AVer ViewCare

— User Manual —

Version 1.1.2011.0

DISCLAIMER

No warranty or representation, either expressed or implied, is made with respect to the contents of this documentation, its quality, performance, merchantability, or fitness for a particular purpose. Information presented in this documentation has been carefully checked for reliability; however, no responsibility is assumed for inaccuracies. The information contained in this documentation is subject to change without notice.

In no event will AVer Information Inc. be liable for direct, indirect, special, incidental, or consequential damages arising out of the use or inability to use this product or documentation, even if advised of the possibility of such damages.

TRADEMARKS

“AVer” is a trademark owned by AVer Information Inc. Other trademarks used herein for description purpose only belong to each of their companies.

COPYRIGHT

©2025 AVer Information Inc. All rights reserved. | October 27, 2025
All rights of this object belong to AVer Information Inc. Reproduced or transmitted in any form or by any means without the prior written permission of AVer Information Inc. is prohibited. All information or specifications are subject to change without prior notice.

More Help

For FAQs, technical support, software and user manual download, please visit:

Non-USA

Download Center: https://www.aver.com/download-center
Technical Support: https://www.aver.com/technical-support

USA

Download Center: https://www.averusa.com/education/support
Technical Support: https://averusa.force.com/support/s/contactsupport

Contact Information

Headquarters
AVer Information Inc.
8F, No.157, Da-An Rd.,
Tucheng Dist., New Taipei City
236042, Taiwan
Tel: +886 (2) 2269 8535

USA Branch Office
AVer Information Inc., Americas
44061 Nobel Drive, Fremont,
CA 94538, USA
Tel: +1 (408) 263 3828
Toll-free: +1 (877) 528 7824

Europe Branch Office
AVer Information Europe B.V.
Westblaak 134, 3012 KM,
Rotterdam, The Netherlands
Tel: +31 (0) 10 7600 550

Japan Branch Office
アバー・インフォメーション
株式会社
〒160-0023 日本東京都新宿区
西新宿 3-2-26 立花新宿ビル 7
階
Tel: +81 (0) 3 5989 0290
お客様サポートセンター（固定電
話のみ）: +81 (0) 120 008 382

Vietnam Branch Office
Công ty TNHH AVer Information
(Việt Nam)
Tầng 5, 596 Nguyễn Đình
Chiểu, P.3, Quận 3, Thành phố
Hồ Chí Minh 700000, Việt Nam
Tel: +84 (0) 28 22 539 211
Hỗ trợ kỹ thuật: +84 (0) 90 70
080 77

Korea Office
한국 에버 인포메이션 (주)
서울시 종로구 새문안로 92
(신문로 1 가,
광화문오피시아빌딩) 1831,
1832 호
Tel: +82 (0) 2 722 8535

Contents

Overview **1**

System Requirements 1

Supported AVer Cameras 1

Install AVer ViewCare 3

Login 3

Forget Password 3

Get Started **4**

Menu Bar 4

Camera 5

Control Panel 7

Care Center 9

Setup 11

Device 12

User Account Management 20

System Settings 22

Management 23

Cruise 24

Recording 26

System Notifications 27

Firmware Update 28

Scheduling 29

Troubleshoot **30**

Appendix **31**

Find and Set Camera IP Address with AVer IPCam Utility 31

Overview

AVer ViewCare is a stand-alone software that operates on an intranet. It allows you to manage multiple cameras and receive AI-detected events and alarms from MD cameras.

System Requirements

For optimal performance, we recommend an upgrade based on system requirements. Please contact our sales representative for more information.

- CPU: Intel® Core™ 11th i5 or later
- RAM: 8 GB
- Free Storage Space: 10 GB
- Network Card: 100 Mbps
- OS: Windows® 10, 11 (64 bits)

Supported AVer Cameras

Medical Cameras

MD120UI
MD330U
MD330UI
MD720UIS

Professional Tracking Cameras

- Single Lens

TR211
TR315
TR315N
TR335
TR335N
TR311HWV2
TR313V2
TR323V2
TR323NV2
TR333V2
PTC310HWV2
PTC310UV2
PTC320UV2
PTC320UNV2
PTC330UV2
TR310
TR311
TR311HN
TR313
TR331
TR333
PTC310
PTC310N
PTC310U
PTC330
PTC330U

- Dual Lens

TR530+
TR320+
PTC115+

PTC500+

Professional PTZ Cameras (no Auto Tracking)

PTZ211	PTZ310
PTZ231	PTZ310N
PTZ310UV2	PTZ310W
PTZ310UNV2	PTZ330
PTZ330UV2	PTZ330N
PTZ330UNV2	PTZ330W

Video Conferencing Cameras

CAM550
CAM570

Distance Learning Cameras

DL30
DL10

Install AVer ViewCare

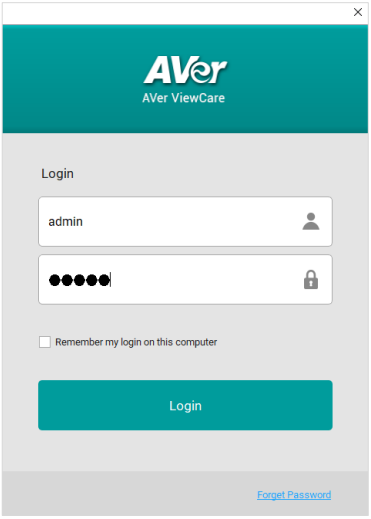
1. Download AVer ViewCare to your computer from AVer Download Center (https://www.aver.com/Downloads/search?q=ViewCare).

   Note: The installer bundles AVer ViewCare and AVer IPCam Utility. Please refer to <Find and Set Camera IP Address with AVer IPCam Utility>.

2. Double-click the downloaded .exe file.
3. Follow the on-screen instructions to install AVer ViewCare.

Login

1. Double-click on your desktop to launch AVer ViewCare.
2. For first-time login, the default username and password is **admin/admin**.
   Enter your email address for password recovery.
3. You can add multiple user accounts and assign privileges to each account. Please refer to <User Account Management> for more details.



Forget Password

1. Click **Forget Password** on the **Login** window.
2. Enter the email address you used for password recovery, then click **OK**.

Get Started

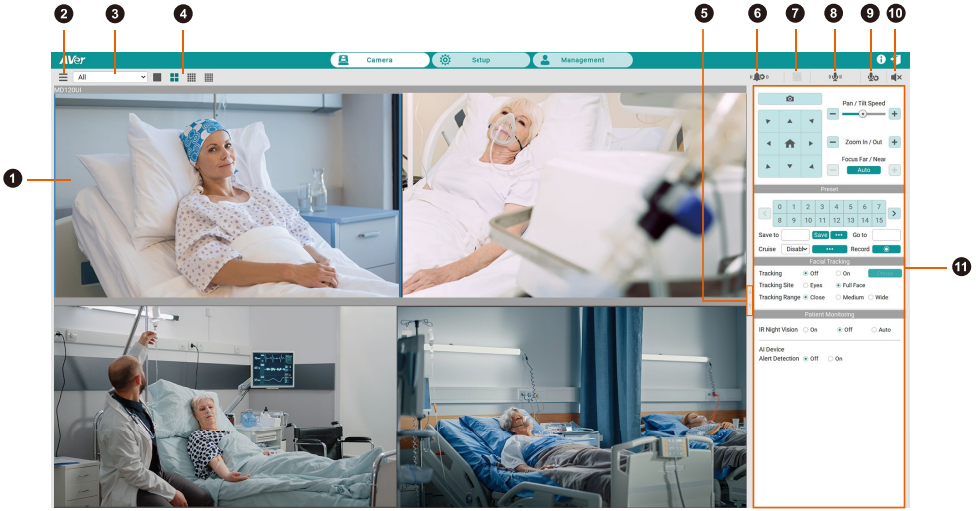
Menu Bar

1. **Function pages:**
   - **Camera:** Control connected devices and see device live views.
   - **Setup:** Add devices or group connected devices, and configure system settings.
   - **Management:** Create a cruise, configure recording settings, send system notifications, update firmware, factory reset, or schedule to power on, off, and reboot.
2. **About**
   View warnings and safety declarations.
3. **Log out**

Camera

Control connected cameras and see camera live views.

Note: AI functions—Mosaic, Facial Tracking, and AI Monitoring are mutually exclusive and can't be used at the same time.



1. **Live View**
   Check the live view of the connected cameras.
   One-click on a camera live view to control the camera; double-click to zoom in the window and return to the main page.

2. **Camera List**
   Click to view all added cameras.

3. **Device Group**
   Select a group from the drop-down list to display all the camera live view.
   To create a group, please refer to <Group Cameras>.

4. **Layout Grid**
   Click to select a layout grid.

5. **Page Turn Buttons**
   Turn the layout page forward or backward.

6. **Care Center**

- **Alarm Center:** View AI-detected events from connected MD cameras and manage alarms.
- **Monitoring:** Select a device to configure mosaic and patient monitoring settings.

7. **Mosaic**
   Turn Mosaic on or off for the selected camera. Mosaic pixelates the face or body for privacy.
   To set up **Mosaic**, go to **Care Center** > **Monitoring** > **Mosaic**.

8. **Two Way Audio (supported models)**
   Click and hold the button to record and send audio messages.
   To change to a toggle, go to **Setup** > **System** > **Two Way Audio Mode**.

9. **Mic Setting**
   Select an audio input device from the drop-down list.

10. **Audio Mute/Unmute**
    Select a camera and click the button to mute or unmute.

11. **Control Panel**
    Control the selected camera.

Control Panel

Click on a live view to select a camera, then use the control panel to control it.

1. **Camera Control**
   - Snapshot: Click the camera button to take a snapshot.
   - Navigation / Home Buttons: Pan, tilt, zoom controls. Click the **home** button to reset pan-tilt position to the center.
   - Pan / Tilt Speed
   - Zoom In / Out
   - Focus Far / Near: Click **Auto** to switch between auto focus and manual focus.

2. **Preset**
   - Save Preset: Turn the camera to the desired position with the navigation buttons, and enter a preset number into the **Save to** text box. When finished, click **Save**. You may click to customize preset name and icon for easy management.
   - Go to Preset: Click on the number buttons to go to saved preset positions, or enter a number in the **Go to** text box. When finished, press **Enter** on your keyboard.
   - Cruise: Cruise allows the device to automatically move between a series of presets and can be set to pause at each preset for a specific amount of time. Please refer to <Cruise> for settings.
   - Record: Start or stop recording. Please refer to <Recording> for settings.

3. **Facial Tracking**
   Turn **Tracking** on or off, then select **Tracking Site** and **Tracking Range**.

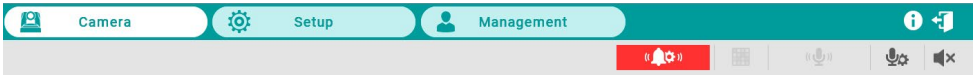
   Note: To switch the subject you want to track:
   1. Select the single-grid live view

   2. Turn on **Tracking** and click **Chose**.

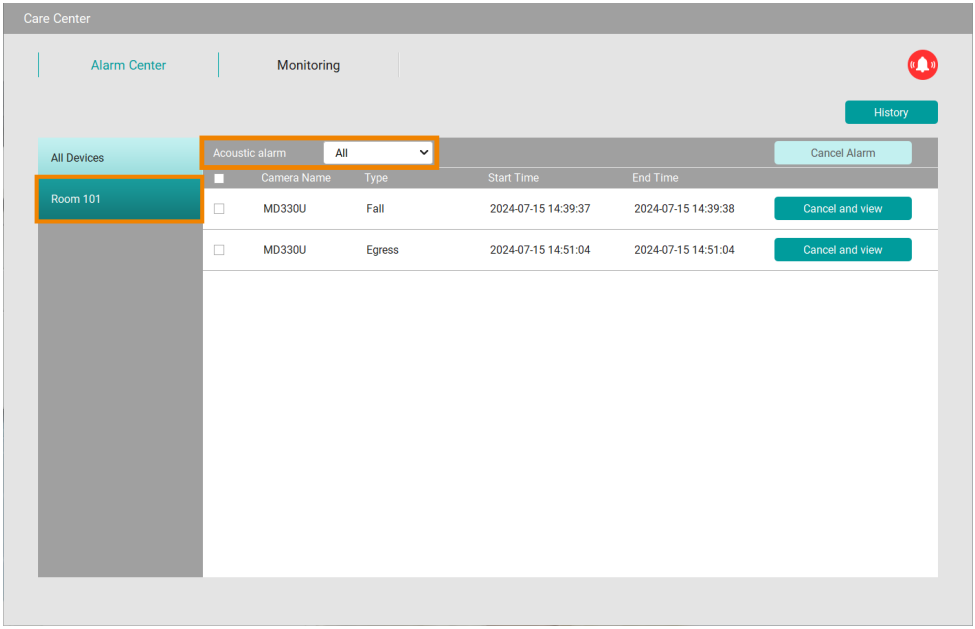
4. **Patient Monitoring**
   Select IR Night Vision and AI Monitoring modes. Available functions may vary based on the camera model.

Care Center

Click to the **Care Center** icon to open Care Center.
The icon turns red when ViewCare receives AI-detected events from MD cameras.



- **Alarm Center**



To select which events will sound alarms for a group:

1. Go to **Alarm Center** and select a group.
2. Select the events you want to sound alarm for from the **Acoustic alarm** drop-down list. You will receive notifications for unselected events without the alarm.

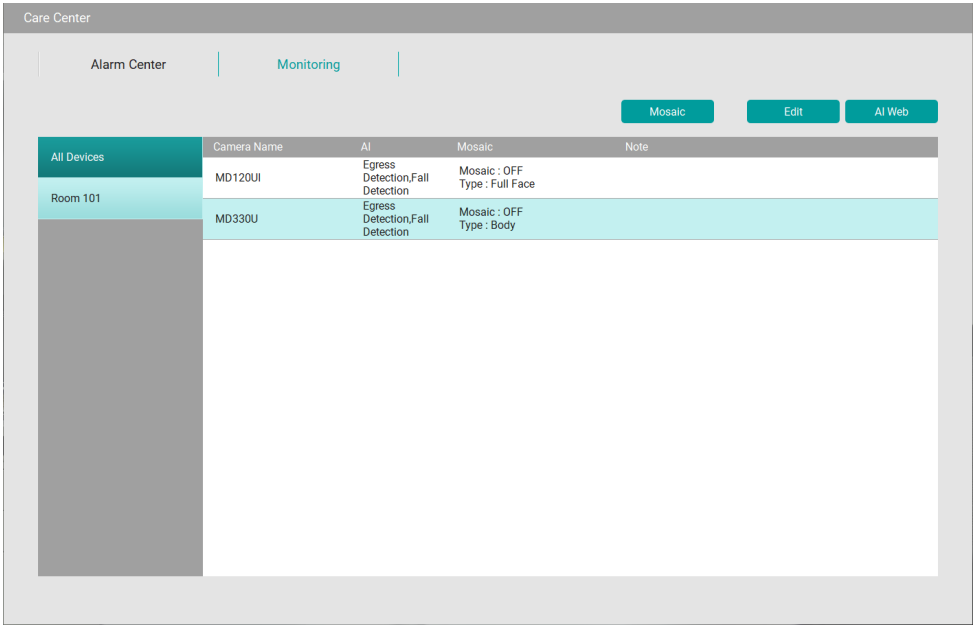
To manage alarms:

1. Go to **Alarm Center** to view events.
2. Do any of the following:

- Cancel individually: Click **Cancel and view** to cancel that event, open the camera live view, and mute the alarm for 3 minutes as an event can be ongoing, such as a fall event.
- Bulk cancel: Click **Cancel Alarm** to cancel selected events from the list, and mute the alarm for 3 minutes as an event can be ongoing, such as a fall event.

3. Click **History** to view past events.

- **Monitoring**



To configure patient monitoring settings:

1. Go to **Monitoring** to view connected devices.

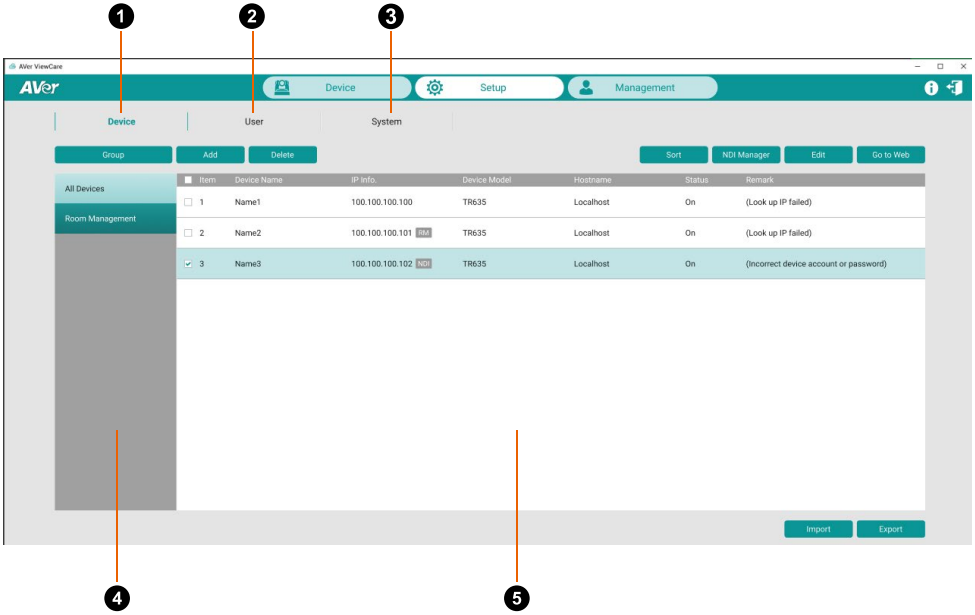
2. Click to select a camera, then do any of the following:

   - Click **Mosaic** to turn Mosaic on or off and select the area you want to pixelate.
   - Click **Edit** to select an event you want to detect and enter notes in the **Note** field.

3. Click **Save**.

Setup

View details and configure settings about device, user, system and more.



1. Device

Search, add, delete and group cameras.

2. User

Add, edit and delete user account.

3. System

Check and configure AVer ViewCare system settings.

4. All Device and Groups

Click to display all the added cameras and camera groups.

5. Device List

The added cameras will be displayed here. Click and select the device for more operation. The IP Info. displays both the IP address and the device type (RM or NDI).

Device

Add, edit and delete all your connected devices, and configure the group settings and more.

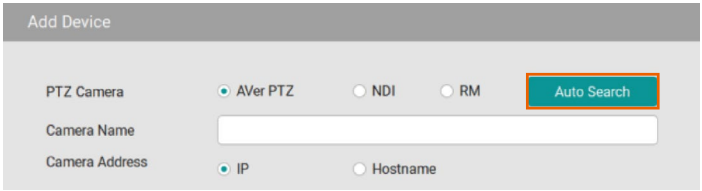
Add Cameras

You may add AVer PTZ,NDI® and RM cameras by automatic search or manually entering camera information.

Notes:

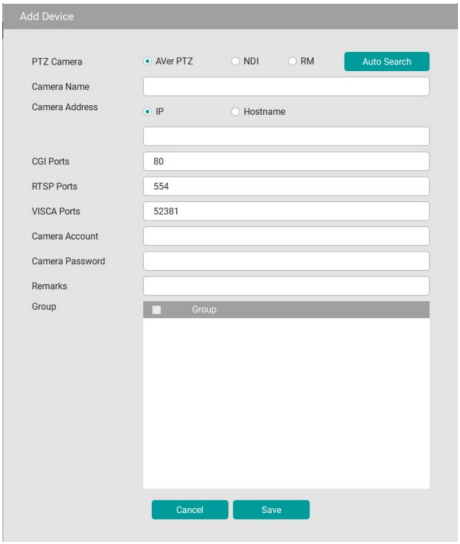
- The cameras need to be on the same LAN as the computer running AVer ViewCare.
- To add CAM Series cameras, make sure you have enabled **VISCA** and **RTSP** settings on the camera web application.

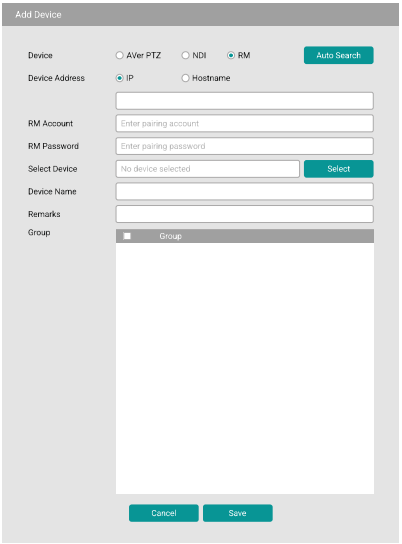
To add camera automatically:



1. Go to **Setup** > **Device** > **Add**.
2. Click **Auto Search**. You will see the cameras connected to the same LAN as your computer. Select **All**, **AVer PTZ, NDI** or **RM** to filter different camera types.
3. Click to select and add a camera. When finished, click **OK**. If your camera is not displayed, click **Refresh** to search again.
4. Enter camera information including Camera Account, Camera Password, Group and more. When finished, click **Save**.

To add cameras manually:





1. Go to **Setup** > **Device** > **Add**.
2. Select AVer PTZ, NDI or RM cameras.
3. Enter camera information.

Items	Description
Device Name	Enter a device name.
Device Address	Select **IP** or **Hostname** and enter the info in the textbox.
RM Account	Enter the RM device ID
RM Password	Enter the RM device password.
Select Device	Select a RM device.
CGI Ports	Enter a port number if necessary. The default port numbers are: ● CGI: 80 ● RTSP: 554 ● VISCA: 52381
RTSP Ports	
VISCA Ports	
Device Account	Enter the device ID.
Device Password	Enter the device password.
Remarks	Enter some remarks for the camera (Optional).

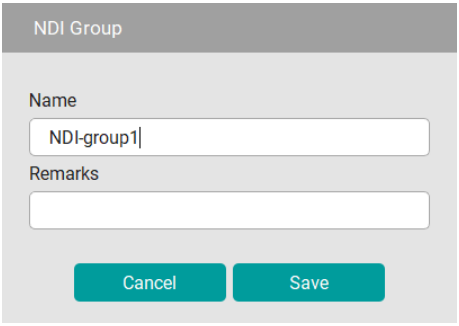
Group	Select the checkbox of a group to group the camera. Please refer to <**Group Cameras**> for more details.

4. When finished, click **Save**. The camera will be added to the Device List.
5. To edit or delete a camera device, select a camera from the Device List, and then click **Delete** or **Edit**.

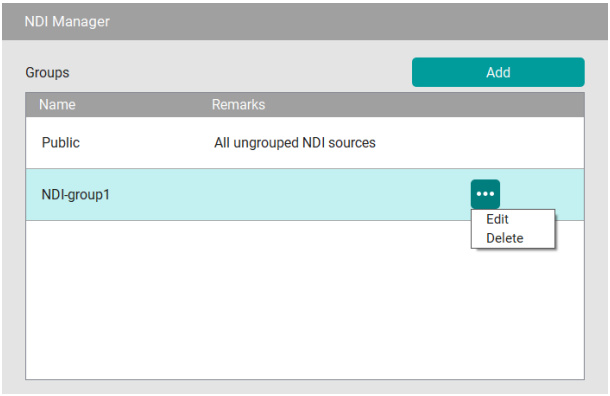
To add pre-grouped NDI® cameras using NDI Manager:

You can group NDI® cameras beforehand and add a group name in the NDI® Manager for group searching.

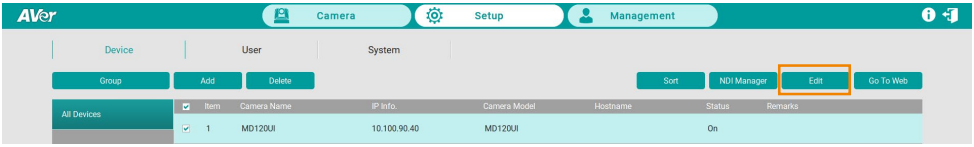
1. Group the NDI® Cameras beforehand.
2. Go to **Setup** > **Device** > **NDI Manager**.
3. Click **Add**. Enter the pre-determined NDI® group name. When finished, click **Save**.



4. Click ⋯ to edit or delete the group.



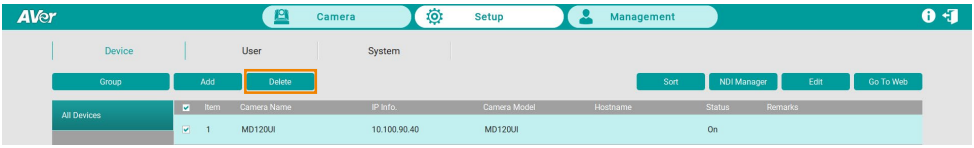
Edit Camera information



1. Go to **Setup** > **Device**, click to select a camera from the Device List.
2. Click **Edit**.
3. Configure camera information. When finished, click **Save**.

Delete a connected camera

1. Go to **Setup** > **Device**, click to select a camera to remove from the Device List.
2. Click **Delete**, and then click **OK**.



Re-arrange the camera order on the Device List

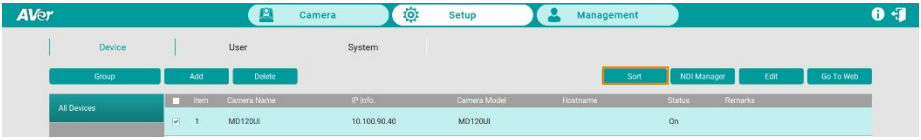
1. Go to **Setup** > **Device**, click **Sort**.

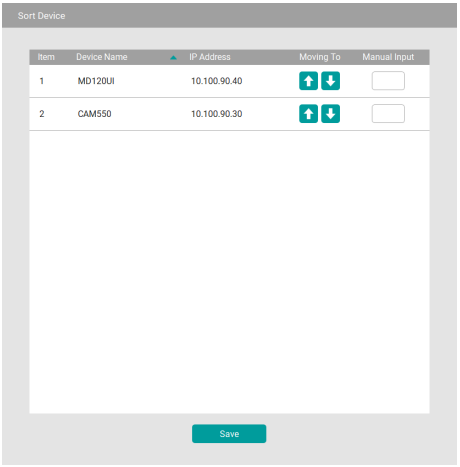
2. Modify the camera order on the Device List:

   - Click **Device Name** or **IP Address** to sort the camera list in an ascending or descending order based on the Device Name or IP Address.

   - Click the buttons to move the camera order forward or backward.

   - Insert a number in the **Manual Enter** box to re-arrange the camera order, and then press **Enter**.

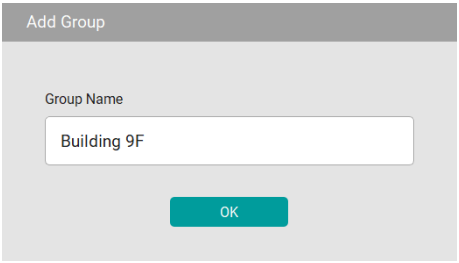




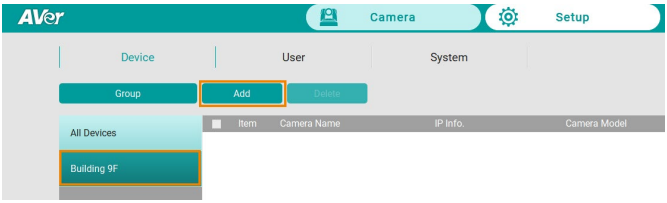
Group Cameras

Group the added cameras for easy management.

1. Go to **Setup** > **Device**, click the **Group** button.
2. Click **Add** and enter a group name. Click **OK**.



3. You may add up to 64 groups. To edit or delete a group, click and select a group, and then click the **Edit** or **Delete**.
4. To add cameras to the existing group, click and select a group, and click **Add**.



- **Add New:** Click **Add New** and enter new camera information. Please refer to **To add cameras manually** in <**Add Cameras**>.
- **From the List:** To add connected cameras to an existing group, click **From The List**. Select the desired cameras and click **Save**.

5. To delete or edit a camera in a group, select a camera and click **Delete** or **Edit** on the Device List.

Import & Export Camera Profiles

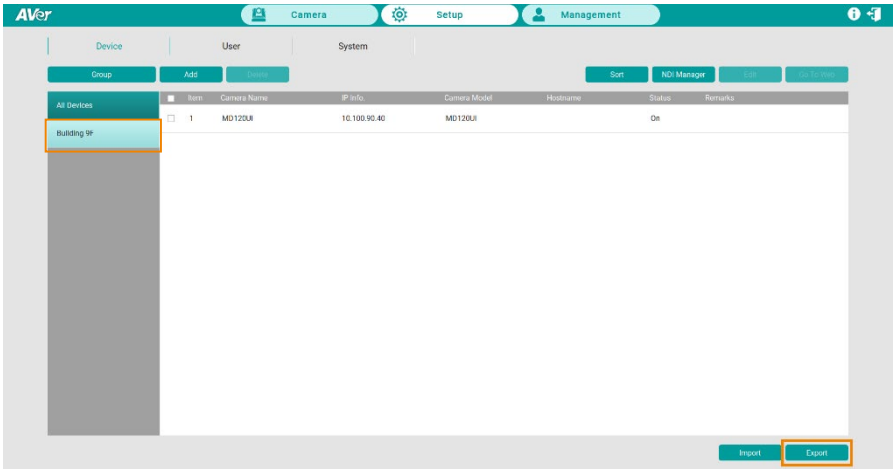
Import camera profile to the device list, or export camera profile to the local system.

To import camera profile:

Go to **Setup** > **Device**, click **Import** to select the .csv file from your local folder.

To export camera profile:

1. Go to **Setup** > **Device**, click to select a camera or a group, and click **Export**.



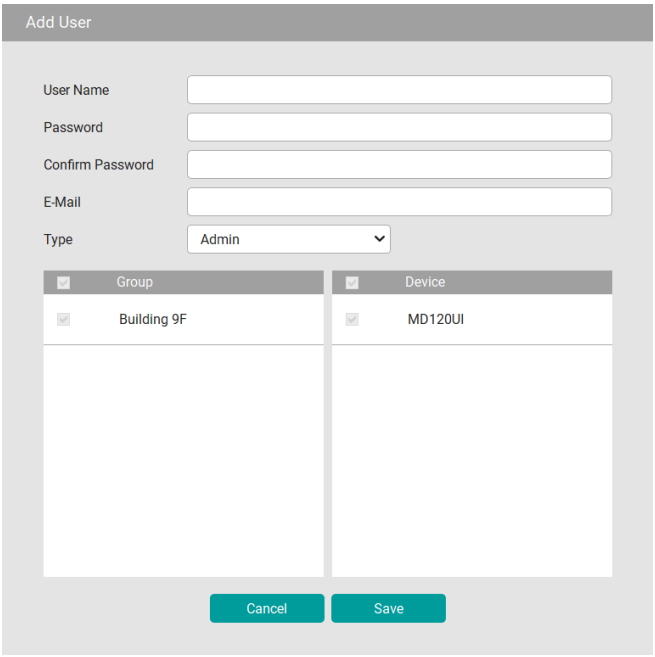
2. Select a folder to save the .csv file, and click **OK**. The camera profile will be exported to this folder.

User Account Management

Add, edit and delete your user accounts.

To add users:

1. Go to **Setup** > **User**, click **Add**.



2. Enter **User Name**, **Password** and **E-Mail**. Select an account Type for this user account and then select the privilege items from the Group and Device fields.

3. Select the group(s) to grant access to the group(s). Select the camera(s) to grant access to the camera(s) for camera control, e.g. pan, tilt, zoom, go to preset, tracking, etc.

4. When finished, click **Save**.

To edit a user account:

1. Go to **Setup** > **User**, click and select a user account that needs to be edited, click **Edit**.

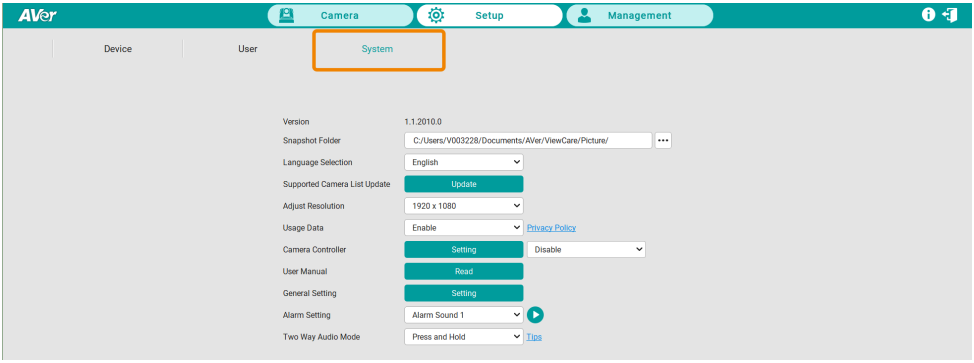
2. When finished, click **Save**.

To delete a user account:

1. Go to **Setup** > **User**, click and select a user account that needs to be deleted, click **Delete**.

2. Click **OK** to delete.

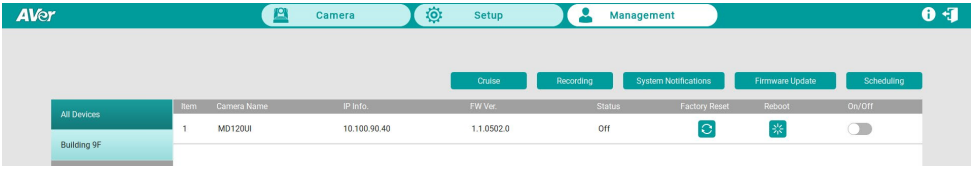
System Settings



Items	Description
Version	Displays the version of AVer ViewCare software.
Snapshot Folder	Select a folder to store snapshot images.
Language Selection	Select a system language.
Supported Camera List Update	Click **Update** to update the list of the supported cameras.
Adjust Resolution	Select from the drop-down list to set a resolution.
Usage Data	Select to opt in or opt out of the privacy policy. Your personal information will be protected.
Camera Controller	Enable the function and select from **Ports** and **Speed** drop-down list to set up.
User Manual	Click **Read** to open the AVer ViewCare user manual in a browser.
General Setting	Click to make app-specific changes: • Auto-start application • Remember my login • Running in the background • Running in the background when click “X”
Alarm Setting	Select a sound that plays when the alarm sounds.
Two Way Audio Mode	Choose how the Two Way Audio button behaves—either **press and hold** to talk, or **click to toggle** the microphone on or off.

Management

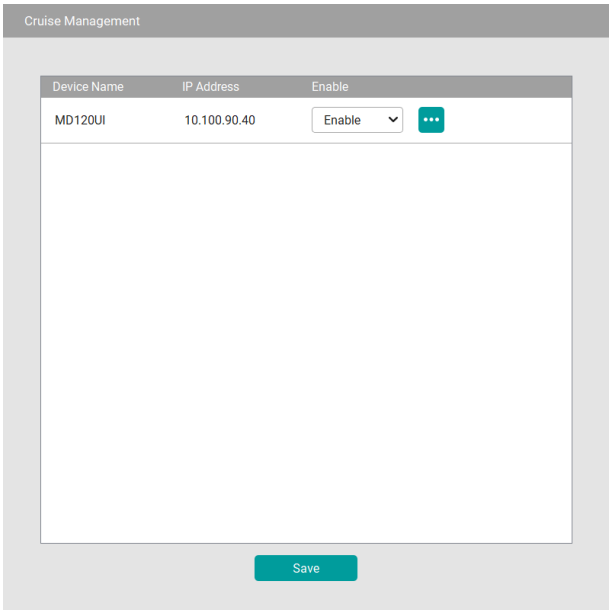
Create a cruise, configure recording settings, send system notifications, update firmware, factory reset, or schedule to power on, off, and reboot.



Note:

- For PTC500s, PTC115, TR530 and TR320, turn on the **Wake-On-LAN** (**WOL**) setting before powering on.
- To prevent CAM Series cameras from going offline, turn off **Sleep Timer** or select to connect via RTSP on the camera's web interface.
- Recording, System Notifications, and Scheduling are unavailable for CAM series.

Cruise



Cruise allows the device to automatically move between a series of presets and can be set to pause at each preset for a specific amount of time.

Note:

- Make sure the required presets have been defined before a new cruise can be created.
- A cruise pauses when the device is offline or stops when the device is deleted from the device list on AVer ViewCare.
- You can create cruises for multiple devices to run cruises simultaneously.

1. Go to **Management** > **Cruise**.
2. Click **Cruise** to see connected devices.
3. Click the button for a device.
4. To add a preset, click **Add**. Enter the preset number in the **Go to** field and the amount of time you want the device to stay at this preset in the **Stay time (s)** field.

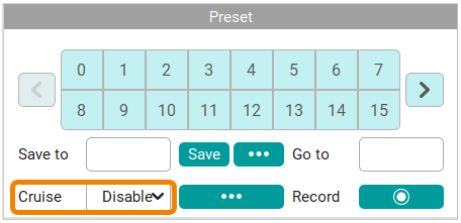
   Note:
   Stay time starts counting down when the device leaves the previous preset. You can add a few seconds to account for device travel.

5. To delete a preset, click **Remove**.

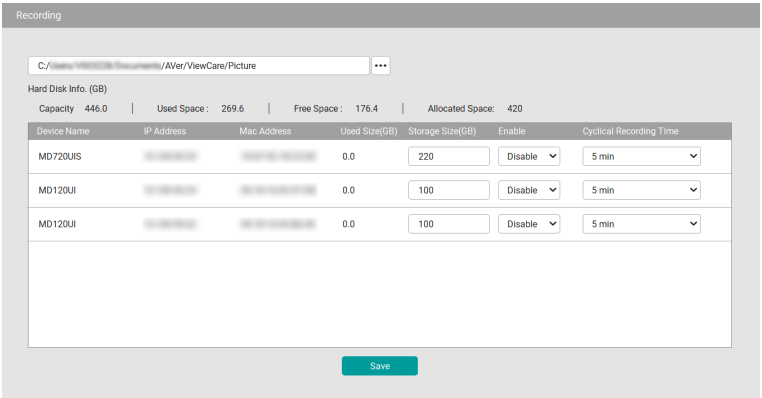
6. Click **Save** to save the cruise.

7. To start or stop cruising, do any of the following:

   - On the **Cruise Management** window, select **Enable** to start cruising or **Disable** to stop cruising.
   - On the control panel, select **Enable** from the **Cruise** drop-down list to start cruising or **Disable** to stop cruising.

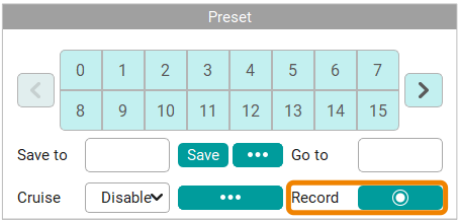


Recording



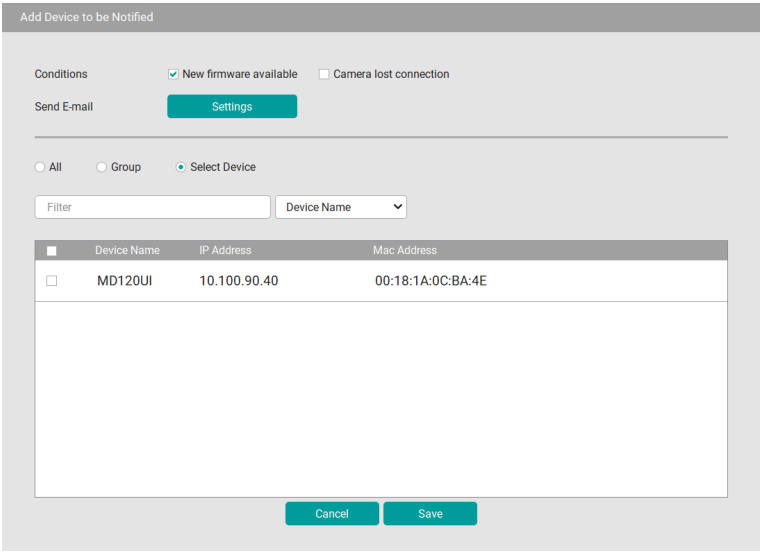
Record multiple camera live views. The recording camera's model name will be highlighted in red [Rec] MD120UI on the live view. This function is unavailable for CAM Series.

1. Go to **Management** > **Recording**.
2. Click the ··· button and select a directory to store videos.
3. Enter a **Storage Size (GB)** for the device you want. Recording will stop when the storage is full.
4. To start recording, do any of the following:

To	Do this
Record immediately	Select **Enable** from the **Enable** drop-down list and click **Save**. *To record multiple cameras simultaneously, use this method.*
Record at a later time	Select **Disable** from the **Enable** drop-down list, go to the **Camera** page, select a camera, then click the **record** button. 

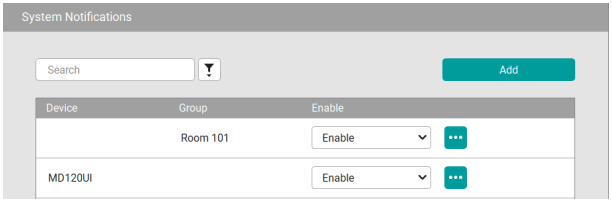
5. Use **Cyclical Recording Time** to set your device to record a series of 1-, 3-, 5-, or 10-minute videos until the storage is full before deleting the oldest video. It can also be set to **No limit**, which will record until the storage is full before showing an alert.

System Notifications

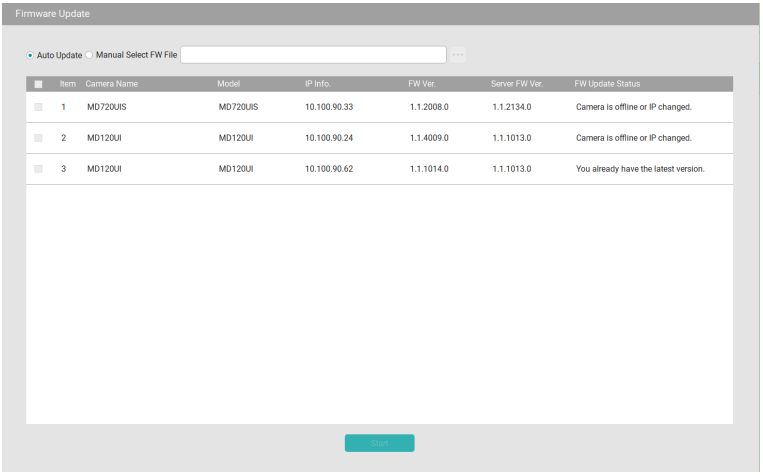


Send system notifications by email.

1. Go to **Management** > **System Notifications** > **Add**.
2. Select an event you want to be notified of, enter an email address, and select a device.
3. Click **Save** to add a notification:
4. Select from the **Enable** drop-down list to enable or disable notifications on the list.



Firmware Update



Update device firmware automatically or manually.

Note:

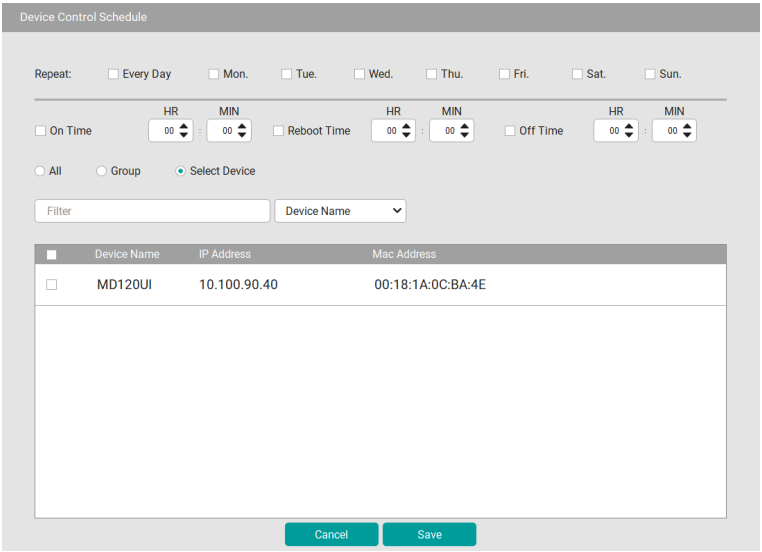
- Firmware update is unavailable when the selected device is powered off, in standby, or offline.
- The device will disconnect and reboot after firmware update. Please wait for AVer ViewCare to reconnect the device.

1. Go to **Management** > **Firmware Update**.

2. To update firmware, do any of the following:

   - Automatically: Select **Auto Update**, select a device, then click **Start**.
   - Manually: Select **Manual Select FW File**, click the **more options** button ··· to open the firmware folder, select device, then click **Start**.

Scheduling



Set up schedule to power on/off or reboot cameras. The schedule will execute until you disable it.

To create a schedule:

1. Go to **Management** > **Scheduling** > **Add Schedule**.
2. Configure the schedule settings and click **Save** to add this schedule to the **Scheduling** list.
   - Repeat: Select a day for the reboot schedule. Select **Every Day** to activate the schedule daily; or select day(s) to activate the schedule on the selected day(s).
   - Action items: Set up action time for the selected action items. Action items include **On Time**, **Reboot Time** and **Off Time**.
   - Select cameras: Select cameras to be applied with this schedule. Select from **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the Filter field to filter cameras.
3. On the **Scheduling** list, select **Enable** from the drop-down list in the **Enable** field.
4. To disable the schedule, select **Disable** from the drop-down list in the **Enable** field.

Troubleshoot

How many cameras can I connect?

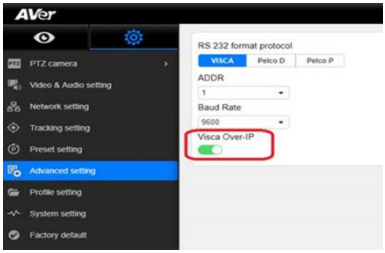
You can connect up to 256 cameras to AVer ViewCare.

Auto search found no camera.

Make sure AVer ViewCare and your camera are on the same LAN.

Camera status is always off.

- Make sure AVer ViewCare and camera are on the same LAN.
- Make sure **VISCA over IP** is enabled. The web interface may vary depending on your model.



- If AVer ViewCare and camera are not on the same LAN, make sure UDP and TCP ports are not blocked by the firewall.

VISCA Control port	52381
CGI port	80
RTSP port	554

Can't use Click Track.

Click Track is available to Presentation Mode and Hybrid Mode during auto tracking:

- Make sure you have an auto-tracking model by referring to <Supported AVer Cameras>.
- Make sure you have turned on Presentation Mode or Hybrid Mode on the camera web interface.

An IP Conflict message appears.

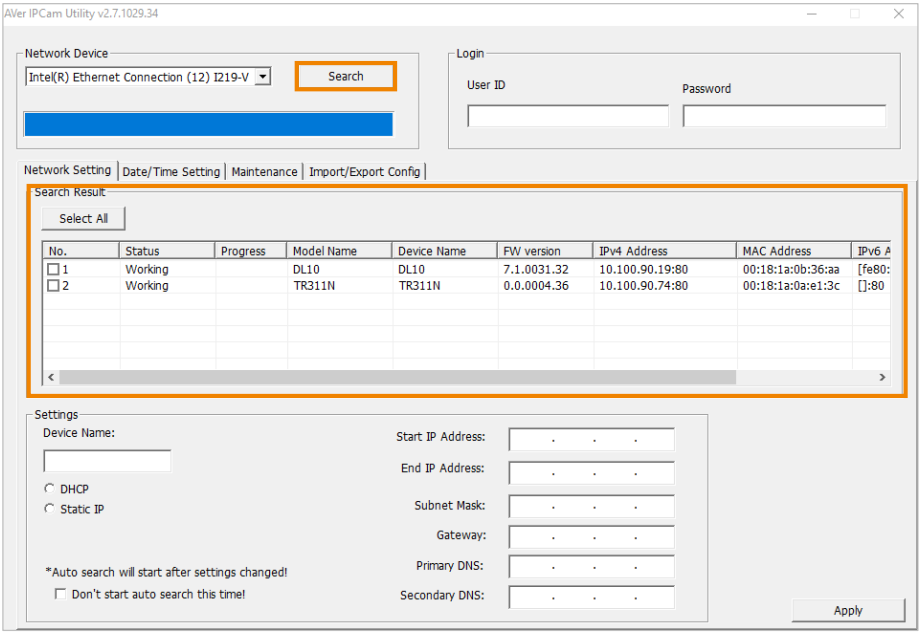
An IP conflict arises when two devices share the same IP address, which is probably caused by an internal error of the DHCP server. Change, delete or add a camera IP address using AVer IPCam Utility to resolve it.

Appendix

Find and Set Camera IP Address with AVer IPCam Utility

The AVer IPCam Utility software is installed along with AVer ViewCare. Use the AVer IPCam Utility to look for the network cameras connected on the same LAN, or configure camera network settings.

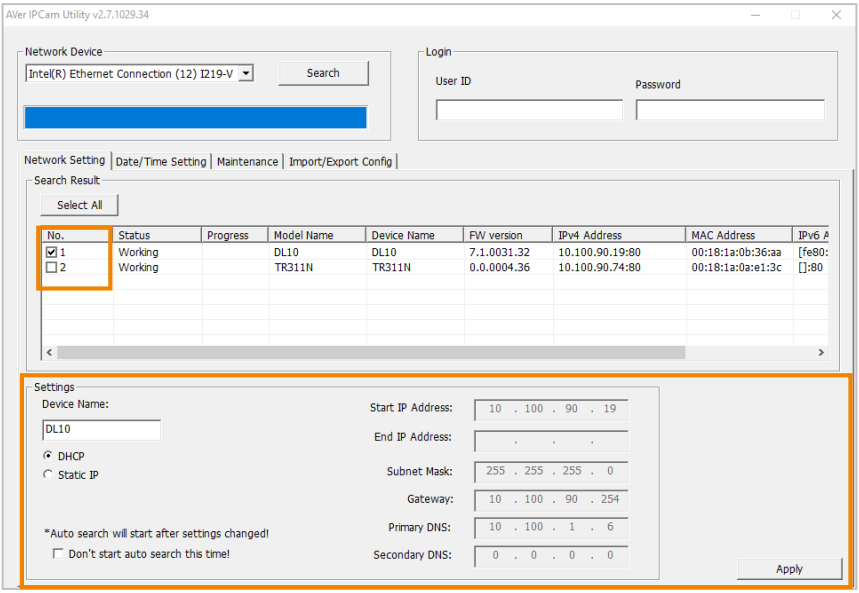
1. Ensure the cameras and the computer installed with AVer IPCam Utility are on the same LAN.
2. Double-click on the AVer IPCam Utility shortcut on your desktop to launch the software.



3. Click **Search**, the cameras connected on the same LAN will be searched and displayed in the **Search Result** field. You can view the camera info like **Model Name**, **MAC Address**, **FW version** and etc. in this field.

To configure the network setting of a camera:

1. In the **Search Result** field, select a camera by checking the checkbox in the **No.** column, the network info of the selected camera will be displayed in the **Settings** field.



2. In the **Settings** field, you can either change the network setting of a camera to **Static IP** or **DHCP**.

   - **Static IP:** Select **Static IP** and then fill in the related network info on the right side.
   - **DHCP:** Select **DHCP** and the relative network info will be automatically displayed on the right side.

3. In the **Login** field, enter the **User ID** and **password**.

4. Click the **Apply** button, the camera network settings have been applied.