



Share Your Vision

A 4th-Generation Network or Serial Camera Controller

PT-JOY-G4



User Guide

V1.0



ptzoptics.com || 1 800 486-5276

Thank You!

Thank you for selecting our joystick camera controller built to support both IP and serial communication. As you read through this manual it will help identify the options you have for setting up the device, connecting equipment as well as recommended configurations; as a result we recommend reading over this guide prior to beginning any setup to have the best possible experience.

-The PTZOptics team

Using this guide to Get Started

We recommend that you read the entire user guide prior to any setup and please refer to the Table of Contents when attempting to locate specific product information or setup instructions.

Copyright Notice

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What's in the Box?

- PT-JOY-G4 joystick controller
- 12V 2A international power supply
- 8' (2.4m) RS-232C / DB9 female to 8-pin mini-din male cable
- PTZOptics PT-JOY-G4 Quick Start Guide

Introducing the PT-JOY-G4

The PT-JOY-G4 is designed to provide in depth control of the PTZOptics and HuddleCamHD line of cameras for use in production environments and more. With the ability to support either IP or Serial control from a single controller, the PT-JOY-G4 presents itself as a flexible control solution.

When used via a Local Area Network (LAN), you can connect to cameras using TCP or UDP communications to send PTZOptics VISCA over IP commands, with limited support for Sony VISCA over IP capable cameras. If using the serial connections via RS-232, RS-485 or RS-422 you have PTZOptics VISCA commands, Pelco-D, Pelco-P and limited Sony VISCA support.

Note using this with non PTZOptics or HuddleCamHD products may offer limited or no control capabilities.



You can view the PTZOptics VISCA and VISCA over IP command libraries at ptzoptics.com/downloads/

How to care for your PT-JOY-G4

Please read the recommendations below to ensure you do not damage the product or possibly void your warranty.

- Keep the joystick away from rain and out of moist environments
- Do not remove any portions of the case, cover or interfaces
 - Removal may result in the risk of an electrical shock
 - Removal will void the manufacturer's warranty.
- Only use the product within the recommended temperature and humidity ranges
 - Operating temperature range: 14° ~ 122°F (-10° ~ +50°C)
 - Operating humidity range: 10 ~ 90% **Non-condensing*
- Do not use any other power supply than the one originally supplied with the joystick.
- Keep the joystick and signal cables away from strong electromagnetic sources or abnormal and unreliable control may be experienced
- If you need to clean the surface of the product please use a soft dry cloth.
 - If the joystick becomes extremely dirty, use a diluted neutral detergent to clean the surface.
 - Do not use any type of solvents, which may damage the surface of the product.

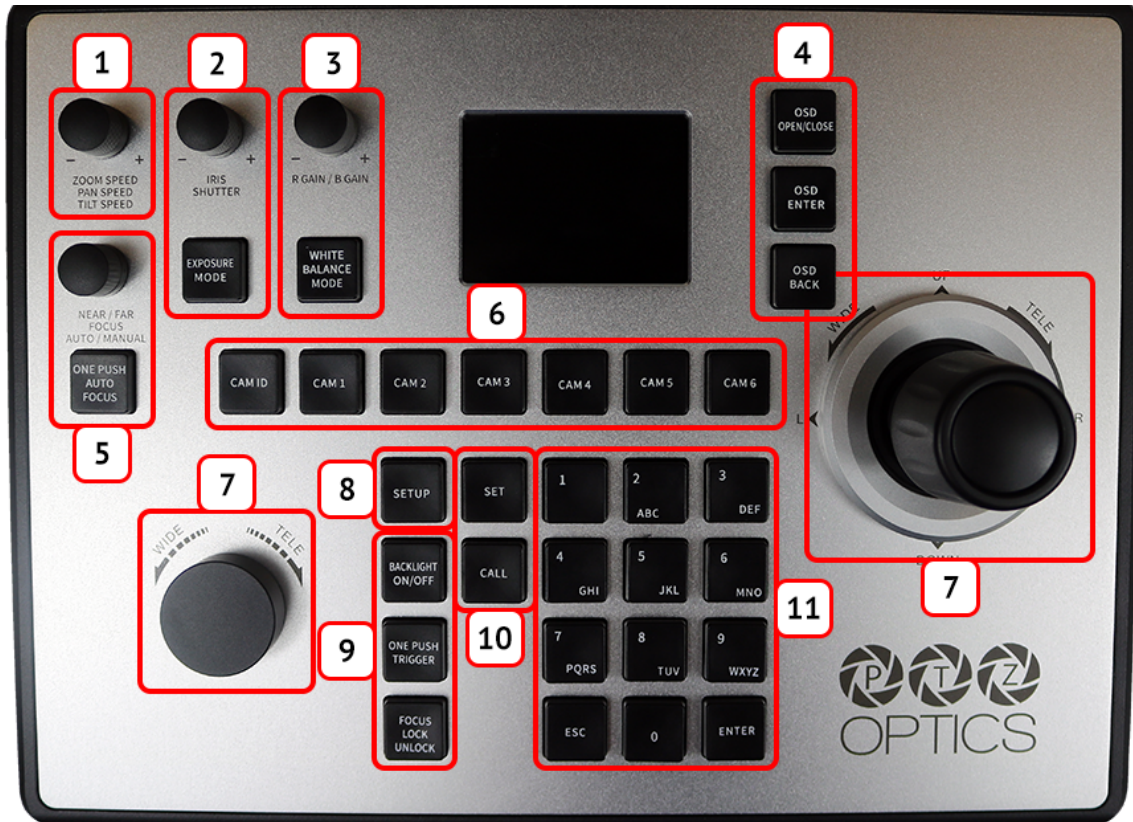
In case of abnormal operation, please contact our support team at support@ptzoptics.com

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PT-JOY-G4 Overview

Top Down View & Layout



- | | |
|---|---|
| <ol style="list-style-type: none"> 1. Speed Control
Zoom / Pan / Tilt Speed dial 2. Exposure Control
Iris / Shutter dial
Exposure Mode cycle button 3. White Balance Control
Red Gain / Blue Gain dial
White Balance Mode cycle button 4. Camera OSD Control 5. Focus Control
Focus Near / Far dial
One Push Auto Focus button 6. Camera Select | <ol style="list-style-type: none"> 7. Camera Control
Slow zoom control
Camera P/T/Z joystick controller 8. Controller OSD Setup button 9. Fine Tune Video Control
Backlight On / Off
One Push Trigger
Focus Lock / Unlock 10. Preset Control Buttons 11. Alpha-Numeric Keypad
Supporting quick save and recall for preset #1 - 9 |
|---|---|

Button & Dial Descriptions

The below descriptions will describe the buttons and dials available on the controller.

1. Speed Control

The Speed Control section allows you to adjust the speed at which you pan, tilt, and zoom the camera.

a. [SPEED] Dial

Twist the Speed Control dial to increase or decrease the control speed.

Press the Speed Control dial in to cycle through zoom, pan, and tilt speeds.

Zoom Speed Range: 1 - 7

Pan Speed Range: 1 - 24

Tilt Speed Range: 1 - 20

2. Exposure Control

The Exposure Control section allows you to adjust the exposure settings of the camera.

a. [IRIS / SHUTTER] Dial

Twist the [IRIS / SHUTTER] dial to adjust the Iris / Shutter value.

Press the [IRIS / SHUTTER] dial in to toggle Iris and Shutter adjustment control.

b. [EXPOSURE MODE] Button

Press the [EXPOSURE MODE] button to cycle through Exposure modes.

Options include: Auto, Manual, Shutter Priority, Iris Priority, & Brightness Priority.

3. White Balance Control

The White Balance Control section allows you to adjust the exposure settings of the camera.

a. [R GAIN / B GAIN] Dial

Twist the [R GAIN / B GAIN] dial to adjust the Red Gain / Blue Gain value.

Press the [R GAIN / B GAIN] dial in to toggle red gain and blue gain adjustment control.

b. [WHITE BALANCE MODE] Button

Press the [WHITE BALANCE MODE] button to cycle through the White Balance Modes.

Options include: Auto, Indoor, Outdoor, One Push, & Manual.

4. Camera OSD Control

The Camera OSD Control section allows you to open and adjust the camera's on screen display menu.

a. [OSD OPEN / CLOSE] Button

Press the OSD Open / Close button to open and close the on screen display menu.

Move the joystick up, down, left, and right to traverse the camera's OSD menu.

b. [OSD ENTER] Button

Press the OSD Enter button to select an OSD menu option.

c. [OSD BACK] Button

Press the OSD Back button to go back an OSD menu option.



Refer to the [Camera OSD Menu Control](#) section of this guide for more information.

5. Focus Control

The Focus Control section allows you to adjust the focus value of the camera.

a. [NEAR / FAR FOCUS] Dial

Twist the [NEAR / FAR FOCUS] dial to focus the camera's image on your scene.

Press the [NEAR / FAR FOCUS] dial in to toggle Auto Focus and Manual focus modes.

b. [ONE PUSH AUTO FOCUS] Button

Press the [ONE PUSH AUTO FOCUS] button to automatically focus the image on the scene while staying in Manual Focus mode.

6. Camera Select

The Camera Select section allows you to select a camera to control.

a. **[CAM ID] Button**

The [CAM ID] button allows you to select any camera on the controller using the alpha-numeric keypad.

b. **[CAM #] Button**

The [CAM #] button allows you to quickly select a camera to control.

Options include: 1 - 6

7. **Camera Control**

The Camera Control sections allow you to move the camera around the scene.

a. **[FINE TUNE ZOOM] Dial**

The [FINE TUNE ZOOM] dial allows you to finely zoom the camera in and out at the lowest speed (1).

b. **[JOYSTICK] Joystick Controller**

The [JOYSTICK] allows you to pan, tilt, and zoom (twist) the camera. The control speed is affected by the Speed Control dial.

8. **Controller OSD Setup**

The Controller OSD Setup allows you to adjust the settings of the controller.

a. **[SETUP] Button**

Press the [SETUP] button to open the joystick's OSD menu.



Refer to the [Joystick OSD Menu Control](#) section of this guide for more information.

9. **Fine Tune Video**

The Fine Tune Video section allows you to quickly change the camera's video settings.

a. **[BACKLIGHT ON / OFF] Button**

Press the [BACKLIGHT ON / OFF] button to toggle the camera's backlight compensation.

b. **[ONE PUSH TRIGGER] Button**

Press the [ONE PUSH TRIGGER] button to trigger the camera to calculate the scene's white value.

c. **[FOCUS LOCK / UNLOCK] Button**

Press the [FOCUS LOCK / UNLOCK] button to lock or unlock the camera's focus value from the current position.

10. **Preset Control**

The Preset Control section allows you to set and call presets of the cameras.

a. **[SET] Button**

Press the [SET] button to set a camera preset. Use the alpha-numeric keypad to set a preset number.

b. **[Call] Button**

Press the [CALL] button to call a camera preset. Use the alpha-numeric keypad to call a preset number.

c. **Quick set preset shortcut**

Press and hold a number on the alpha-numeric keypad for 3+ seconds to set a camera preset in the current location.

d. **Quick call preset shortcut**

Quickly press a number on the alpha-numeric keypad to call a camera preset.



Refer to the [Setting and Recalling Presets](#) section of this guide for more information.

11. **Alpha-numeric Keypad**

The alpha-numeric keypad allows you to use many of the controller features that require numbers and letters.

Rear Panel View & Layout



1. RS-232 Control Connection
2. RS-422 / RS-485 Control Connection



Refer to the [Physically Connecting a Camera to the Controller](#) section of this guide for more information.

3. Ethernet / RJ-45 (PoE) Network Connection
Supports 802.3af PoE power
4. 12VDC Power Connection
5. Power Switch

Technical Specifications

Control Interfaces	Network: NIC (TCP and UDP) Serial: RS-232 Full Duplex, RS-485 Semi Duplex, RS-422 Full Duplex
Protocols	PTZOptics VISCA and VISCA over IP PELCO-D and PELCO-P via Serial Ports Limited Sony VISCA and VISCA over IP support
Variable Baud Rate	1200 to 19200 bps
Maximum Cable Distance*	Ethernet: 328 feet 100 Meters RS-232: 50 feet 15 Meters RS-485: 3,937 feet 1200 Meters RS-422: 50 feet 15 Meters
Maximum Cameras	255 cameras via network 7 cameras via serial VISCA
Power Voltage	12V DC
Power Consumption	6W
Power over Ethernet	802.3af
Working Temperature	14° F ~ 122° F (-10° C ~ +50° C)
Working Humidity	10% ~ 90% (non condensation)
Weight	4.45 lbs 2.02 kg
Dimensions	11.938 W x 9.25 D x 2.188 H (4.25 H incl. joystick) in 303.23 W x 234.95 D x 55.58 H (107.95 H incl. joystick) mm
Shipping Weight	5.80 lbs 2.63 kg
Box Dimensions	14 W x 8.75 D x 5.5 H in 355.6 W x 222.25 D x 139.7 H mm
Warranty	2 Year Manufacturer Warranty

**Using high quality certified cabling*

Preparing to use the Joystick

Installation & Setup

Power

You can power your joystick using the included power supply or Power over Ethernet (802.3af). After applying power make sure that the I/O switch is flipped to “1” for “On”.



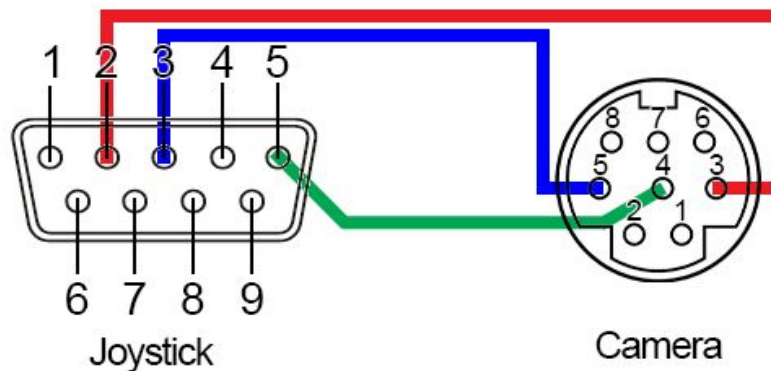
Do not power the joystick controller using PoE and the power supply at the same time.

Physically Connecting a Camera to the Controller

To connect to a camera, you first need to decide which supported control method you need

Network Control: To control your camera(s) over a network, connect an ethernet cable from your Local Area Network (LAN) to the controller and another one to the camera. Afterwards, add the camera’s IP address to the joystick’s list of cameras and designate a control address. **These steps are detailed in the [Adding a Camera](#) section*

Serial RS-232 Control: To control your camera(s) over a serial connection, use the included RS-232C cable to connect the joystick and the camera. Then, designate a control address for the camera. **These steps are detailed in the [Adding a Camera](#) section*



Serial RS-485 Control: To control your camera(s) over an RS-485 connection, see below.

- Joystick Ta - Pin 1 - Camera (+)
- Joystick Tb - Pin 2 - Camera (-)
- Joystick GND - Pin 5 - Camera (G) (If present. Some cameras won’t require ground)

Serial RS-422 Control: To control your camera(s) over an RS-422 connection, see below.

- Joystick Ta - Pin 1 - Camera (Rx-)
- Joystick Tb - Pin 2 - Camera (Rx+)
- Joystick Ra - Pin 3 - Camera (Tx-)
- Joystick Rb - Pin 4 - Camera (Tx+)
- Joystick GND - Pin 5 - Camera (G) (If present. Some cameras won’t require ground)



For a more in-depth guide to adding cameras to the joystick, check out the [Adding a Camera](#) section

Network Setup

The PT-JOY-G4 will dynamically obtain an IP address upon connection to your LAN. If your network is not able to supply DHCP addresses you must assign a static IP address to the controller.

To set a static IP address, follow the steps below.

1. Obtain the IP address scheme of your network.
2. Connect your joystick to power and to your network.
3. Press the [SETUP] button, and move down to option 4. Network Connection.
4. Move the joystick left or right to "Static", and press the [ENTER] key to set the static IP address.
5. Enter an available IP address similar to the IP address scheme of your network using the alpha-numeric keypad.
6. Enter the Gateway and Subnet Mask of your network.
7. When all the fields are filled, press the [ENTER] key to restart the joystick with the assigned static IP address.



For more information on methods to obtain your network information such as the IP address, Default Gateway, and Subnet Mask refer to the following PTZOptics [Knowledge Base Article](#).



Note that If any aspect of your network scheme only requires 1 or 2 digits (e.g. 192.168.1.150), you can move the joystick right to advance to the next field.

Serial Control Setup & Options

To control cameras using serial communications, first review the above section marked “[Physically Connecting a Camera](#)” to select the appropriate option for your setup.

Once you have selected a serial communications method, connect the appropriate cable to the joysticks selected control port and then to the camera’s matching control input (RS-485 or RS-232)

To control multiple cameras using RS-232, you will need to utilize a “Daisy-Chain” setup, shown below leveraging the camera’s RS-232 IN and RS-232 OUT.



Alternatively, you can utilize a “Home-Run” setup for RS-485 & RS-422, as shown below.



When you first boot up the joystick it will be in the IP mode.

To toggle between IP and Serial control, press and hold the joystick button for 3+ seconds.

From the Web Interface

To add a camera to the controller from the web interface, follow the steps below.

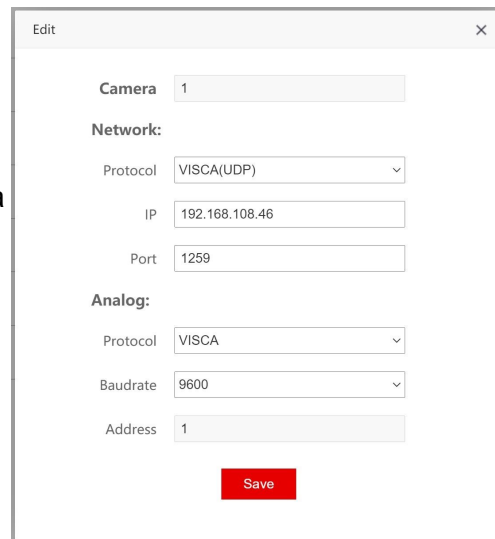
1. Type the IP address displayed on the controllers OSD into a web browser to access the web interface
2. Type in the login credentials to access the joysticks WebUI configuration page.
 - a. Default username: "admin"
 - b. Default password: (there is no password by default)
3. Click the pencil icon under the "Operate" column of the camera address you wish to configure a camera for.



<input type="checkbox"/>	Camera	IP	Port	Protocol(network)	Baudrate	Address	Protocol(analog)	Operate
<input type="checkbox"/>	1	192.168.108.46	1259	VISCA(UDP)	9600	1	VISCA	
<input type="checkbox"/>	2	192.168.111.88	5678	VISCA(TCP)	9600	2	VISCA	
<input type="checkbox"/>	3	192.168.111.99	1259	VISCA(UDP)	9600	3	VISCA	
<input type="checkbox"/>	4	192.168.108.30	1259	VISCA(UDP)	9600	4	VISCA	
<input type="checkbox"/>	5	192.168.1.59	5678	VISCA(TCP)	9600	5	VISCA	
<input type="checkbox"/>	6	192.168.5.170	1259	VISCA(UDP)	9600	6	VISCA	
<input type="checkbox"/>	7	192.168.5.170	1259	VISCA(UDP)	9600	7	VISCA	

4. From here, fill out the information based on the deployed connection to the camera, with your options detailed below.

- **Network:**
 - **Protocol:** Options include: VISCA (UDP), VISCA (TCP), & SONY VISCA (UDP)
 - **IP:** Enter the IP address of your camera
 - **Port:** Enter the control port of your camera
- **Serial:**
 - **Protocol:** Options include: VISCA, PELCO-D, & PELCO-P
 - **Baud Rate:** Options include: 1200, 2400, 4800, 9600, 19200, 38400, & 115200
 - **Address:** (Unchangeable) This address matches the camera address at the top of the window.



The screenshot shows an 'Edit' window with the following fields:

- Camera: 1
- Network:
 - Protocol: VISCA(UDP)
 - IP: 192.168.108.46
 - Port: 1259
- Analog:
 - Protocol: VISCA
 - Baudrate: 9600
 - Address: 1
- Save button

5. Once the above fields are filled, click the Save button to finish adding the camera to the controller.

Joystick OSD Menu Control

1. Add Network Device



Refer to the [Adding a Camera](#) section of this guide for more information.

2. Add Serial Device



Refer to the [Adding a Camera](#) section of this guide for more information.

3. Device List

- Move the joystick left or right to select Inquire or Delete.
From here, you can view current configurations or delete any camera from the Device List.
- Move the joystick up or down to traverse the menu by increments of 1.
Move the joystick left or right to traverse the menu by increments of 5.

4. Network Connection



Refer to the [Network Setup](#) section of this guide for more information.

5. Language

- Move the joystick left or right to adjust the language.
Options include: English

6. Button Tone

- Move the joystick left or right to select On or Off.
- After making a selection, press the [ENTER] button to apply.

7. Restore Factory

- Press the [ENTER] button to restore the joystick to factory default settings.
- You will be prompted to confirm, press the [ENTER] key again to restore to factory default, or press the [ESC] button to cancel.



Restoring the joystick to factory default settings will remove all cameras, set all control speeds back to default, and reset network information.

8. System Info

- Press the [ENTER] button to view the joystick's system information. Includes: Software Version, Hardware Version, Web Version, IP Address, Gateway, & Subnet Mask.

Operating the Camera

To begin remotely operating a camera, you will first need to use the Camera Select buttons to begin using the controller. Once selected, you will have full remote operation of the camera from the controller.

Pan, Tilt, and Zoom Operation

The joystick supports variable speed pan / tilt / zoom control, which allows you to set the control speeds prior to use.

You can adjust the control speed from the Speed Dial located on the top left corner of the joystick. Once the control speeds are set to a comfortable value, you can use the joystick controller to move the camera.

In addition to the joystick itself, you can use the Fine Tune Zoom Dial to zoom in and out at the slowest possible speed.

Setting and Recalling Presets

Using the Quick Presets you can set and call presets 0 - 9 using the Alpha-Numeric keypad by following the steps below.

Quick Presets:

1. Move the camera to the location you wish to set the preset.
2. Press and hold one of the Alpha-Numeric buttons for 3+ seconds to set the corresponding preset.
3. To call a Quick Preset, tap one of the Alpha-Numeric buttons.

Alternatively, you can use the Set and Call buttons to set or call presets 0 - 255.

Set and Call:

1. Move the camera to the location you wish to set the preset.
2. Press the [SET] button.
3. Using the Alpha-Numeric keypad, type in a preset number to associate with the preset. Press [ENTER] to save the preset.
4. To call a preset, press the [CALL] button, and type in a preset number. Press the [ENTER] key to call the preset.



When using a PTZOptics camera, you can call a preset at a specific focus value by setting the preset while in manual focus mode.

Adjusting the Camera's Image

There are many options for adjusting the camera's image which we will detail below

You can adjust Exposure & White Balance settings, Iris, Shutter, Red & Blue Gain, Focus, & Backlight Compensation to achieve the desired image style and quality.

- **Exposure Control:** Use the [EXPOSURE MODE] button to cycle through the camera's Exposure modes. Options include: Manual Exposure, Shutter Priority, Iris Priority, Brightness Priority, & Auto Exposure respectively.

You can use the [IRIS / SHUTTER] Dial to adjust the Iris and Shutter values. Press in the dial to toggle between Iris and Shutter.



The camera will automatically change to Manual Exposure upon twisting the Iris / Shutter Dial.

- **White Balance Control:** Use the [WHITE BALANCE MODE] button to cycle through the camera's White Balance modes. Options include: Indoor White Balance, Outdoor White Balance, One Push White Balance, Manual White Balance, & Auto White Balance respectively.

You can use the [R GAIN / B GAIN] Dial to adjust the Red & Blue Gain values. Press the dial to toggle between Red Gain and Blue Gain.



The camera will automatically change to Manual White Balance upon twisting the R Gain / B Gain Dial.



When the camera is in One Push White Balance, you can press the [ONE PUSH TRIGGER] button from the Fine Tune Video control section of the joystick to calibrate the white balance.

- **Focus Control:** Twist the [FOCUS] Dial towards Near or Far to focus the camera on a subject. You can press down on the [FOCUS] Dial to toggle between AutoFocus and Manual Focus.

The [ONE PUSH AUTO FOCUS] button allows you to automatically focus the image on the scene, without exiting the Manual Focus mode.



PTZOptics cameras will return to Auto Focus mode upon zooming in or out. You can lock the camera's focus from returning to Auto Focus mode by pressing the [FOCUS LOCK / UNLOCK] button. While the focus is locked, you have full manual focus control from the [FOCUS] Dial. Press the [FOCUS LOCK / UNLOCK] button again to return to normal focus control.

- **Backlight Compensation:** Press the [BACKLIGHT ON/OFF] button to enable or disable Backlight Compensation.

Camera OSD Menu Control

To access the camera's On Screen Display, OSD, menu and fine tune the camera, follow the steps provided below.

1. Press the [OSD OPEN/CLOSE] button.
2. Move the joystick up or down to traverse the camera's OSD menu.
3. Press the [OSD ENTER] button to select a specific option.
4. Move the joystick left and right to adjust the settings.
5. Press the [OSD BACK] button to return to the previous window.
6. Press the [OSD OPEN/CLOSE] button again to close the camera's OSD menu.



PTZOptics cameras will automatically close their OSD Menu after 2 minutes 30 seconds of inactivity by default.

Basic Mode

Basic Mode allows you to disable most of the capabilities of the SuperJoy and limit the control to the joystick and/or calling presets.

1. Press the [BASIC MODE] button to enable Basic Mode with Joystick.
2. Press the [BASIC MODE] button again to enable Basic Mode without Joystick.
3. Press the [BASIC MODE] button again to disable Basic Mode.

Matrix Mode








Matrix Mode allows you to disable most of the capabilities of the SuperJoy and limit the controls to calling presets 1 - 3 of cameras 1 - 3.

1. Press 1 - 3 on the alpha-numeric keypad to call camera 1 presets 1 - 3 respectively.
2. Press 4 - 6 on the alpha-numeric keypad to call camera 2 presets 1 - 3 respectively.
3. Press 7 - 9 on the alpha-numeric keypad to call camera 3 presets 1 - 3 respectively.

Joystick Web Interface

Device Management

The Device Management page, available from the controllers web interface, allows you to define new cameras and adjust already configured cameras.

Camera	IP	Port	Protocol(network)	Baudrate	Address	Protocol(analog)	Operate
1	192.168.108.46	1259	VISCA(UDP)	9600	1	VISCA	
2	192.168.111.88	5678	VISCA(TCP)	9600	2	VISCA	
3	192.168.111.99	1259	VISCA(UDP)	9600	3	VISCA	
4	192.168.108.30	1259	VISCA(UDP)	9600	4	VISCA	
5	192.168.1.59	5678	VISCA(TCP)	9600	5	VISCA	
6	192.168.5.170	1259	VISCA(UDP)	9600	6	VISCA	
7	192.168.5.170	1259	VISCA(UDP)	9600	7	VISCA	

Camera: Joystick control address.

Base options include: 1 - 7 (IP & Serial)

Expanded options include 1 - 255 (IP only)

IP: The IP address of the saved network camera.

Port: The control port of the saved network camera.

Protocol (Network): The control protocol of the saved network camera.

Baud Rate: The baud rate of the saved serial camera.

Address: The camera control address of the saved serial camera.

Protocol (Serial): The control protocol of the saved serial camera.

Operate: Click this pencil to edit the settings of the saved camera.



For more information on editing already configured cameras from the Device Management interface, check out the Adding a Camera > [From the Web Interface](#) section.

Settings

The Settings interface allows you to adjust the configuration settings of the joystick.

Upgrade: Upgrade the joystick's firmware to the latest version.

Factory Restore: Restores the joystick to factory default settings.

Restart: Restart the joystick.

Import: Import joystick settings from PC.

Export: Export joystick settings to PC.

Version: Displays the Hardware, Software, and Web firmware versions on the joystick.

Network: Allows configuration of the joystick's network configuration (DHCP / Static IP).

Options include: DHCP or Static IP Address, Subnet Mask, Gateway, DNS1, & DNS2.



For more information on how to obtain an IP address, Default Gateway, & Subnet Mask, see the following PTZOptics Knowledgebase Article: [Discovering your Network IP Information](#)

Troubleshooting and Additional Information

Troubleshooting

LCD Display shows “Control Failure”

This can occur when the controller doesn't receive a response from the camera.

1. Please check that the network jacks you are using are active.
2. Please check that the network cable you are using is not failing.
3. Please check that the camera is supplying an Acknowledgement and Completion response.

The joystick isn't controlling any cameras at all

This can occur when the camera(s) and/or joystick aren't properly set up.

1. Check that the network jacks you are using are active.
2. Check that the network or serial cables you are using are not failing.
3. Check that the camera control address matches the joystick control address.
4. Check that you are in the correct control mode. Hold the Joystick Controller button for 3+ seconds to toggle between from serial to Network control.

Multiple cameras are being controlled at once

This can occur when multiple cameras are set to the same joystick control address.

1. Open the joystick OSD menu and select option 3. Device List: Inquire. Check that none of the connected cameras have the same control address.
2. Check the camera's control addresses and ensure that each camera has a unique address.

Camera doesn't stop moving when the joystick controller is upright

This can occur when the joystick is in OSD Menu control mode or when the network is congested.

1. Move the joystick left and check that the LCD display says “Left”. LCD display will say “CAM Menu Left” while in OSD Menu control mode.
 - a. Power cycle the joystick.
 - b. Press [OSD OPEN/CLOSE], then [OSD ENTER], then press [OSD OPEN/CLOSE] twice.
2. Move the joystick to an isolated network and test again. If the issue ceases, the original network is congested and/or overloaded.

Certain functions don't work with my camera

This can occur when you are not using a PTZOptics camera, or your camera's firmware isn't up to date.

1. Some functions do not work with non-PTZOptics cameras as each camera manufacturer has some of their own unique commands that may not be fully compatible with the design of this controller.
2. For PTZOptics cameras use the PTZOptics Firmware Finder to update your camera's firmware.



Check out the PTZOptics [Firmware Finder](#) to always have the latest features using your serial number.

Check out the PTZOptics [Knowledge Base](#) and [Forums](#) for troubleshooting.

Contact the PTZOptics Support Team, [Submit a Ticket](#) if you need some extra assistance.

Additional Information

Warranty

The PT-JOY-G4 includes a 2 Year Limited Warranty. This warranty covers all manufacturers defects, and any damage that is done to the joystick during shipping. This warranty does not cover physical damage to the joystick that is due to lack of proper care. If you have trouble with your joystick and wish to see if it is covered under the manufacturer's warranty, please contact our support team by submitting a ticket at <http://help.ptzoptics.com> or calling 484-593-2247.

Certifications

This joystick has been tested and certified for the standards shown below

- FCC Class B - Tested under FCC Part 15, Subpart B, Class B(sDoC), ANSI C63.1 -2014
- CE - Tested under EMC Directive 2014/30/EU
 - EN 55032: 2015
 - EN 55024: 2010+A1: 2015
 - EN 61000-3-2: 2014
 - EN 61000-3-3: 2013
- CE - Tested under LVD Directive 2014/35/EU
 - EN 60950-1: 2006+A11: 2009+A1: 2010+A12: 2011+A2: 2013
- RoHS - Tested under RoHS Directive 2011/65/EU
 - IEC 62321-3-1:2013
 - IEC 62321-5:2013
 - IEC 62321-4:2013+AMD1:2017 CSV
 - IEC 62321-6:2015
 - IEC 62321-7-1:2015
 - IEC 62321-7-2:2017

Changelog

July/2020 - Rev 1 - Initial document.