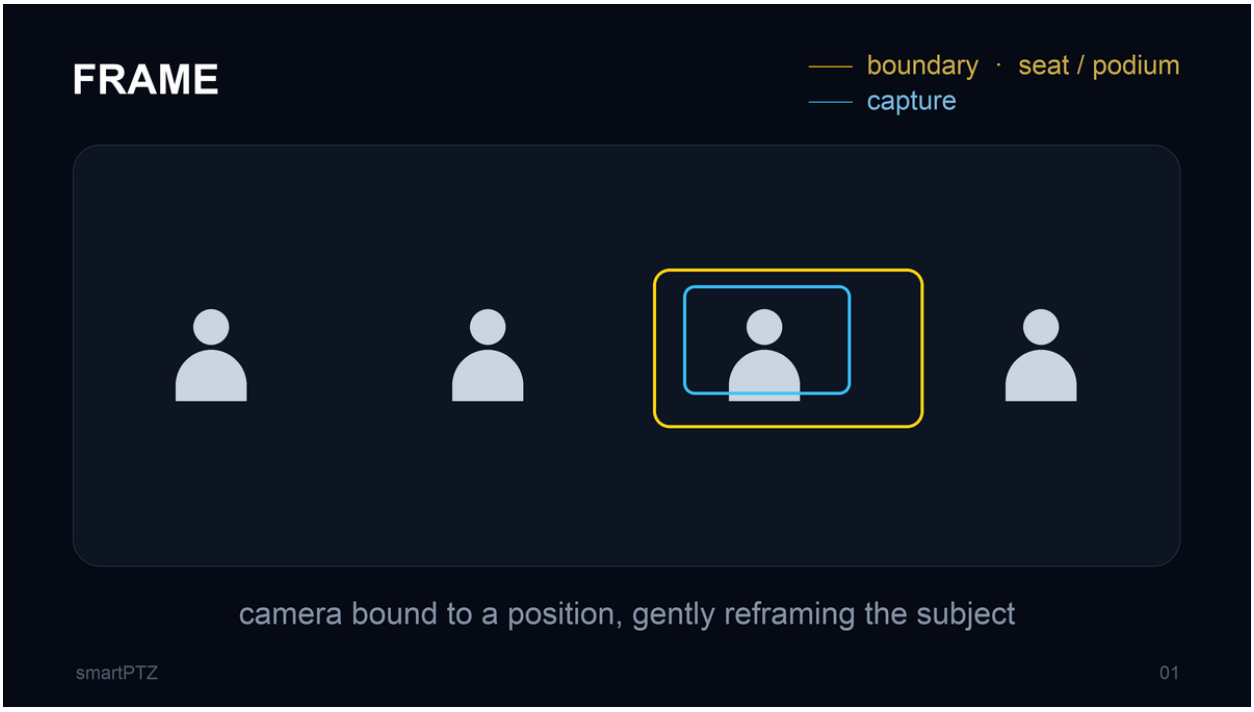
smartPTZ

Frame

User manual for smartPTZ Frame: the gimbal holds a calm, tight shot of one person in a fixed spot. What it does, how to set it up, the rules it follows, and what each setting changes.



Frame is bound to one position (yellow): it gently reframes the person there (blue) and does not chase them if they leave.

Applies to smartPTZ 17.7 or later and the current web console. Frame needs a DockKit gimbal.

1. What Frame does

Frame is for one person who stays in one place: a speaker at a lectern, a guest in a chair, a presenter at a desk. The phone sits on a DockKit gimbal; Frame turns the gimbal and zooms the camera to keep that person's face at the size and position you choose, with slow, gentle moves.

Frame is bound to the position it starts at. It does not follow the person around the room: if they walk off, it goes back to where it started and waits for someone to take their place.

2. What you need

Item	Notes
iPhone	iPhone 14 or later, running iOS 18 or later.
smartPTZ app	smartPTZ 17.7 or later on the phone, from the App Store. Free: no Pro plan needed.
Gimbal	A DockKit gimbal, connected. Frame cannot start without one.
Placement	The gimbal facing the seat or lectern, close enough that a face is clearly visible. Frame can zoom up to 3× and switches once to the telephoto lens if the face is still too small.
Web console	Optional for setting up on the phone itself; needed to run it remotely. Open it with the camera's PTZ-ID.

3. Setting up Frame

1. Put the phone on the gimbal, open smartPTZ, and open the web console with its PTZ-ID. The gimbal pill should show it docked.
2. Open the **Track** tab and click **Frame** once: its settings appear below. Choose **Alignment**, **Fit** and **Response** (see below).
3. Press **Frame** once. It turns amber (**Frame · Ready**). Aim the gimbal (PTZ controls or a preset) so the person is in the middle of the picture. This is the position Frame is bound to.
4. Press **Frame** again. It turns green (**Frame · On**) and Frame starts framing the person.

On the phone, the same two taps on **Frame** arm it and start it; the phone reminds you to centre a single subject before the second tap.

4. The rules Frame follows

Rule	What it means
Fifteen looks a second	Each look finds the faces in the picture.
One face: the nearest the centre	Frame frames the face nearest the centre of the picture. It is made for one person; with two people in view, the one nearer the middle is framed.
Where the face sits	Across the picture: centre, left third or right third (Alignment). Up and down: in the upper part of the picture, leaving room for the shoulders.
Small moves are ignored	A dead zone of 6% of the picture around that spot: the gimbal only turns when the face drifts further. The further it drifts, the faster it turns, up to a gentle limit.
Soft start	Over the first second or so the gimbal speeds up gradually, so the shot never jerks into motion.
Zoom to the Fit	After about a second of watching, the camera zooms so the face is the chosen size (Fit). Size changes under 5% are ignored, and the zoom eases there slowly. Zoom goes from 1× to 3×.
One lens switch	If the face is still less than half the chosen size with the wide lens fully zoomed for 2 seconds, Frame switches to the telephoto lens once, then carries on.
When it gives up	No face for 3 seconds; the face moving too fast (big jumps for about two-thirds of a second); or the gimbal turned more than about 14° from where Frame was started. Frame then returns the gimbal and zoom to where it was started and waits.
Waiting for the next person	After returning (about 3.5 seconds), Frame frames the next face that appears there: the same speaker coming back, or the next one at the lectern.

What Frame does not do

- **It does not follow someone who walks away.** That is Follow's job; Frame stays with the position.
- **It does not know who is who.** It frames the face nearest the centre; with two people side by side, aim and Alignment decide who is framed.
- **It needs a face.** Someone turned away from the camera for more than 3 seconds counts as gone.

5. Settings

Setting	Choices	What it changes
Alignment	Center · Left · Right	Where the face sits across the picture: the middle, or a third of the way in from the left or right (room for a graphic or a second person).
Fit	Loose · Medium · Tight	How big the face is: about 15%, 22% or 30% of the picture's height. Loose shows head and upper body; Tight is a close-up.
Response	Slow · Moderate · Quick	How fast the gimbal turns and the zoom settles: 0.6×, 1× or 1.6× the standard speed.

Settings take effect immediately, even while Frame is running.

> **Tip.** Start with Center, Medium and Moderate. Use Slow for a speaker who moves a lot at the lectern, Quick for someone who leans in and out of a desk shot.

6. Troubleshooting

What you see	Likely cause	What to do
Frame does not start, or stops, when recording at 4K	At 4K the phone records on the wide lens only, and tracking is off.	Set recording to 1080p in the console's Output tab to use Frame.
Frame will not start	No gimbal connected.	Dock the phone; the console says *Connect a gimbal to use Frame* until it is.
It frames the wrong person	Another face is nearer the centre of the picture.	Aim so the right person is in the middle before the second press, or use Left / Right Alignment.
It keeps going back to the start position	The person left, turned away for 3 seconds, moved quickly, or moved more than about 14° away.	By design: Frame stays with its position. Re-aim and press Frame twice, or use Follow for someone who moves around.
The zoom keeps adjusting	The person leans in and out, so the face size changes.	Use a looser Fit, or Slow Response.
It switched to the telephoto lens	The face was too small even fully zoomed on the wide lens.	Move the gimbal closer, or use Loose Fit.
It reacts too slowly	Response is Slow or Moderate.	Try Quick.