# AVer Room Management

for Windows® and Mac®

## — User Manual —

Software 2.3.1038.0

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Technical Support: https://www.aver.com/technical-support

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Technical Support: https://averusa.force.com/support/s/contactsupport

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# Contents

**Overview** ..... **1**

System Requirements ..... 1

Supported AVer Devices ..... 1

**Get Started** ..... **3**

Install Room Management ..... 3

Batch Deploy Room Management ..... 3

Open and Quit Room Management ..... 4

Understand the Interface ..... 5

Connect Your Device ..... 7

Device Card Overview ..... 7

Floating Live View Overview ..... 8

**Configure Device Settings** ..... **9**

PTZ Control ..... 10

Interface 1 ..... 11

Interface 2 ..... 13

Settings ..... 15

System ..... 16

Audio ..... 17

**Voice Tracking** ..... **18**

Supported Devices ..... 18

Compare Modes ..... 18

Set Up in App Mode ..... 19

Step 1: Connect CAM550 and FONE700/FONE700+ to Room Management 19

Step 2: Set Up FONE700/FONE700+ ..... 19

Set Up Dual-Camera Tracking ..... 23

Set Up in Camera Mode ..... 26

**Video Conferencing Features** ..... **28**

IP Stream ..... 28

Keystone Correction (Windows only) ..... 29

Smart Gallery ..... 31

AVer Share ..... 32

**Troubleshoot** ..... **33**

# Overview

Room Management, formerly known as PTZApp 2, is a free software for Windows and Mac computers that enables full control of AVer USB devices. Configure device settings including the PTZ controls, AI tracking functions, the advanced image and audio settings, and more.

## System Requirements

| | Windows | Mac |
|---|---|---|
| OS | Windows 10, 11 (64 bits) | MacOS 11.6 or later |
| CPU | Intel Core i5-6XXX 3.0GHz | 1.3 GHz Intel Core i5 |
| RAM | 4G | 8G |
| HDD | 3G (free space) | 3G (free space) |

## Supported AVer Devices

**Video Conferencing Cameras**

CAM130
CAM340
CAM340+
CAM520
CAM520 Pro
CAM520 Pro2
CAM520 Pro3
CAM530
CAM540
CAM550
CAM570

VB130
VB342
VB342+
VB342 Pro
VB350
VB370A

VC322
VC520
VC520+
VC520 Pro
VC520 Pro2
VC520 Pro3
VC540

**Professional Tracking Cameras**

- Single Lens

TR211
TR315
TR315N
TR335
TR335N
TR615

TR311HWV2
TR313V2
TR323V2
TR323NV2
TR333V2
PTC310HWV2
PTC310UV2
PTC320UV2
PTC320UNV2
PTC330UV2

- Dual Lens

TR322
TR535
TR535N

**Professional PTZ Cameras**

PTZ211
PTZ231
PTZ310UV2
PTZ310UNV2
PTZ330UV2
PTZ330UNV2

**Medical Grade Cameras** (Limited functions)
MD100UI
MD120UI
MD330U
MD330UI
MD331UI
MD720

**Distance Learning Cameras**
DL10
DL30

**Conference Speakerphone**

FONE540

**Ceiling Speakerphone**

FONE700

FONE700+

**Matrix Switchers**
HUB30
HUB35-EXT35

**Matrix Boxes**
MT100
MT100S
MT300
MT300N
MT500

**NDI Converter**
NC30

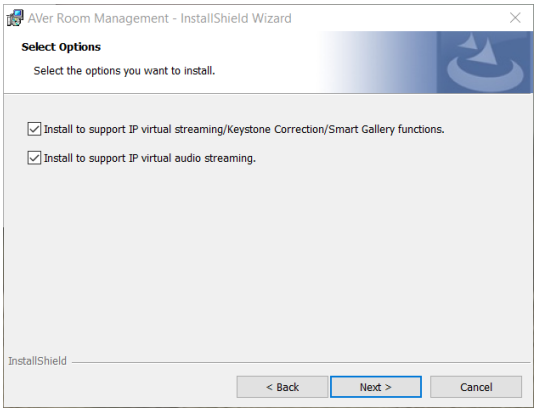
# Get Started

## Install Room Management

1. Download Room Management from AVer Download Center (https://www.aver.com/download-center).

2. Double-click the downloaded .exe file.

3. Follow the on-screen instructions to install Room Management. Keep these options checked.




### Batch Deploy Room Management

Perform a silent installation of the Room Management Windows client using the Command Line Interface (CLI). This method is ideal for mass deployment via GPO, SCCM, or simple batch scripts.

**Prerequisites:**

- Administrator Privileges: The Command Prompt or deployment tool must be run with "Run as Administrator" rights.
- Installation File: Download Room Management from AVer Download Center (https://www.aver.com/download-center). Ensure the .exe file is located in an accessible local or network folder.
- (Optional) Enterprise Management Account Info: Have your Enterprise Management account and password ready.

- Command Prompt:

INSTALL

Room Management executable file name /s /v"/qn PARAMS=EID=Enterprise Management account;EPW=Enterprise Management password"

Example:AVerRoomManagement_v2.3.1020.0.exe /s /v"/qn PARAMS=EID=admin;EPW=admin"

UNINSTALL

Room Management executable file name /s /x /v"/qn"

Example: AVerRoomManagement_v2.3.1020.0.exe /s /x /v"/qn"

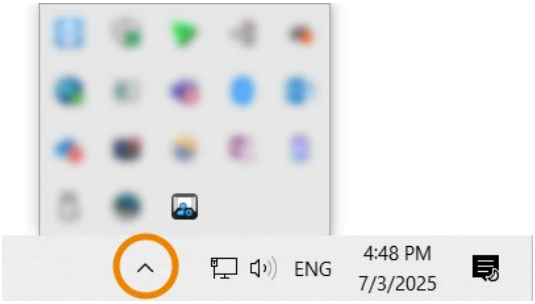
**To batch deploy:**

1. Open the **Start Menu**, search for **cmd**, right-click it, and select **Run as Administrator.**
2. Navigate to the folder containing the installer: cd C:\Downloads\RM_Folder
3. Copy and paste the command (modified with your credentials) and press **Enter**.
4. Wait 1-2 minutes for the background process to complete.

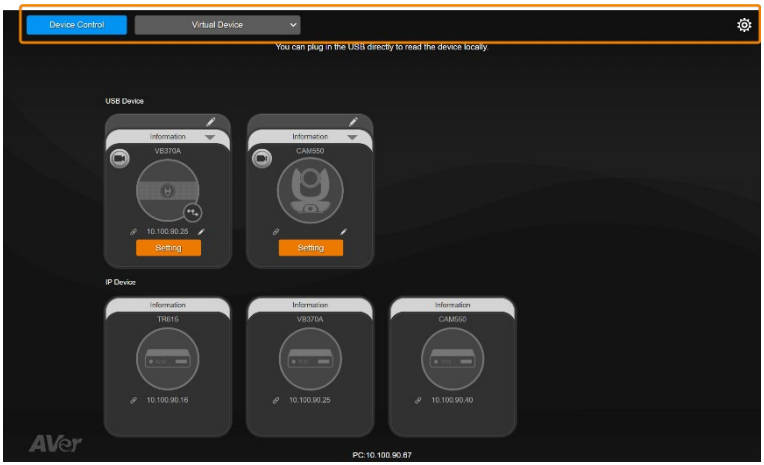
## Open and Quit Room Management

To open, double-click the **Room Management** icon .

To quit, click the **Show Hidden Icons** arrow on the taskbar, right-click the **Room Management** icon , and select **Quit**.



# Understand the Interface




When you launch Room Management, it opens to the **Device Control** page—your homepage for viewing and managing all connected AVer devices.

At the top, you'll find two main pages and a **gear** icon ⚙ for system settings:

- **Device Control:** Lets you view connected devices, open live view, and access device settings.
- **Virtual Device:** Offers advanced features such as IP streaming, Keystone Correction, Smart Gallery, and AVer Share—tools designed to enhance your video conferencing and presentation experience.
- **System Settings** ⚙ **:** Lets you change the system language, update software and more.

| Item | Description |
|---|---|
| Language | Change the system language. |
| Hotkey Control | Turn hotkey on or off. |
| Room Management Update | Check for software update and view software version. |
| Usage Data | Opt-in or opt-out of providing anonymous usage data. |

| | |
|---|---|
| EM or ViewCare Pair | This feature allows you to remotely manage all of Room Management's USB-connected devices via either Enterprise Management, View Care or MTRoW Management Agent.<br><br>To pair:<br>1. Create a pairing account and password here.<br>2. Enter the credentials you created into the software of your choice.<br><br>**Note:** The computer running Room Management must be connected to the internet when connecting to Enterprise Management, View Care or MTRoW Management Agent. |
| Device Management | Room Management generates virtual USB cameras (VCam) and virtual audio devices (VMic/VSpk) to enhance your video conferencing experience. If they are not required, you can turn them off to simplify your system's device menus.<br><br>**Note:** A computer restart may be required for these changes to take effect. |

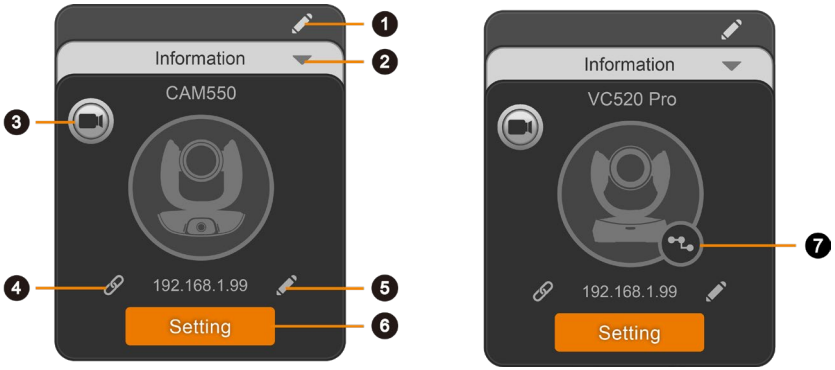
# Connect Your Device

To connect a device to Room Management, you can do any of the following:

- **USB Connection:** Connect the device to your computer running the software using a USB cable. It will appear automatically as a device card in the Device Control page.

- **IP Connection:** Make sure both the device and your computer running the software are connected to the same local network (LAN). The device will appear automatically as a device card in the Device Control page.

## Device Card Overview




1. **Name**
   Name the device.

2. **Information**
   Expand and view the device information, such as firmware version. Click again to collapse.

3. **Open Live View**
   Please refer to <Floating Live View Overview>.

4. **Web Interface**
   Access the device's web interface.

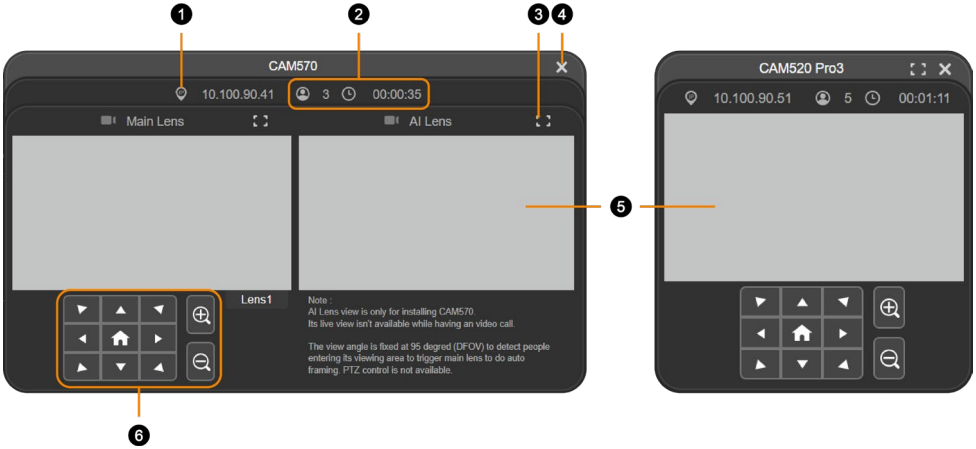
5. **Edit IP Address**
   Switch between static IP and DHCP connection. The default static IP address is **192.168.1.168**.

6. **Setting**
   Configure audio and video settings.

7. **Expansion Speakerphone or Microphone (VC devices only)**

   View connected expansion speakerphones or microphones.

## Floating Live View Overview




The floating live view may vary based on the device and firmware version.

1. **IP Address**

2. **Head Count, Video Transmission Duration**

   Click the **head count** icon to display head count and the duration of your video transmission. Click the icon again to hide the information.

3. **Full Screen**

   Expand the live view to full screen. Click again or press **Esc** on your keyboard to exit full screen.

4. **Close**

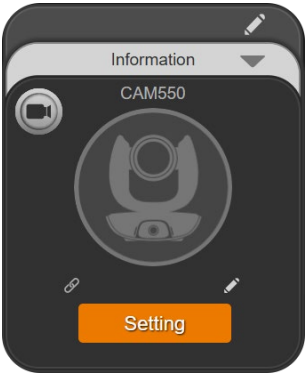
   Close the floating live view and stop transmitting video.

5. **Live View**

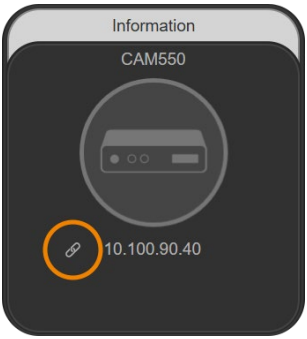
6. **Pan, Tilt, Zoom Controls**

   Click the **home** icon to reset the pan-tilt position to the center.

# Configure Device Settings




USB Device




IP Device

**Note:**

- All tabs and settings in this section apply to **USB devices**.
- Room Management is **device-sensitive**. Tabs and settings may vary based on the device.

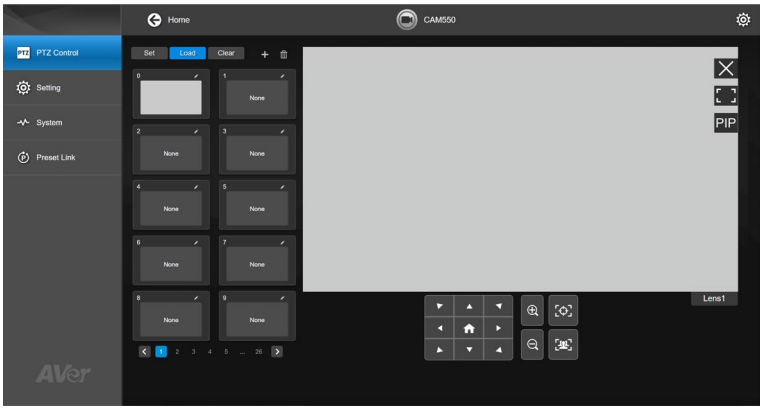
To configure device settings, do the following:

- **USB Device:** Click **Setting** on the device card in the Device Control page.
- **IP Device:** Click the **link** icon on the device card in the Device Control page. It will open the device's web interface in your browser.

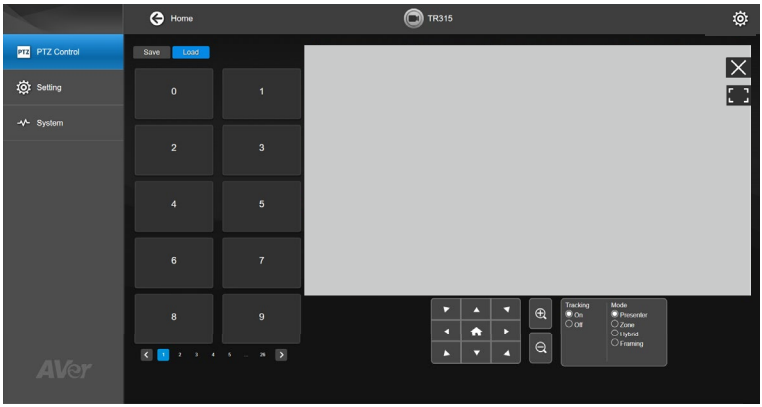
# PTZ Control

The PTZ Control interface may vary based on the device and firmware version.

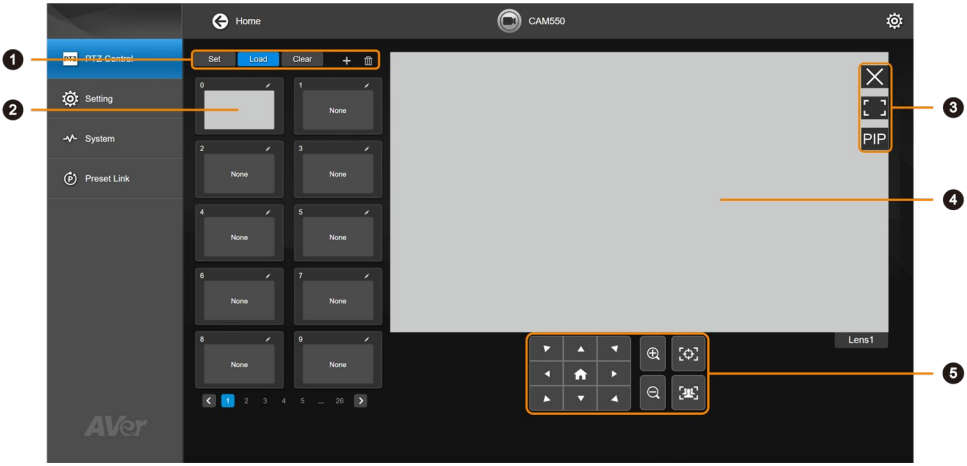
- Interface 1
  Video Conferencing Cameras




- Interface 2
  Professional Tracking Cameras



## Interface 1




1. **Preset Functions**

2. **Preset Thumbnail**
   Click the **pencil** icon to name a preset.

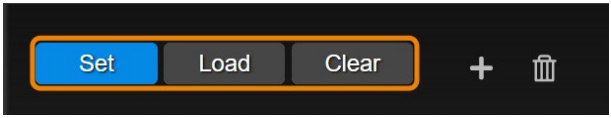
3. **Display Controls**
   - Stop Live View : Pause the video stream. Click the **camcorder** icon to resume video stream.
   - Full Screen : Expand the live view to full screen. Click it again or press **esc** on your keyboard to exit full screen.
   - Picture-in-Picture PIP (Dual-Lens Camera Only)

4. **Live View**

5. **Pan, Tilt, Zoom Controls**
   - Home : Reset the pan-tilt position to the center.
   - One-Touch Focus : Autofocus once.
   - SmartFrame : Frame entire group on screen once.

**Note:** The SmartFrame icon also appears on the live view. To hide the icon, go to the **Setting** tab > **On-Screen Menu** > **Off**.

- **Save, Load and Clear a Preset**

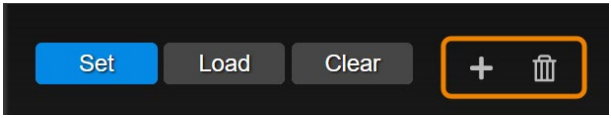



**To save a preset:**
1. Use the pan, tilt and zoom controls to position your device.
2. Click **Set**, then a preset number to save that position.
3. Click **Yes**.

**To load a preset:**
Click **Load**, then a preset number to load that position.

**To clear a preset:**
Click **Clear**, then a preset number to clear that position.

- **Add and Delete Additional Presets (Presets 10-127)**

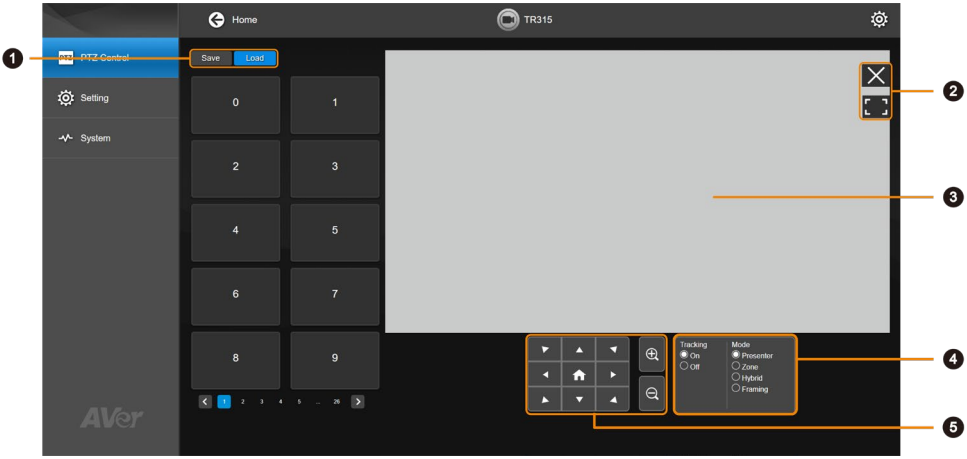



There are 10 available presets (0-9) by default. You can add up to 128 presets.

**To add additional presets:**
1. Select the **plus** icon, then select the preset numbers you want to add.
2. Select **Done**.

**To delete additional presets:**
1. Select the **trashcan** icon, then select the preset numbers you want to delete.
2. Select **Done**.

## Interface 2




1. **Preset Functions**

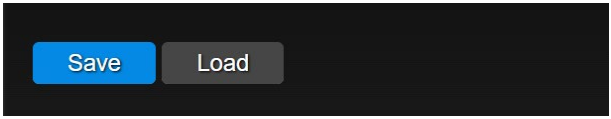
2. **Display Controls**
   - Stop Live View : Pause the video stream. Click the **camcorder** icon to resume video stream.
   - Full Screen : Expand the live view to full screen. Click it again or press **esc** on your keyboard to exit full screen.

3. **Live View**

4. **Tracking Control Panel**
   Select a tracking mode to follow the presenter, and turn tracking on or off.
   Make sure you have defined the required tracking modes on the device's web interface.

5. **Pan, Tilt, Zoom Controls**
   Home : Reset the pan-tilt position to the center.

- **Save and Load a Preset**



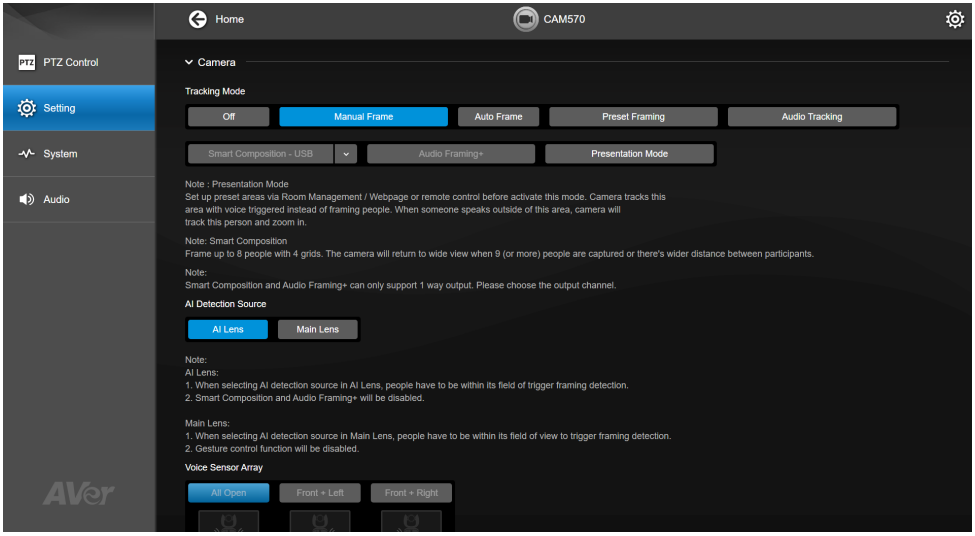

**To save a preset:**

1. Use the pan, tilt and zoom controls to position your device.
2. Click **Save**, then a preset number to save that position.
3. Click **Yes**.

**To load a preset:**

Select **Load**, then a preset number to load that position.

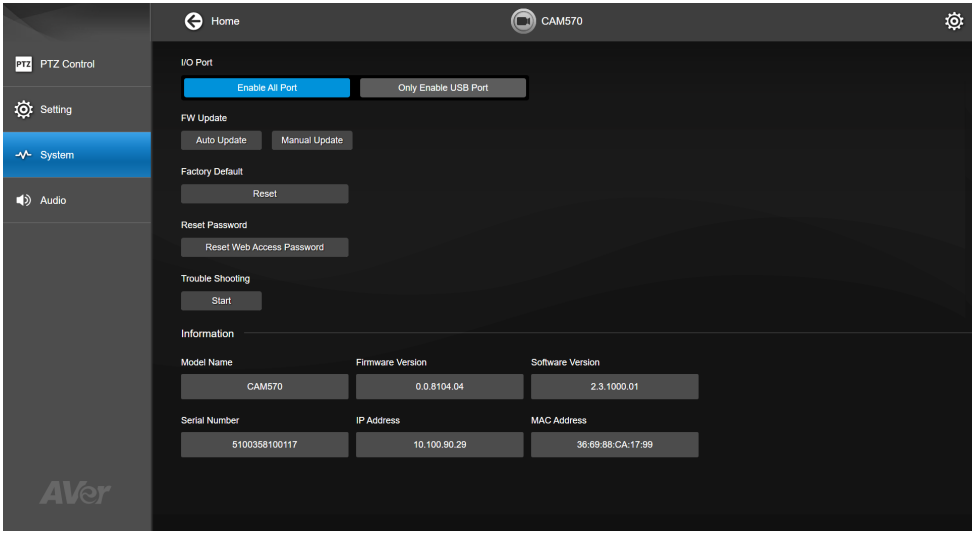
# Settings




Click the **chevron** icon

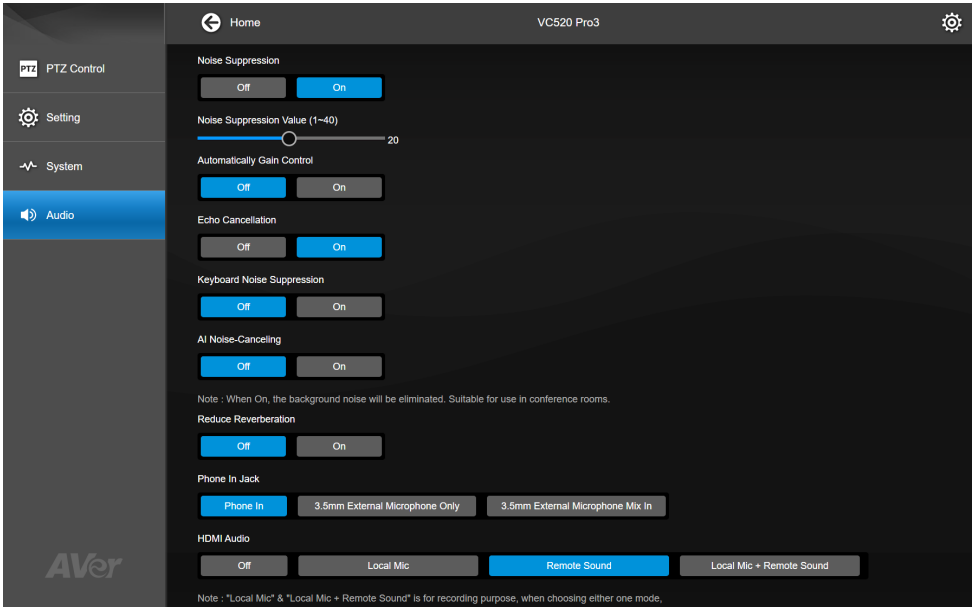
to expand or collapse a category. The features are the same as those on the device's web interface. Please refer to the device's user manual for details.

# System




The features are the same as those on the device's web interface. Please refer to the device's user manual for details.

# Audio




The features are the same as those on the device's web interface. Please refer to the device's user manual for details.

# Voice Tracking

Room Management lets you enable voice tracking by pairing the CAM550 Conferencing Camera with the FONE700/FONE700+ Ceiling Speakerphone or a supported third-party microphone system. Depending on your setup, you can use either **App Mode** (offline) or **Camera Mode** (online).

## Supported Devices

- **AVer**

CAM550 Conferencing Camera
FONE700 Ceiling Speakerphone
FONE700+ Ceiling Speakerphone

- **Third-Party Microphones**

Nureva HDL300, HDL410
Sennheiser TCC2
Shure MXA310, MXA710, MXA910, MXA920
Yamaha RM-CG, RM-CR, RM-TT

## Compare Modes

- Use **App Mode** when network is not required or for dual-camera setups. Room Management must stay running after setup.
- Use **Camera Mode** for more flexibility with third-party microphones.

| Features | App Mode | Camera Mode |
|---|---|---|
| Connection | Via USB | Via IP<br>(Setting up requires USB connection.) |
| Supported devices | CAM550<br>FONE700 | CAM520Pro2<br>CAM520Pro3<br>Cam550<br>CAM570<br><br>FONE700<br>FONE700+<br>3rd party microphones |
| Dual-camera voice tracking | ✓ | × |
| Room Management | ✓ Required for setup and voice tracking, software must stay running | ✓ Required for setup only, software can be closed afterwards |

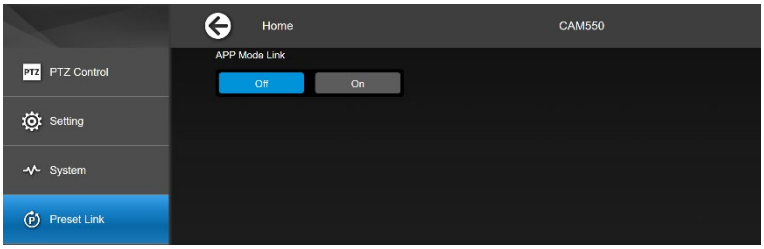
# Set Up in App Mode

## Step 1: Connect CAM550 and FONE700 to Room Management

1. Connect the CAM550 and FONE700 to your computer running Room Management using a USB cable.

2. Open the software, the device cards of CAM550 and FONE700 will appear in the Device Control page.

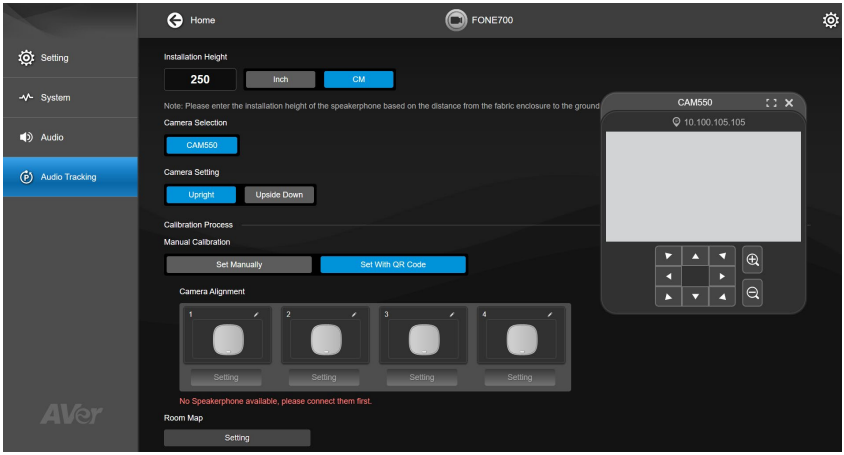
3. Click **Setting** on the device card of CAM550 > go to **Preset Link** tab > Turn on **App Mode Link**.




## Step 2: Set Up FONE700

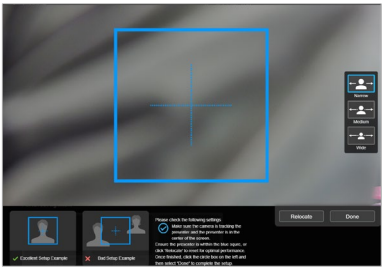
4. Go back to the Device Control Page > click **Setting** on the device card of FONE700 > go to **Voice Tracking** tab to set up FONE700.

**FONE700**



5. Follow the instructions and complete each setting in order.

**FONE700**

| Item | Description |
|---|---|
| Installation Height | Enter the distance from the **FONE700 fabric enclosure** (not the ceiling) to the **ground**, in inch or centimeter. |
| Camera Selection | Only CAM550 is supported at this time. |
| Camera Setting | ● Upright: Use when camera is upright.<br>● Upside Down: Use when camera is mounted upside down. |
| Calibration Process | 1. Select how you want to calibrate the first FONE700 :<br>● Set Manually: Calibrate with on-screen instructions.<br>● Set With QR Code (default):<br>① Stick the included QR Code alignment sticker on the FONE700.<br>② Select the AVer logo direction of the FONE700 in the view.<br>③ Adjust the camera's pan, tilt, and zoom to fit the QR code in the red frame.<br>④ When the frame turns green and the QR code is recognized, click **Calibration**.<br>⑤ Fit 50%–75% of the FONE700 in the green frame for better accuracy.<br>⑥ Select a framing size to include or remove excess space on either side of the subject.<br>  <br>**Note:** To change the framing size or select different framing sizes for dual-camera tracking, refer to <Set up different framing sizes for dual cameras>.<br>2. After calibrating the first FONE700, you'll be prompted to select how you want to calibrate the other daisy-chained FONE700:<br>● Manual Alignment: Calibrate with on-screen instructions.<br>● Finish and Set Speakerphone Position: Calibrate by entering their 3D distances from the first one. |

| | |
|---|---|
| Camera Alignment | 3. Select a daisy-chained speakerphone in **Camera Alignment**.<br><br>4. Click **Setting**, and finish calibrating manually or by entering 3D distances.<br><br>5. Click **Redo** on the first FONE700 to recalibrate, if needed. You can also click the **pencil** icon on the speakerphone thumbnail to rename. |
| 3D Voice Tracking | Turn on to enable FONE700 voice tracking.<br>When turned on, the CAM550's own tracking modes, such as Presentation Mode, will be turned off. |
| Group View | Frames multiple active talkers on screen when the FONE700 picks up a conversation. |
| Trigger Speed | Select an voice tracking trigger speed. Slower speed is useful for ignoring short utterances during voice tracking.<br>● Slow: Voice track after 2-3 seconds.<br>● Medium: Voice track after 1-2 seconds.<br>● High: Voice track immediately. |
| Voice Tracking Interval | ● Select a delay before the camera defaults to Preset 0 (which can be defined by the user) when no sound is detected.<br>● Select **OFF** and the camera will stay at the last position. |
| Setting Lock | Lock all current settings to prevent changes. |
| Dual Camera Tracking<br>(App Mode only) | Turn on to enable dual-camera tracking. Connect two CAM550s to your computer, then click **Setting** under **Dual Camera Tracking** to configure tracking areas. Please refer to <Set Up Dual-Camera Tracking>. |
| Alignment Settings | Export or import the installation height, calibration, and dual camera tracking configurations. |

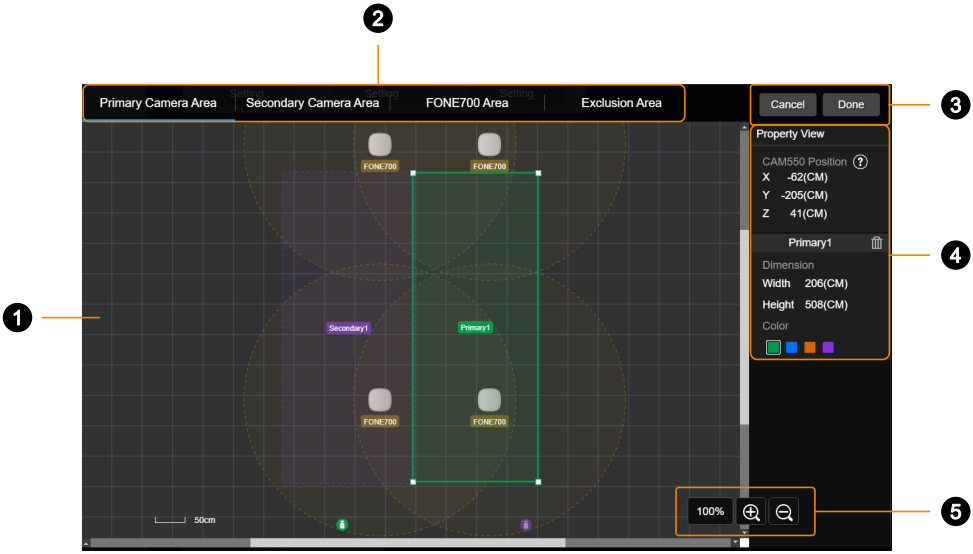
**FONE700**

| Item | Description |
|---|---|
| Configuration | Select the Room Setup based on the camera setup. |
| Room Map | Select and drag devices to adjust their positions. |
| Tracking Data | Export or import the installation height, calibration, and multi-camera tracking configurations. |
| Host Mode Layout | Select the display style for the host.<br>Available only for the following Room Setup mode:<br>● 1 Host + 2 Tracking Cam |

| | |
|---|---|
| Conversation Layout | Select whether to split the live view.<br>Available only for the following Room Setup modes:<br>● 1 Host + 2 Tracking Cam<br>● 3 Tracking Cam<br>● 2 Tracking Cam with 1 Room View Cam<br>● 2 Tracking Cam |
| Room View Camera Layout | Select a layout for the tracking and room views.<br>Available only for the following Room Setup modes:<br>● 2 Tracking Cam with 1 Room View Cam<br>● 1 Tracking Cam with 1 Room View Cam |
| 3D Audio Tracking | Turn on to enable FONE700+ audio tracking.<br>When turned on, the CAM550's own tracking modes, such as Presentation Mode, will be turned off. |
| Return to Preset 0 (No Speaker Detected) | ● Select a delay before the camera defaults to Preset 0 (which can be defined by the user) when no sound is detected.<br>● Select **OFF** and the camera will stay at the last position. |

## Set Up Dual-Camera Tracking (FONE700)

When using two CAM550 cameras in a meeting room, you can customize the effective tracking area. For best results, set the area to cover angles where the cameras have a clear, direct view of participants' faces.




1. **Workspace**
   Drag and drop to set up, resize or move the tracking area.

2. **Setting Tabs**
   Set up tracking areas for the primary and secondary CAM550, and view the FONE700/FONE700+ effective voice tracking area.

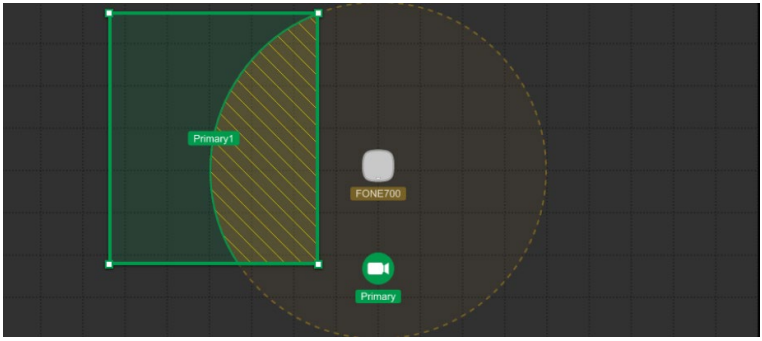
3. **Save and Exit**
   Click **Done** to save settings.

4. **Property View**
   View and edit the tracking area and dimension.

5. **Zoom in and out**
   Adjust the workspace display size.

**To set up an effective tracking area:**

1. Go to the **Primary Camera Area** tab, drag a rectangle on the workspace to define the primary camera's tracking area. You can add up to 8 tracking areas for each camera.
   The overlap between this area and the speakerphone's voice range becomes the effective tracking area.



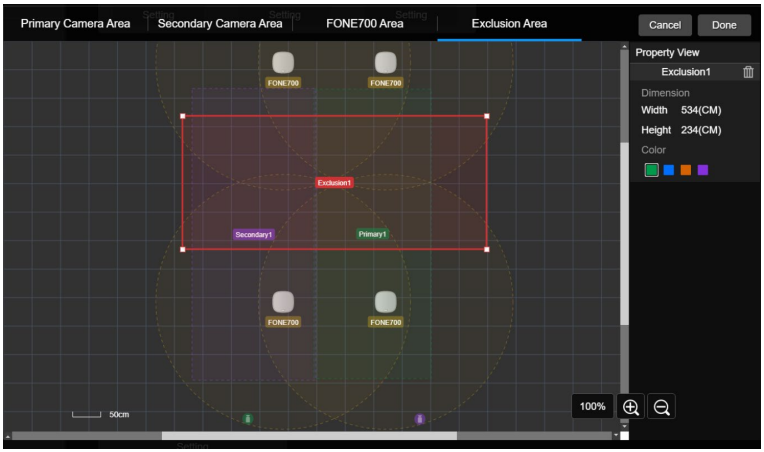

2. Resize the area using the selection handles or enter exact dimensions in the **Property View**. You can also change the highlight color.

3. Repeat the steps above to define the secondary camera's tracking area.

**To set up an exclusion area:**

1. Go to the **Exclusion Area** tab, drag a rectangle on the workspace to mark areas you want to exclude from tracking. You can add up to 16 exclusion areas.

2. To delete an exclusion area, select it in the **Property View** and click the **trash can** icon.



**To set up different framing sizes for dual cameras:**

During the FONE700/FONE700+ calibration process, you are prompted to select a framing size for the first camera while the second camera inherits its current framing size. The framing sizes on both cameras can be different.

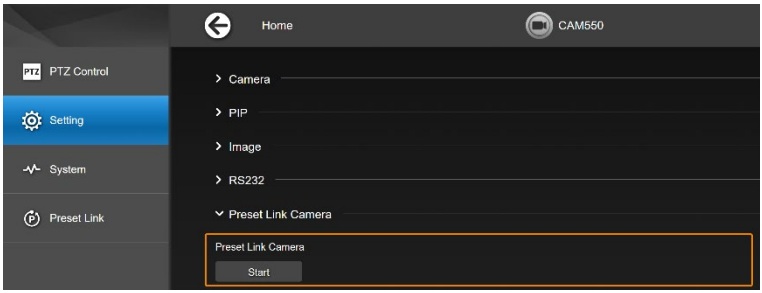
1. Go to the Device Control Page.
2. Click **Setting** on the device card of a CAM550 > go to **Setting** tab > select a **Framing Size**.
3. Repeat the steps for the other CAM550 if needed.

# Set Up in Camera Mode

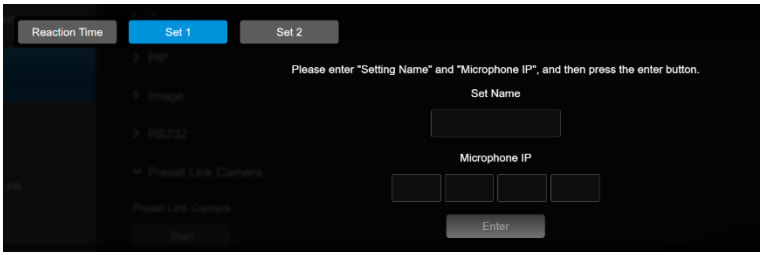
1. Make sure the CAM550 and microphone are connected to same local area network (LAN). Also connect the CAM550 and FONE700/FONE700+ to your computer running the software using a USB cable.

2. Open Room Management, the device cards of CAM550 and FONE700/FONE700+ will appear in the Device Control page.

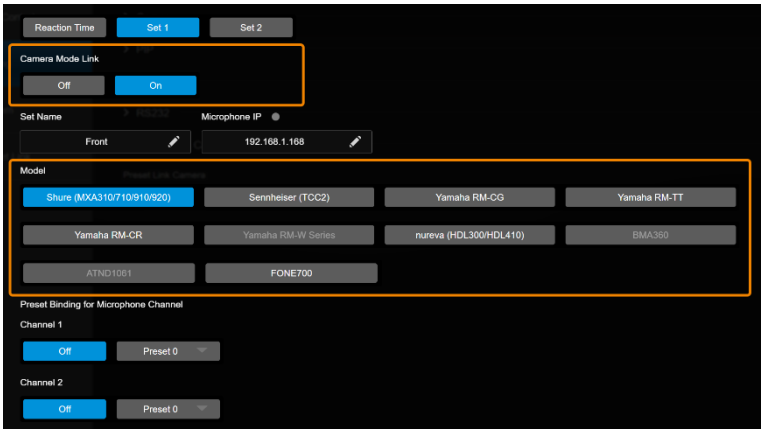
3. Click **Setting** on the device card of CAM550 > go to **Setting** tab > scroll to the bottom and find **Preset Link Camera** > click **Start**.




4. Enter **Set Name** to identify the location and **Microphone IP**, then click **Enter**. Room Management lets you set up two sets of camera and microphone configurations.



5. Turn on **Camera Mode Link** to enable voice tracking, then select the microphone model. Check the indicator next to Microphone IP to make sure it's online (● gray: offline / ● green: online).




6. Depending on the microphone model, do any of the following:

   - FONE700/FONE700+: Go back to the Device Control Page. Click **Setting** on the device card of FONE700/FONE700+ > go to **Voice Tracking** tab > follow the instructions in <Set Up FONE700/FONE700+ Ceiling Speakerphone> to finish setting up.
   - Third-party microphone: Pair the microphone channels with camera presets, if any.

7. Set up **Reaction Time**:

   - Time to trigger Preset: Select a delay before the camera goes to a preset.
   - Time to go back to Preset 0: Select a delay before the camera goes to preset 0 when the microphone detects no sound.

8. (Optional) Click **Set 1** or **Set 2** to switch between two sets of camera and microphone configurations.

9. The setup is complete.

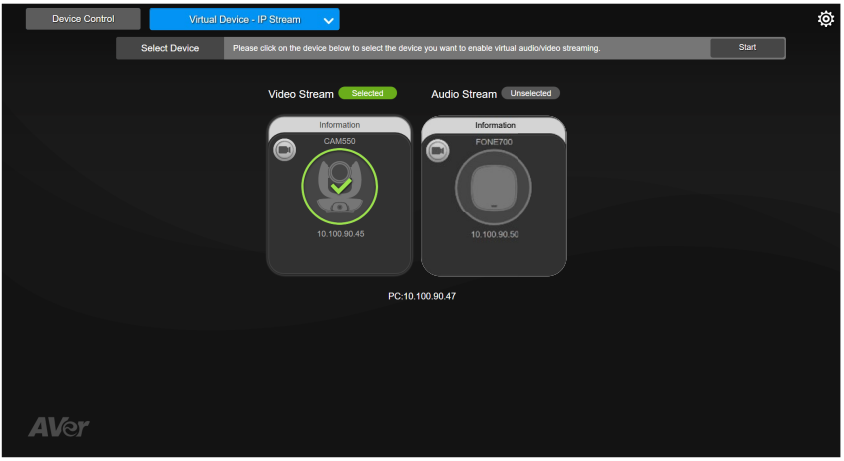
**Note:** After the initial setup, you can enable voice tracking directly from the **3D Voice Tracking** toggle on the FONE700/FONE700+'s web interface or a similar toggle on the third-party microphone's interface.

A USB connection to Room Management is only needed for switching between configurations, calibrating the microphone, or aligning the camera.

# Video Conferencing Features

**Note:** All features in this section require the Virtual Device page.

## IP Stream



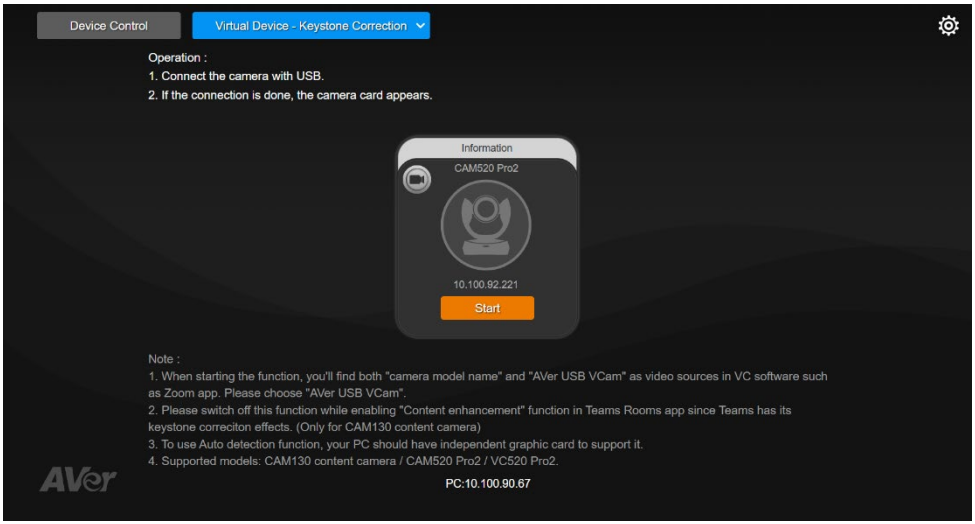

IP Stream allows you to send a single video and voice feed over IP to video conferencing software such as Teams, Skype and Zoom.

**Note:** Video latency may vary depending on your CPU. We recommend Intel Core i5 or higher.

**To start a virtual stream:**

1. Make sure your device and the computer running the video conferencing software are connected to the same network.
2. Make sure you have enabled your device's RTSP setting on its web interface.
3. Click **Virtual Device** > **IP Stream**, and select your device.
4. Click **Start** on the upper right corner. Enter the RTSP password, if any.
5. Open your video conferencing software. Choose **AVer USB VCam** for video, **AVer VMic Device** for microphone, and **AVer VSpk Device** for speaker, not your device model name.
6. For pan, tilt and zoom controls, use a remote control or VISCA commands
7. To stop a virtual stream, click **Stop** on the device card.

# Keystone Correction (Windows only)



Keystone Correction adjusts the geometry of an image to make it appear rectangular and aligned.

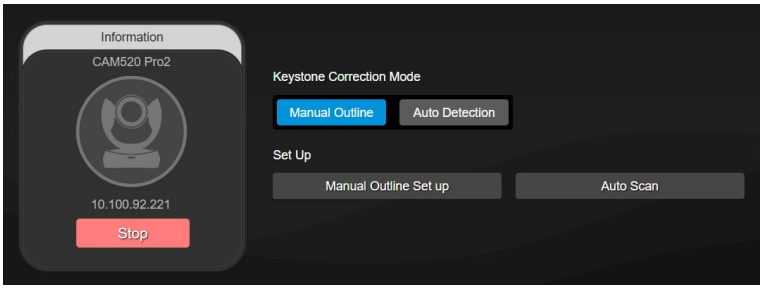
**To use Keystone Correction:**

1. Connect your device to the computer with a USB cable.
2. Click **Virtual Device** > **Keystone Correction**, and click **Start** on your device card.
3. Open your video conferencing software. Choose **AVer USB VCam** for video, not your device model name.

**Note:** When using Teams Room, disable **Content Enhancement** for a better result.

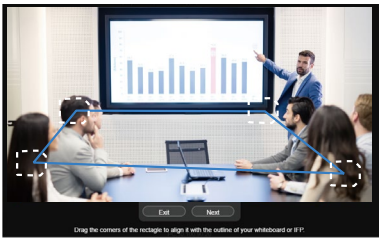
4. Select **Manual Outline** or **Auto Detection**, then adjust the border as follows.

- **Manual Outline**




① Select **Manual Outline** > **Manual Outline Set up**.

② Drag the corners of the square to frame the area you want, such as the whiteboard. Click **Next**.



③ Click **Edit** to resize. Click **Save** to finish.

- **Auto Detection**

**Note:** Your computer must have an independent graphic card to support Auto Detection.

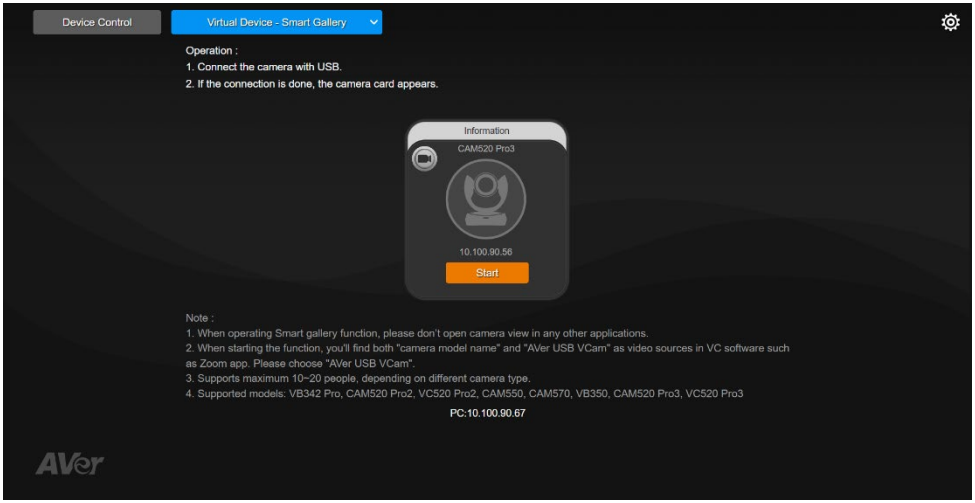
① Select **Auto Detection** > **Auto Scan**.

② If prompted, follow the on-screen instructions to download and install the keystone package.

③ Click **Edit** to resize. Click **Save** to finish.

5. To stop using Keystone Correction, click **Stop** on the device card.

# Smart Gallery

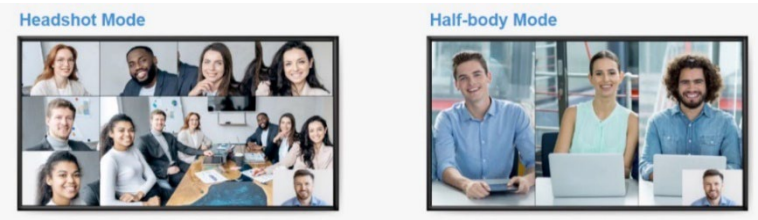



Smart Gallery creates a close-up frame for each participants and present them in a single stream composited gallery.

**Note:** Smart Gallery supports 10-20 people depending on the AVer device.

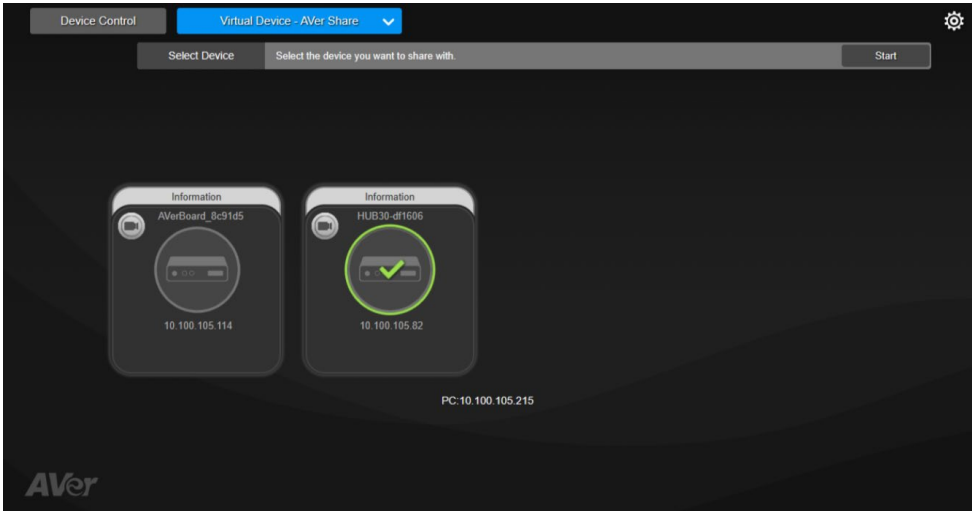
**To use Smart Gallery:**

1. Connect the device to the computer with a USB cable.
2. Click **Virtual Device** > **Smart Gallery**, and click **Start** on the device card.
3. Select a layout.




4. Open your video conferencing software. Choose **AVer USB VCam** for video, not your device model name.
5. To stop using Smart Gallery, click **Stop** on the device card.

# AVer Share




AVer Share is only available on AVer matrix switchers. Please refer to the device's user manual for details.

# Troubleshoot

**Can’t open Room Management.**

Click the **Show Hidden Icons** arrow on the taskbar, right-click the Room Management icon , and select **Restore**.