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On compatible PTZ, Smart tracking is disable by default. You need to login to the actual PTZ and enable it see below screenshot.

- 1. Login to the IP camera via iexplorer (not edge)
- 2. Navigate to Configuration.
- 3. PTZ
- 4. Smart Tracking
- 5. Tick "Enable Smart Tracking"
- 6. Save

Enabling PTZ Smart Tracking

