

AVERVISION

M11W

How-to connected & Troubleshooting



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Version History

- Version 1.0 (05/09/2025)
 - Initial version

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- [AVerTouch Windows Version v1.3.2109.0](#)
- [AVerTouch Mac Version v.1.3.2114](#)
- [AVerTouch SW User Manual](#)
- [M11WB Quick Guide](#)

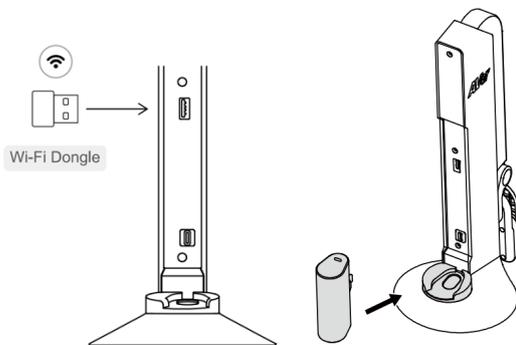
There are Four wireless connection methods available:

1. Mobile Hotspot on Windows

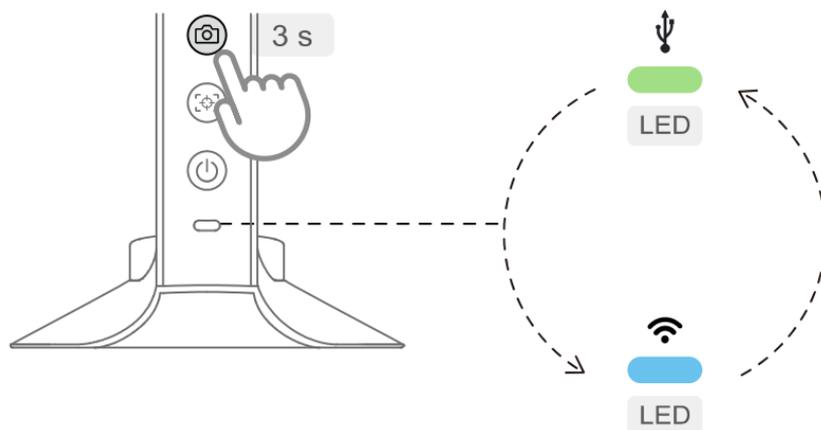
This section describes how to connect using a mobile hotspot on a Windows computer.

Before You Start

- A. Insert the Wi-Fi dongle  to M11WB, connect a power bank with the power button facing up, and install the AVerTouch Software  on the PC or laptop.

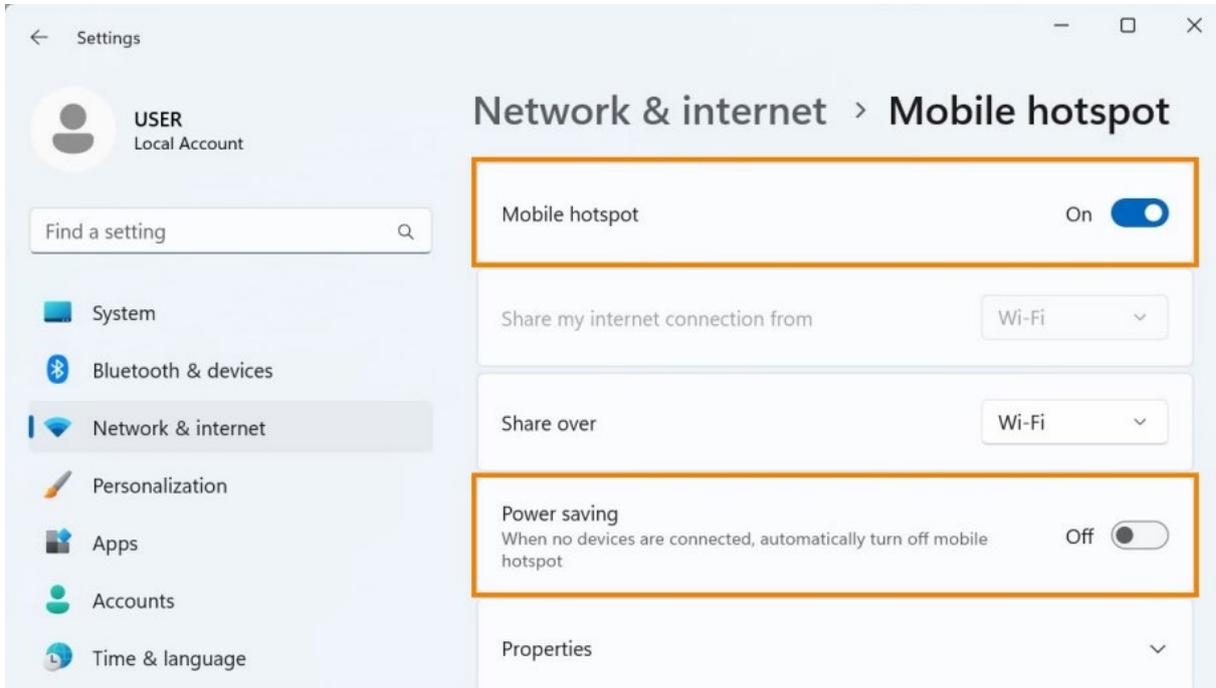


- B. Check the Wi-Fi status on the M11WB. A **solid blue light** indicates Wi-Fi mode is active. To switch between USB mode (solid green light) and Wi-Fi mode (**solid blue light**), **press and hold the capture button**  **for 3 seconds.**



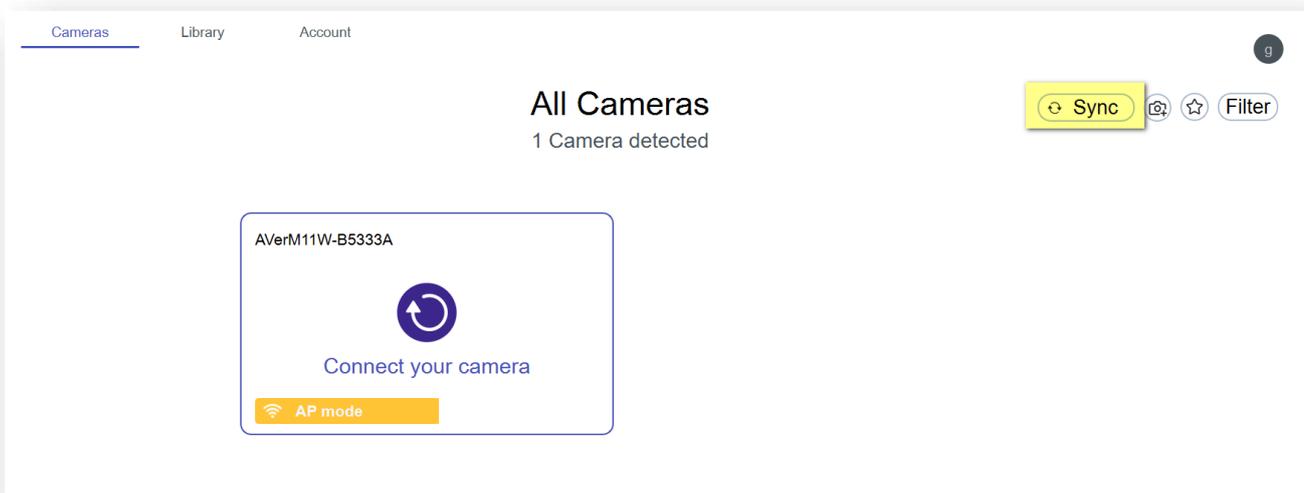
- C. **Make sure your computer is connected to the internet. For the best connectivity, we recommend a 2.4G Wi-Fi.**
- D. **Network connection on your computer will be lost temporarily during document camera setup.**

- E. Turn on **Mobile hotspot**. Select **Start** , then select **Settings** > **Network & Internet** > **Mobile hotspot**.
- F. Turn off **Power saving** to prevent mobile hotspot from being turned off automatically.

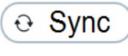


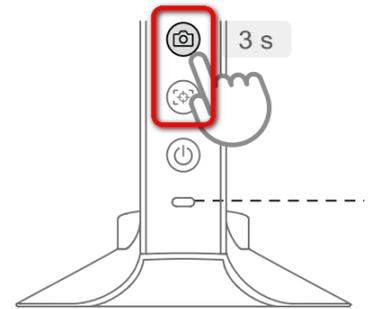
Connect via AVerTouch

1. Launch **AVerTouch** . A white card will appear when your camera is detected.
2. The camera name will be displayed as:
AVer [model name] - [Wi-Fi dongle MAC address]
(e.g., AVer M11WB - 5CF370542FF6) * **M11WB has a unique Mac address.**



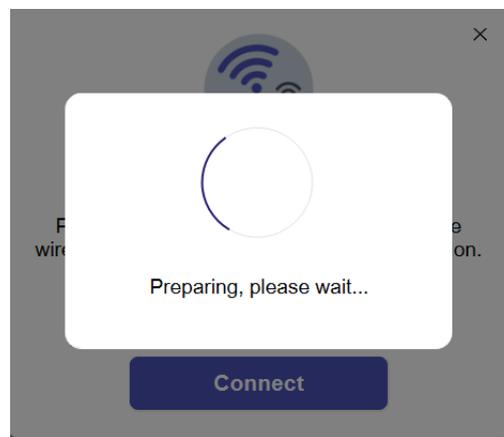
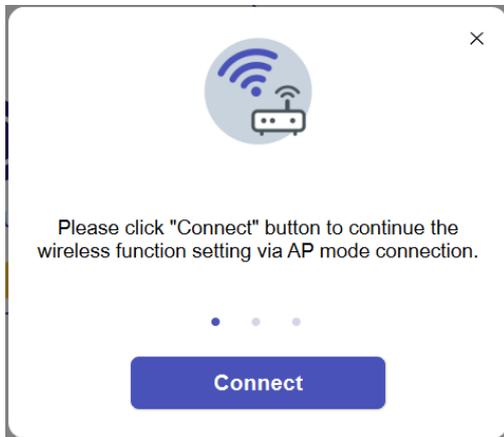
3. If the camera is not detected:

- Click the **Sync** button  in AVerTouch to refresh and wait a few seconds.
- Or, **press and hold the Wi-Fi reset button**  +  **for 3 seconds** on the M11WB to reset Wi-Fi settings, then wait a few seconds.

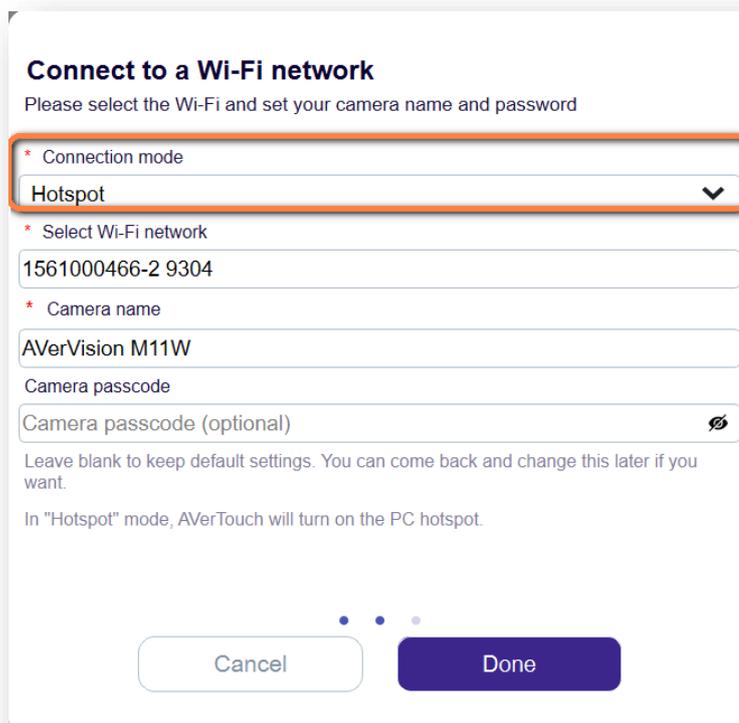


4. Once detected, click **Connect** .

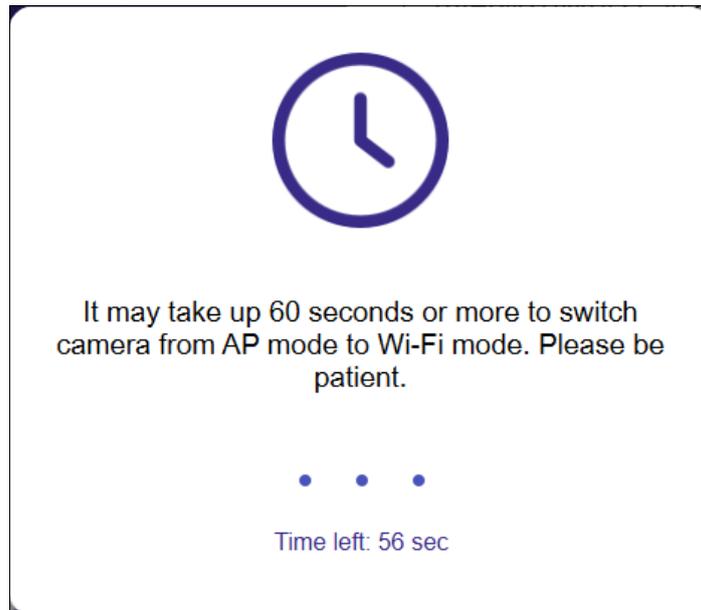
5. Please click **"Connect"** button to continue the wireless function setting via **AP mode** connection.



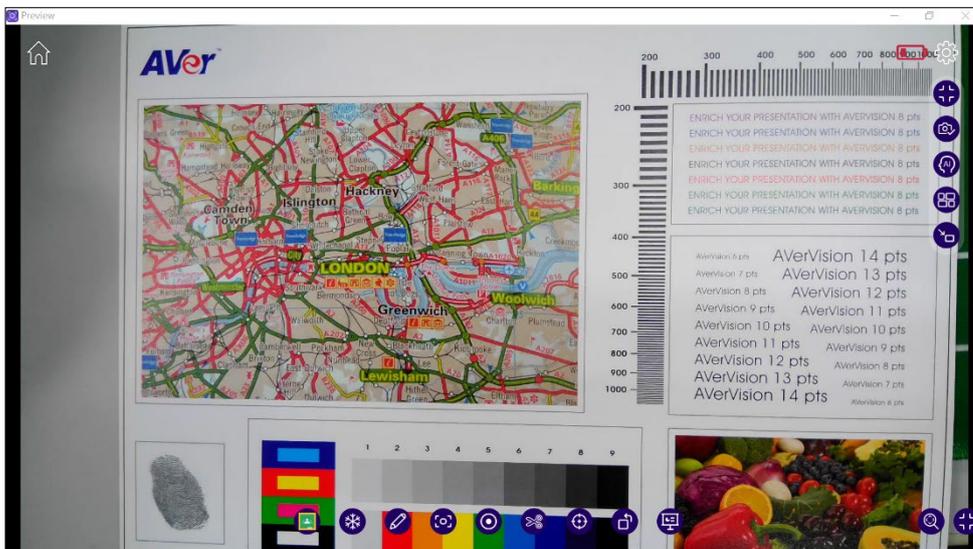
6. Choose **Hotspot** from the **Connection mode** drop-down list in the **Connect to a Wi-Fi Network** dialog box. Click **Done**.



Note: It may take up to **20–30 seconds** for the camera to switch from **AP mode to Wi-Fi mode**. During this time, a countdown timer (up to 59 seconds) may appear



7. Once connected, you will see the **live image**.



Tips:

*** Make sure your computer is connected to the internet. For the best connectivity, we recommend a 2.4G Wi-Fi.**

****Network connection on your computer will be lost temporarily during document camera setup.**

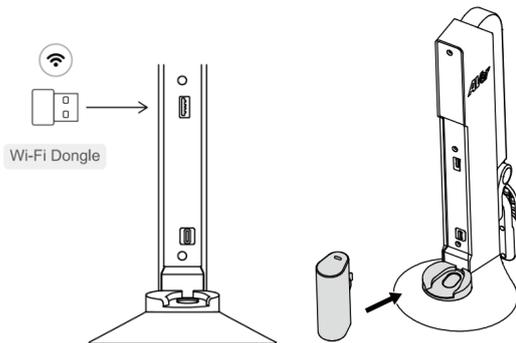
*****Please refer to the instructional video: How to set up M11WB Wi-Fi Mode Hotspot via AVerTouch**

<https://youtu.be/RFQ0mlTtFLY> (2:00)

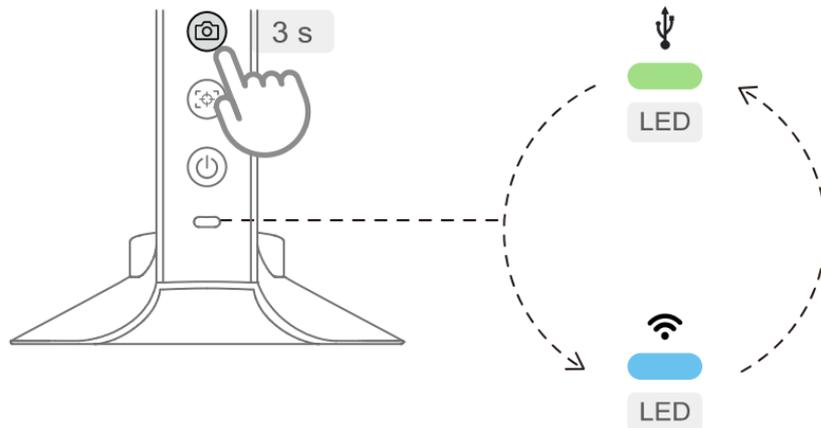
2. P2P (Peer-to-Peer) connection - External Wi-Fi Dongle (optional)

Before You Start

- A. Insert the Wi-Fi dongle  to M11WB, connect a power bank with the power button facing up, and install the AVerTouch Software  on the PC or laptop.

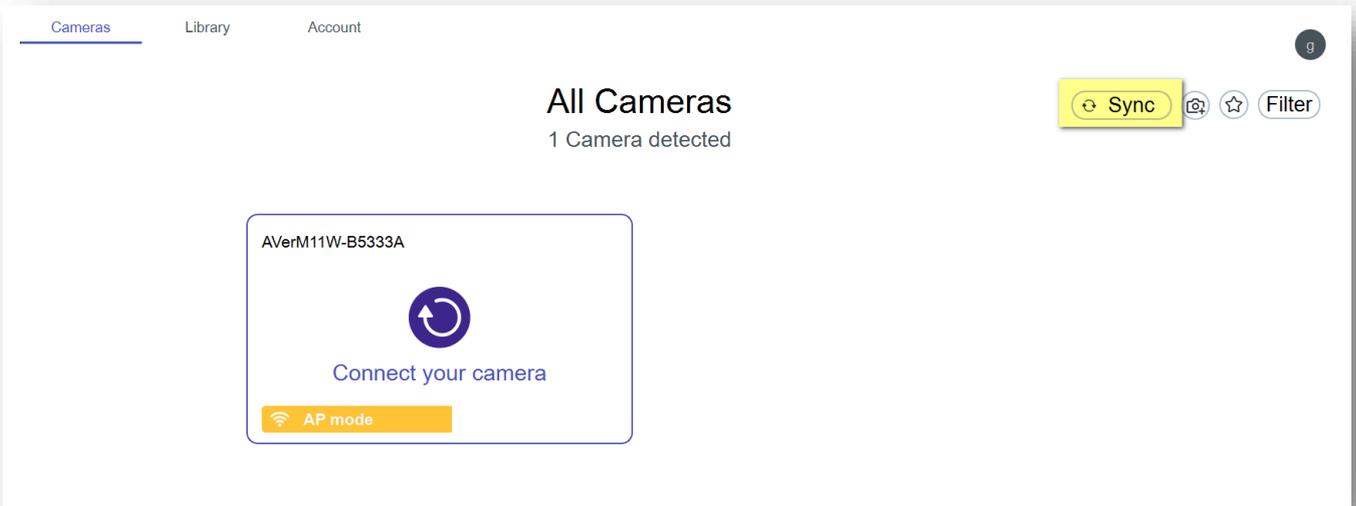


- B. Check the Wi-Fi status on the M11WB. A **solid blue light** indicates Wi-Fi mode is active. To switch between USB mode (solid green light) and Wi-Fi mode (**solid blue light**), **press and hold the capture button**  **for 3 seconds.**

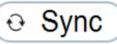


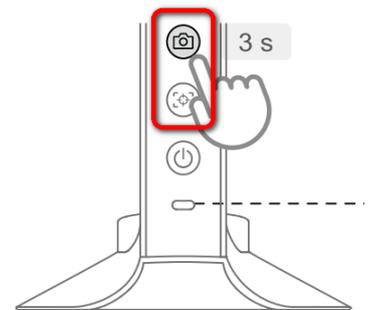
Connect via AVerTouch

1. Launch **AVerTouch** . A white card will appear when your camera is detected.
2. The camera name will be displayed as:
 AVer [model name] - [Wi-Fi dongle MAC address]
 (e.g., AVer M11WB - 5CF370542FF6) * **M11WB has a unique Mac address.**

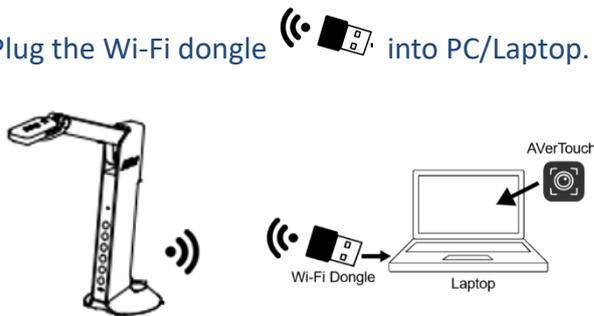


3. If the camera is not detected:

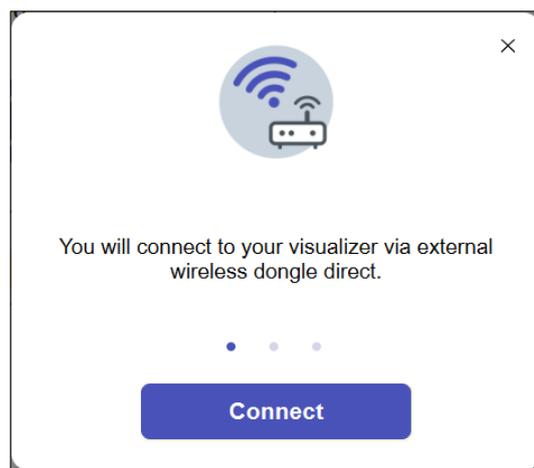
- Click the **Sync** button  in AVerTouch to refresh and wait a few seconds.
- Or, **press and hold the Wi-Fi reset button**  +  **for 3 seconds** on the M11WB to reset Wi-Fi settings, then wait a few seconds.



4. Plug the Wi-Fi dongle  into PC/Laptop.

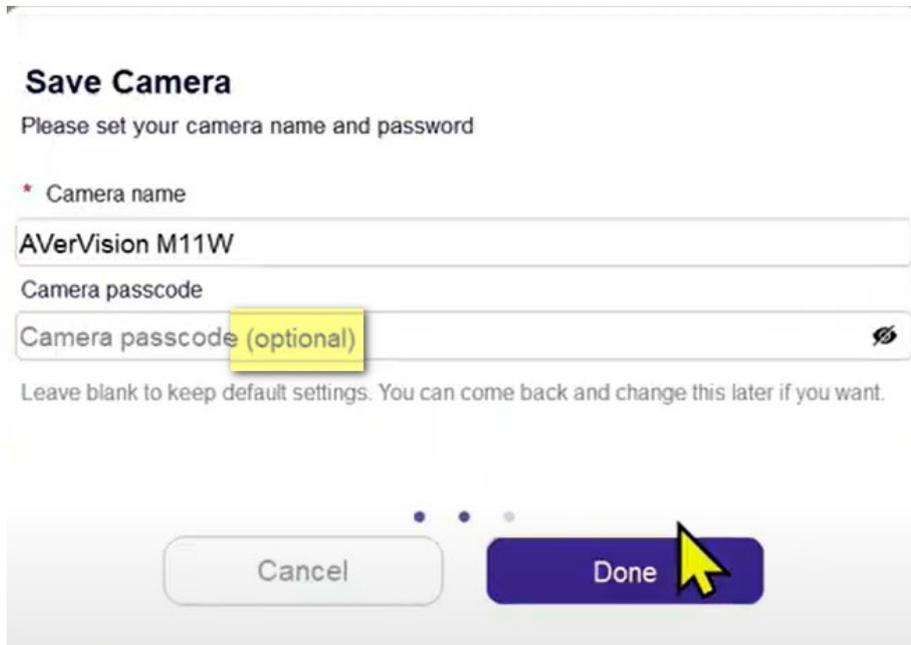


5. Your computer will connect directly to the visualizer via the external Wi-Fi dongle.

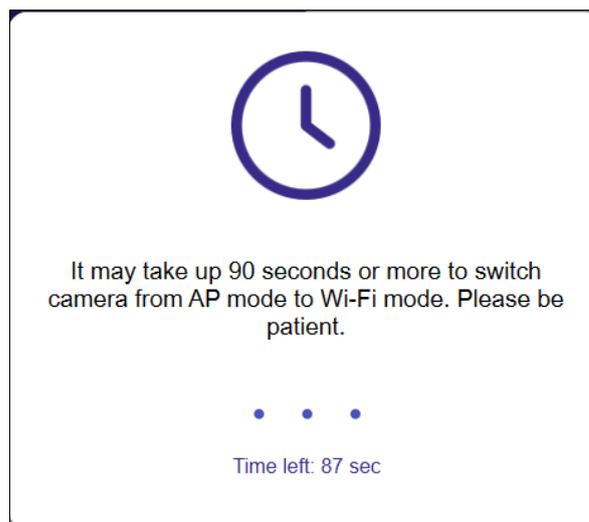


6. When prompted with the **Save Camera** dialog box:

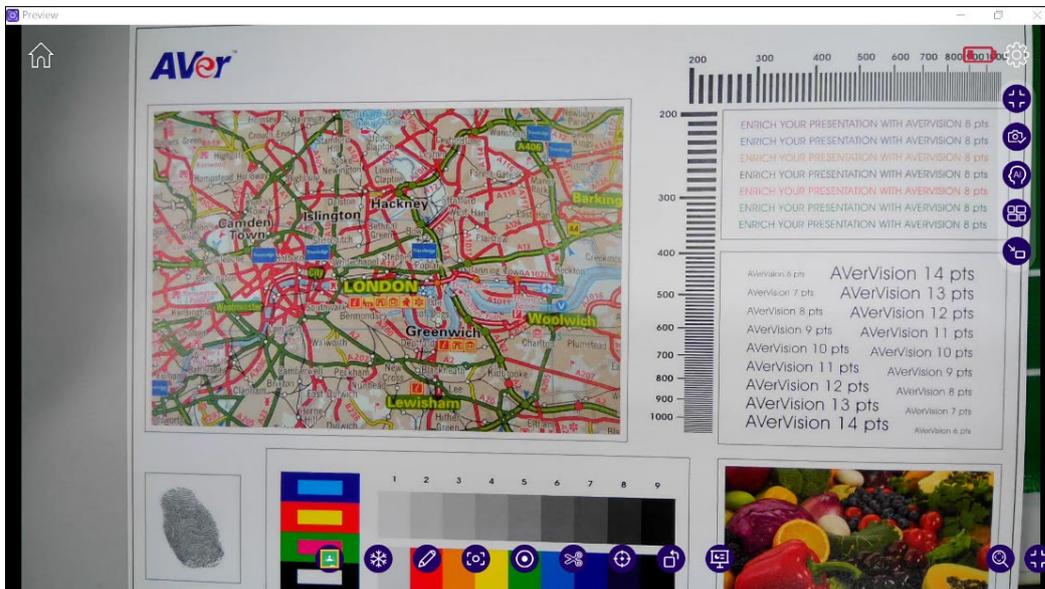
- Enter a name for your document camera (or keep the default: *AVerVision M11WB-XXXXXX*).
- The **camera passcode is optional**.
- Click **Done** to save.



Note: It may take up to **20–30 seconds** for the camera to switch from **AP mode to Wi-Fi mode**. During this time, a countdown timer (up to 59 seconds) may appear.



7. Successfully configured **P2P mode** camera. You will see the live image.



8. When you return to the Home screen  , the white card will change to a **purple card** labeled “Wi-Fi Direct”.



Tips:

*** P2P mode is strongly recommended to avoid subnet or network issues, especially if you’re using an external Wi-Fi dongle.**

**** Pairing only needs to be done once.**

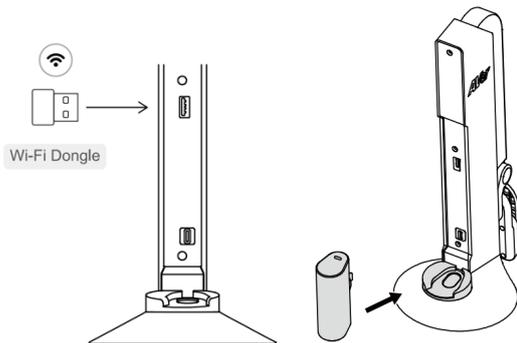
*****Please refer to the ‘How to Set Up M11WB Wi-Fi Mode P2P via AVerTouch’ video:**

<https://www.youtube.com/watch?v=Et87UwC1UzI> (1:06)

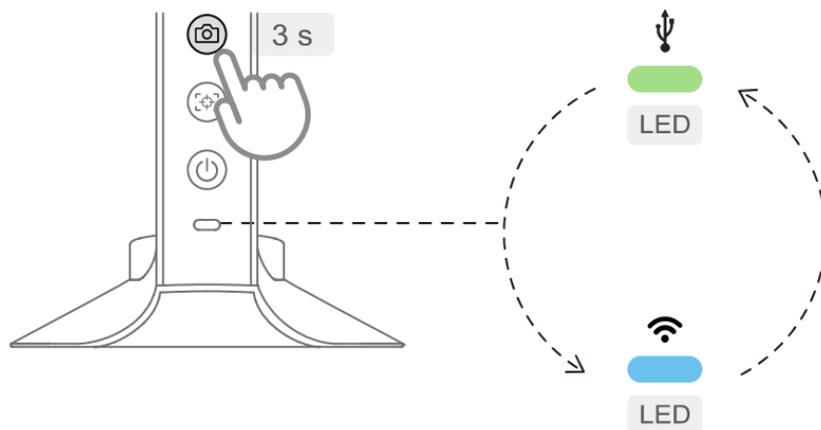
3. Router mode

Before You Start

- A. Insert the Wi-Fi dongle  to M11WB, connect a power bank with the power button facing up, and install the AVerTouch Software  on the PC or laptop.

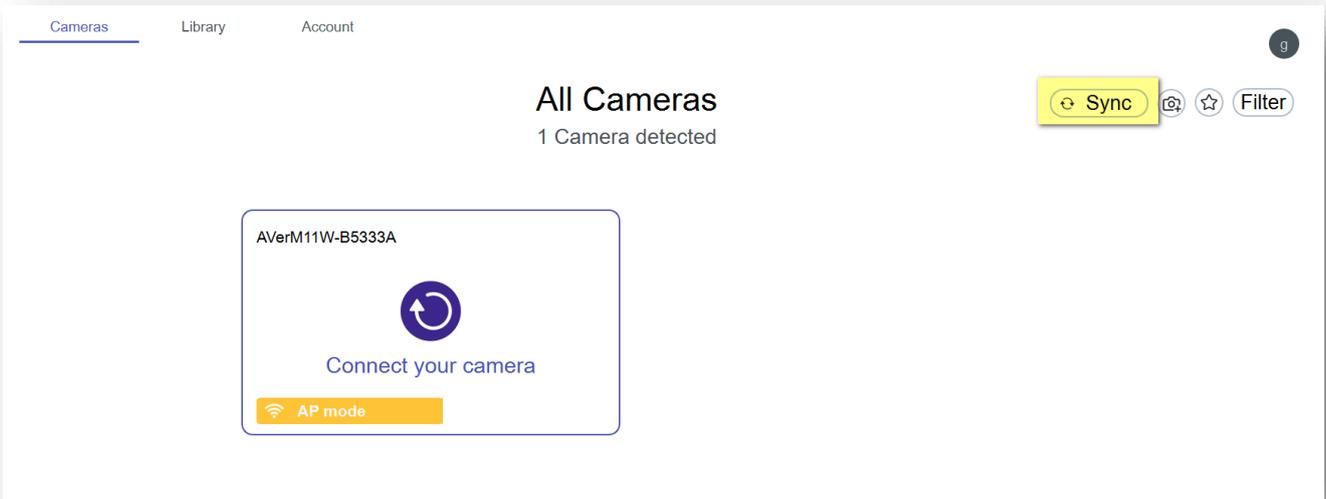


- B. Check the Wi-Fi status on the M11WB. A **solid blue light** indicates Wi-Fi mode is active. To switch between USB mode (solid green light) and Wi-Fi mode (**solid blue light**), **press and hold the capture button**  **for 3 seconds.**

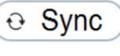


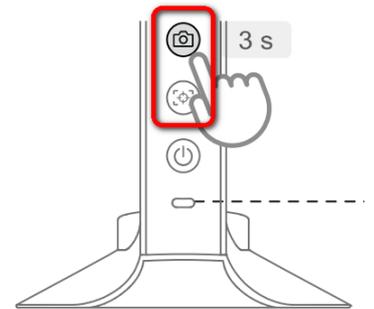
Connect via AVerTouch

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(e.g., AVer M11WB - 5CF370542FF6) * **M11WB has a unique Mac address.**

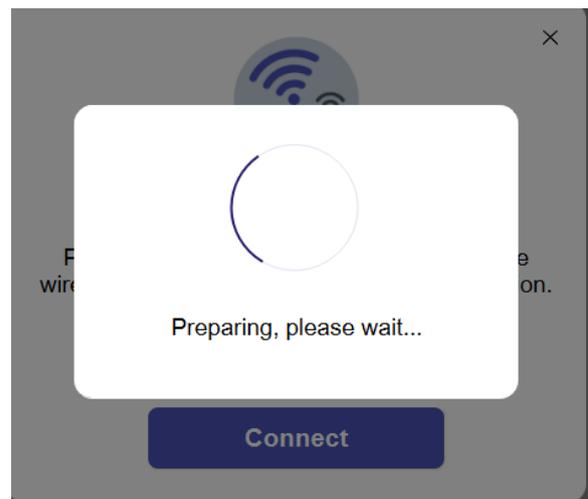
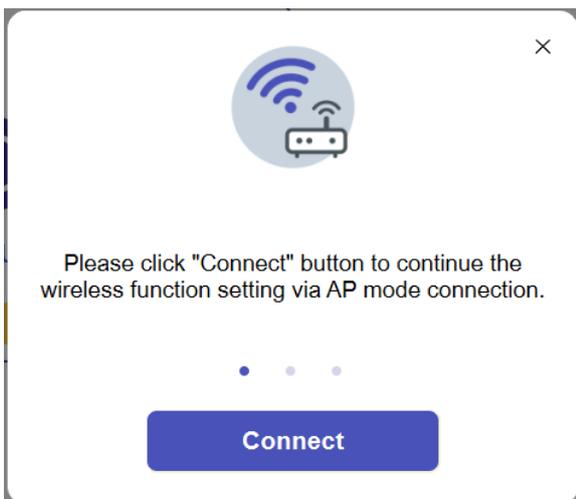


3. If the camera is not detected:

- Click the **Sync** button  in AVerTouch to refresh and wait a few seconds.
- Or, **press and hold the Wi-Fi reset button**  +  **for 3 seconds** on the M11WB to reset Wi-Fi settings, then wait a few seconds.

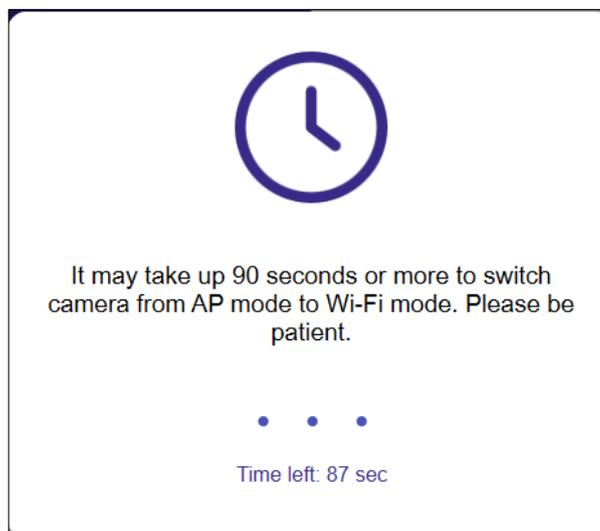


4. Once detected, click **Connect** .

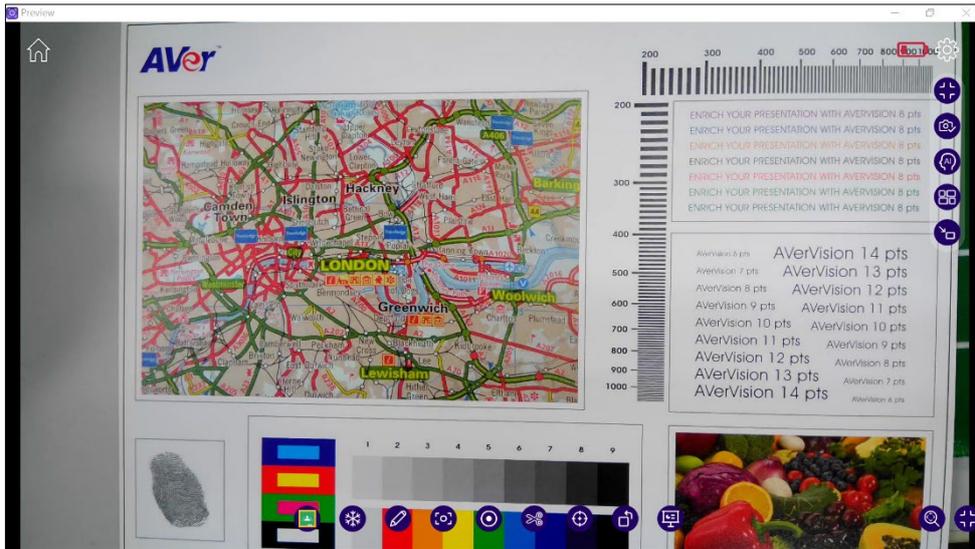


- Choose **Router** from the Connection mode drop-down list. Select the Wi-Fi network, enter the Wi-Fi **password**, then click Done.

Note: It may take up to **20–30 seconds** for the camera to switch from **AP mode to Wi-Fi mode**. During this time, a countdown timer (up to 90 seconds) may appear.



- Successfully configured **Router Mode** camera. You will see the live image.



7. When you return to the Home screen  , the white card will change to a **purple card**.



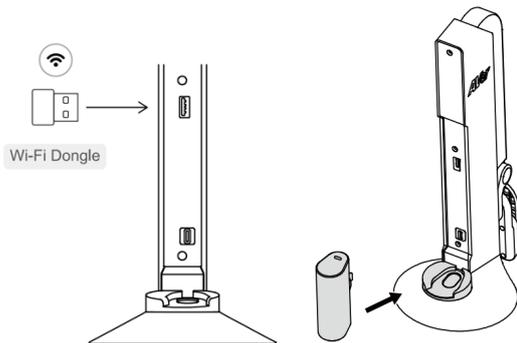
***Please refer to the 'How to Set Up M11WB Wi-Fi Mode P2P via AVerTouch' video:**

<https://youtu.be/T2e2pw7mWso> (1:14)

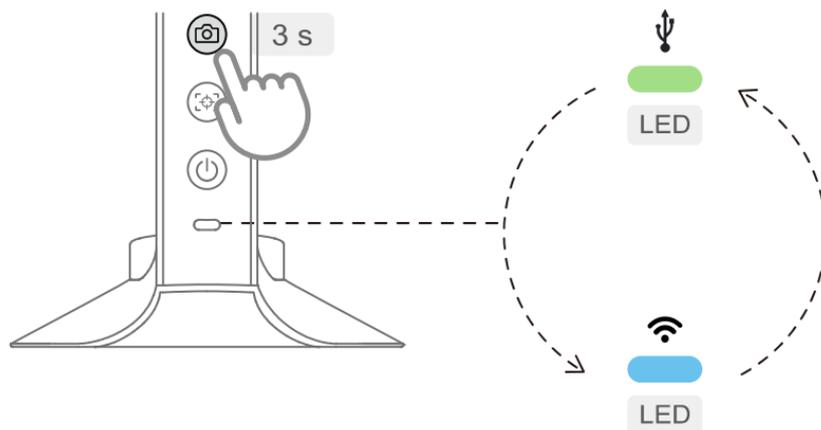
4. Point-to-Point mode – one Wi-Fi dongle only

Before You Start

- A. Insert the Wi-Fi dongle  to M11WB, connect a power bank with the power button facing up, and install the AVerTouch Software  on the PC or laptop.

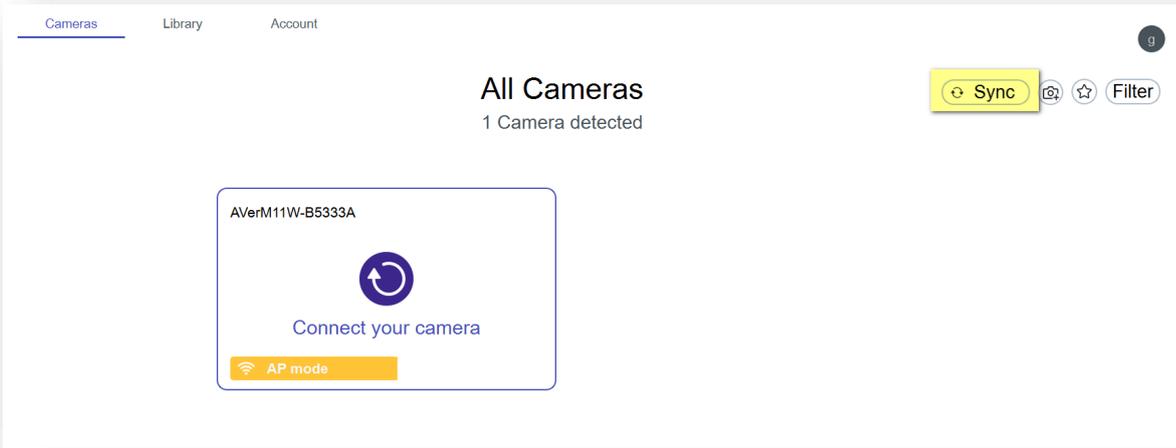


- B. Check the Wi-Fi status on the M11WB. A **solid blue light** indicates Wi-Fi mode is active. To switch between USB mode (solid green light) and Wi-Fi mode (**solid blue light**), **press and hold the capture button**  **for 3 seconds.**

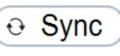


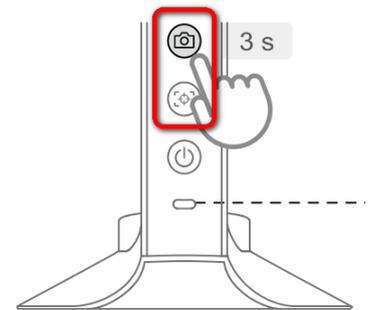
Connect via AVerTouch

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 (e.g., AVer M11WB - 5CF370542FF6) * **M11WB has a unique Mac address.**



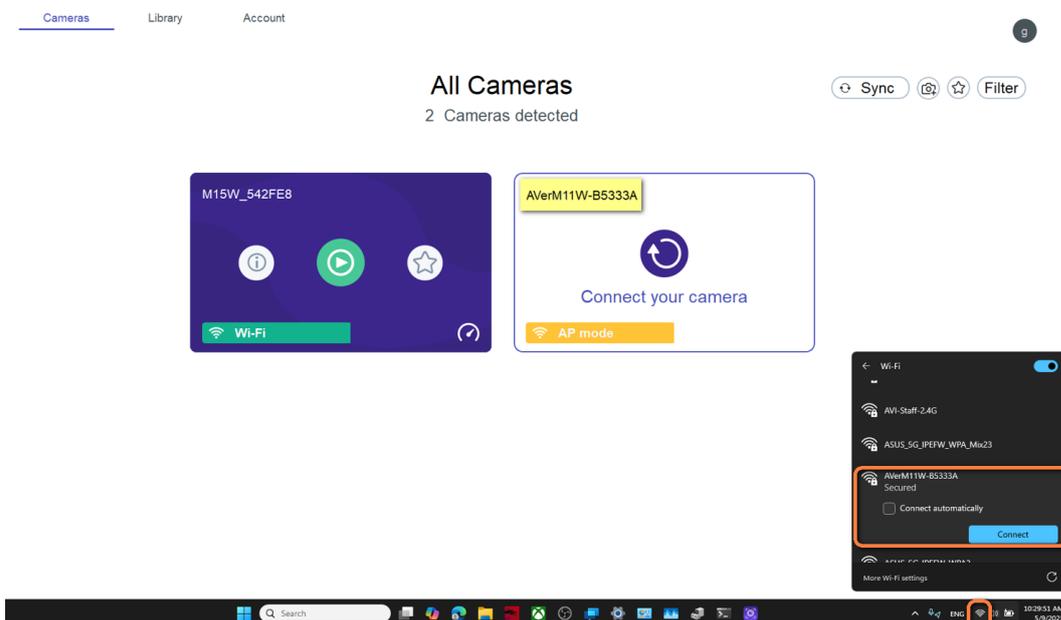
3. If the camera is not detected:

- Click the **Sync** button  in AVerTouch to refresh and wait a few seconds.
- Or, **press and hold the Wi-Fi reset button**  +  **for 3 seconds** on the M11WB to reset Wi-Fi settings, then wait a few seconds.

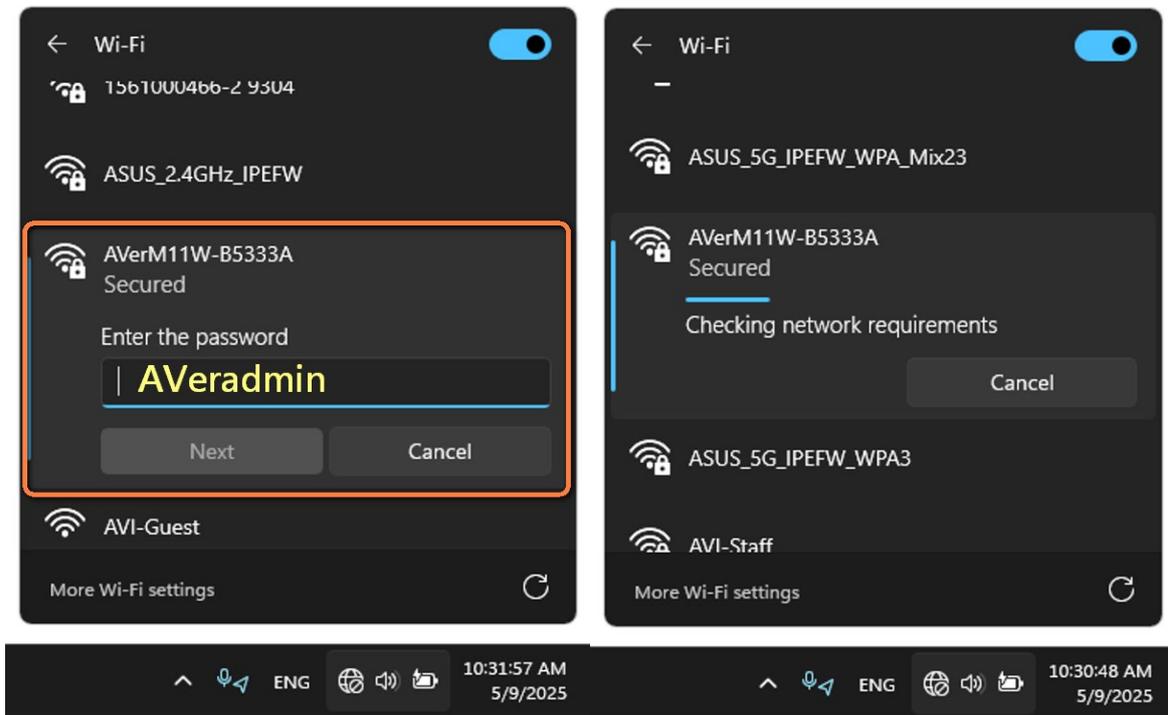


4. Connect to the M11WB's Wi-Fi Signal

- On your computer, go to **Wi-Fi settings**.
- Find and connect to:
AVerM11W-XXXXX
(Where XXXXX is unique to your device.)

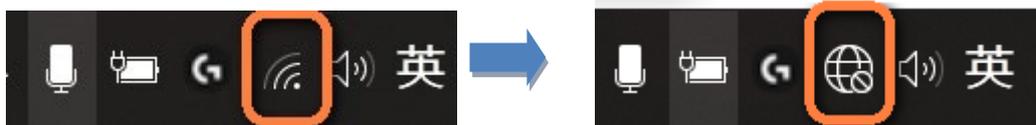


- Enter the password "AVeradmin". Your computer will then connect directly to the Wi-Fi dongle.



Note: Please note that after connecting, your computer will not have internet access.

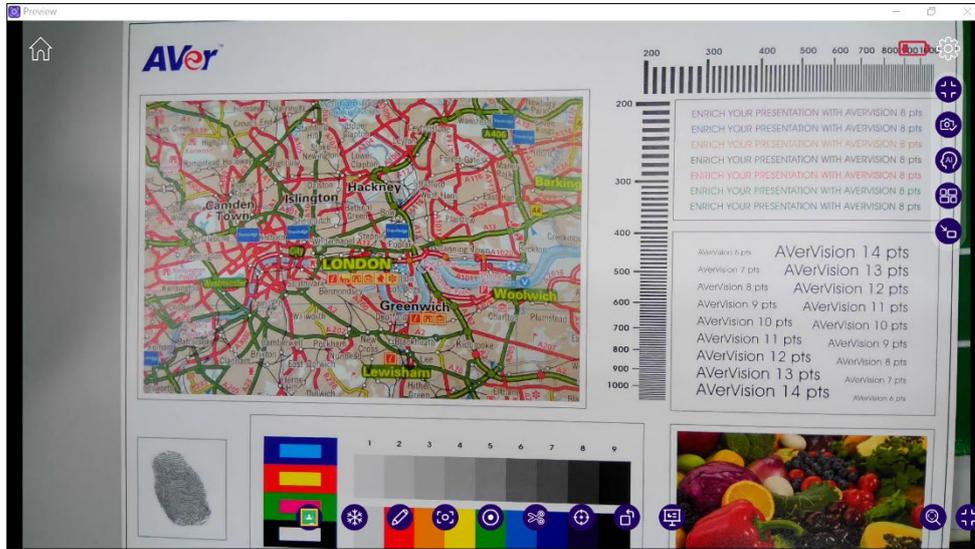
If you need internet access while using the camera, consider using Router Mode or Hotspot Mode instead.



- Return to AVerTouch, and you will see the AVerVision M11WB icon change from a white card to a purple card (indicating a successful Wi-Fi connection).



7. Click "Play"  to view the live camera image.



Tips:

*Please note that after connecting, your computer will not have internet access.

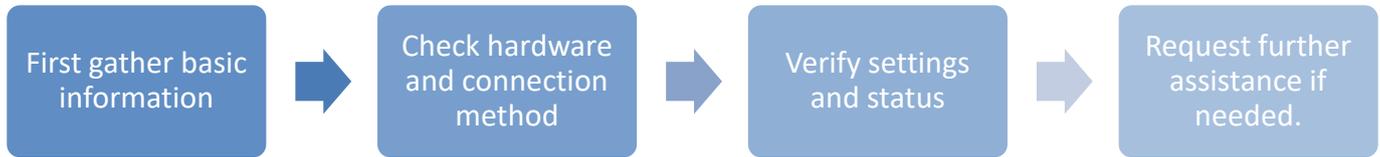
**If you need internet access at the same time, please select "Router mode" or "Hotspot mode".)

***Watch a related setup tutorial: [How to] M15W/M70W - directly connect to Wi-Fi

dongle(onboard) <https://www.youtube.com/watch?v=PhiJkiZykzg> (1:32)

Troubleshooting

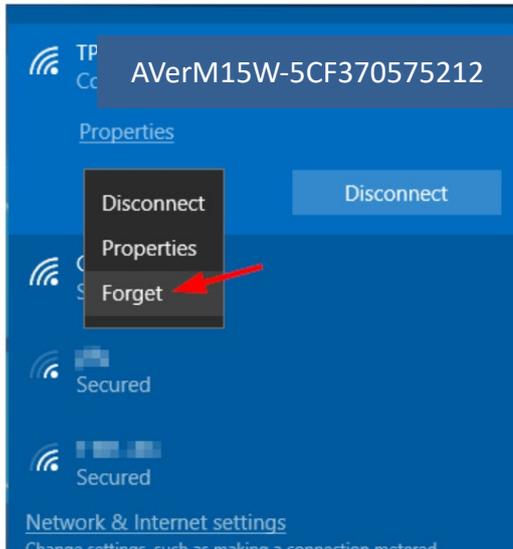
Please confirm the following information with the customer first.



1. What is the device and operation system from customer? (e.g., PC or Laptop, Windows 11/10/8/7 or mac OS 14/13/12/11/10.15/10.14..)
2. What is the firmware version of M11WB?
(Can be checked when connected via USB on AVerTouch.)
3. What is the AVerTouch version?
4. Does the customer purchase the Wi-Fi dongle?
(This affects P2P mode availability.)
5. How is the Wi-Fi visualizer connected?
(e.g., P2P, Router Mode, Windows Hotspot)
6. Which Wi-Fi security is being used? (WPA/WPA2/WEP...)
7. Is the Wi-Fi status showing a solid blue light on the M11WB?
8. Please try resetting the device to default settings first.

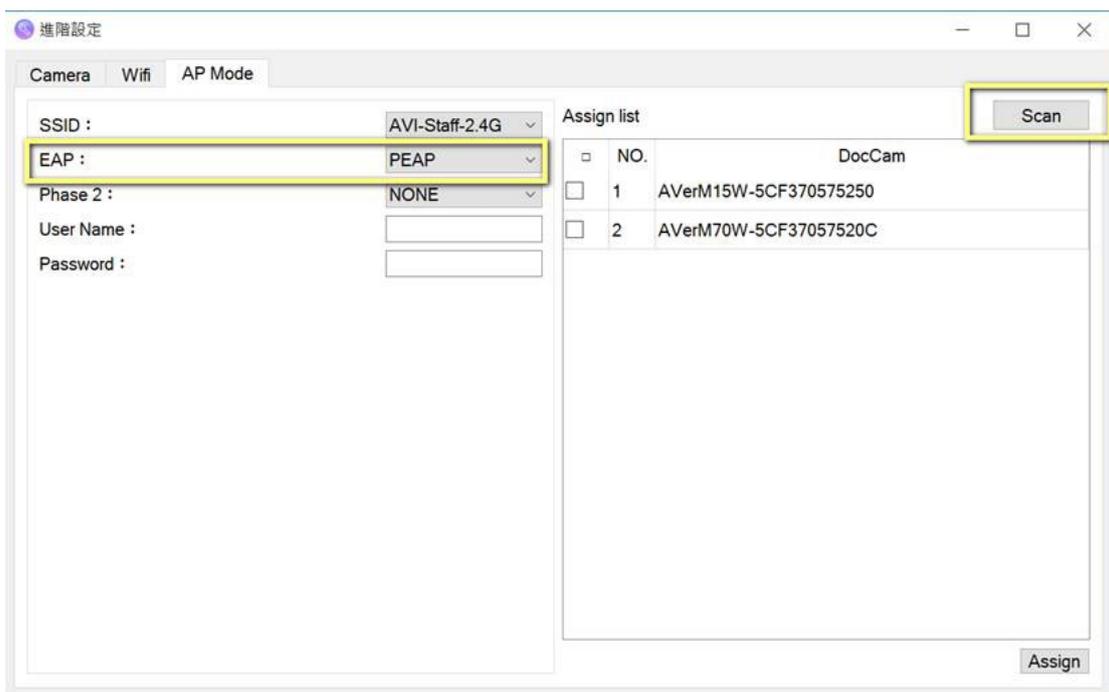
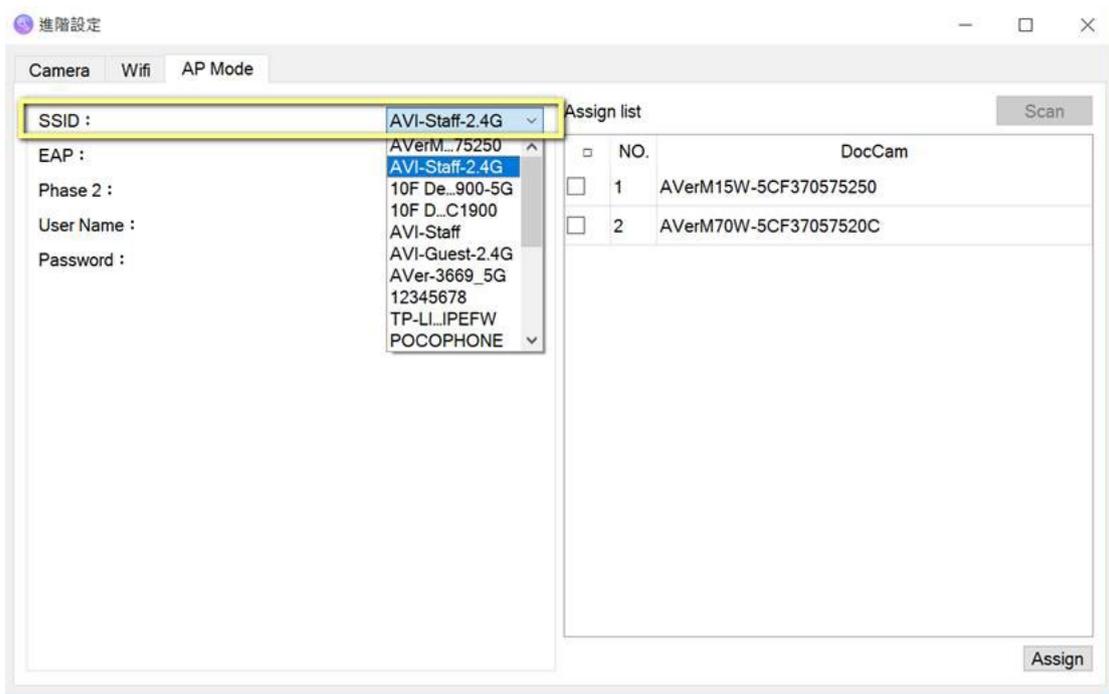
Press and hold the Wi-Fi reset button  +  for 3 seconds on the M11WB to reset Wi-Fi settings, then wait a few seconds.

9. Could the customer take a short video of the issue and attach it?
(To help us better understand the problem.)
10. Try to “Forget “ the AVerM15W-5CF370575212 of SSID as below and reconnect the P2P or Wi-Fi Connection mode. The AVerM15W-XXXXXXX password is **AVeradmin.**



FAQ

1. Can we use AVerTouch that M11WB connects to Enterprise network (WEP) that requires an individual login?
 → Sorry, we don't support the enterprise network when the user setup AP to Wi-Fi via AVerTouch.
2. Is it possible to connect these cameras to a PEAP network?
 → Yes. Please check your network and select the SSID which can enter the username and password, then select the EAP-> PEAP.



3. Are there any specific ports or network settings that must be set for him to see ALL the cameras when he launches AVerTouch consistently?

→ Please check with customers to make sure that the ports are not blocked in the Wi-Fi router. The TCP/UDP ports in use are as follows.

Port	TCP/UDP	Usage	Descriptions
1900	UDP	uPnP SSDP Package	For detecting and removing the M11WB
9527	TCP	Command	To send/receive commands between the iPad and M11WB
8554	TCP	RTSP	To connect to the RTSP Stream
Random	UDP	RTP	For RTP connection
Random	UDP	RTCP	For RTCP connection