# AVERVISION M11W

# How-to connected & Troubleshooting



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How-to connected & troubleshooting with M11WB

# **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 (• 1) 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-Di 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 <u>Mobile hotspot.</u> Select <u>Start</u>, then select <u>Settings</u> > <u>Network & Internet</u> > <u>Mobile hotspot.</u>
- F. Turn off **<u>Power saving</u>** to prevent mobile hotspot from being turned off automatically.

← Settings USER Local Account	Network & internet >	- 0 Mobile hotspot
Find a setting Q	Mobile hotspot	On 🌑
<ul> <li>System</li> <li>Bluetooth &amp; devices</li> </ul>	Share my internet connection from	Wi-Fi ~
Network & internet	Share over	Wi-Fi ~
<ul><li>Personalization</li><li>Apps</li></ul>	<b>Power saving</b> When no devices are connected, automatically tur hotspot	n off mobile Off
<ul> <li>Accounts</li> <li>Time &amp; language</li> </ul>	Properties	~

#### 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.

VerM11W-B5333A			
Connect your camera			
র্ল AP mode			
	তি Connect your camera ? AP mode	Connect your camera	Connect your camera



- 4. Once detected, click **Connect** O.
- 5. Please click **"Connect"** button to continue the wireless function setting via <u>AP mode</u> connection.

×	×
Please click "Connect" button to continue the wireless function setting via AP mode connection.	F wird Preparing, please wait
Connect	Connect

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

* Connection mode	
Hotspot	<u> </u>
* Select Wi-Fi network	
1561000466-2 9304	
* Camera name	
AVerVision M11W	
Camera passcode	
Camera passcode (optional)	Ø
Leave blank to keep default settings. You can come back and change this later if want.	you
In "Hotspot" mode, AVerTouch will turn on the PC hotspot.	
Cancel Done	



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 (• 1) 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-Di mode is active.
 To switch between USB mode ( solid green light) and Wi-Fi mode (solid blue light), press and



#### Connect via AVerTouch

- 1. Launch **AVerTouch** . A white card will appear when your camera is detected.
- 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.





- 6. When prompted with the **Save Camera** dialog box:
  - Enter a name for your document camera (or keep the default: AVerVision M11WB-XXXXX).
  - The camera passcode is optional.
  - Click Done to save.

Save Camera Please set your camera name and password	
* Camera name	
AVerVision M11W	
Camera passcode	
Camera passcod <mark>e (optional)</mark>	<i>¶</i> 5
Leave blank to keep default settings. You can come ba	ack and change this later if you want.
Cancel	Done

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





7. Successfully configured <u>P2P mode</u> camera. You will see the live image.



8. When you return to the Home screen  $(\mathcal{W})$ , the white card will change to a **purple card** labeled "Wi-Fi Direct".

AVerVision M11V	Wi-Fi Direct)		
1	$\bigcirc$	값	
🛜 Wi-Fi			$\bigcirc$

#### 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-Di mode is active.
 To switch between USB mode ( solid green light) and Wi-Fi mode (solid blue light), press and



#### **Connect via AVerTouch**

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





5. Choose Router from the Connection mode drop-down list. Select the Wi-Fi network, enter the Wi-Fi

password, then click Done.

Router	~
* Select Wi-Fi network	
ASUS_2.4G_IPEFW_WPA3	~
* Wi-Fi password	
•••••	ø
* Camera name	
AVerVision M11W	
Camera passcode	
Camera passcode (optional)	ø
Leave blank to keep default settings. You can come back and change want.	this later if you

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



6. Successfully configured **<u>Router Mode</u>** camera. You will see the live image.



7. When you return to the Home screen (n), 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 (• 1) 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-Di mode is active.
 To switch between USB mode ( solid green light) and Wi-Fi mode (solid blue light), press and



#### **Connect via AVerTouch**

- 1. Launch **AVerTouch** O. A white card will appear when your camera is detected.
- 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.

Cameras	is Library Account		0
	<b>AI</b> 1 C	I Cameras Camera detected	Sync @ (2) Filter
	AVerM11W-B5333A Connect your camera P mode		
8.	If the camera is not detected:		
	• Click the <b>Sync</b> button • Sand wait a few seconds.	Sync in AVerTouch to refresh	3 s
	• Or, press and hold the Wi- for 3 seconds on the M11V wait a few seconds.	Fi reset button + +	
ŀ.	<ul> <li>Connect to the M11WB's Wi-Fi</li> <li>On your computer, go to W</li> <li>Find and connect to:</li> <li>AVerM11W-XXXXX</li> <li>(Where XXXXX is unique to b)</li> </ul>	Signal <b>Vi-Fi settings</b> . your device.)	
	Cameras Library Account	All Cameras 2 Cameras detected	9 ( Sync ( ) ( ) ( Filter
	M15W_542FE8	AverM11W-B5333A	
			W-Fi     AVI-Start-2.4G     ASUS_5G_PERV_WRA_Ma23     AsuS_5G_VERV_WRA_Ma23     Secured     Connect automatically     Connect



5. 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.* 



6. 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) <u>https://www.youtube.com/watch?v=PhiJkiZykzg</u> (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..)
- What is the firmware version of M11WB? (Can be checked when connected via USB on AVerTouch.)
- 3. What is the AVerTouch version?
- Does the customer purchase the Wi-Fi dongle? (This affects P2P mode availability.)
- 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.

- 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-XXXXXX password is **AV**eradmin.



#### How-to connected & troubleshooting with M11WB



# FAQ

1. Can we use AVerTouch that M11WB connects to Enterprise network (WEP) that requires an individual login?

 $\rightarrow$  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?

 $\rightarrow$  Yes. Please check your network and select the SSID which can enter the username and password, then select the EAP-> PEAP.

SSID :	AVI-Staff-2.4G v	Assign	n list			Scan
AP :	AVerM75250		NO.	DocCam		
Phase 2 :	10F De900-5G		1	AVerM15W-5CF370575250		
Jser Name :	10F DC1900 AVI-Staff		2	AVerM70W-5CF37057520C		
	12345678 TP-LLIPEFW POCOPHONE					
						Assig
進階設定 amera Wifi AP Mode					-	Assiç
進階設定 amera Wifi AP Mode SSID:	AVI-Staff-2.4G ∽	Assign	list		-	Assig
售階設定 amera Wifi AP Mode SSID: EAP:	AVI-Staff-2.4G PEAP ~	Assign	list NO.	DocCam	-	Assig
集階設定 amera Wifi AP Mode SSID: EAP: Phase 2:	AVI-Staff-2.4G ~ PEAP ~ NONE ~	Assign	list NO. 1	DocCam AVerM15W-5CF370575250	-	Assig
進階設定 amera Wifi AP Mode SSID: EAP: <sup>3</sup> hase 2: Jser Name: 2assword:	AVI-Staff-2.4G PEAP NONE	Assign	NO. 1	DocCam AVerM15W-5CF370575250 AVerM70W-5CF37057520C	-	Assig
進階設定 amera Wifi AP Mode SSID: EAP: <sup>5</sup> hase 2: Jser Name: <sup>2</sup> assword:	AVI-Staff-2.4G PEAP NONE	Assign	ı list NO. 1	DocCam AVerM15W-5CF370575250 AVerM70W-5CF37057520C	-	Scan





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?

 $\rightarrow$  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	ТСР	Command	To send/receive commands between the iPad and M11WB
8554	ТСР	RTSP	To connect to the RTSP Stream
Random	UDP	RTP	For RTP connection
Random	UDP	RTCP	For RTCP connection