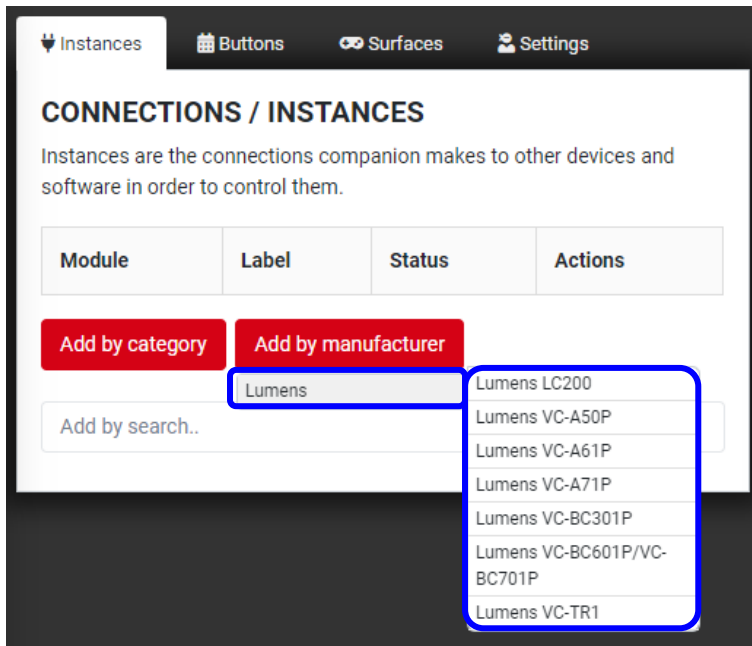
2.1.2 Check the IP address of the device.

2.1.3 Open the Companion software, click [**Launch GUI**] to enter the admin user interface.



2.2 Add new device

2.2.1 In [**Instances**] page, click [**Add by category**] or [**Add by manufacturer**], or search [**Lumens**] in the search bar → [**Lumens**] → Select the device model.



2.2.2 Will open a new page [**Camera Configuration**] or [**MediaProcessor Configuration**], you can do the device setting on this page. After finishing setting, click [**Apply changes**].

2.2.2.1 Camera settings

- **Label:** Enter the camera model or name, it will be easier identified.
- **Target IP:** Enter the IP address of the camera.
- **Target Port:** Enter "52381" (Default:52381)

- **Camera id:** Select[id 1]

< **Caution** > The camera DIP switch also needs to be set on ID1

Instances Config Buttons Surfaces Settings

Camera Configuration

Label
VC-A61P

Information

Lumens : 「 We Make Your Job Easier 」 !

This module controls LUMENS VC-A61P cameras with VISCA over IP protocol
For more information about Lumens Camera, please refer ...

Lumens Camera info.

Please Fill In The IP Below

Target IP (for example : 192.168.4.54) Target PORT (default : 52381)
52381

LUMENS Camera Address (factory setting : id 1)
id 1

Apply changes

2.2.2.2 MediaProcessor settings

- **Label:** Enter the device model or name, it will be easier identified.
- **Target IP:** Enter the IP address of the LC200
- **Target Port:** Enter “5080” (Default:5080)

Instances Config Buttons Surfaces Settings

MediaProcessor Configuration

Label
LC200

Information

Lumens : 「 We Make Your Job Easier 」 !

This module controls LUMENS LC200 media processor with TCP over IP protocol
For more information about Lumens Media processor, please refer ...

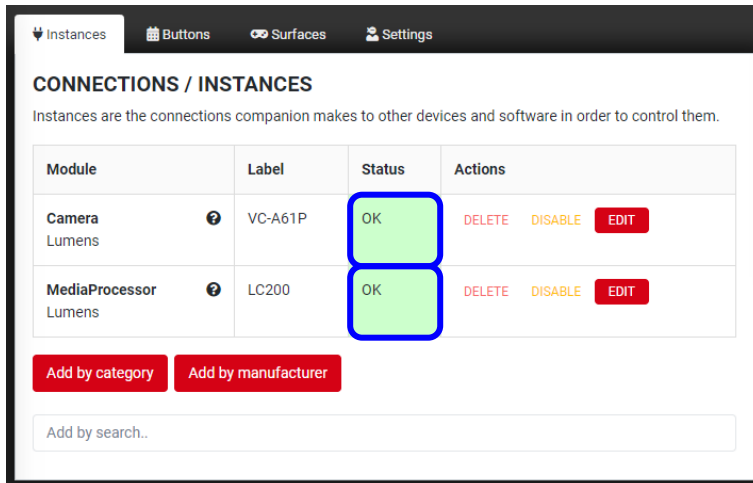
LC200 info. LC200 Command List.

Please Fill In The IP Below

Target IP (for example : 192.168.4.54) Target Port (default : 5080)
5080

Apply changes

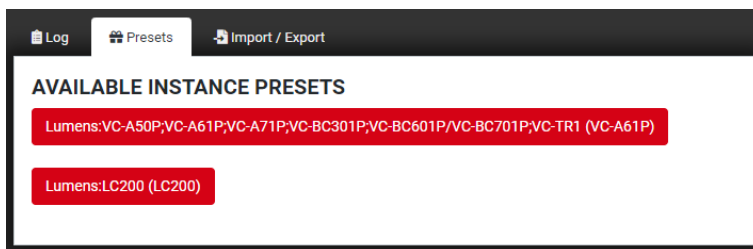
2.2.3 Press [**Instances**], the device status shows "OK" which means the device has been added and connected successfully.



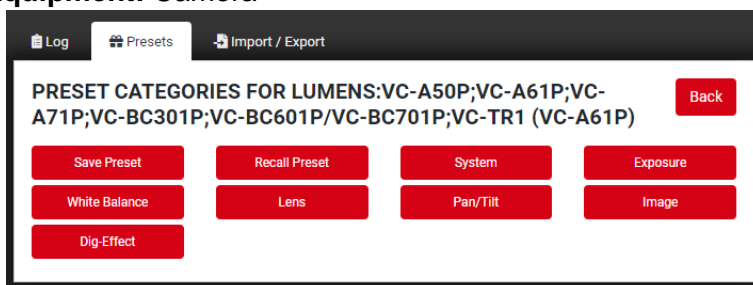
2.3 Add new button - Though by Presets page

2.3.1 Press [**Preset**] to the preset page → Select the device(The device name is displayed at the end) → Select the action type.

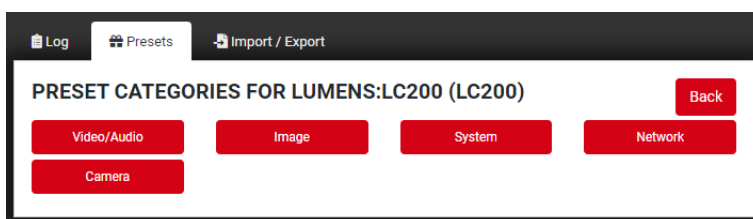
< Remark > Please refer to [Chapter 5 Preset Actions List](#) for the device model and supported actions.



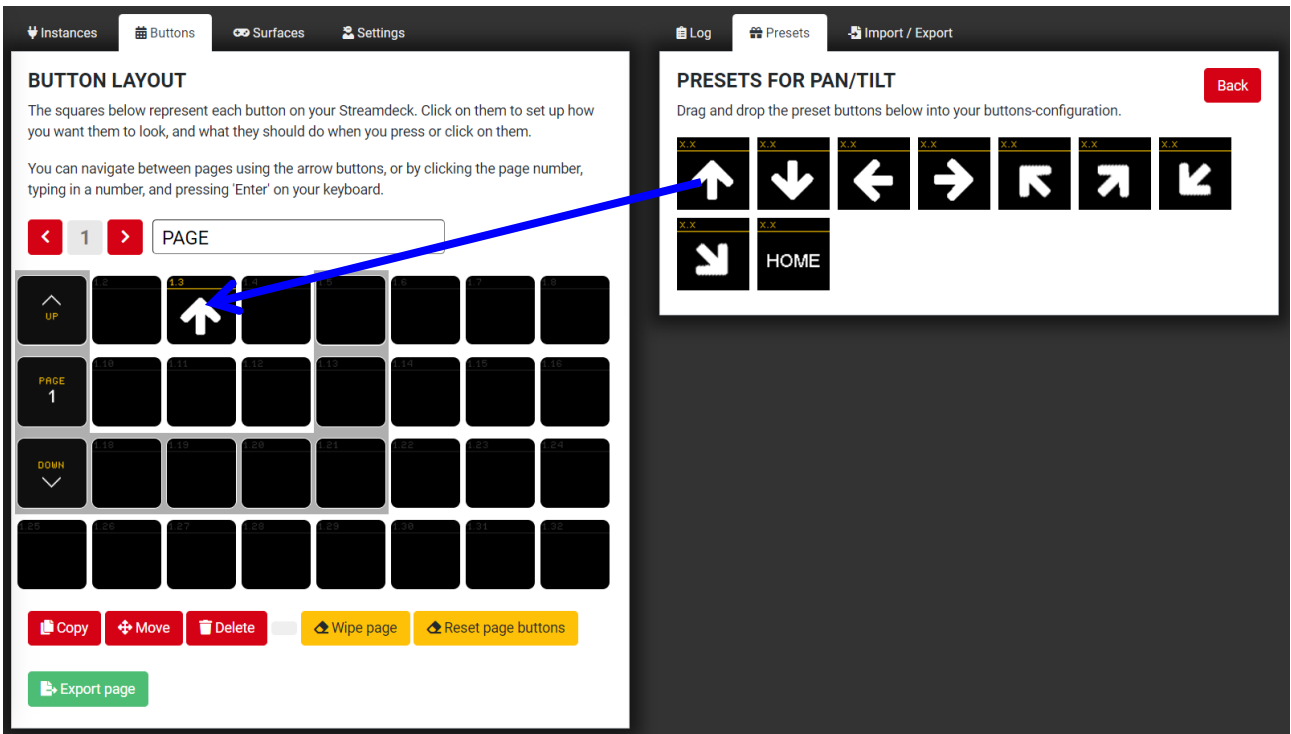
■ Equipment: Camera



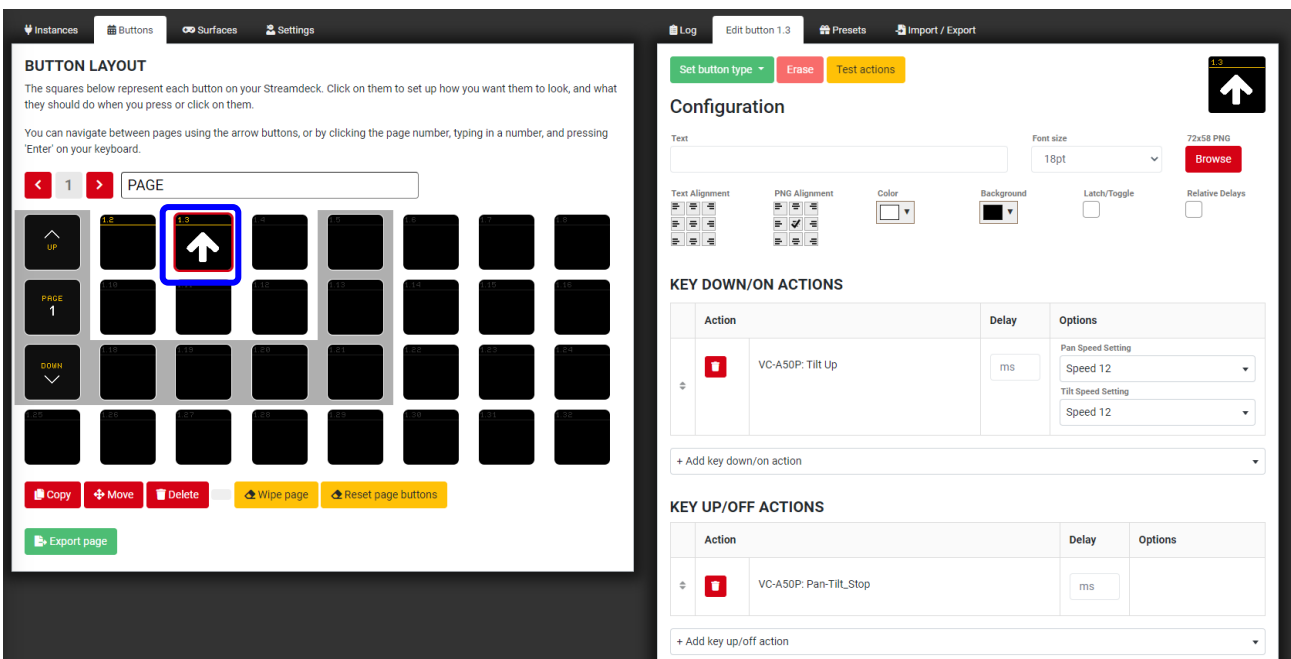
■ Equipment: MediaProcessor



2.3.2 Press [**Buttons**] to the button page, drag the action button from Presets page and drop to the simulation button on the [**Buttons**] page.

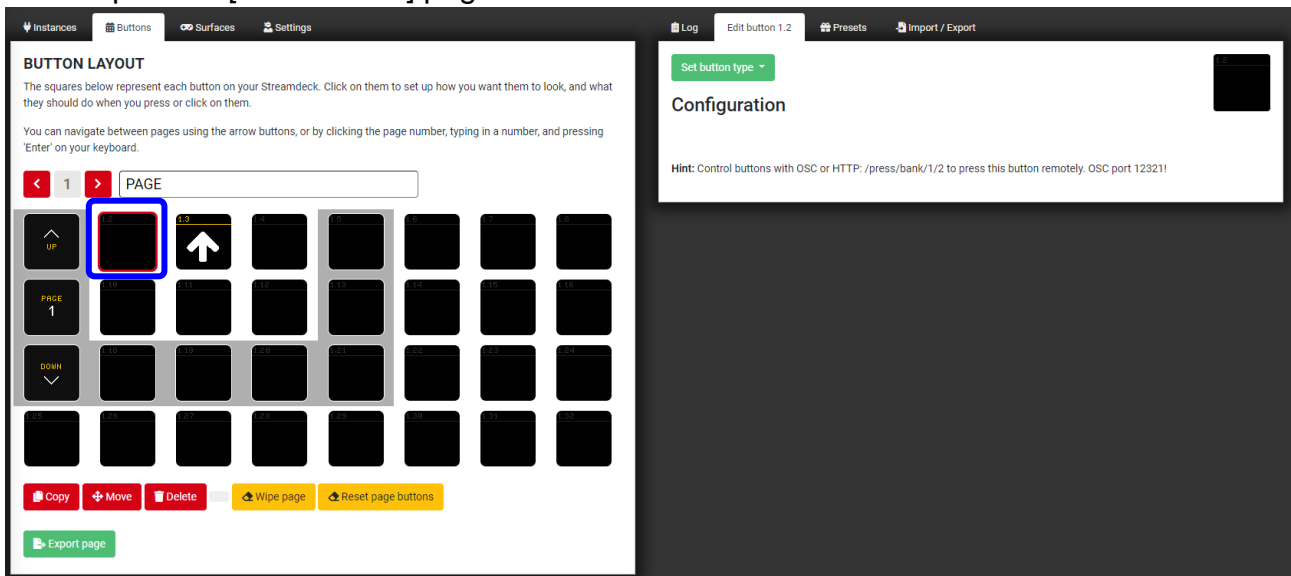


2.3.3 Click the added action button on [**Buttons**] page will open [**Edit button**] page. It will show the button's settings and can be edited on [**Edit button**] page. Please refer to [3.8 Edit button](#) for button settings.



2.4 Add new button - Though by Buttons page

2.4.1 Press [**Buttons**] to the button page, click on the blank area of the simulated button to open the [Edit button] page.

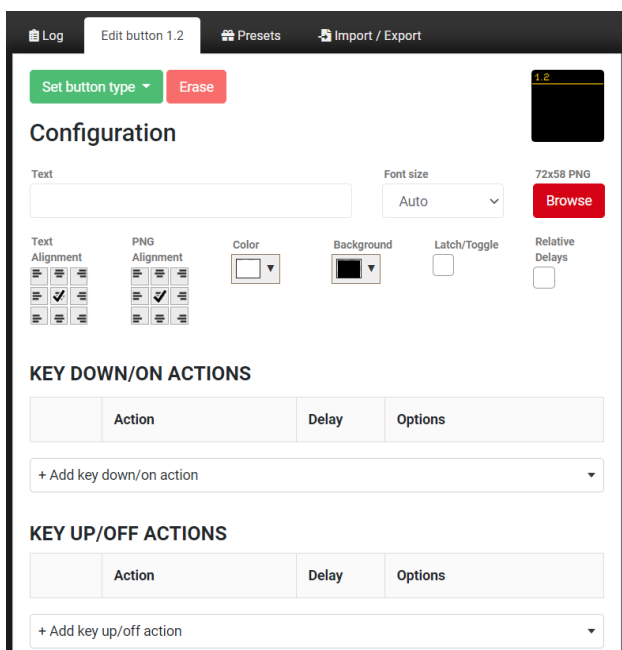


2.4.2 Click [**set button type**] and select [**Regular button**] to add new button.



2.4.3 It will shows the button's settings and can be edited on [**Edit button**] page.

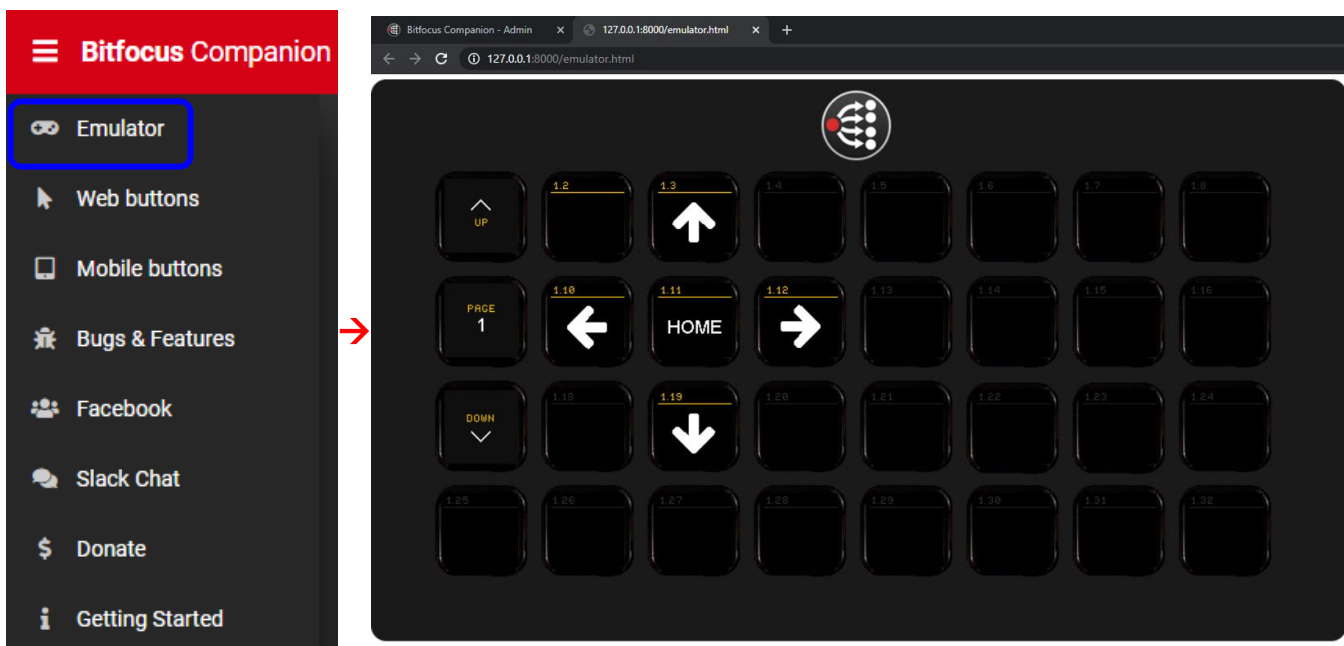
Please refer to [3.8 Edit button](#) for button settings.



2.5 Control the device - Through by Emulator

2.5.1 Press [Emulator], it will open a new window and shows the button emulator.

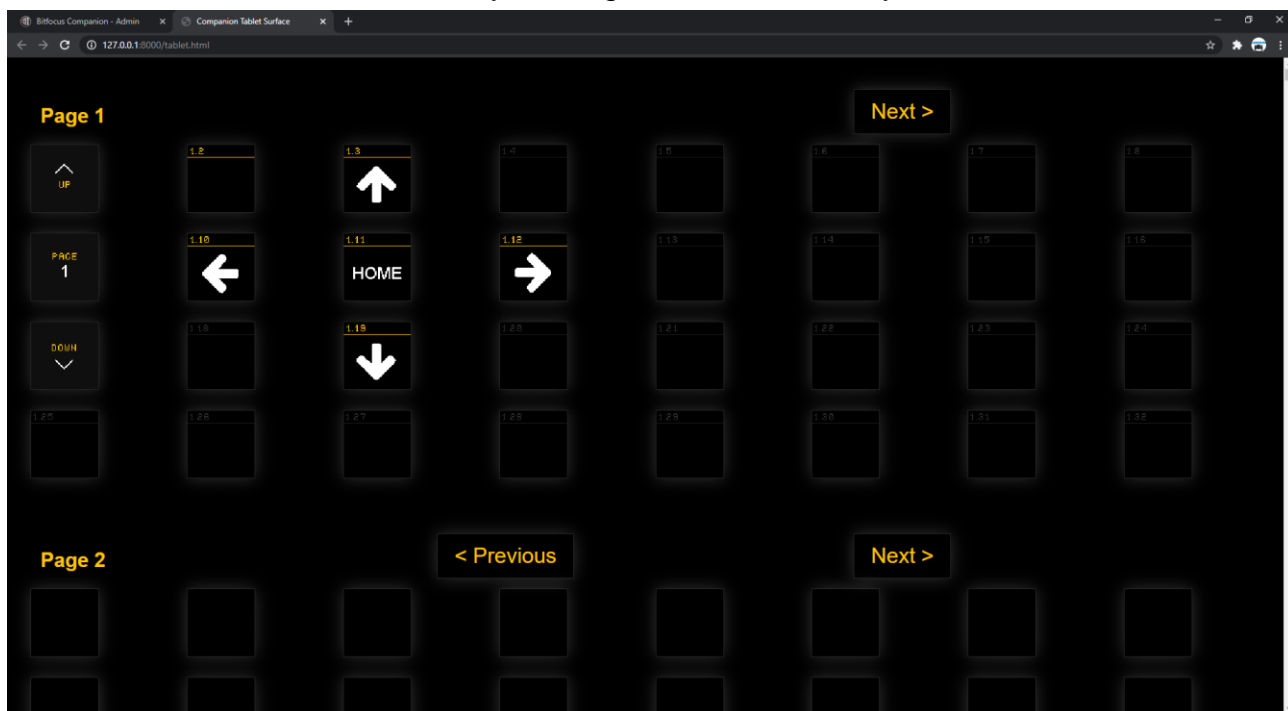
2.5.2 You can control the device by clicking the buttons directly.



2.6 Control the device - Through by Web buttons

2.6.1 Press [Web buttons], it will open a new window and shows all buttons on one monitor.

2.6.2 You can control the device by clicking the buttons directly.



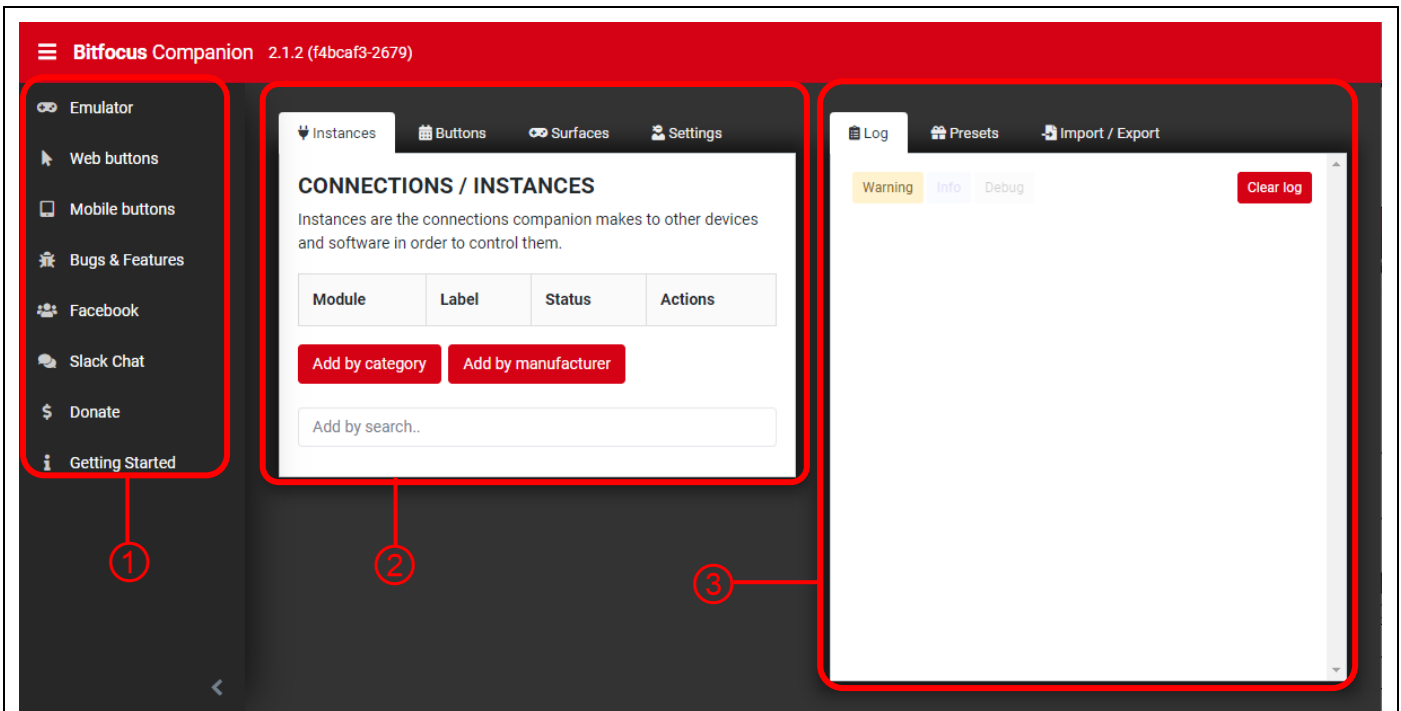
<Caution> If you would like to just view one page or a select few, you can add text to the end of the URL in your browser. Just add?pages= and the page numbers you want to see separated by a comma.


E.g.: <http://127.0.0.1:8000/tablet.html?pages=2> (Includes only page 2)

<http://127.0.0.1:8000/tablet.html?pages=3,7,12> (Includes only pages 3, 7, and 12)

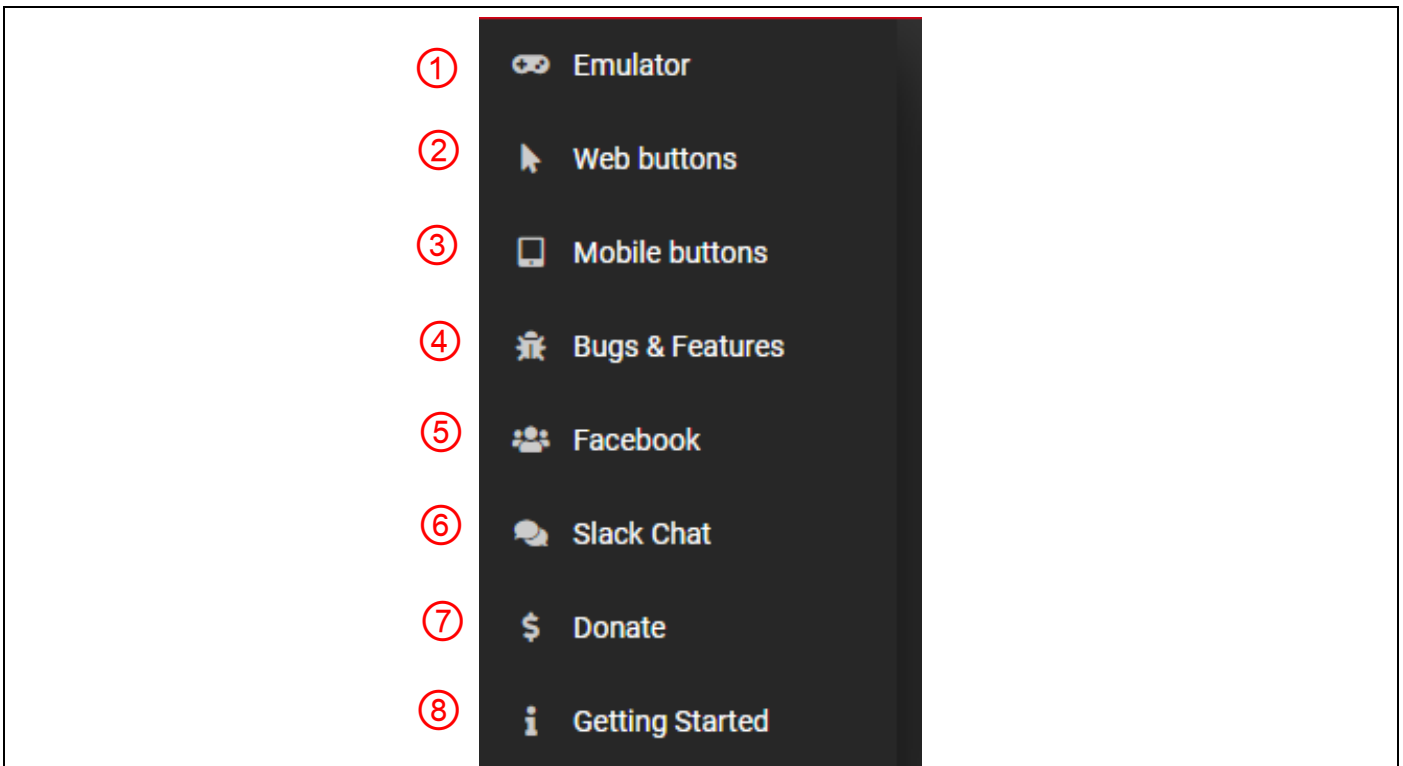
Chapter 3 User Interface Description

3.1 Admin User Interface



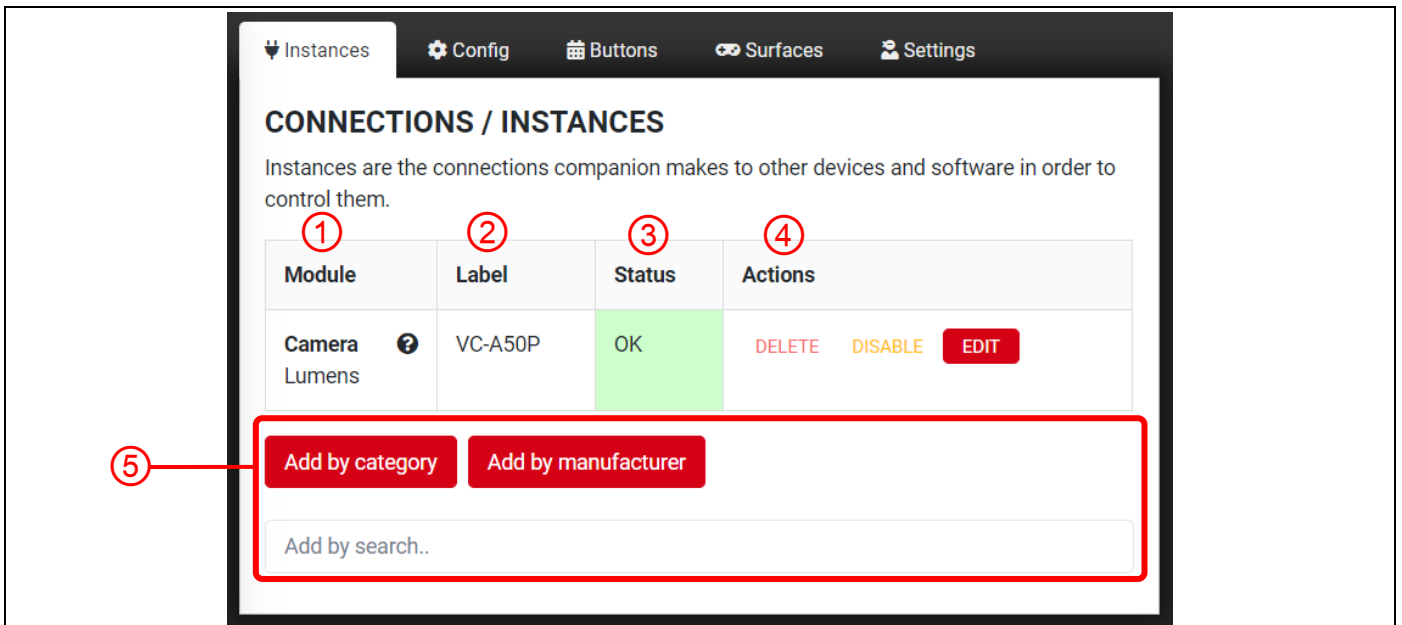
No	Item	Function Descriptions
1	Sidebar	Include Emulator, Web buttons and community links. You can collapse the sidebar by clicking the  icon on the left of Companion logo, or shrink it by clicking the arrow at the bottom of the sidebar.
2	Main admin controls and settings	This is where all the connections, buttons, and actions are configured.
3	Log, Presets, configuration	This is where display log information, preset, and import/export setting.

3.2 Sidebar



No	Item	Function Descriptions
1	Emulator	Emulator is a tool to test and use the setup, even if you don't have a Stream Deck connected. It will open in a new browser tab and will function just like a Stream Deck would. You can use keyboard hotkeys to control the emulator and trigger button presses. Instructions are found on the bottom of the emulator page.
2	Web buttons	Web buttons is a way of viewing all your buttons across all pages on a single screen.
3	Mobile buttons	It will open in a new browser and display the analog button on the mobile device.
4	Bug & Features	Companion GitHub to report bugs.
5	Facebook	Facebook group to share information and ask questions.
6	Slack Chat	The Slack group for developers.
7	Donate	Donate to show your support and fund future development.
8	Getting Started	Introduction to Companion's basic principles and user interface.

3.3 Instances



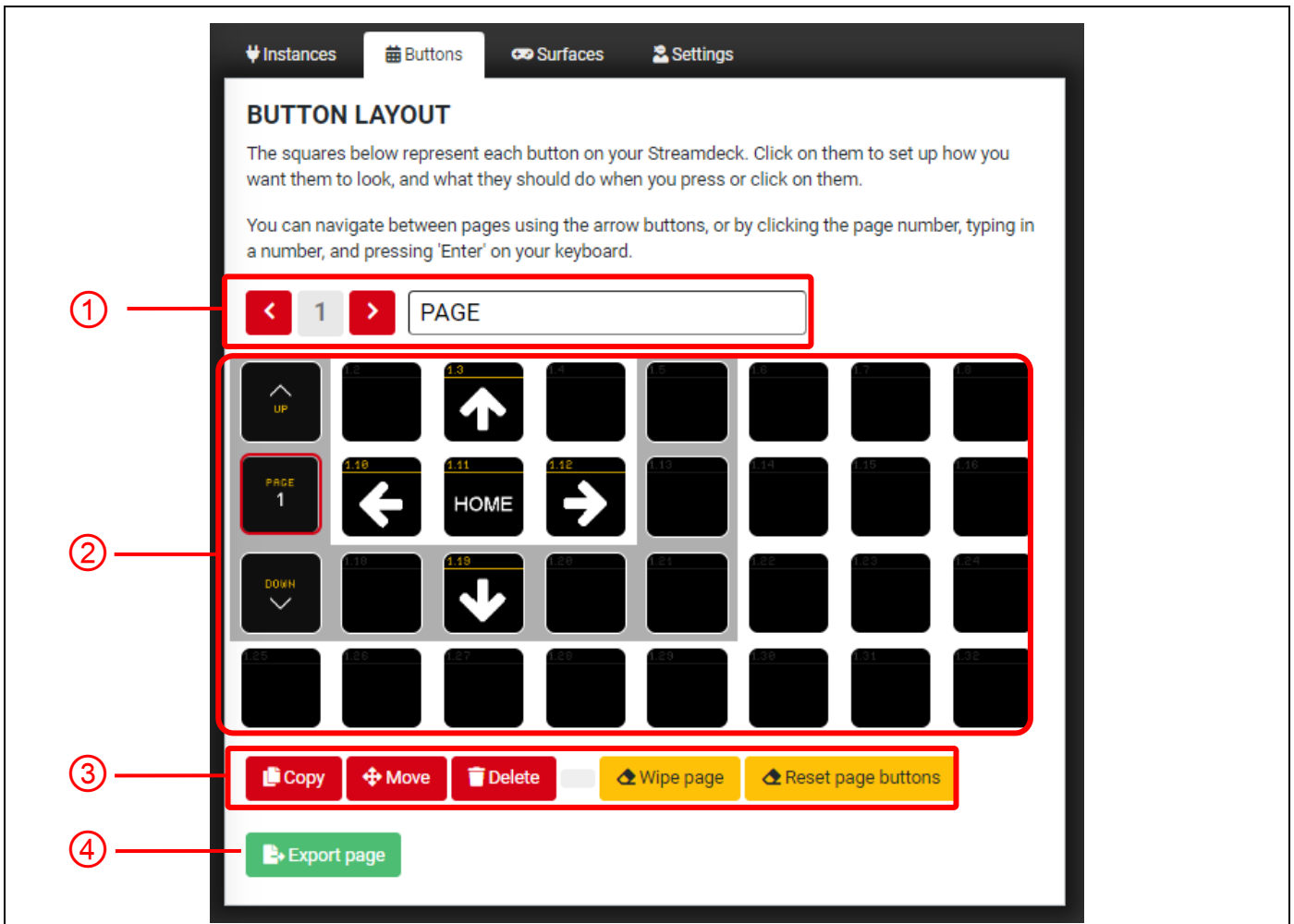
No	Item	Function Descriptions
1	Module	Display the Module name. Press the question mark icon to open that module's help information.
2	Label	Display the name of the newly added custom Label.
3	Status	Display the current connection status with the device.
4	Actions	Click [DELETE] to delete the device. Click [DISABLE] to disable the device. Click [EDIT] to edit the device setting.
5	Add Device	Add a new device, either by finding it by category, by manufacturer, or through a search.

3.4 Config

The image shows two screenshots of the Lumens configuration interface. The top screenshot is for 'Camera Configuration' and the bottom is for 'MediaProcessor Configuration'. Both screenshots show a 'Label' field, an 'Information' section with a 'Please Fill In The IP Below' instruction, and 'Target IP' and 'Target PORT' input fields. A red box highlights the 'Apply changes' button. Red circles with numbers 1-4 point to the Label, Information, IP/Port fields, and the Apply changes button respectively.

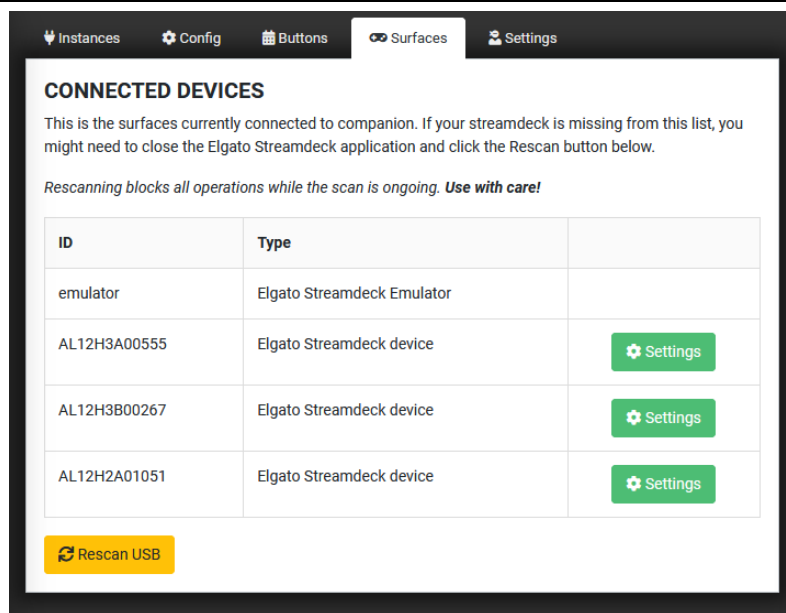
No	Item	Function Descriptions
1	Label	Enter the label will be easier to identify when you have several devices.
2	Information	Display the Module's information.
3	Internet Connection Settings	<ul style="list-style-type: none"> ● Target IP: Enter the device's IP address in the Target IP bar. ● Target Port: Camera: 52381; MediaProcessor: 5080 ● LUMENS Camera Address: Select [id 1] (MediaProcessor doesn't has this selection)
4	Apply changes	Click [Apply changes] after you finish setting.

3.5 Buttons



No	Item	Function Descriptions
1	Page Selection	It can be navigated using the red left/right arrows. You can move to a specific page by clicking on the gray page number, entering in the desired page number, and pressing the ENTER key on your keyboard.
2	Buttons	You can add, edit and remove buttons for your Stream Deck. If you hold down the SHIFT key on your keyboard, you can trigger a button directly by clicking on it.
3	Edit buttons	<ul style="list-style-type: none"> ● Copy, Move, Delete Click on the desired action, then click on the button you want to apply that action to. Finally click on the destination button. ● Wipe page Erases all buttons on the page and adds the navigation buttons. ● Reset page buttons Leaves the buttons intact, but adds the navigation buttons.
4	Export page	To download which can later be imported to another page or a different Companion configuration.

3.6 Surfaces



Descriptions

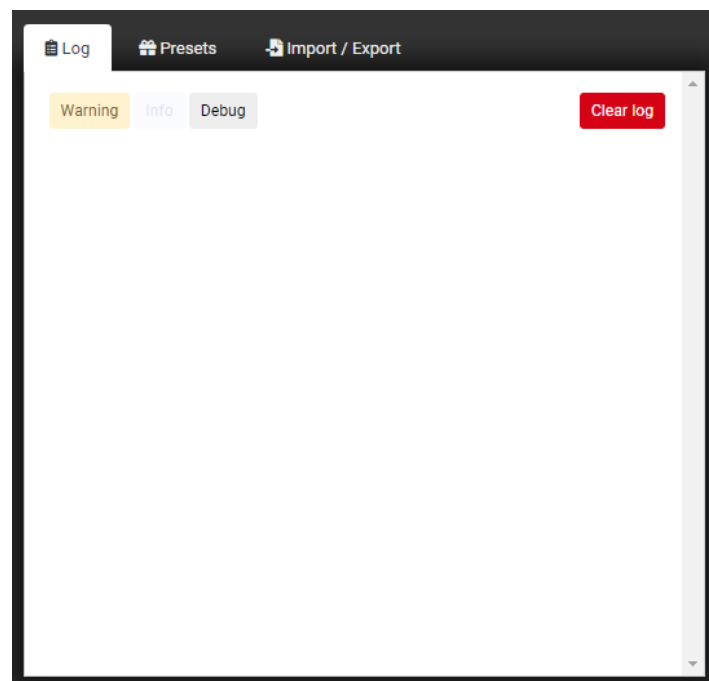
This tab will show the connected Elgato Stream Decks.

If any of your Stream Decks are not showing up, press the [**Rescan USB**] button.

<Remark> Use with care as rescanning will block all operations while the scan is ongoing.

<Caution> If your devices are showing but they don't show the ID, you need to update your Stream Deck using the Elgato app.

3.7 Log

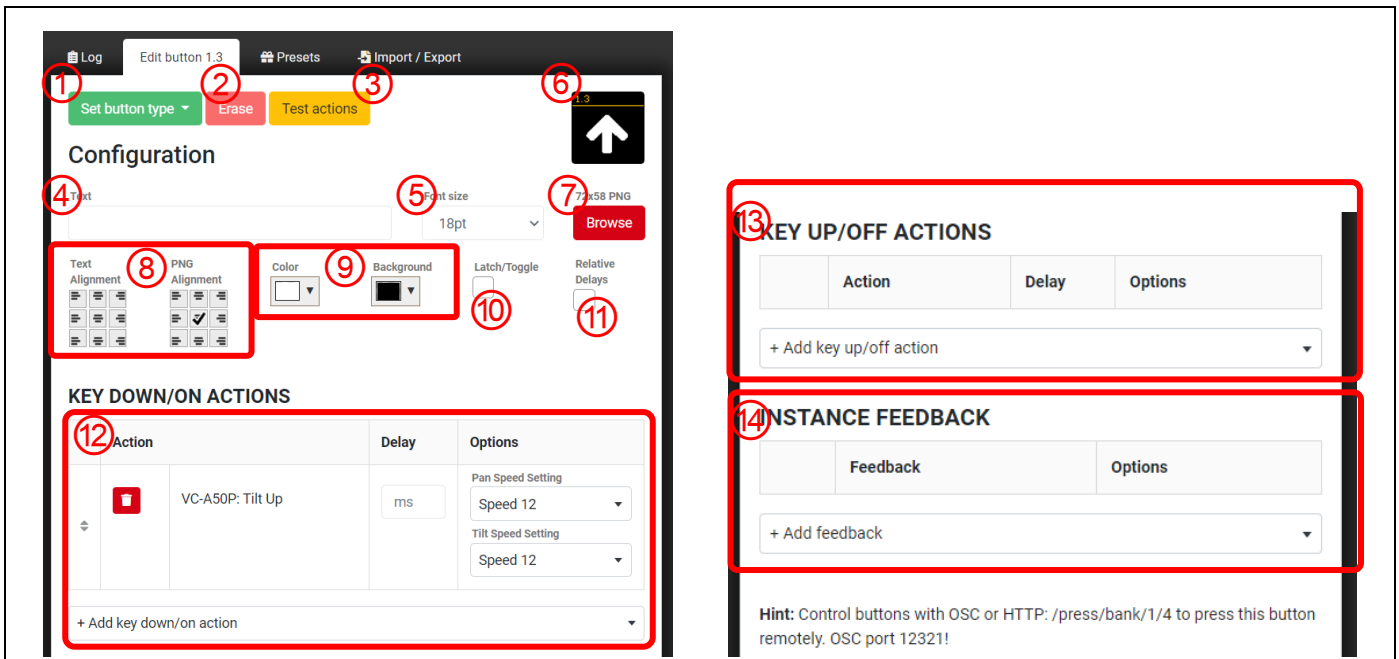


Descriptions

The Log section gives status updates of commands going out and coming back to Companion. Different log levels can be filtered.

Be sure to check here if you're running into problems with a module.

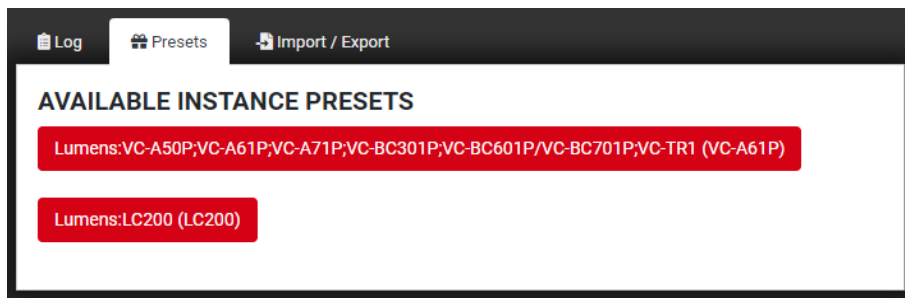
3.8 Edit button



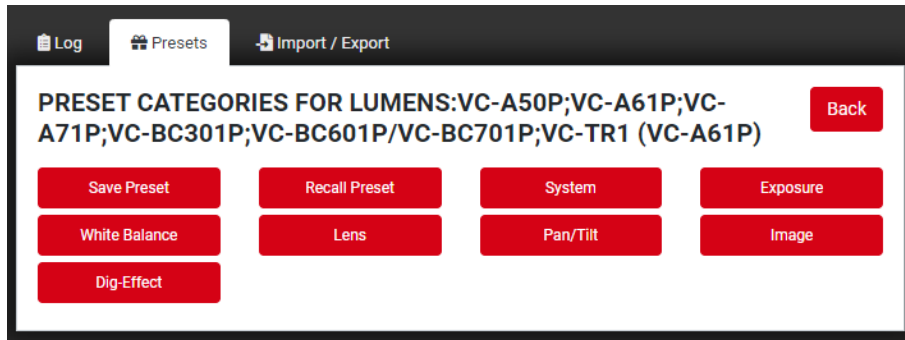
No	Item	Function Descriptions
1	Set button type	<ul style="list-style-type: none"> ● Regular button Can trigger one or more actions. ● Page up Can move up to the next page set of buttons. ● Page number Shows the current page number/name. Pressing this button will return to page 1. ● Page down Can move down to the previous page set of buttons.
2	Erase	Erase all settings for this button.
3	Test actions	Click and can test the actions you set on this button.
4	Text	Enter the text you want to display on the button. You can force a newline in a label by typing \n where you want the newline to appear.
5	Font size	Adjusting the font's size.
6	live preview	A live preview will be shown on here. Button information will update in real-time in the Emulator and Stream Deck.
7	Browse PNG image	Click the red Browse button and choose the PNG (72x58px) file you want to use as a button's background. Text can be applied over the image.
8	Alignment	Setting the alignment of the text / PNG image.
9	Text color / Background color	Changing the text's color / button's background color.
10	Latch/Toggle	<p>The Latch/Toggle checkbox changes the push behavior of the button, making the first press of the button trigger all the Key down/on actions, and a second press of the button trigger the Key up/off actions.</p> <p>When a button is pressed and is latched, its header will appear solid.</p>

11	Relative delays	Each action can be delayed to run a certain number of milliseconds after the button is triggered. Delays can be configured to be Absolute (default) or Relative, by toggling the checkbox in the button styling section.
12	KEY DOWN / ON ACTIONS	You can add multiple actions and set delay times for each action. Multiple actions, even those from multiple modules, can be linked to a button. An action may also have options to let you customize how the action performs.
13	KEY UP / OFF ACTIONS	The KEY DOWN/ON ACTIONS will be performed when the button is triggered. The KEY UP/OFF ACTIONS are performed when the button is released, or when the button becomes unlatched.
14	INSTANCE FEEDBACK	Some modules are able to provide feedback back to the button, such as changing the button's foreground or background colors to reflect the current status of the device.

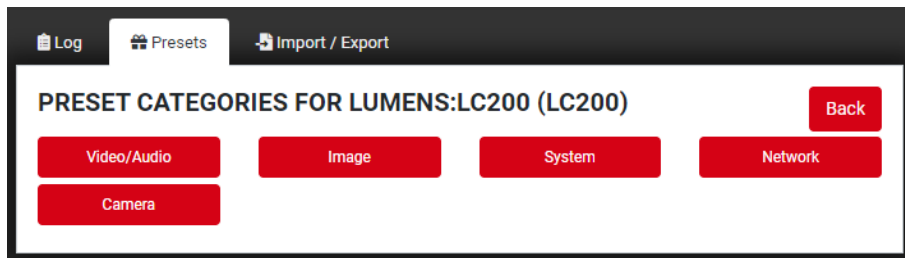
3.9 Presets



↓
Camera



/ MediaProcessor



Descriptions

Click the model first then select the preset type. Drag the preset buttons onto a page's button when in the Button Layout view. You may still need to configure the preset after adding it to a button.

Please refer to [Chapter 5 Preset Actions List](#) to see more information.

3.10 Import / Export

The screenshot shows the 'Import / Export' configuration page. At the top, there is a dark navigation bar with three tabs: 'Log', 'Presets', and 'Import / Export'. The 'Import / Export' tab is active. Below the navigation bar, the page content is white and features three main sections:

- IMPORT CONFIGURATION**: A section with a green 'Import' button. The text above the button reads: "Use the button below to browse your computer for a **.companionconfig** file containing either a full companion configuration, or just a single button page export."
- EXPORT FULL CONFIGURATION**: A section with a green 'Export' button. The text above the button reads: "Download a file containing all instances and button pages."
- RESET FULL CONFIGURATION**: A section with a red 'Reset configuration' button. The text above the button reads: "Remove all companion configuration. This will clear all instances and buttons and start over."

At the bottom of the main content area, there is a yellow box titled "Something to know" with the following text: "There's been reports of weird stuff going on with import, export and reset. So, at this point after using any of the features, it's recommended to restart companion manually by exiting and reopening the applications. That's been known to fix most of the problems."

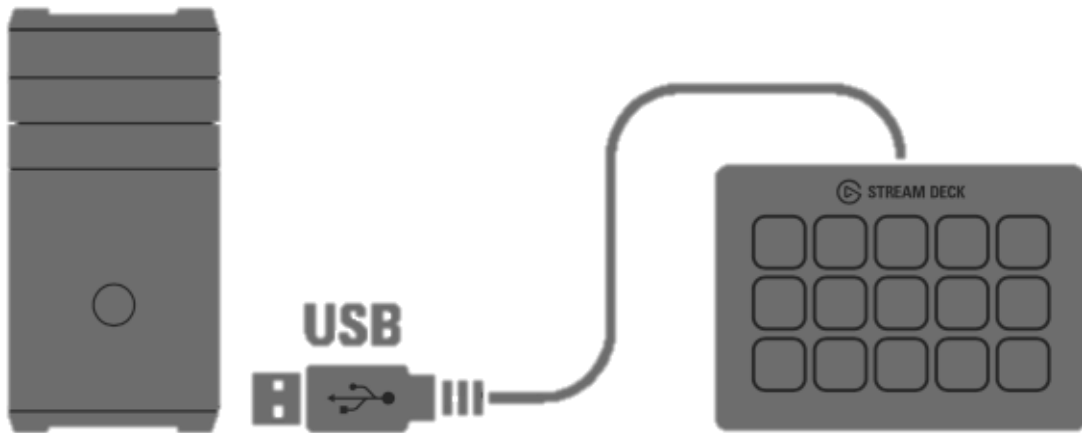
Descriptions

This tab lets you import or export your configuration to a **".companionconfig"** file, which can be used to backup your configuration or move it to a new computer. You can also choose to import just a single page from your file. You're also able to completely reset your configuration here as well.

Chapter 4 Connect Stream Deck

4.1 Connect Stream Deck

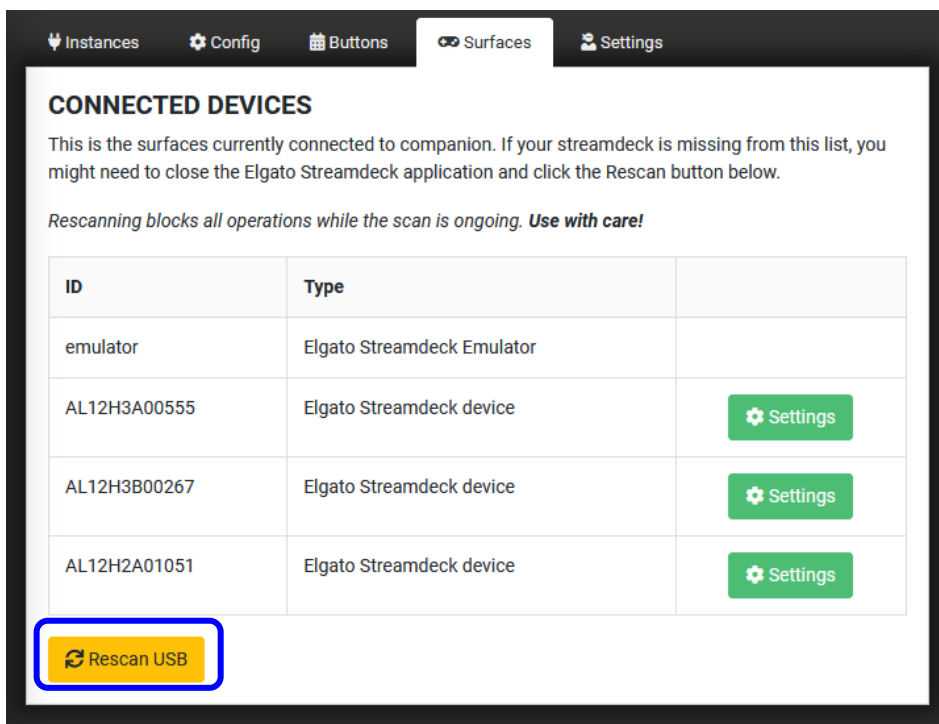
4.1.1 Connect Stream Deck directly to a USB port on your PC or Mac. Do not use a USB hub.



4.1.2 Open the Companion software, click [**Launch GUI**] to enter the admin user interface.

4.1.3 Enter [**Surfaces**] page, press [**Rescan USB**] to scan for any newly attached Stream Decks.


















<Caution> Please close down Stream Deck Software, it will not scan devices as the Stream Deck app is running. Use with care as rescanning will block all operations while the scan is ongoing.


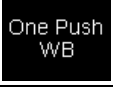







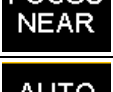
























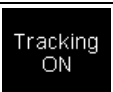
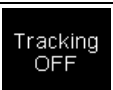
4.1.4 If the newly Stream Deck Device is showing, which means connect successfully. Any update in Companion will also update to stream Deck.

Chapter 5 Preset Action List

5.1 Camera-Preset Actions

Item	Icon	Model	VC-	VC-	VC-	VC-	VC-	VC-	VC-
		Action	A50P	A61P	A71P	BC301P	BC601P	BC701P	TR1
Save / Recall Preset		Save Preset 1 ~32	✓	✓	✓	✓	✓	✓	✓
		Recall Preset 1 ~32	✓	✓	✓	✓	✓	✓	✓
< Remark > VC-TR1 some specific preset positions have been used, so they are not available and won't show on the list. Please refer to Chapter 6 Troubleshooting to get more details.									
System		Power On	✓	✓	✓	✓	✓	✓	✓
		Power Off	✓	✓	✓	✓	✓	✓	✓
		Tally off	✗	✓	✓	✓	✓	✓	✗
		Tally Red ON	✗	✓	✓	✓	✓	✓	✗
		Tally Green ON	✗	✓	✓	✗	✗	✗	✗
Exposure		Full Auto	✓	✓	✓	✓	✓	✓	✓
		Manual	✓	✓	✓	✓	✓	✓	✓
		Shutter Priority	✓	✓	✓	✓	✓	✓	✓
		Iris Priority	✓	✓	✓	✗	✓	✓	✓
		Shutter Up	✓	✓	✓	✓	✓	✓	✓
		Shutter Down	✓	✓	✓	✓	✓	✓	✓
		Iris Up	✓	✓	✓	✗	✓	✓	✓
		Iris Down	✓	✓	✓	✗	✓	✓	✓
		Gain Up	✓	✓	✓	✓	✓	✓	✗
		Gain Down	✓	✓	✓	✓	✓	✓	✗

Item	Icon	Model	VC-	VC-	VC-	VC-	VC-	VC-	VC-
		Action	A50P	A61P	A71P	BC301P	BC601P	BC701P	TR1
White Balance		WB-Auto	✓	✓	✓	✓	✓	✓	✓
		WB-One Push WB	✓	✓	✓	✓	✓	✓	✓
		R Gain Up	✓	✓	✓	✓	✓	✓	✓
		R Gain Down	✓	✓	✓	✓	✓	✓	✓
		B Gain Up	✓	✓	✓	✓	✓	✓	✓
		B Gain Down	✓	✓	✓	✓	✓	✓	✓
Lens		Zoom In	✓	✓	✓	✗	✓	✓	✓
		Zoom Out	✓	✓	✓	✗	✓	✓	✓
		Focus Far	✓	✓	✓	✗	✓	✓	✓
		Focus Near	✓	✓	✓	✗	✓	✓	✓
		Auto Focus	✓	✓	✓	✗	✓	✓	✓
		One Push Auto Focus	✓	✓	✓	✗	✓	✓	✓
Pan / Tilt		Tilt Up	✓	✓	✓	✗	✗	✗	✓
		Tilt Down	✓	✓	✓	✗	✗	✗	✓
		Pan Left	✓	✓	✓	✗	✗	✗	✓
		Pan Right	✓	✓	✓	✗	✗	✗	✓
		Pan-Tilt_UpLeft	✓	✓	✓	✗	✗	✗	✓
		Pan-Tilt_UpRight	✓	✓	✓	✗	✗	✗	✓
		Pan-Tilt_DownLeft	✓	✓	✓	✗	✗	✗	✓

Item	Icon	Model	VC-	VC-	VC-	VC-	VC-	VC-	VC-
		Action	A50P	A61P	A71P	BC301P	BC601P	BC701P	TR1
		Pan-Tilt_DownRight	✓	✓	✓	✗	✗	✗	✓
		Pan-Tilt_Home	✓	✓	✓	✗	✗	✗	✓
Image		Image mode – Default	✓	✓	✓	✓	✓	✓	✗
		Brightness +	✓	✓	✓	✓	✓	✓	✗
		Brightness -	✓	✓	✓	✓	✓	✓	✗
		Sharpness +	✓	✓	✓	✓	✓	✓	✗
		Sharpness -	✓	✓	✓	✓	✓	✓	✗
Dig-Effect		Mirror On	✓	✓	✓	✓	✓	✓	✗
		Mirror Off	✓	✓	✓	✓	✓	✓	✗
		Flip On	✓	✓	✓	✓	✓	✓	✗
		Flip Off	✓	✓	✓	✓	✓	✓	✗
		Mirror + Flip On	✗	✓	✓	✓	✓	✓	✗
		Mirror + Flip Off	✗	✓	✓	✓	✓	✓	✗
Auto-Tracking		Auto-Tracking On	✗	✗	✗	✗	✗	✗	✓
		Auto-Tracking Off	✗	✗	✗	✗	✗	✗	✓

5.2 MediaProcessor- Preset Actions

5.2.1 Video/Audio

Icon	Action	Icon	Action	Icon	Action	Icon	Action
	Start Record		Line & HDMI Out Volume 100		Unmute Line & HDMI Audio Out		Channel 1 ~4 Video source 1
	Stop Record		Line & HDMI Out Volume Max		Mute PGM Audio Out		Channel 1 ~4 Video source 2
	Audio In 1 ~4 Volume 25		PGM Out Volume 25		Unmute PGM Audio Out		Channel 1 ~4 Video source 3
	Audio In 1 ~4 Volume 50		PGM Out Volume 50		Audio Input 1 ~4 Line In		Channel 1 ~4 Video source 4
	Audio In 1 ~4 Volume 75		PGM Out Volume 75		Audio Input 1 ~4 Mic In		Channel 1 ~4 Video source 5
	Audio In 1 ~4 Volume 100		PGM Out Volume 100		Audio Input 1 ~4 HDMI In		Channel 1 ~4 Video source 6
	Audio In 1 ~4 Volume Max		PGM Out Volume Max		Audio Input 1 ~4 IP Audio		Channel 1 ~4 Video source 7
	Line & HDMI Out Volume 25		Mute Audio Input 1 ~4		Audio Output ALL		Channel 1 ~4 Video source 8
	Line & HDMI Out Volume 50		Unmute Audio Input 1 ~4		Audio Output Line Out + PGM		Channel 1 ~4 Video source 9
	Line & HDMI Out Volume 75		Mute Line & HDMI Audio Out		Audio Output Multiview		Channel 1 ~4 Video source 10

5.2.2 Image

Icon	Action	Icon	Action	Icon	Action	Icon	Action
	Snapshot		Background Off		Overlay Off		Scene ID 1 ~10
	Layout ID 1 ~12		Background ID 1~9		Overlay ID 1 ~10		Macro 1 ~3

























5.2.3 System

Icon	Action	Icon	Action	Icon	Action	Icon	Action
	Standby		Wake up		Start Backup to USB		Stop Backup to USB

5.2.4 Network

Icon	Action	Icon	Action
	Start Stream 1 ~3		Stop Stream 1 ~3

5.2.5 Camera

Icon	Action	Icon	Action	Icon	Action	Icon	Action
	Call Channel 1~4 Camera Preset 1		Call Channel 1~4 Camera Preset 7		Save Channel 1~4 Camera Preset 4		Move CH1 ~4 Camera UP
	Call Channel 1~4 Camera Preset 2		Call Channel 1~4 Camera Preset 8		Save Channel 1~4 Camera Preset 5		Move CH1 ~4 Camera DOWN
	Call Channel 1~4 Camera Preset 3		Call Channel 1~4 Camera Preset 9		Save Channel 1~4 Camera Preset 6		Move CH1 ~4 Camera LEFT
	Call Channel 1~4 Camera Preset 4		Save Channel 1~4 Camera Preset 1		Save Channel 1~4 Camera Preset 7		Move CH1 ~4 Camera RIGHT
	Call Channel 1~4 Camera Preset 5		Save Channel 1~4 Camera Preset 2		Save Channel 1~4 Camera Preset 8		Channel 1 ~4 Zoom IN
	Call Channel 1~4 Camera Preset 6		Save Channel 1~4 Camera Preset 3		Save Channel 1~4 Camera Preset 9		Channel 1 ~4 Zoom OUT

Chapter 6 Troubleshooting

This chapter describes problems you may encounter while using Companion module. If you have questions, please refer to related chapters and follow all the suggested solutions.

No.	Problems	Solutions
1.	How to setting on [Settings] page?	Please press “Getting Started” on the sidebar to get more Settings information.
2.	When setting VC-TR1 Preset position, some preset positions are not displayed.	Some VC-TR1 special preset positions have been used, so these preset positions will not be displayed when setting the preset positions. Preset position used: 0.1.5.6.7.8.80.81.95.96.99.121.122.123
3.	Why cannot scan the Stream deck device?	Please close down Stream Deck Software, it will not scan devices as the Stream Deck app is running.
4.	Why cannot connect to the camera?	Please confirm: <ol style="list-style-type: none">1. The computer IP address is set on the same network segment with the device.2. The IP address of device is correct.3. Target PORT: Camera - enter 52381; MediaProcessor - enter 5080. If the device is PTZ camera, please also confirm: <ol style="list-style-type: none">1. Select id1 on LUMENS Camera Address.2. The camera DIP switch is set on ID1.

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