



AVer Enterprise Management

— User Manual —

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

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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>

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Overview

AVer Enterprise Management (formerly AVer PTZ Management) is a software that allows you to manage and control multiple AVer devices through the network. You can update, setup or group the connected devices anywhere as long as the network is available.

System Requirements

OS	Windows® 10, 11 (64 bits)
CPU	Intel® Core™ i5 CPU or greater
Network Card	100/100 Mbps
RAM	4 GB
Free storage space	10 GB

Supported AVer Devices

Professional Tracking Cameras

- Single Lens

TR211	TR311HWV2	TR310
TR315	TR313V2	TR311
TR315N	TR323V2	TR311HN
TR335	TR323NV2	TR313
TR335N	TR333V2	TR331
TR615	PTC310HWV2	TR333
	PTC310UV2	PTC310
	PTC320UV2	PTC310N
	PTC320UNV2	PTC310U
	PTC330UV2	PTC330
		PTC330U

- Dual Lenses

TR535	TR530+
TR535N	TR320+
	PTC115+
	PTC500+

Professional PTZ Cameras (Do not support human tracking.)

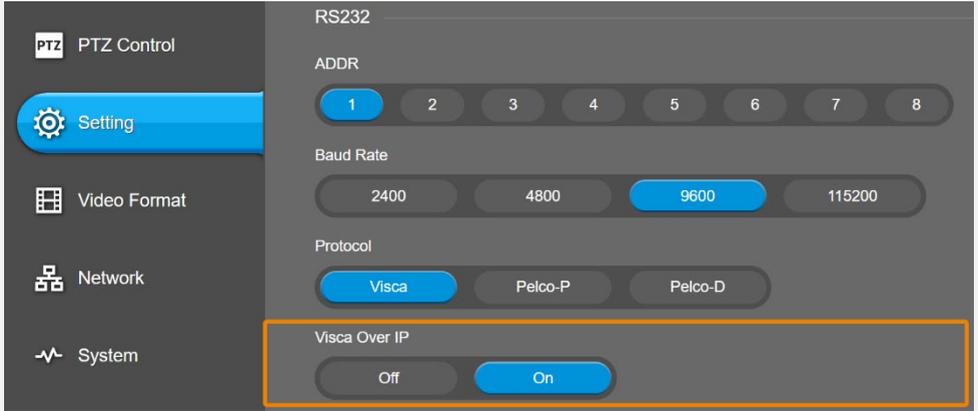
PTZ211	PTZ310
PTZ231	PTZ310N
PTZ310UV2	PTZ310W
PTZ310UNV2	PTZ330
PTZ330UV2	PTZ330N
PTZ330UNV2	PTZ330W

Medical PTZ Cameras

MD120UI
MD330U
MD330UI

Video Conferencing Cameras

Note: To add the following video conferencing cameras to Enterprise Management, you must first turn on VISCA over IP on the camera's web interface: go to **Setting** > turn on **VISCA over IP**.



CAM520 Pro3

VB130

VC520 Pro3

CAM550

VB342 Pro

CAM570

VB350

Ceiling Speakerphone

FONE700 Firmware 0.0.8300.38 or later

Distance Learning Cameras

DL10

DL30

Matrix Tracking Boxes

MT100 Firmware 0.1.0000.63 or later

MT300 Firmware 0.0.0000.46 or later

MT300N Firmware 0.0.0000.46 or later

Install AVer Enterprise Management

1. Download AVer Enterprise Management to your computer from AVer Download Center. (<https://www.aver.com/download-center>).

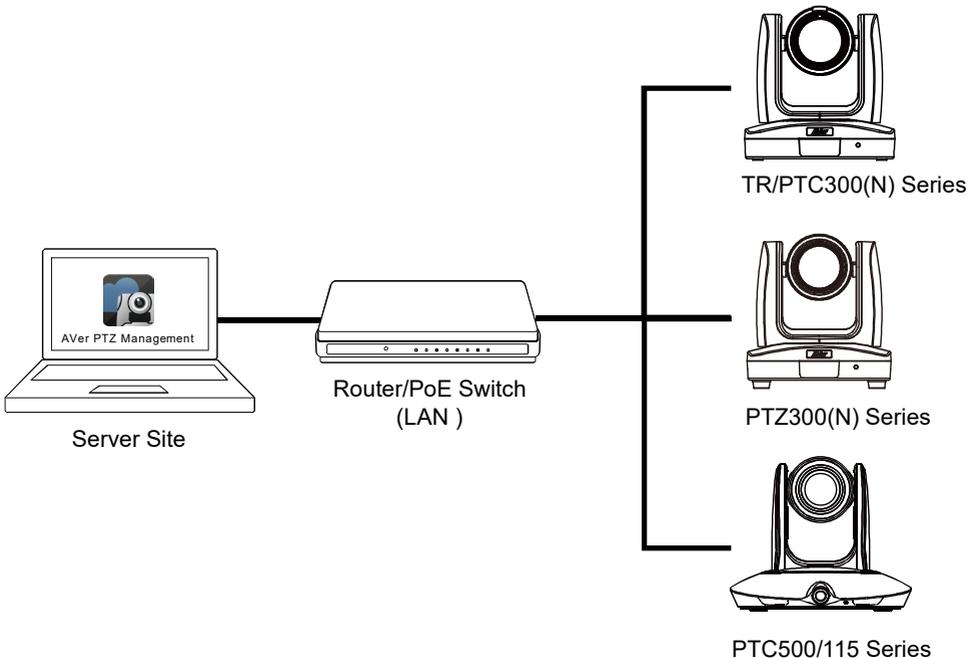
Note:

- The installer bundles AVer Enterprise Management and AVer Device Utility. Refer to <[AVer Device Utility](#)>.
- You can upgrade AVer PTZ Management to AVer Enterprise Management without uninstalling. Existing configurations will apply to the upgrade.

2. Double-click the downloaded .exe file.
3. Follow the instructions to install AVer Enterprise Management.

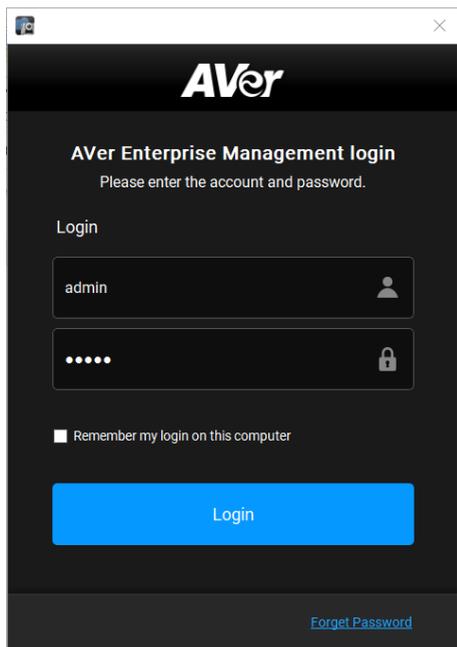
Connections

If your device and the computer running AVer Enterprise Management are not on the same LAN, set your server IP address to public.



Get Started

Log In



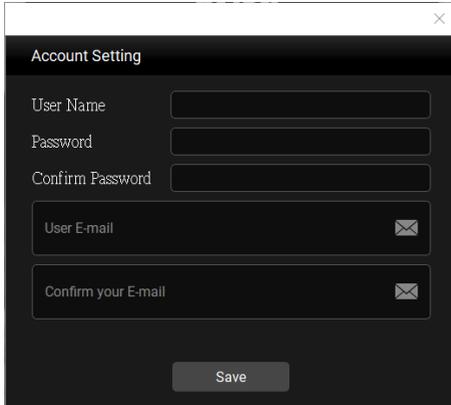
1. Launch AVer Enterprise Management .

Note: The recommended monitor resolution is 1920x1080. To adjust resolution, go to **Setup > System > Adjust Resolution**.

2. Enter the default username and password **admin/admin**.

3. For first-time login, you'll be prompted to:

- Set up a new username and password. The username and password cannot be the same.
 - Username: Use 1-32 characters.
 - Password: Use 8-32 characters and a combination of uppercase letters, lowercase letters, numbers, and symbols (! \$ % ' () + , - . / < = > ? @ [\] ^ _ { } ~ *).
- Enter your email address for system notifications.



The image shows a dark-themed dialog box titled "Account Setting" with a close button (X) in the top right corner. It contains five input fields: "User Name", "Password", "Confirm Password", "User E-mail", and "Confirm your E-mail". Each email field has a small envelope icon to its right. At the bottom center of the dialog is a "Save" button.

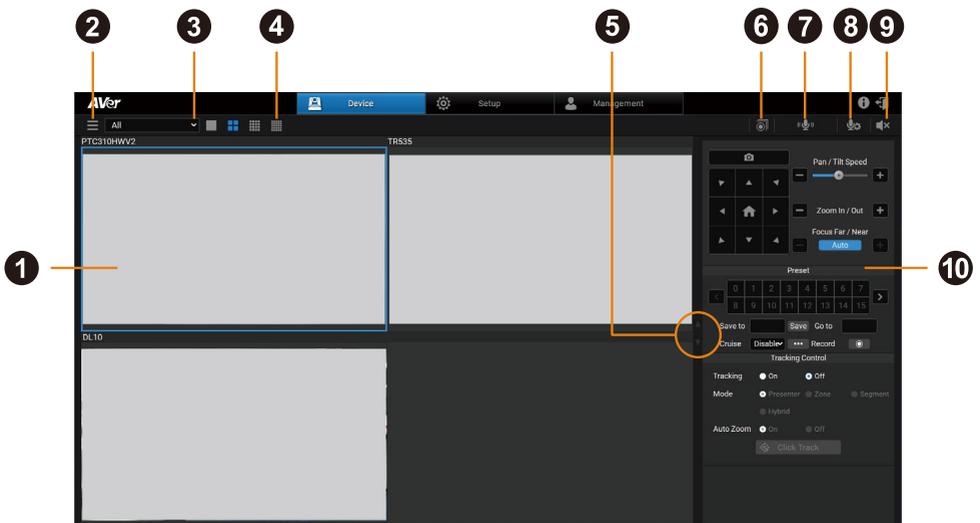
Note: When upgrading from an older version of Enterprise Management, you'll only be prompted to change the username and password when editing or adding a user.

User Interface

AVer Enterprise Management includes the following pages:

- **Device:** Control connected devices and display device live views.
- **Setup:** Add devices or group connected devices.
- **Management:** Create a cruise, configure recording settings, send system notifications, update firmware, factory reset, or schedule to power on, off, and reboot.

Device



1. Live View

- Click to select a device.
- Double-click on a 4-, 16-, or 25-grid to go full screen. Double-click again to return to grid.

2. Device List

Displays added devices.

3. Device Group

Select a group to display all device live views.

4. Layout Grid

Click to select a layout grid.

5. Page Turn Button

Turn the layout pages forward or backward.

6. Group Record

7. Two-Way Audio (supported models)

Click and hold to record and send audio messages.

8. Mic Setting

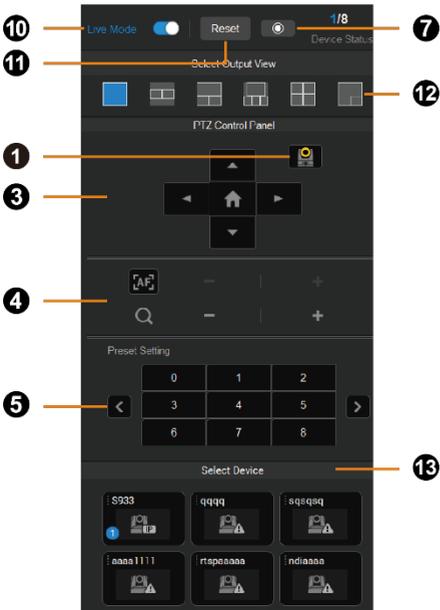
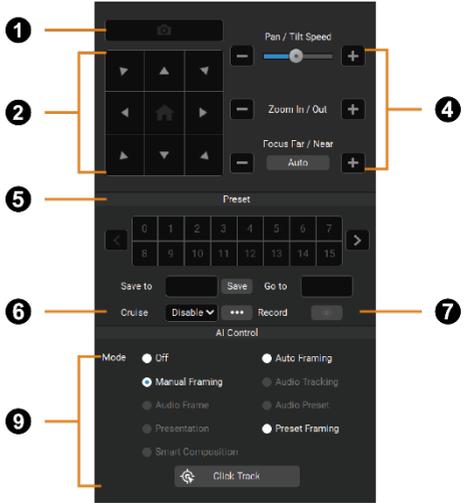
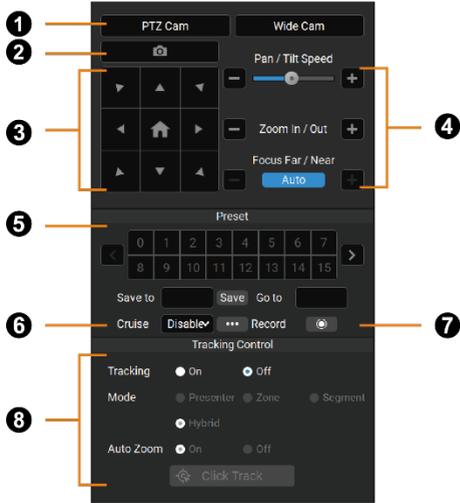
Select a microphone source.

9. Mute/Unmute

10. Control Panel

Control Panel

Click to select a device live view. The selected device will be highlighted with a blue frame. The control panel interface may vary depending on your model.



1. PTZ Cam and Wide-Angle Cam

Select the live view from the PTZ lens or the wide-angle lens for a dual-lens device.

2. Snapshot

Take a snapshot of the selected device. Images are stored to your local drive. To change where images are stored, go to **Setup > System > Snapshot Folder**.

3. Navigation/Home Buttons

Click the **Home** button to reset the pan-tilt position to the center.

Note:

You can also use turn on **Click to Center** for supported devices:

1. On the device web interface, go to **Video & Audio > Video Mode**, then select **USB +Streaming** or **Stream**.
2. On AVer Enterprise Management, select the single-grid live view, then click anywhere on the live view to center the device to that point.

4. Pan-Tilt Speed, Zoom and Focus Controls

5. Preset

- To save a preset:
 1. Click a device live view to select.
 2. Position the device using pan, tilt and zoom controls.
 3. Enter a preset number (0–255) in the **Save to** field and click **Save**.
- To load a preset:

Enter a preset number (0–255) in the **Go to** field and press **Enter** on your keyboard. Or click a preset number.

6. 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.

- To create a cruise:
 1. Make sure the required presets have been defined before a new cruise can be created.
 2. Click a device live view to select.
 3. Click the **More options** button  in the **Cruise** field.
 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. On the control panel, select **Enable** from the **Cruise** drop-down list to start cruising or **Disable** to stop cruising.

Note:

- A cruise pauses when the device is offline or stops when the device is deleted from the device list on AVer Enterprise Management.
- You can create cruises for multiple devices to run cruises simultaneously.

7. Record

Click to start or stop recording.

Make sure you have selected where videos are stored and specify a storage size before you can record a video. To select where videos are stored and specify a storage size, go to **Management > Recording**.

8. Tracking Control

- **Tracking:** Turn tracking on or off.
- **Mode:** Select a tracking mode. Make sure you have configured tracking modes on the device web interface. For details on settings, please refer to your device's user manual.
- **Auto Zoom:** Auto Zoom is only available in Presenter Mode and Hybrid Mode. When turned off, the zoom ratio will be based on your selected preset on the device web interface.
- **Click Track:** Switches the presenter you want to track. Click the **Click Track** button to frame everyone on screen in bounding boxes and click to select the presenter you want to track. Selected presenter will be in a red frame.



Note: Click Track is only available in the single-grid live view during Presenter Mode and Hybrid Mode.

9. AI Control

Select an AI mode. Make sure you have configured AI modes on the device web interface. For details on settings, please refer to your device's user manual.

10. Live Mode

Toggle on to see live views, change layouts and use pan, tilt, zoom controls. Changes are saved automatically. Toggle off to select defined profiles and turn voice tracking on or off.

11. Reset

Clear Live Mode settings.

12. Layout

Select a layout.

13. Select Device

Drag and drop a camera icon to a grid.

Setup



The Setup page includes the following tabs:

- **Device:** Add, delete and group devices.
- **User:** Add, edit and delete user account.
- **System:** Configure AVer Enterprise Management system settings.

Add a Device

Add devices manually, automatically, via NDI Manager or by importing device data.

Note: To add CAM Series devices, make sure you have enabled **VISCA over IP** and **RTSP** on the device web interface.

- **Manually**

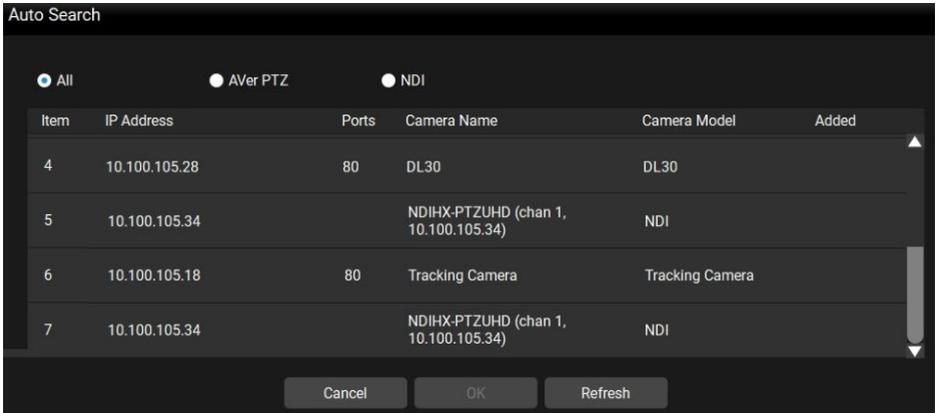
1. Go to **Setup > Device > Add**.
2. Enter device information.

Item	Description
PTZ Device	Select AVer PTZ or NDI .
Device Name	Enter device name.
Device Address	Select IP or Hostname .
CGI Ports	The default port number is 80.
CGI Ports (HTTPS)	The default port number is 443.
RTSP Port	The default port number is 554 for PTZ lens.
RTSP Port 2	The default port number is 8554 for wide-angle lens on a dual-lens device.
VISCA Port	The default port number is 52381.
Device Account	Enter device username.
Device Password	Enter device password.
Remarks	Enter remarks.
Group	Select a group you want to assign the device to.

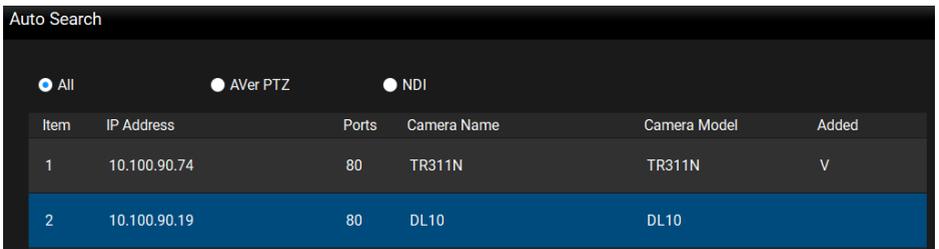
3. Click **Save**.

- **Automatically**

1. Go to **Setup > Device > Add**.
2. Click **Auto Search** to search for devices on the same LAN as the computer running AVer Enterprise Management.
3. A list of available devices will appear.



4. Click to select a device. Then click **OK**.



5. Enter device information.

The screenshot shows a dark-themed 'Add Device' form. At the top, there are radio buttons for 'AVer PTZ' (selected) and 'NDI', and an 'Auto Search' button. Below this is the 'Device Name' field containing 'TR535'. The 'Device Address' section has radio buttons for 'IP' (selected) and 'Hostname', with the IP address '10.100.90.21' entered. A list of ports follows: CGI Ports (80), CGI Ports (HTTPS) (443), RTSP Ports (554), RTSP Ports 2 (8554), and VISCA Ports (52381). There are also fields for Device Account, Device Password, Remarks, and a Group selection dropdown. At the bottom are 'Cancel' and 'Save' buttons.

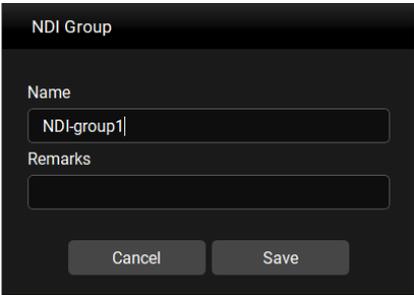
Item	Description
PTZ Device	Select AVer PTZ or NDI .
Device Name	Enter device name.
Device Address	Select IP or Hostname .
CGI Port	The default port number is 80.
CGI Ports (HTTPS)	The default port number is 443.
RTSP Port	The default port number is 554 for PTZ lens.
RTSP Port 2	The default port number is 8554 for wide-angle lens on a dual-lens device.
VISCA Port	The default port number is 52381.
Device Account	Enter device username.
Device Password	Enter device password.
Remarks	Enter remarks.
Group	Select a group you want to assign the device to.

6. Click **Save**.

- **NDI Manager**

Add AVer and third-party NDI devices using an NDI device name.

1. Make sure you have named the required NDI devices.
2. Go to **Setup > Device > NDI Manager**.
3. Click **Add**, enter the NDI device name, then click **Save**.



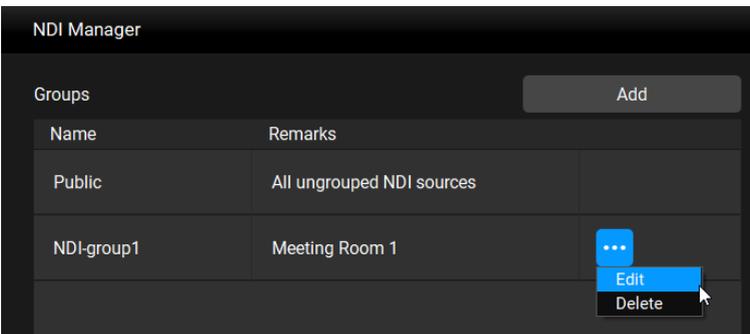
NDI Group

Name
NDI-group1

Remarks

Cancel Save

4. To edit or delete a group, click .

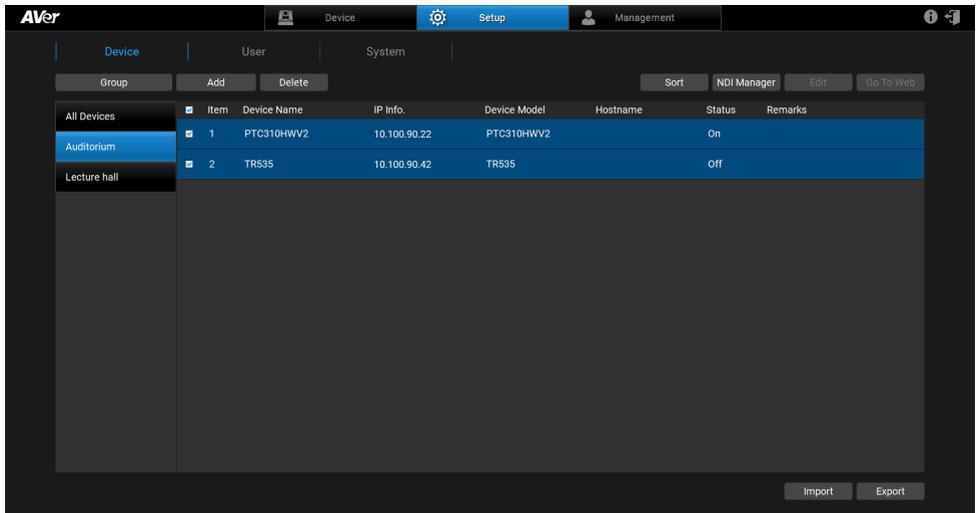


NDI Manager

Groups Add

Name	Remarks	
Public	All ungrouped NDI sources	
NDI-group1	Meeting Room 1	 Edit Delete

Export or Import Device Data



Export and import your device data to exchange between computers or after a software reinstall.

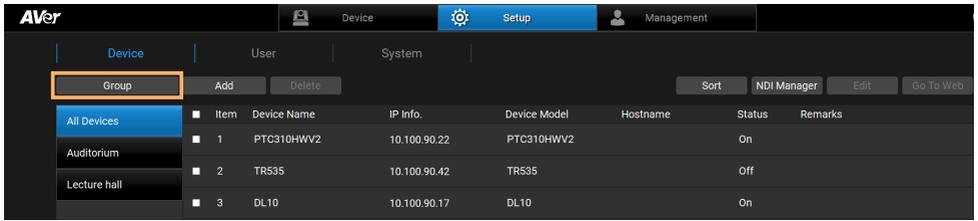
To export:

1. Go to **Setup > Device**.
2. Click **Export**.
3. Select a folder, then click **OK**.

To import:

1. Go to **Setup > Device**.
2. Click **Import**.
3. Select .csv file and click **OK**.

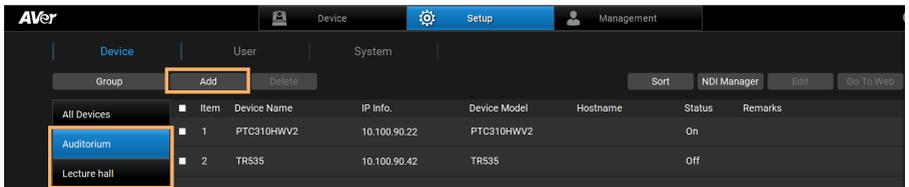
Group Devices



1. Go to **Setup > Device**. Make sure you have added devices.
2. To create a group, click **Group**, click **Add** on the pop-up window, enter a name, then click **OK**.

Note: You can create up to 64 groups.

3. To add devices to a group, select a group, then click **Add**.
 - **Add New:** Add a new device.
 - **From the List:** Add an existing device from the device list.



Sort Devices

Sort Device

Item	Device Name	IP Address	Moving To	Manual Input
1	PTC310HWV2	10.100.90.22	↑ ↓	<input type="text"/>
2	DL10	10.100.90.17	↑ ↓	<input type="text"/>
3	MT300N	10.100.105.56	↑ ↓	<input type="text"/>

To sort devices, do any of the following:

- Click the **Device Name** or **IP Address** header, then click **Save**.
- Click the up or down arrows, then click **Save**.
- Enter sequential numbers starting from 0 or 1 in the **Manual Input** column, press **Enter** on the keyboard, then click **Save**.

Access Device Web Interface

1. Go to **Setup > Device**.
2. Select a device.
3. Click **Go to Web** to open the web interface in your browser.

Add a User

Add, edit or delete user accounts and assign account privileges.

To add users:

1. Go to **Setup > User**.
2. Click **Add**. Enter username, password, email for password recovery, and assign account privilege by selecting a group or a device to grant control.

Add User

User Name: User1

Password: •

Confirm Password: •

E-Mail: user@aver.com

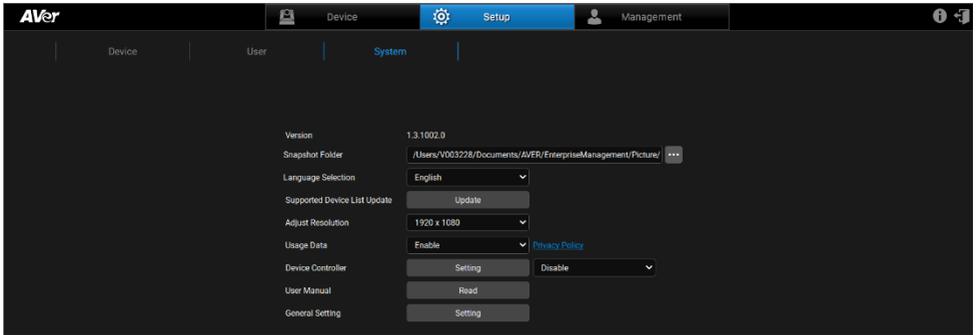
Type: User

<input checked="" type="checkbox"/> Group	<input checked="" type="checkbox"/> Device
<input checked="" type="checkbox"/> Building 9F	<input checked="" type="checkbox"/> TR311N
<input checked="" type="checkbox"/> Building 8F	<input checked="" type="checkbox"/> DL10

Cancel Save

3. Click **Save**.

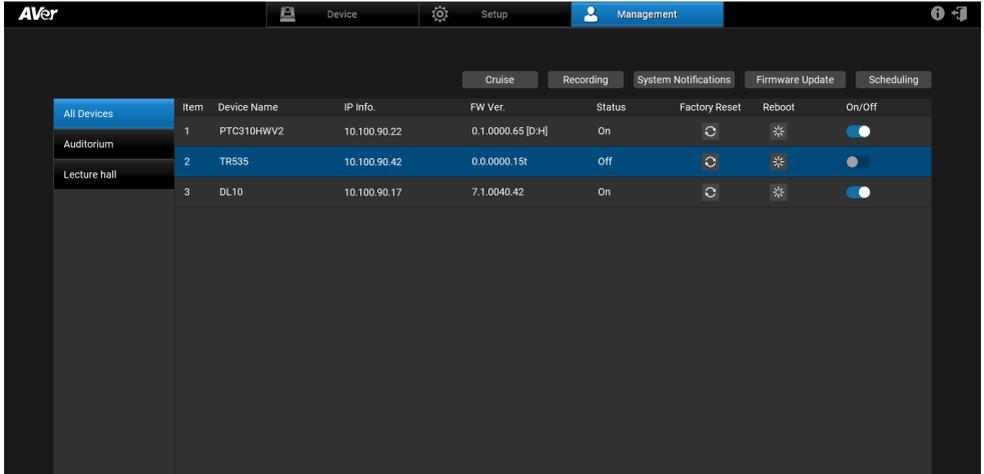
Configure System Settings



Item	Description
Version	Displays the software version.
Snapshot Folder	Select where media are stored.
Language Section	Select a system language.
Supported Device List Update	Update the list of supported AVer devices for AVer Enterprise Management.
Adjust Resolution	Select a monitor resolution. The recommended monitor resolution is 1920x1080
Usage Data	Opt-in or opt-out of providing usage data.
Device Controller	Enable or disable device controller.
User Manual	Click Read to open user manual in your browser.

Management

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



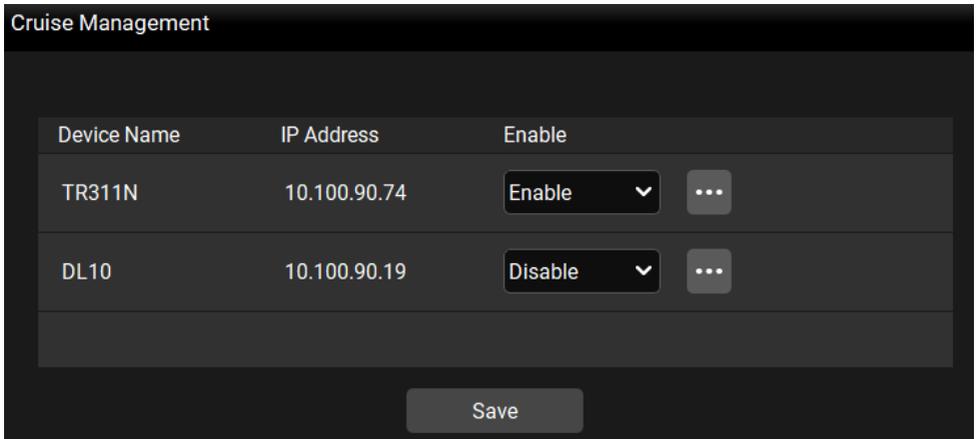
The screenshot shows the AVer Management web interface. At the top, there are tabs for 'Device', 'Setup', and 'Management'. Below these are sub-tabs for 'Cruise', 'Recording', 'System Notifications', 'Firmware Update', and 'Scheduling'. A table lists three devices with columns for Item, Device Name, IP Info., FW Ver., Status, Factory Reset, Reboot, and On/Off. The second device, TR535, is highlighted in blue.

Item	Device Name	IP Info.	FW Ver.	Status	Factory Reset	Reboot	On/Off
1	PTC310HWV2	10.100.90.22	0.1.0000.65 [D:H]	On			<input checked="" type="checkbox"/>
2	TR535	10.100.90.42	0.0.0000.15t	Off			<input type="checkbox"/>
3	DL10	10.100.90.17	7.1.0040.42	On			<input checked="" type="checkbox"/>

Note:

- Make sure scheduled devices are connected to a network using an Ethernet cable.
- AVer Enterprise Management must be running.
- Turn on **Wake-on-LAN (WoL)** for PTC500+, PTC115, TR530 and TR320.
- To prevent CAM Series from going offline, turn off **Sleep Timer** or select to connect via RTSP on the device 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 Enterprise Management.
- 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:

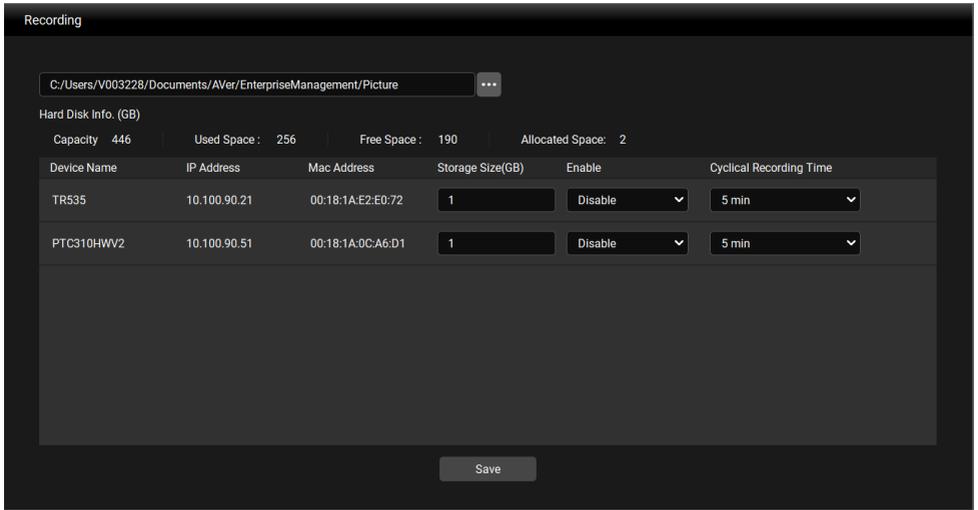
Stay time starts counting down when the device leaves the previous preset. You can add a few seconds to account for device travel.

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

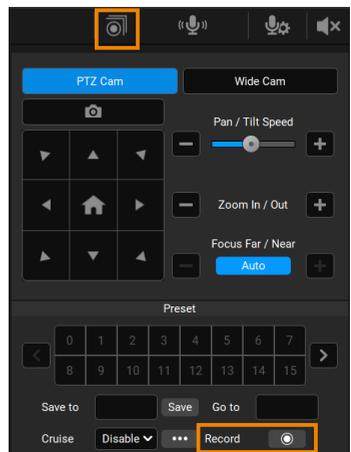


1. Go to **Management > Recording**.
2. Click the **...** button and select a directory to store videos.
3. Enter a **Storage Size (GB)** for the device you want. Recording will stop when the storage is full.
4. To start recording, do any of the following:

- Record from here: Select **Enable** from the **Enable** drop-down list and click **Save**.
- Record multiple cameras: Select **Disable**, go to the **Device** page, then click the **group record** button.

Note: Starting group record also affects offline cameras next time they come online.

- Record a selected camera: Select **Disable**, go to the **Device** page, 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

Add Device to be Notified

Conditions New firmware available Camera lost connection

Send E-mail

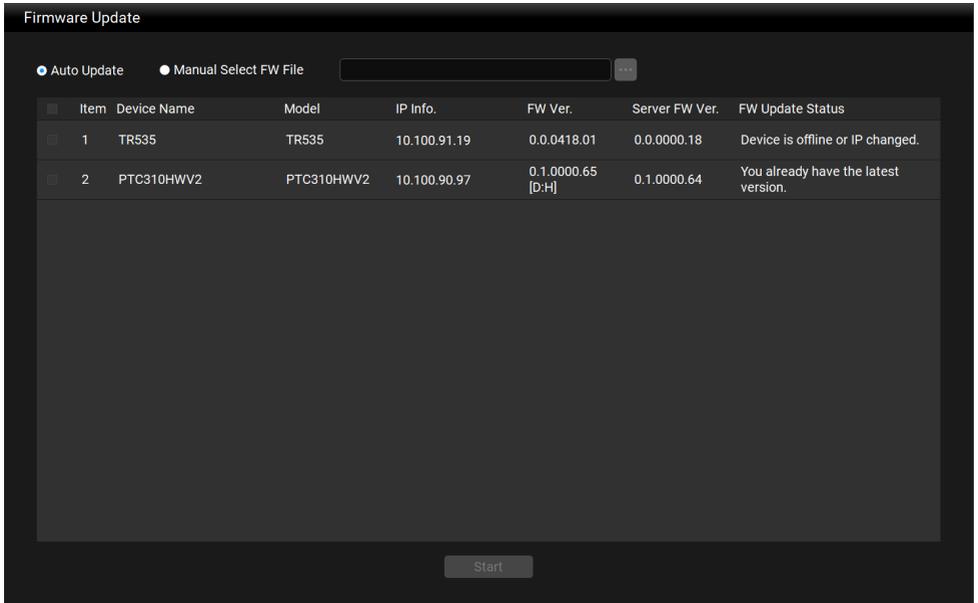
All Group Select Device

Filter Device Name

<input checked="" type="checkbox"/>	Device Name	IP Address	Mac Address
<input checked="" type="checkbox"/>	CAM550	10.100.90.15	00:55:7B:B5:7D:F7
<input checked="" type="checkbox"/>	TR311N	10.100.90.75	00:18:1A:0A:E1:3C

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



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**.

Note: The device will disconnect and reboot after firmware update. Please wait for AVer Enterprise Management to reconnect the device.

Scheduling

Device Control Schedule

Repeat: Every Day Mon. Tue. Wed. Thu. Fri. Sat. Sun.

On Time HR : MIN Reboot Time HR : MIN Off Time HR : MIN

All Group Select Device

Filter Device Name

<input type="checkbox"/>	Device Name	IP Address	Mac Address
<input type="checkbox"/>	CAM550	10.100.90.15	00:55:7B:B5:7D:F7
<input checked="" type="checkbox"/>	TR311N	10.100.90.75	00:18:1A:0A:E1:3C

1. Go to **Management > Scheduling > Add Schedule**.
2. Configure the schedule settings and click **Save**.
3. Select from the **Enable** drop-down list to enable or disable your schedule on the list.

Troubleshoot

Do I need to uninstall AVer PTZ Management?

No, you can upgrade AVer PTZ Management to AVer Enterprise Management without uninstalling. Existing configurations will apply to the upgrade, and media folder path will remain unchanged, e.g., `C:/Users/username/Documents/AVer/PTZManagement`.

How many devices can I connect?

AVer Enterprise Management can connect up to 256 devices.

No device after auto search.

Make sure your device and the computer running AVer Enterprise Management are on the same LAN.

The device status is off.

- Make sure your device and the computer running AVer Enterprise Management are on the same LAN. If they are not, make sure the UDP and TCP ports are not blocked by the firewall.

VISCA control port	52381
CGI port	80
RTSP port	554

- Make sure **VISCA over IP** is enabled on the device web interface.

Can't use Click Track.

Click Track is only available in the single-grid live view during Presenter Mode and Hybrid Mode.

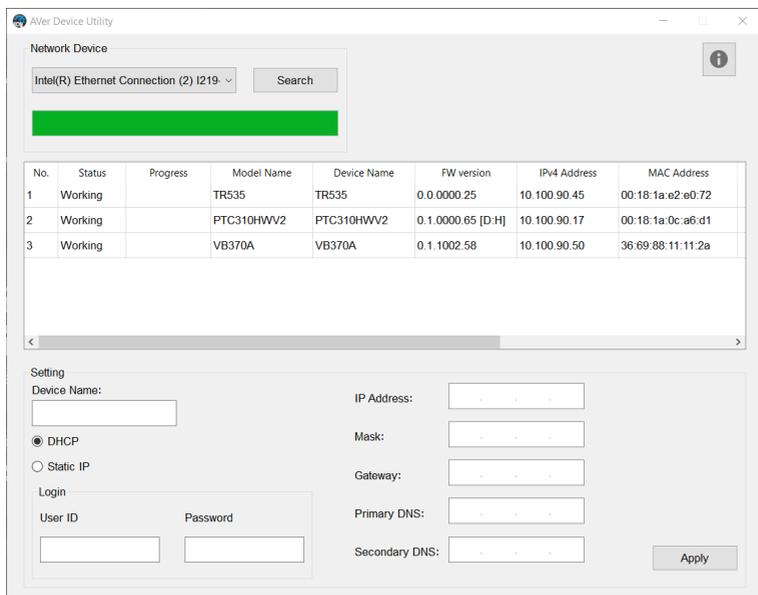
I see an IP Conflict message.

An IP conflict suggests that two devices share the same IP address, which may be caused by an error of the DHCP server. Assign a new IP address to your device using AVer Device Utility.

Appendix

AVer Device Utility

AVer Device Utility is installed with AVer Enterprise Management and lets you search for devices on the same LAN, access device web interface, and configure device network settings.



To access the web interface:

1. Launch AVer Device Utility.
2. Click **Search** to see available devices on the same LAN.

Note: Your device and the computer running AVer Device Utility must be on the same LAN.

3. Double-click on your device's IP address in the **IPv4 Address** column to open the web interface in your browser.

When you log in for the first time:

You'll be prompted to change the username and password.

- Username: Use 1-32 characters.
- Password: Use 8-32 characters and a combination of uppercase letters, lowercase letters, numbers, and symbols (%+=, -_ ^/ @. ~). The password cannot be the same as the username.

To change your network to DHCP or static IP:

1. Click to select your device.
2. Enter the changed username and password in the **Login** field.
3. Select **DHCP** or **Static IP**, then enter your network settings if applicable in the **Settings** section.
4. Click **Apply**.