



AVer Enterprise Management

— User Manual —

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

©2026 AVer Information Inc. All rights reserved. | June 22, 2026

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

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

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

Vietnam Branch Office

Công ty TNHH AVer
Information (Việt Nam)
Tầng 14, Tòa nhà Wings
Tower, 380 Trần Hưng Đạo,
Phường Chợ Quán, 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

Europe Branch Office

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

Korea Branch Office

에버 인포메이션 (주)
03186 서울특별시 종로구
새문안로 92
광화문오피시아빌딩 1831 호,
1832 호
Tel: +82 (0) 2 722 8535

Contents

Overview	1
System Requirements.....	1
Supported AVer Devices	2
Install Enterprise Management	4
Connections	4
Get Started	5
Log In	5
User Interface	7
Device Page.....	7
Control Panel Functions	10
Setup Page	15
Add a Device	15
Export or Import Device Data	20
Group Devices	21
Sort Devices	22
Access Device Web Interface	22
Add a User.....	23
Configure System Settings	24
Management Page.....	25
Cruise	26
Recording	28
System Notifications	30
Firmware Update	31
Scheduling	32
Troubleshoot.....	33

Appendix 34

AVer Device Utility..... 34

Overview

Enterprise 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. Depending on the connected AVer devices, user interfaces may vary and some features may be unavailable.

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+
TR322	PTC115+
	PTC500+

Professional PTZ Cameras (Do not support human tracking.)

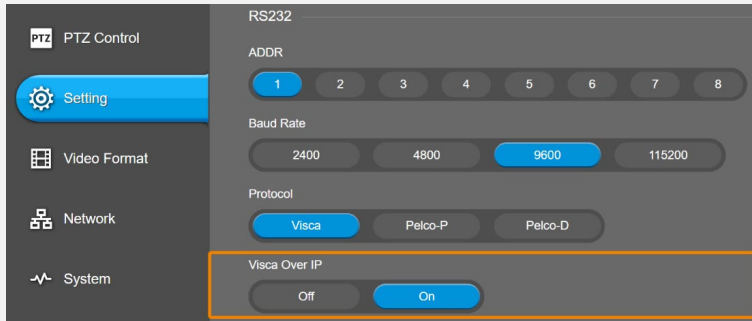
PTZ211	PTZ310
PTZ231	PTZ310N
PTZ310UV2	PTZ310W
PTZ310UNV2	PTZ330
PTZ330UV2	PTZ330N
PTZ330UNV2	PTZ330W

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

VB150

VC520 Pro3

CAM550

VB342 Pro

CAM570

VB350

Ceiling Speakerphone

FONE700 Firmware 0.0.8300.38 or later

Distance Learning Cameras

DL10

DL30

BYOM Kit

HUB30 Firmware 0.0.0000.13 or later

HUB35-EXT35 Firmware 0.0.0000.13 or later

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

MT500 Firmware 0.0.0000.15 or later

NDI Converter

NC30 Firmware 0.0.0000.07 or later

Install Enterprise Management

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

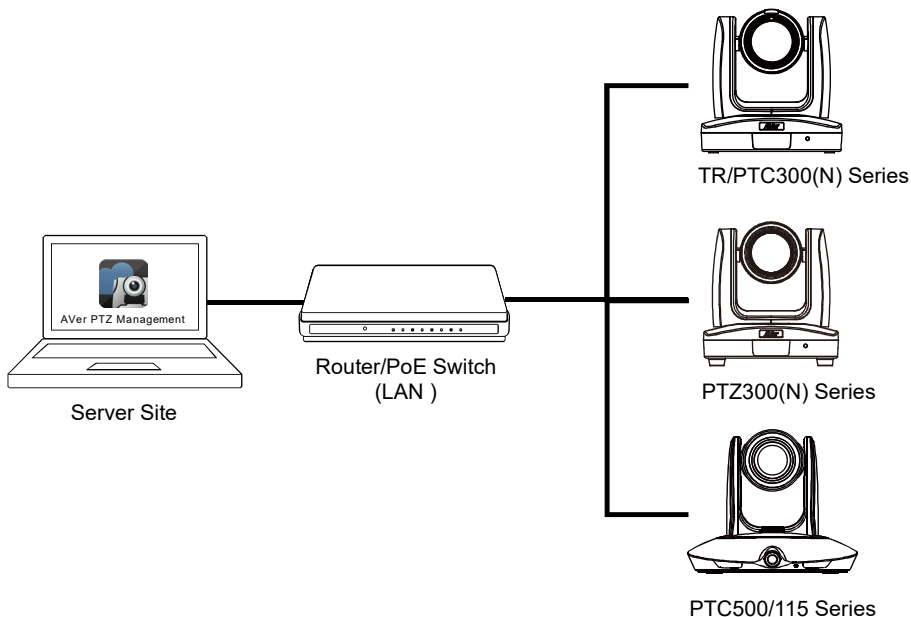
Note:

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

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

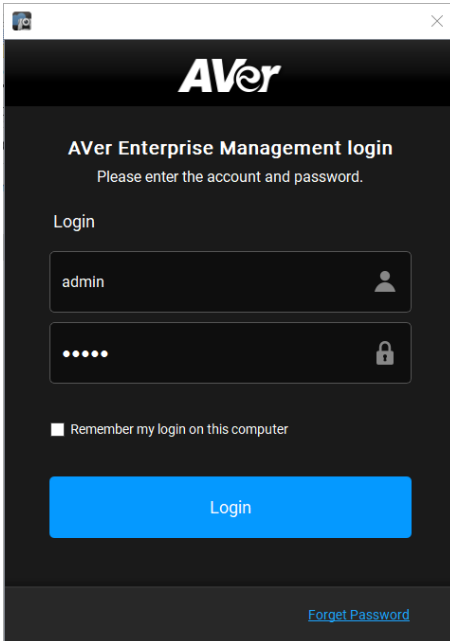
Connections

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



Get Started

Log In



AVer

AVer Enterprise Management login
Please enter the account and password.

Login

admin

.....

☐ Remember my login on this computer

Login

[Forgot Password](#)

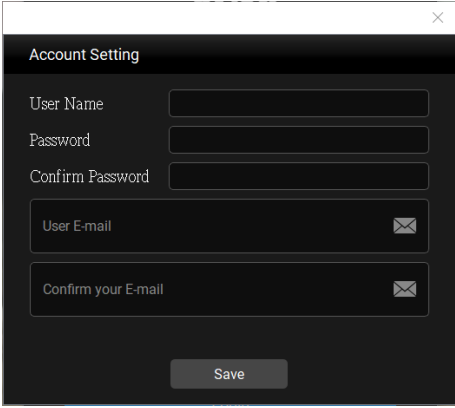
1. Launch Enterprise Management .

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

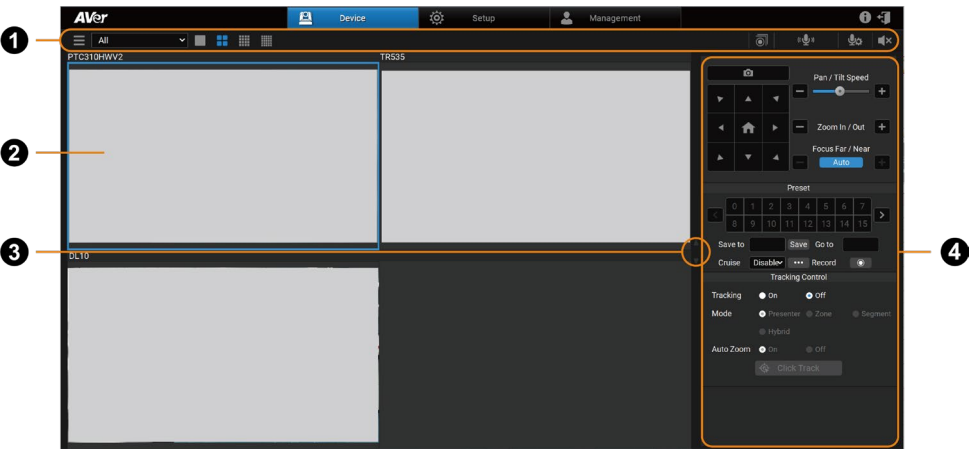
Note: When upgrading from an older version of Enterprise Management, you'll only be prompted to change the username and password when editing or adding a user.

User Interface

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 Page



1. Toolbar:

 Device List	Displays added devices.
 Device Group	Select a group to display all device live views.
 Layout	Select a layout.
 Group Record	Record multiple cameras at once.
 Two-Way Audio (supported models)	Click and hold to record and send audio messages for the selected device.
 Mic Source	Select a microphone source for the selected device.
 Mute/Unmute	Mute or unmute the microphone of the selected device.

2. Live View

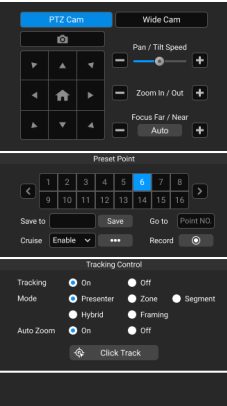
- The device name is displayed on the top-left corner.
- Click to select a device live view. The selected device will be highlighted with a blue frame.
- Double-click on a 4-, 16-, or 25-grid to go full screen. Double-click again to return to grid.

3. Page Turn Button

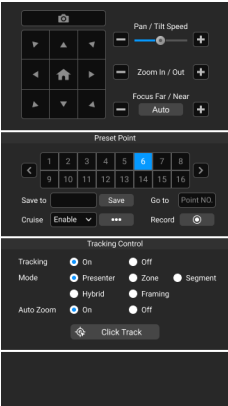
Turn the layout pages forward or backward.

4. Control Panel

The interface may vary depending on your model. Examples:



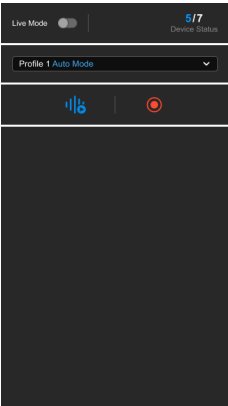
Dual-lens camera



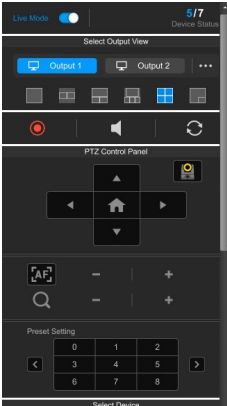
Tracking camera



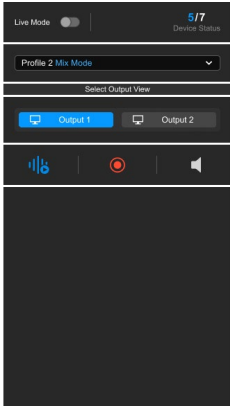
Matrix box – Live Mode



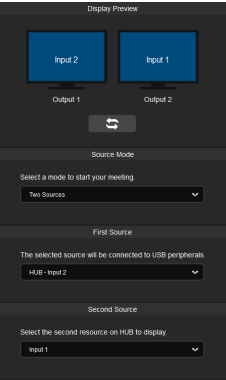
Matrix box – Profile



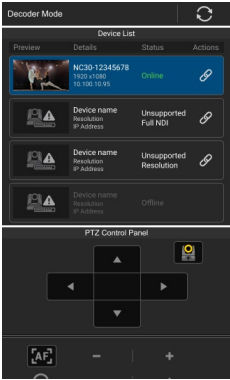
Matrix box – Live Mode



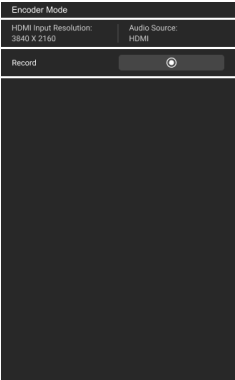
Matrix box – Profile



Hub



NDI Converter –
Decoder Mode



NDI Converter –
Encoder Mode

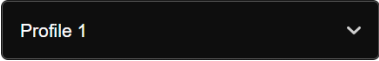
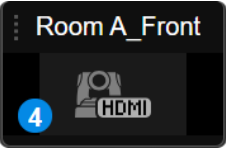
Control Panel Functions

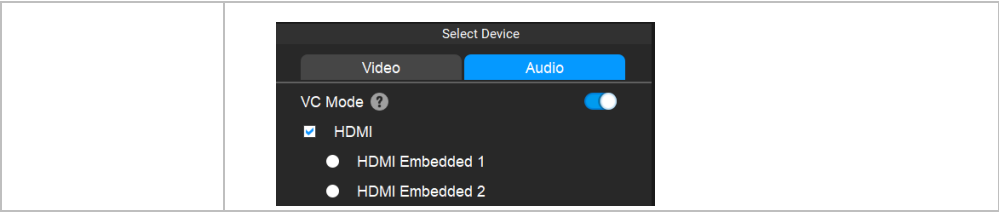
- **Camera**

PTZ Cam, Wide Cam	Switch between the PTZ lens and wide-angle lens live view.
 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 .
PTZ Controls, Focus Far/Near	Home: 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 Enterprise Management, select the single-grid live view, then click anywhere on the live view to center the device to that point.
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.
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 Enterprise Management. - You can create cruises for multiple devices to run cruises simultaneously.
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.
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.
AI Control (Video conferencing cameras only)	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.

• **Matrix Box**

Live Mode Toggle	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.
Profile	A profile can include settings for Auto Mode, Manual Mode and Mix Mode, but only one mode is applied at a time.  Note: When using non-AVer cameras, only Live Mode and Manual Mode are available. Auto Mode (voice tracking) and camera control are not supported.
Select Output View	- Select a layout.  - Configure two simultaneous or independent video outputs. These output toggles control both video and audio.  - Two different outputs: Click "..." to toggle on Output 1 Display and Output 2 Display. - Duplicate outputs: Click "...", then toggle on Output Duplicate.
Voice Tracking, Record, Adjust volume, Reset	- Voice Tracking  : Start or stop voice tracking for current profile. - Record  : Start or stop recording for the current profile. - Adjust Volume  : Adjust volume of the microphone for the current profile. - Reset  : Clear Live Mode settings.
Select Device Video/Audio	- Video: Drag a camera icon from Select Device onto the grid. The blue number on each camera icon indicates its position in the layout.  - Audio: Select audio inputs, adjust volume, or toggle on VC Mode. VC Mode prevents echo by stopping the remote meeting participants' own voices from being sent back to them.



• Hub

Display Preview	Use the switch button  to rearrange displays.								
Source Mode	Change what shows on your displays. <table><tr><th>If you want to</th><th>Choose</th></tr><tr><td>See the same thing on all your displays.</td><td>Single Source - Duplicate</td></tr><tr><td>See your desktop across all your displays. When you have displays extended, you can move items between your computer and the two screens.</td><td>Single Source – Extend <i>Connect two HDMI displays to enable this mode. A total of 3 displays is available: your computer and two HDMI displays.</i></td></tr><tr><td>See two inputs, one on each display.</td><td>Two Sources <i>Connect two HDMI displays to enable this mode.</i></td></tr></table>	If you want to	Choose	See the same thing on all your displays.	Single Source - Duplicate	See your desktop across all your displays. When you have displays extended, you can move items between your computer and the two screens.	Single Source – Extend <i>Connect two HDMI displays to enable this mode. A total of 3 displays is available: your computer and two HDMI displays.</i>	See two inputs, one on each display.	Two Sources <i>Connect two HDMI displays to enable this mode.</i>
If you want to	Choose								
See the same thing on all your displays.	Single Source - Duplicate								
See your desktop across all your displays. When you have displays extended, you can move items between your computer and the two screens.	Single Source – Extend <i>Connect two HDMI displays to enable this mode. A total of 3 displays is available: your computer and two HDMI displays.</i>								
See two inputs, one on each display.	Two Sources <i>Connect two HDMI displays to enable this mode.</i>								
First Source	- Select the first and second sources from the drop-down menu. The display may briefly disconnect during source switching. You can select up to 2 input sources. - Selection status: <table><tr><td></td><td>Can be selected</td></tr></table>		Can be selected						
	Can be selected								
Second Source	<table><tr><td></td><td>Selected</td></tr><tr><td></td><td>Selected, and UVC signals can be routed to the connected input source</td></tr></table>		Selected		Selected, and UVC signals can be routed to the connected input source				
	Selected								
	Selected, and UVC signals can be routed to the connected input source								

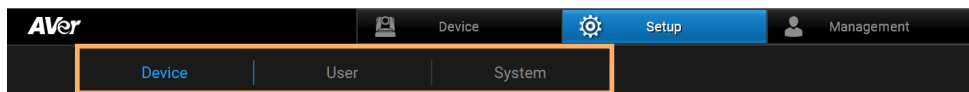
- **NDI Converter – Decoder Mode**

Device List	Use your mouse to drag a device from the right side of the interface onto the live view to switch the input source. The current input source will be highlighted in blue.
-------------	---

- **NDI Converter – Encoder Mode**

HDMI Input Resolution	Displays the HDMI input resolution.
Audio Source	Displays the audio source.
Record	Start or stop recording.

Setup Page



The Setup page includes the following tabs:

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

Add a Device

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

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

● **Manually**

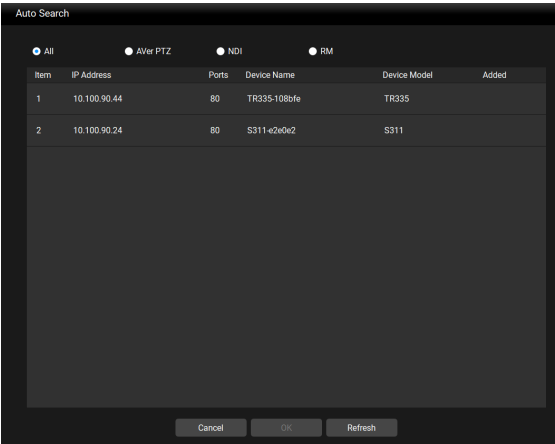
- 1. Go to **Setup > Device > Add**.
- 2. Enter device information.

Item	Description
PTZ Device	Select AVer PTZ , NDI or RM .
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.
Password	Enter RTSP password.
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.

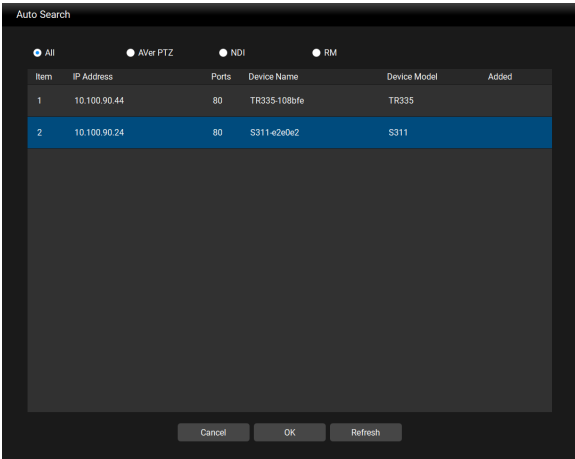
- 3. Click **Save**.

- **Automatically**

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



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



5. Enter device information.

Device

AVer PTZ

NDI

RM

Auto Search

Device Name

Device Address

ip

Hostname

CGI Ports

80

CGI Ports (HTTPS)

443

RTSP Ports

554

Password

Only if it is enable and set

RTSP Ports 2

8554

Password

Only if it is enable and set

VISCA Ports

52381

Device Account

Device Password

Remarks

Group

Group

Cancel

Save

Item	Description
PTZ Device	Select AVer PTZ , NDI or RM .
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.
Password	Enter RTSP password.
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 .

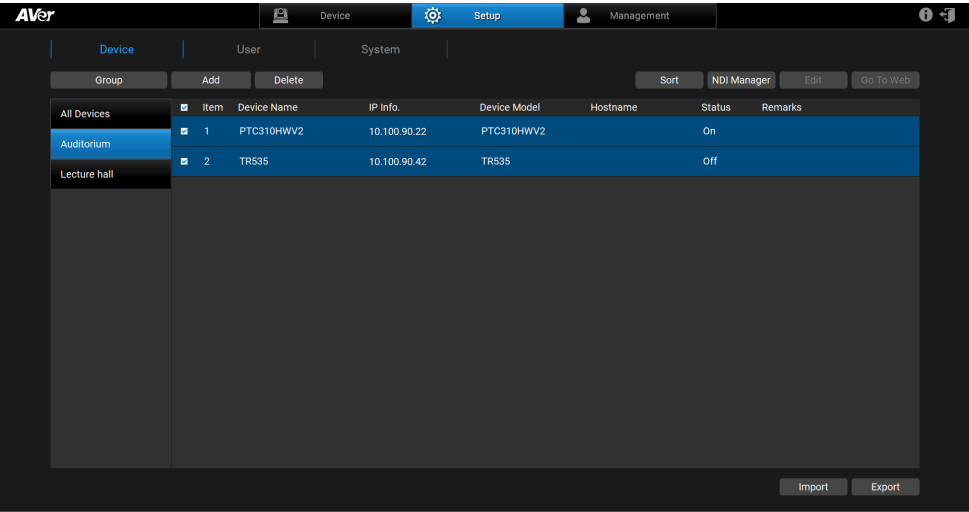
NDI Manager

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.

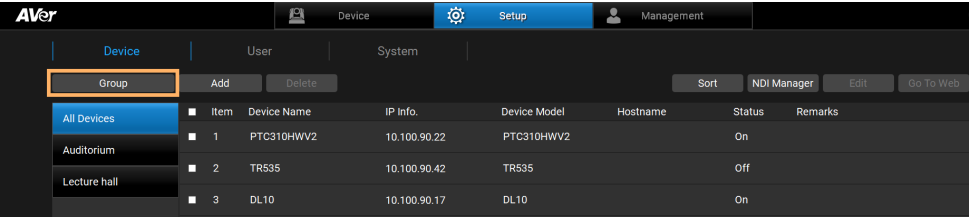
To export:

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**.

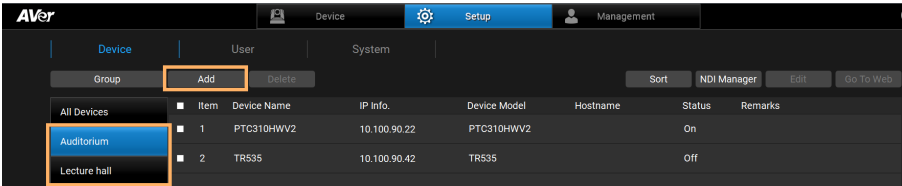
Group Devices



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	↑ ↓	
2	DL10	10.100.90.17	↑ ↓	
3	MT300N	10.100.105.56	↑ ↓	

Save

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

☒

Group

☒

Building 9F

☒

Building 8F

☐

☒

Device

☒

TR311N

☒

DL10

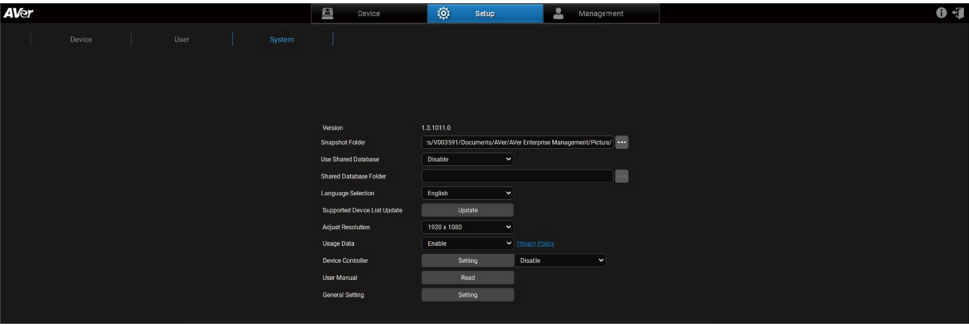
☐

Cancel

Save

3. Click **Save**.

Configure System Settings



Item	Description
Version	Displays the software version.
Snapshot Folder	Select where media are stored.
Use Shared Database	Enable or disable shared database function.
Shared Database Folder	Select a shared database folder to allow database access from different users or computers.
Language Section	Select a system language.
Supported Device List Update	Update the list of supported AVer devices for 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 Page

Create a cruise, configure recording settings, send system notifications, update firmware, factory reset, or schedule to power on, off, and reboot. The IP Info. displays both the IP address and the device type (RM or NDI).

Aver

DeviceSetupManagement

CruiseRecordingSystem NotificationsFirmware UpdateScheduling

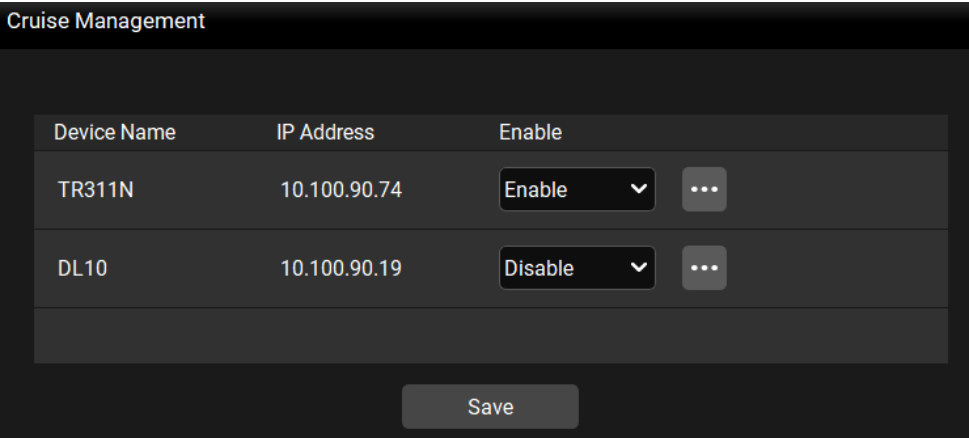
All Devices

Item	Device Name	IP Info.	FW Ver.	Status	Factory Reset	Reboot	Off/On	Action
1	MD330J	10.100.105.136	1.1.1054.0	On				
2	DL10	10.100.11.122		Off				
3	HUB30(SW2)	10.100.105.142	0.0.9999.14	Off				

Note:

- Make sure scheduled devices are connected to a network using an Ethernet cable.
- 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 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:

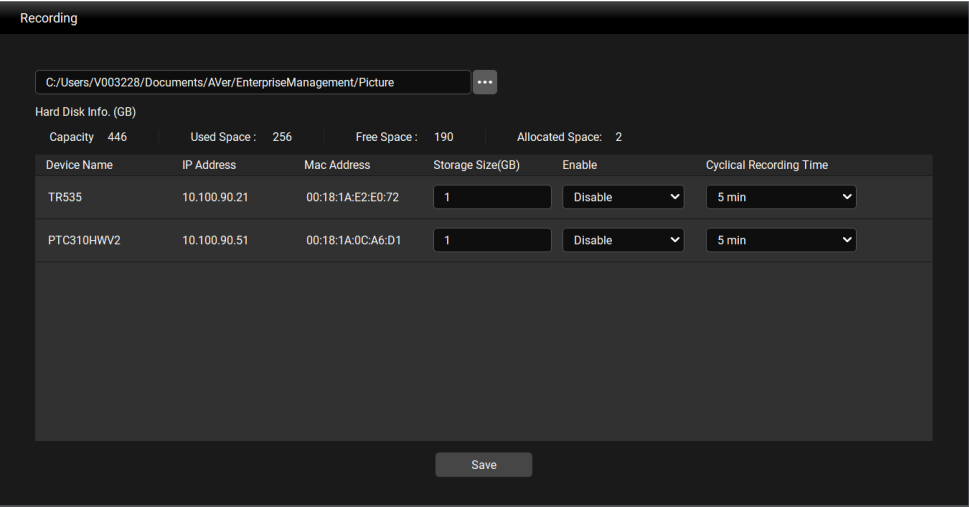
Stay time starts counting down when the device leaves the previous preset. You can add a few seconds to account for device travel.

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

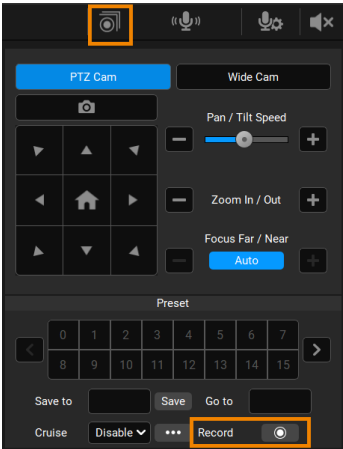


1. Go to **Management > Recording**.
2. Click the  button and select a directory to store videos.
3. Enter a **Storage Size (GB)** for the device you want. Recording will stop when the storage is full.
4. To start recording, do any of the following:

- 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

Settings

☐ All

☐ Group

☒ Select Device

Filter

Device Name

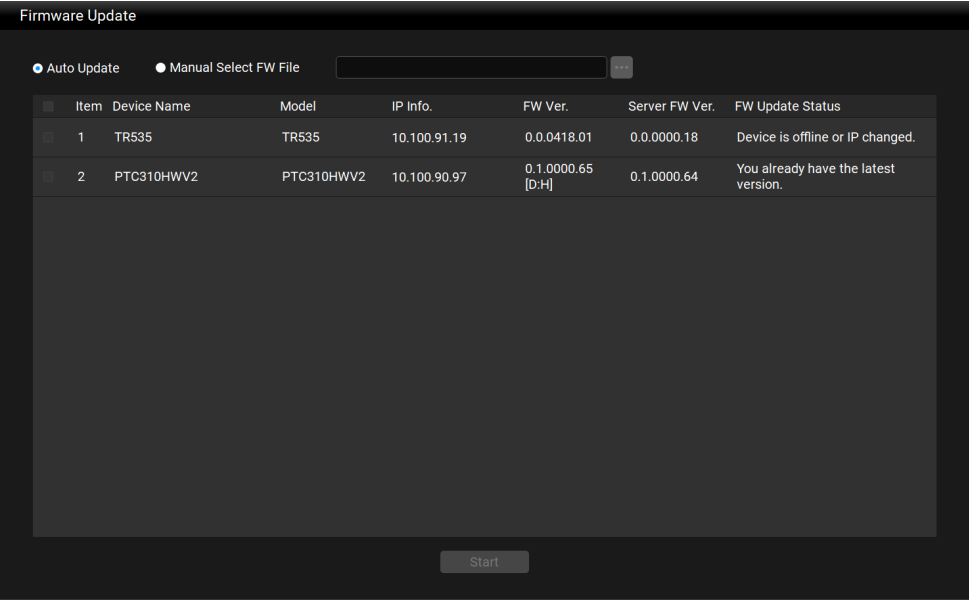
☒	Device Name	IP Address	Mac Address
☒	CAM550	10.100.90.15	00:55:7B:B5:7D:F7
☒	TR311N	10.100.90.75	00:18:1A:0A:E1:3C

Cancel

Save

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 Enterprise Management to reconnect the device.

Scheduling

Device Control Schedule

Repeat:

☐ Every Day

☐ Mon.

☒ Tue.

☒ Wed.

☐ Thu.

☒ Fri.

☐ Sat.

☐ Sun.

☐ On Time

HR

00

:

MIN

00

☒ Reboot Time

HR

13

:

MIN

00

☐ Off Time

HR

00

:

MIN

00

☐ All

☐ Group

☒ Select Device

Filter

Device Name

Cancel

Save

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. Devices that do not support neither reboot nor power on/off will appear grayed out and cannot be selected.

Troubleshoot

Do I need to uninstall AVer PTZ Management?

No, you can upgrade AVer PTZ Management to 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?

Enterprise Management can connect up to 256 devices.

No device after auto search.

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

The device status is off.

- Make sure your device and the computer running 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.

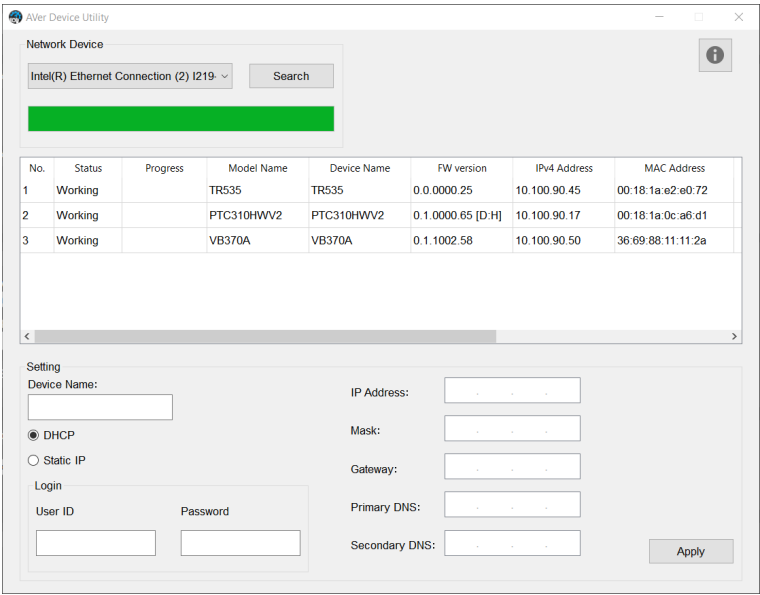
I see an IP Conflict message.

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 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**.