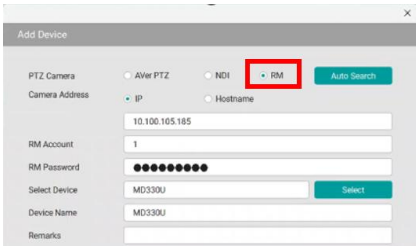
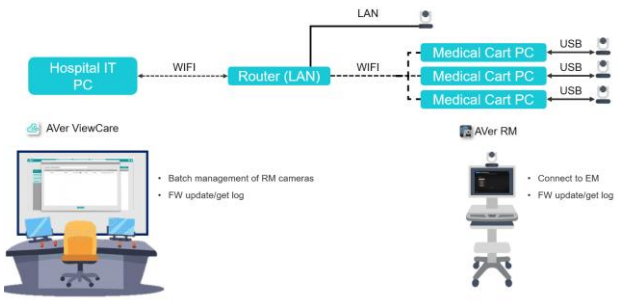
AVer ViewCare Release note

Product : AVer ViewCare

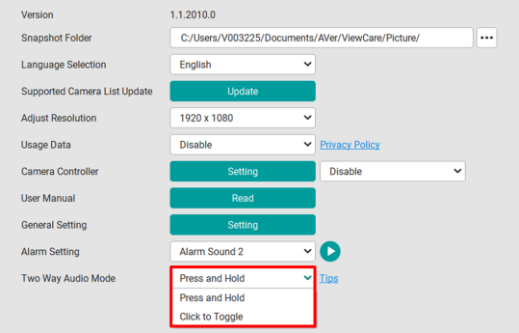
SW Language : English , 繁體中文 , 한국어 , ykpaiHCbKa

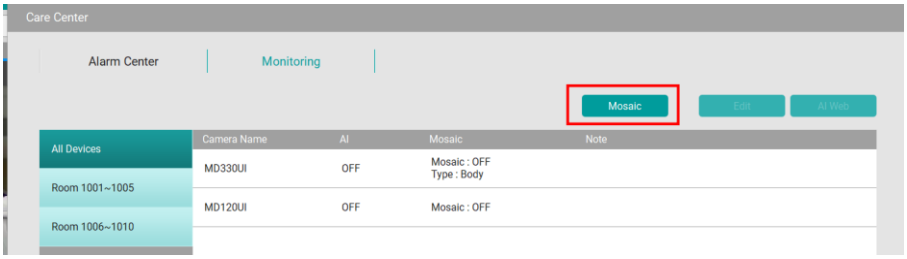
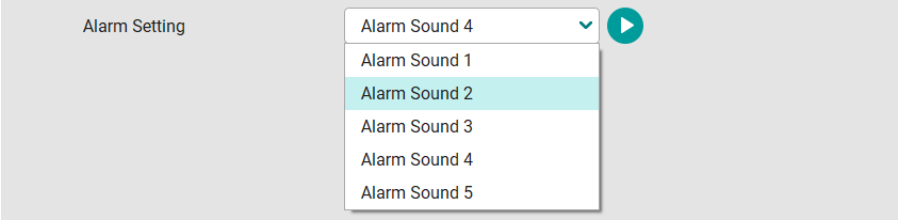
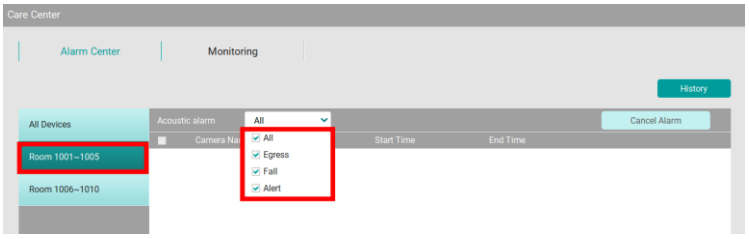
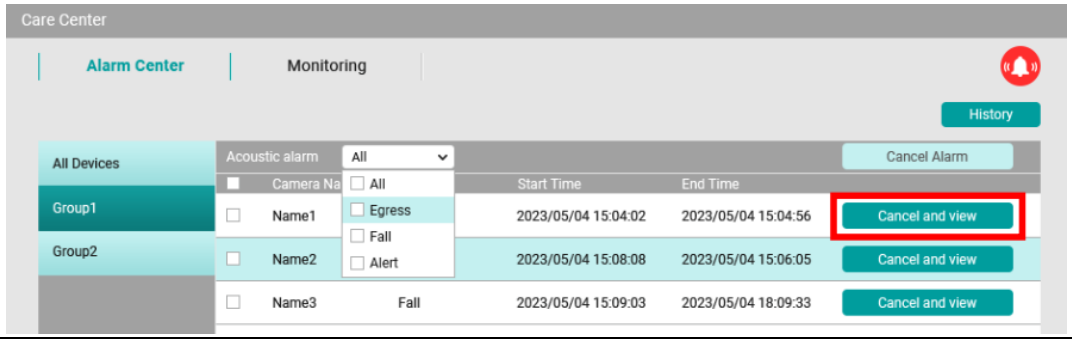
System Requirements	
AVer ViewCare	
Supported devices	Windows® PC & laptop (Windows® 7, 8, 10, 11) 64bit
System requirements for Windows® PC & laptop	Intel® Core™ 11th i5 or later 8 GB of RAM 10 GB free disk space for installation 100 Mbps network card

- AVer ViewCare served as the terminal to received AI Event that come from the MD Camera and trigger Alarm in the UI with sound.
- AVer ViewCare is a Standalone Software and is NOT cloud-based; it operates exclusively on an intranet.
- For optimal performance with high-resolution, multi-camera streaming, and loop recording features, an upgrade of your CPU, RAM, and storage is recommended. Please contact our sales representative for more information.

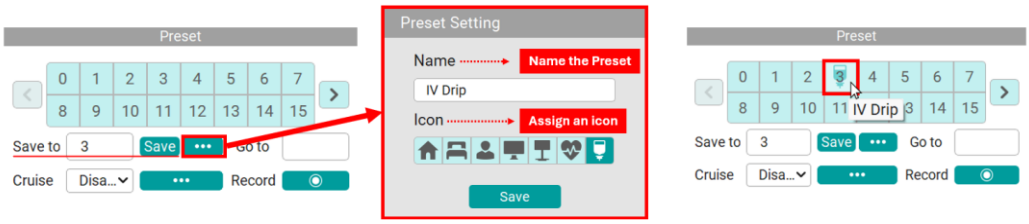
SW version	1.1.2014.0
Release date	2025/11/12
New feature	**1. Now AVer ViewCare can be paired with and connected to multiple AVer Room Managers, supporting batch management camera FW and log via AVer Room Management，for convenient camera management.**  **Reference Architecture:**  •Room Management V2.3.1019.0 and above are supported.
Improvement	**1.** Some UI correction

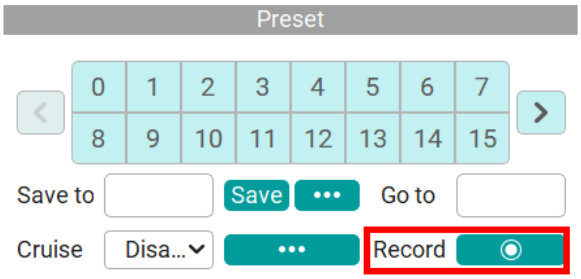
Known issue	**N/A**

SW version	**1.1.2010.0**
Release date	2025/7/31
New feature	2. **Add [Click to Toggle] feature for two-way audio** go to [Setup] >> [System] >> change to two-way audio setting **[Press and hold]** - Press and hold the button to start recording and transmitting voice to the camera. - Release the button to stop recording and transmission. **[Click to Toggle]** - Click the button to toggle recording and transmission on or off. - First click starts recording and transmission; second click stops them.  **Notice**: 1. Only support MD330 with FW 1.1.1054.0 and alter 2. 1:1 only , If multiple PC send audio to a single device simultaneously, it may cause sound interruptions or issues 3. If the network is turned off and on again for a short time, it may cause abnormal sound for a few seconds.
Improvement	2. Fixed software may crash when using audio feature on the PC which is not connecting any audio device 3. Now “cancel the alarm” would mute the alarm for 3 minutes 4. Improve recording feature stability **5.** Some UI correction
Known issue	**N/A**

SW version	1.1.2008.0
Release date	2024/8/1
New feature	**3. Support AI Mosaic on/off control on AVer MD Cameras** ****camera FW need to support Mosaic feature**  **4. Provide more alarm sounds for users to choose and preview** **Setup >>> Setting >>> Alarm Setting**  **5. Alerts can now be triggered based on "Group" in Care Center** **You can have the following scenarios via this feature by checking the box** - When AI event is received = ViewCare display event only - When an AI event is received = ViewCare display event + sounds an alarm  **6. Improve [Cancel Alarm] into [Cancel and View]:** **when hit [Cancel and View]** Care Center would be close and show the live view which occurred the alarm and the alarm would be mute for 3 mins. 

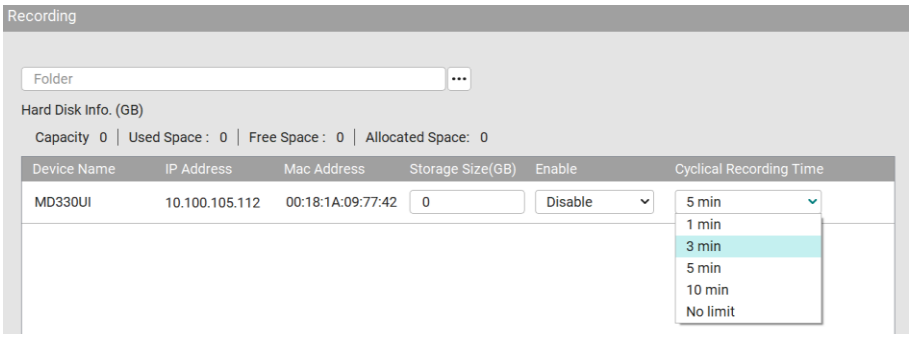
	Example: a Fall alarm occurs in Room 201. after pressing [Cancel and view], the alarm would be mute for 3 minutes and show the live view of the Room 201. **Remark:** AI Detection feature (Fall/Egress) is considered as “the sensor", so the AI should show the current condition. In other words, when a "fall or leaving the bed" is detected in the screen, an alarm event will continue to be sent, with an interval of every 0.5 seconds. **Example:** 1. when someone falls 2. AI detects someone has fallen down in FOV it will start to send "fallen event" trigger alarm If the person in FOV does not stand up (still falls down), the camera will continue to issue a "fallen event" every 0.5 seconds. 3. When the person in FOV stands up (no fall detected), the camera will stop sending fall event therefore, [Mute for 3 minutes] in AVer ViewCare can help avoid disturbing users.
Improvement	**6. Korean UI language correction**
Known issue	**N/A**

SW version	**1.1.2005.0**
Release date	2024/3/25
New feature	**7. Support setting ViewCare with Auto-start, Running in background when closed** **8. You can now assign an icon and rename the preset points in ViewCare Preset name will be displayed when hovering the cursor** 
Improvement	**7. ViewCare will now dynamically display the switch based on the AI function supported by the current camera FW.** **8. Support Recording button in the live view page**

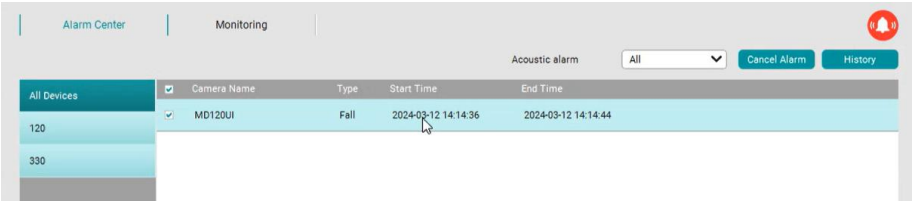


9. Support Optional Recording Time on Cycle recording

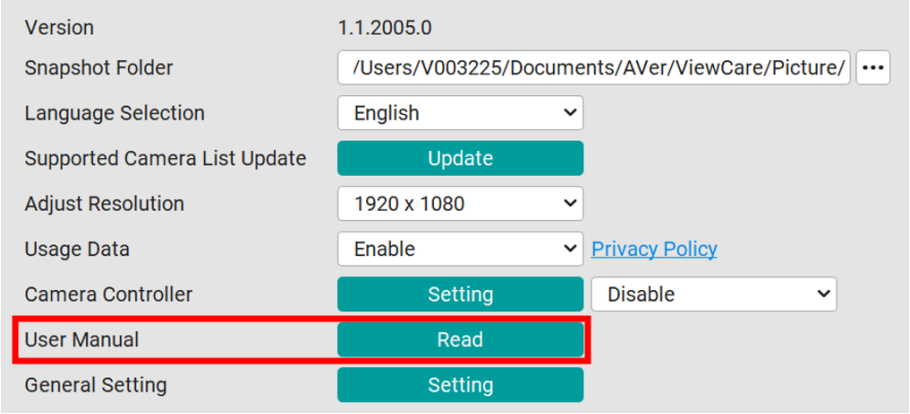
Ex: select 3min , the cycle recording would keep a file in 3 min



10. Clicking column equal to select the alarm event, to improve operability



11. Click [Read] to open the browser to online user manual



12. Fixed some translation errors

13. Fixed the problem of email input restriction

Known issue	**N/A**

SW version	1.1.2004.0
Release date	2023/10/25
New feature	**N/A**
Improvement	**1. Fixed the icon (shortcut) which auto-generated after installation may not be deleted manually.** **2. Fixed in some cases, the last segment of Recording may not be stored.** **3. Fixed the issue that might fail to start EyesTracking when more than one man in FOV for some FW version.**
Known issue	**N/A**