

AVer ViewCare

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

©2023 AVer Information Inc. All rights reserved. | July 24, 2023

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:

Headquarters

Download Center: <https://www.aver.com/download-center>

Technical Support: <https://www.aver.com/technical-support>

USA Branch Office

Download Center: <https://www.averusa.com/pro-av/support>

Technical Support: <https://averusa.force.com/support/s/contactsupport>

Europe Branch Office

Download Center: <https://www.avereurope.com/download-center>

Technical Support: <https://www.avereurope.com/technical-support>

Contact Information

Headquarters

AVer Information Inc.

<https://www.aver.com>

8F, No.157, Da-An Rd., Tucheng Dist., New Taipei City 23673, Taiwan

Tel: +886 (2) 2269 8535

USA Branch Office

AVer Information Inc., Americas

<https://www.averusa.com>

668 Mission Ct., Fremont, CA 94539, USA

Tel: +1 (408) 263 3828

Toll-free: +1 (877) 528 7824

Technical support: support.usa@aver.com

Europe Branch Office

AVer Information Europe B.V.

<https://www.avereurope.com>

Westblaak 134, 3012 KM, Rotterdam, The Netherlands

Tel: +31 (0) 10 7600 550

Technical support: eu.rma@aver.com

Japan Branch Office

アバー・インフォメーション株式会社

<https://jp.aver.com>

〒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

テクニカル・サポート: <https://jp.aver.com/technical-support>

Vietnam Branch Office

Công ty TNHH AVer Information (Việt Nam)

Tầng 5, 596 Nguyễn Đình Chiểu, P.3, Quận 3,

Thành phố Hồ Chí Minh 700000, Việt Nam

Tel: +84 (0)28 22 539 211

Contents

| | |
|--|----------|
| Overview | 1 |
| System Requirements | 1 |
| Supported AVer Cameras..... | 2 |
| Download & Install AVer ViewCare | 3 |
| Hardware Connection..... | 3 |
| Getting Started | 4 |
| Login..... | 4 |
| Forget Password | 5 |
| Main Page | 6 |
| Camera | 7 |
| Control Panel | 9 |
| Care Center | 12 |
| Setup | 15 |
| Device..... | 16 |
| Add Cameras | 16 |
| Edit Cameras | 20 |
| Group Cameras | 22 |
| Import & Export Camera Profiles..... | 23 |
| User Account Management..... | 25 |
| System Settings | 27 |
| Management..... | 28 |
| Cruise Management..... | 29 |
| Recording..... | 31 |
| System Notifications | 32 |
| Firmware Update | 33 |
| Scheduling..... | 34 |

| | |
|---|-----------|
| Troubleshooting | 36 |
| Appendix | 37 |
| Find and edit camera IP address with AVer IPCam Utility | 37 |

Overview

AVer ViewCare is a software system that allows you to manage and control multiple AVer cameras through the network. You can update, setup or group the connected cameras anywhere as long as the network is available.

System Requirements

- **CPU:** Intel® Core™ i5 CPU or greater
- **RAM:** 4 GB
- **Free Storage Space:** 10 GB
- **Network Card:** 100/100 Mbps
- **OS:** Windows® 10, 11 (64 bits)

Supported AVer Cameras

| PTC V2 Series | PTC500 Series | PTC330 Series | PTC310 Series | PTC115 Series |
|--------------------------------|--------------------------|--------------------------|---------------------------|--------------------------|
| PTC330UV2 <i>TR333V2</i> | PTC500S <i>TR530</i> | PTC330 <i>TR331</i> | PTC310 <i>TR311</i> | PTC115 <i>TR320</i> |
| PTC320UNV2 <i>TR323NV2</i> | PTC500+ <i>TR530+</i> | PTC330N <i>TR331N</i> | PTC310U <i>TR313</i> | PTC115+ <i>TR320+</i> |
| PTC320UV2 | | PTC330U <i>TR333</i> | PTC310H | |
| PTC310UV2 <i>TR313V2</i> | | | PTC310N <i>TR311N</i> | |
| PTC310HWV2 <i>TR311HWV2</i> | | | PTC310UN <i>TR313N</i> | |
| | | | PTC310HN | |

| PTZ330V2 Series | PTZ310V2 Series | PTZ330 Series | PTZ310 Series |
|------------------------|------------------------|----------------------|----------------------|
| PTZ330V2 | PTZ310V2 | PTZ330 | PTZ310 |
| PTZ330NV2 | PTZ310NV2 | PTZ330N | PTZ310N |
| PTZ330UV2 | PTZ310UV2 | | |
| PTZ330UNV2 | PTZ310UNV2 | | |

| DL Series | MD Series | CAM Series |
|------------------|------------------|-------------------|
| DL10 | MD330U | CAM550 |
| DL30 | MD330UI | CAM570 |
| | MD120UI | |

*US model name in italics

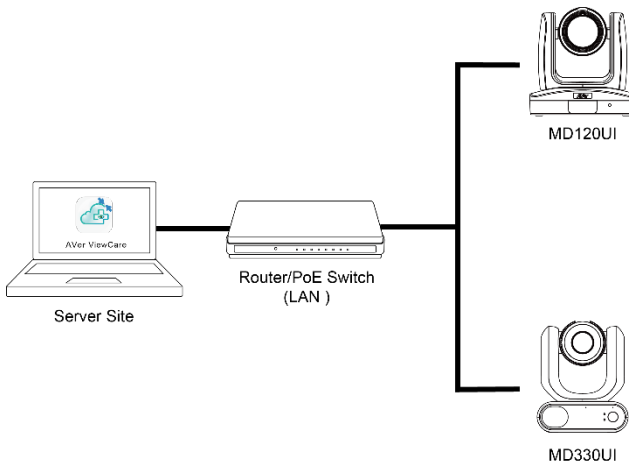
**Orange models do not support Click Track.

Download & Install AVer ViewCare

1. Download from AVer Download Center:
<https://www.aver.com/download-center>.
2. The installer includes AVer IPCam Utility. Please refer to <AVer IPCam Utility> for more details.
3. Double-click the downloaded .exe file.
4. Follow the on-screen instructions to install AVer ViewCare.


Hardware Connection

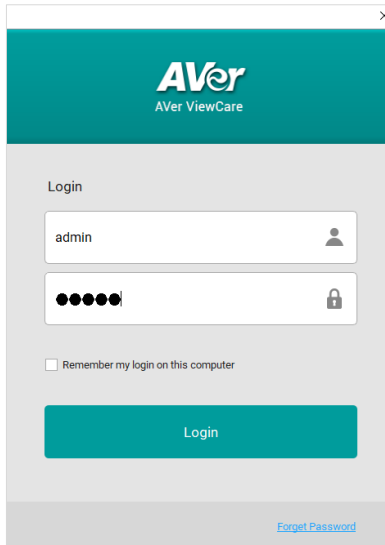
- Please make sure all devices are well-connected and powered on.
- If the client site and server site are not on the same LAN (different locations), the server site IP needs to be a public IP address.



Getting Started

Login

1. Double-click  on your desktop to launch AVer ViewCare.
2. For first time login, enter the default User Name and Password: **admin**.
3. Click **Login** to continue.
4. For first time login, please enter your email address in case you need to request for “**Forget Password**”.
5. You can add multiple user accounts and apply specific privileges to each account. Please refer to [<User Account Management>](#) for more details.



AVer
AVer ViewCare

Login

admin

●●●●●●

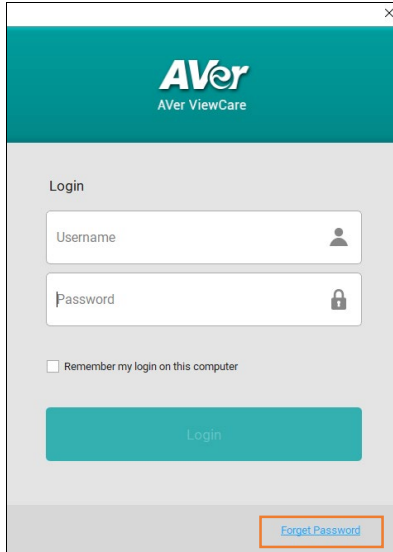
Remember my login on this computer

Login

[Forget Password](#)

Forget Password

1. If you forget the AVer ViewCare login password, click **Forget Password** on the **Login** window.
2. Enter the email address you entered during first time login, and then click **OK** to receive your new password.



AVer
AVer ViewCare

Login

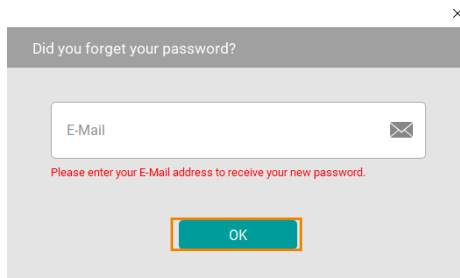
Username

Password

Remember my login on this computer

Login

[Forget Password](#)



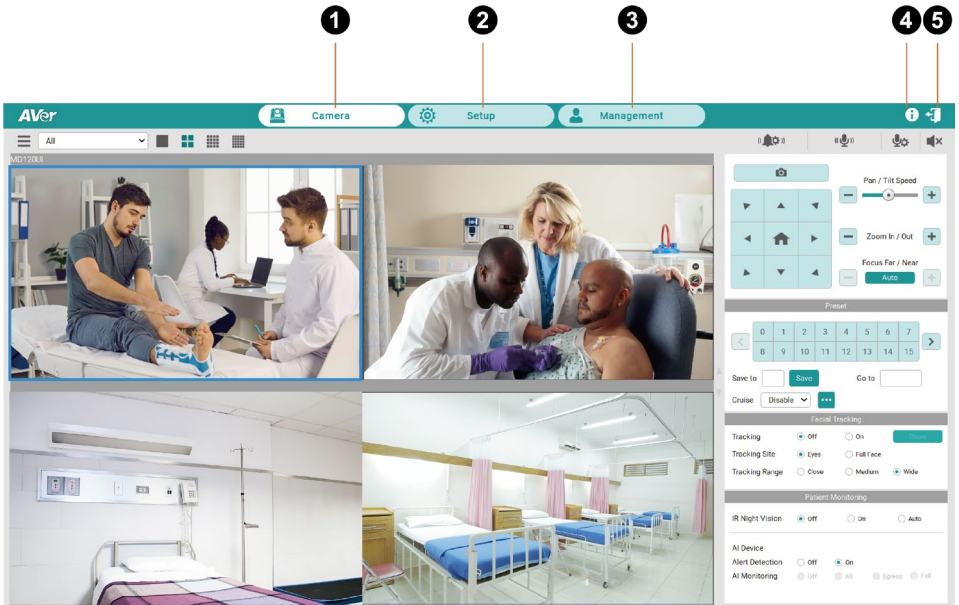
Did you forget your password?

E-Mail

Please enter your E-Mail address to receive your new password.

OK

Main Page



1. Camera:

Control the connected cameras and display camera live views.

2. Setup:

Add devices, group the connected devices and configure system settings.

3. Management:

View the connected device information including camera name, IP information, firmware version and more, and manage camera status and settings.

4. About:

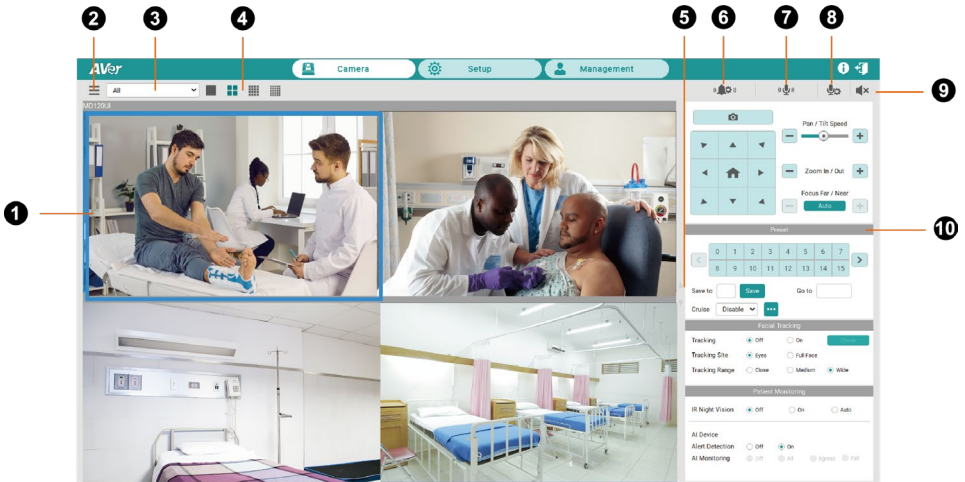
Click to see more info including warnings, about AVer ViewCare.

5. Logout:

Click the icon to log out to AVer ViewCare.

Camera

You can control connected cameras and check camera live views.



1. Live View Window:

Check the live view of the connected cameras.

One-click to select a camera live view to control the camera. Double-click to zoom in the window and return to the main page.

2. Camera List:

Click to view all added cameras.

3. Switch Group:

Select a group from the drop-down list to display all the camera live view.

To create a group, please refer to [<Group Cameras>](#).

4. Switch Layout:

Click the buttons to switch among Single-View, Quad-View, 16-Division View and 25-Division View layout pages.

5. Switch Layout Page:

Click to switch among layout pages.

6. Care Center:

View the alarms triggered from the connected devices.

- **Alarm Center:** View alarm details, cancel the alarms and check alarm history.

- **Monitoring:** Select a device and open AI web page to check and configure the AI detection setting.

For more details, please refer to <[Care Center](#)>.

7. Two Way Audio:

Click and hold the button to record and send audio messages. This function is only supported for certain camera models, such as MD330U series.

8. Mic Setting:

Select from the drop-down list to change the sound enter device.

9. Audio Mute/Unmute:

Select a camera and click the button to mute and unmute the camera audio.

10. Control Panel:

Use the Control Panel to control the selected camera on the Live View window.

Control Panel

Use the **Control Panel** to adjust the camera direction, set up preset positions, and configure tracking settings of the selected camera.

To use Control Panel:


1. Click to select a camera view on the Live View window and it will be highlighted with a blue frame.
2. Use the **Control Panel** to control the selected camera.




1. Snapshot:

Click to take a snapshot of the selected camera. The snapshot images will be stored in the local system. To change the snapshot image directory, go to **Setup > System > Snapshot Folder**.

2. Navigation/Home Buttons:

Control (pan/tilt) camera direction with the navigation buttons. Click  to go back to Home position.

3. Preset Control:

- **Set up Preset Positions:** Configure camera direction with the navigation buttons, and enter a preset number into the **Save to** text box. When finished, click **Save**.
- **Switch between Preset Positions:** Click on the number buttons to switch to the camera preset positions, or enter a preset number into the **Go to** text box. When finished, press **Enter** on your keyboard.
- **Cruise:** Select from the drop-down list to enable/disable Cruise function. Click  to configure Cruise Setting.

To use Cruise Function:

1. Make sure all the preset positions have been pre-configured.
2. Click **Add**, enter a preset position number in the **Go to** text box for the camera to switch to, and a dwell time in **Stay time(s)** text box.
3. When finished, click **Save**. You may add more than one cruise route.
4. To delete a cruise route, click **Remove**.

4. Facial Tracking:

- **Tracking:** Select **On/Off** to enable/disable the Tracking function.
- **Tracking Site:** Select a tracking site from **Eyes** or **Full Face** to zoom in and focus only on the eyes or focus on the subject's full face.
- **Tracking Range:** Select a tracking range from **Close**, **Medium** and **Wide**.

To use Facial Tracking:

1. Go to your camera's web application to set up preset points.
2. Position the camera using pan, tilt and zoom controls and then click **Save** to save a Tracking Preset. The default is the Home position.
3. When finished, click **Save**.
4. Return to AVer ViewCare, go to **Camera > Facial Tracking**, select **On** to enable Facial Tracking.
5. Adjust **Tracking Site** and **Tracking Range** based on your need.

[Notes] This function only supports MD series cameras.

5. Patient Monitoring:

[Notes] This function only supports the limited MD models with IR Night Vision function.

- **IR Night Version:** Select from **Off/ On / Auto** to enable or disable night IR version function (It may take a few seconds to switch between status).
- **(Beta) Alert Detection:** Select from **Off/On** to enable or disable the function.
- **(Beta) AI Monitoring:** Select from **Off/All/Egress/Fall** to enable or disable the monitoring function.

6. Pan / Tilt Speed:

Click **+** or **-** button or drag the slide bar to increase or decrease the pan / tilt speed of the camera.

7. Zoom In / Out:

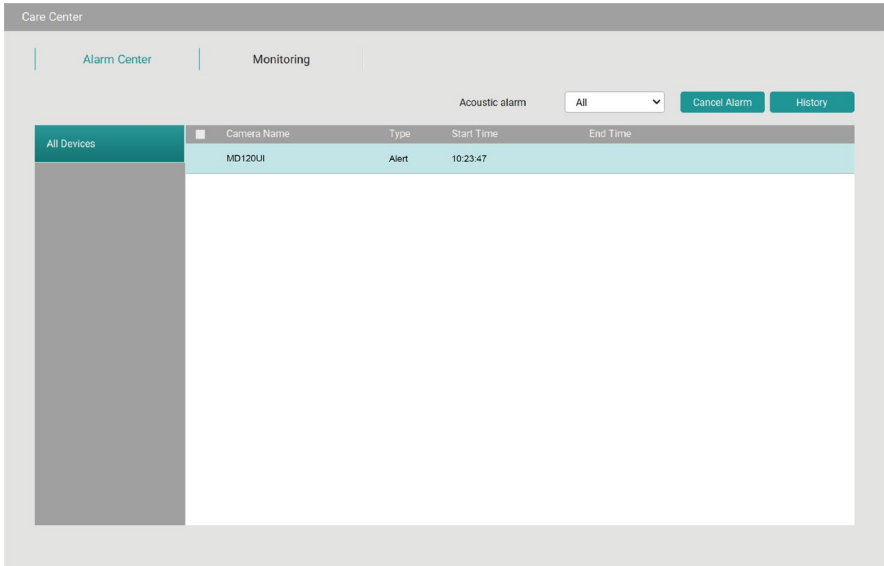
Click **+** or **-** button to zoom in or zoom out. You can also click on the camera live view and scroll up and down on your mouse to zoom in and zoom out.

8. Focus Far / Near:


Click **Auto** to enable or disable the Auto Focus mode. In Auto Focus mode, the camera adjusts the focus automatically. In Manual Focus mode, click **+** or **-** button to focus near or far manually.

Care Center

When the camera detects any potential danger in patients, it will trigger the alarm on AVer ViewCare. Check and manage the alarms and detecting settings in **Care Center**.



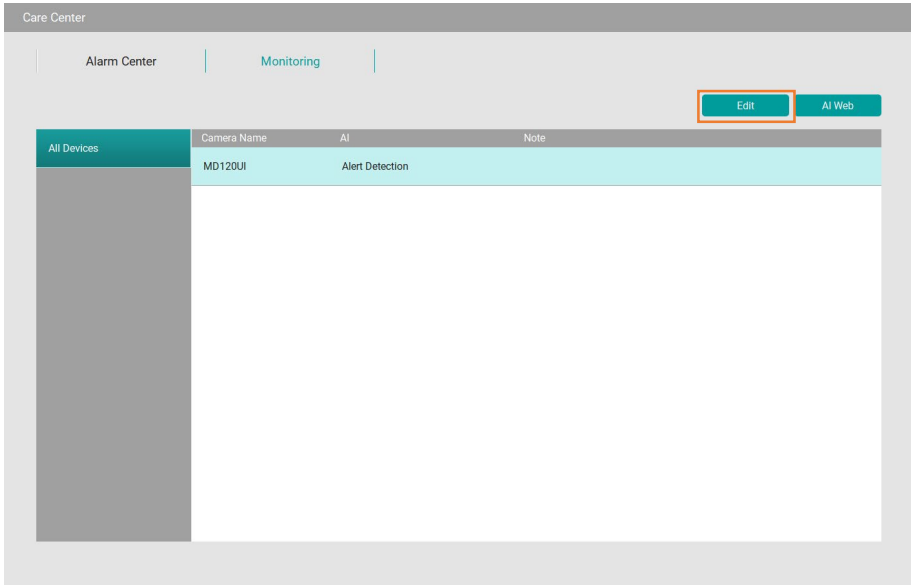
To check and manage alarms:

1. When receiving alarms, go to **Care Center**  > **Alarm Center** to view all the alarm details on the device list.
2. After confirming the situation, click **Cancel Alarm** to stop the alarm.
3. Click **History** to view all the alarm records.

To configure acoustic alarms types:

1. Go to **Alarm Center** > **Acoustic Alarms**.
2. Select from the drop-down list to decide which actions the camera detects that trigger the warning sound. AVer ViewCare will mute the alarms of the unselected actions, but you will still receive the notifications.

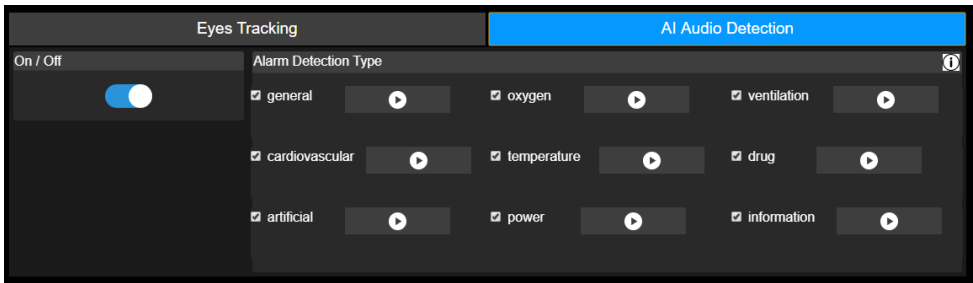
To quick edit Patient Monitoring functions:



1. Go to **Care Center > Monitoring** to view all the connected devices in the device list.
2. Click to select a camera > click **Edit** to quick edit **Patient Monitoring** options.
3. Enter notes in the **Note** box if necessary.
4. When finished, click **Save**.

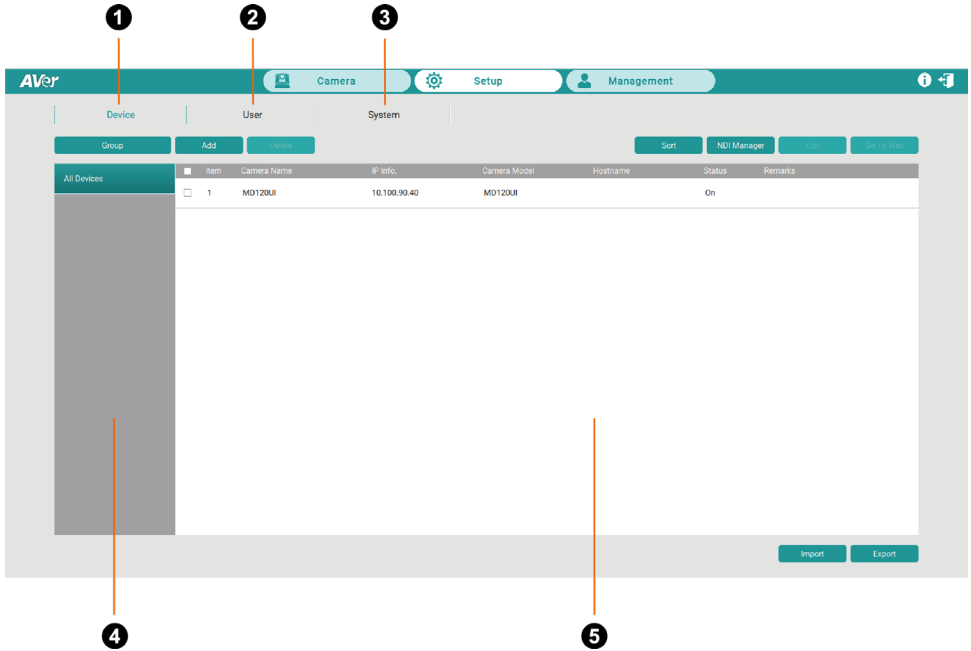
To configure camera AI functions in camera's web application:

1. Go to **Care Center > Monitoring** to view all the connected devices in the device list.
2. Click to select a camera > click **AI Web** to open AI Setting on camera web application.
3. View and configure more settings about **Eyes Tracking** and **AI Audio Detection**.
4. When finished, exit the web application window to return to AVer ViewCare.



Setup

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



1. Device:

Search, add, delete and group cameras.

2. User:

Add, edit and delete user information.

3. System:

Check and configure AVer ViewCare system settings.

4. All Device and Groups:

Click to display all the added cameras and camera groups.

5. Device List:

The added cameras will be displayed here. Click and select the device for more operation.

Device

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

Add Cameras

Add AVer PTZ and NDI® cameras by entering camera information manually or search automatically.

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

The screenshot shows a dialog box titled "Add Device" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- PTZ Camera:** Radio buttons for "AVer PTZ" (selected) and "NDI". An "Auto Search" button is located to the right.
- Camera Name:** A text input field.
- Camera Address:** Radio buttons for "IP" (selected) and "Hostname". A text input field is below.
- CGI Ports:** A text input field containing "80".
- RTSP Ports:** A text input field containing "554".
- VISCA Ports:** A text input field containing "52381".
- Camera Account:** A text input field.
- Camera Password:** A text input field.
- Remarks:** A text input field.
- Group:** A dropdown menu with "Group" selected.

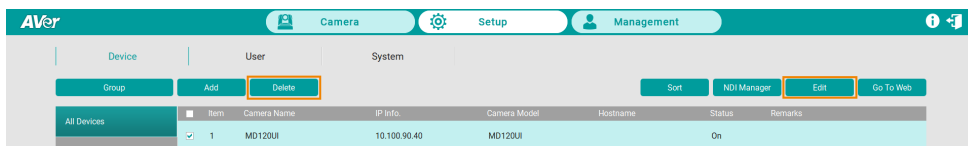
At the bottom of the dialog are two buttons: "Cancel" and "Save".

To add cameras manually:

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

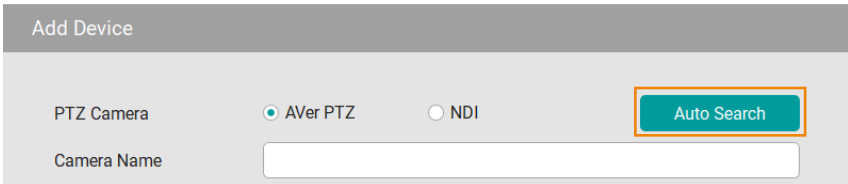
| Items | Description |
|-----------------|--|
| Camera Name | Enter a camera name. |
| Camera Address | Select IP or Hostname and enter the info in the textbox. |
| CGI Ports | Enter a port number if necessary. The default port number is 80. |
| RTSP Ports | Enter a port number if necessary. The default port number is 554. |
| VISCA Ports | Enter a port number if necessary. The default port number is 52381. |
| Camera Account | Enter the camera ID. |
| Camera Password | Enter the camera password. |
| Remarks | Optionally enter some remarks for the camera. |
| Group | Select the checkbox of a group to group the camera. Please refer to <Group Cameras> for more details. |

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



To add camera automatically:

1. Go to **Setup > Device > Add**.
2. Click **Auto Search**. The application will automatically search for both the AVer PTZ cameras and NDI® cameras connected on the same LAN.
3. The searched cameras will be displayed on the list. You can select **All**, **AVer PTZ** or **NDI** to filter different device types.
4. Click to select and add a camera. When finished, click **OK**. If your desired device is not displayed, click **Refresh** to search again.
5. Enter camera information including Camera Account, Camera Password, Group and more. When finished, click **Save**.

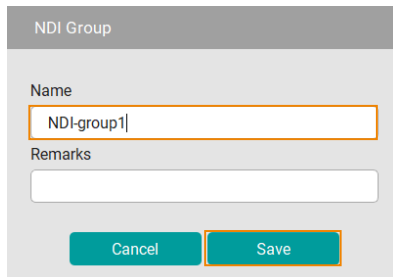


The screenshot shows a dialog box titled "Add Device". It contains two radio buttons: "AVer PTZ" (which is selected) and "NDI". To the right of these buttons is a teal button labeled "Auto Search", which is highlighted with an orange border. Below the radio buttons is a text input field labeled "Camera Name".


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

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

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




The screenshot shows a dialog box titled "NDI Group". It has a "Name" field containing the text "NDI-group1" and a "Remarks" field. At the bottom of the dialog are two buttons: "Cancel" and "Save", both of which are highlighted with orange borders.

4. Click  to edit or delete the group.

NDI Manager

Groups [Add](#)

| Name | Remarks |
|------------|---------------------------|
| Public | All ungrouped NDI sources |
| NDI-group1 | |

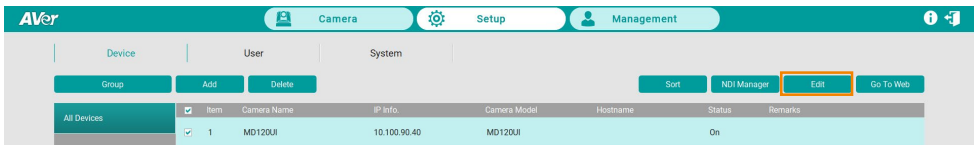
 Edit
Delete

Edit Cameras

Configure your devices and settings regarding the connected cameras, including edit, delete, sort and more.

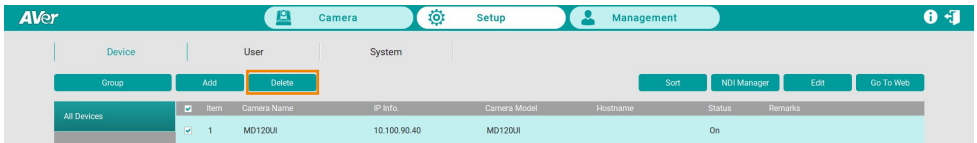
To edit connected camera information:

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





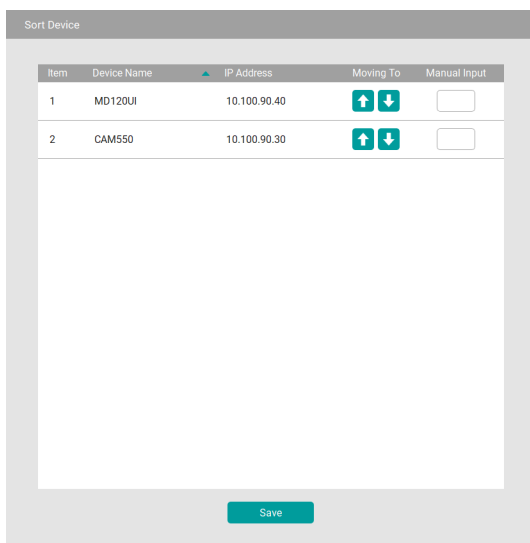
To delete a connected camera:

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



To re-arrange the camera order on the Device List:

1. Go to **Setup > Device**, click **Sort**.
2. Modify the camera order on the Device List:
 - Click **Device Name** or **IP Address** to sort the camera list in an ascending or descending order based on the Device Name or IP Address.
 - Click the   buttons to move the camera forward or backward on the list.
 - Insert a number in the **Manual Enter** box to re-arrange the camera order, and then press **Enter**.

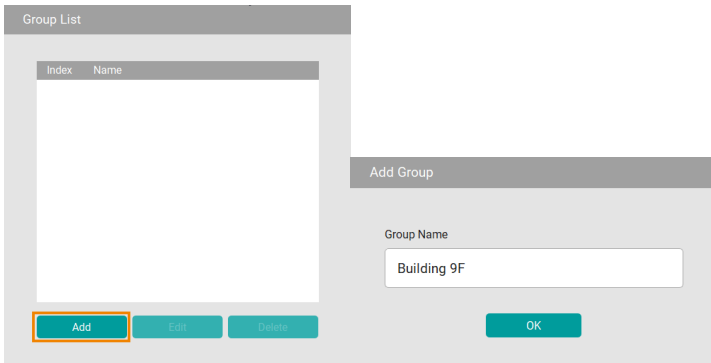


Group Cameras

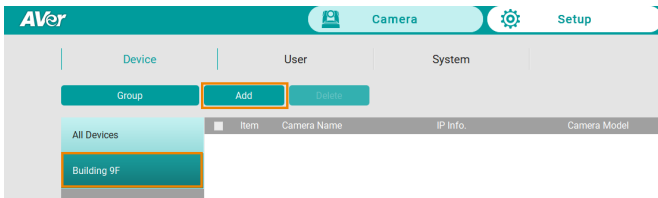
Group the added cameras for easy management. By default, you can add up to 64 groups.

To group cameras:

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



3. Click **Add** to add more groups. To edit or delete a group, click and select a group, and then click the **Edit** or **Delete** button.
4. To add cameras to the created group, click and select a group, and click **Add**.



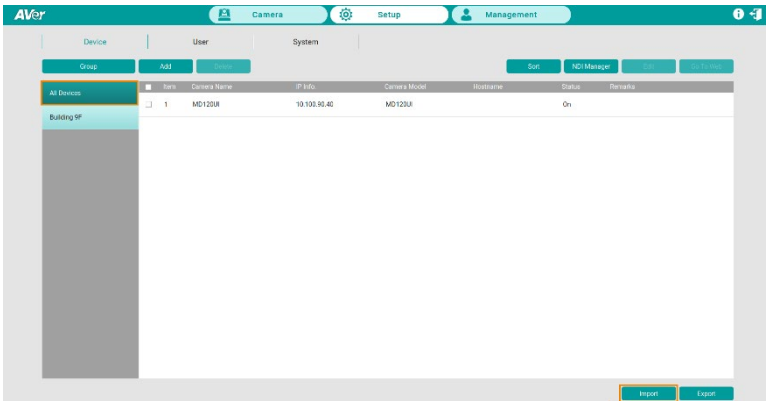
- **Add New:** To add cameras manually to this group, click **Add New** and then enter the related camera info. Please refer to **To add cameras manually** in [<Add Cameras>](#).
 - **From the List:** To add the cameras from the Device List to this group, click **From The List**, select the desired cameras and click **Save**. The cameras will be added to this group.
5. To delete or edit a camera in a group, select a camera and click **Delete** or **Edit** on the Device List.

Import & Export Camera Profiles

When switching to another operation system, you can import camera profile to the device list, or export camera profile to your local system. You can import the added cameras from the original system to the new one.

To import camera profile:

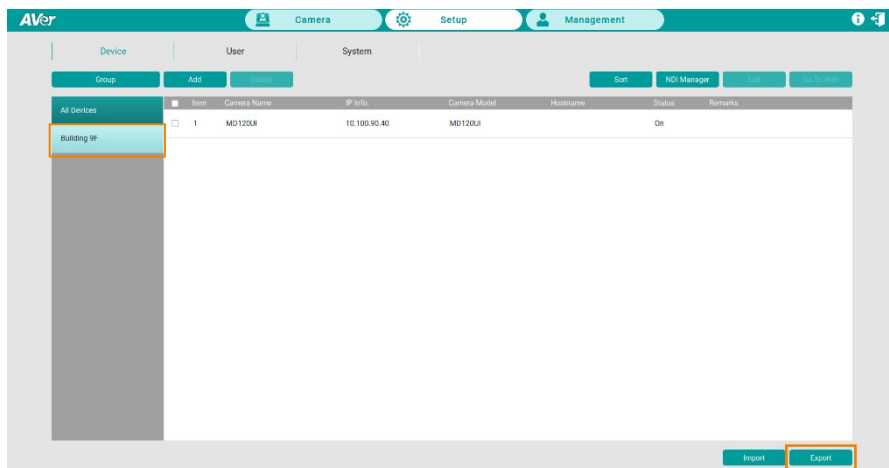
1. Prepare and store the camera profile (.csv) to your computer/system installed with AVer ViewCare software. Click **Export** in **Setup > Device** to get the .csv file.
2. To import camera profile to the Device List of All Devices, click **All Devices** and then click **Import**.



3. Select the camera profile (.csv) and then click **OK**. The cameras in the camera profile will be added to the Device List.

To export camera profile:

1. Go to **Setup > Device**, click to select a group and the cameras you want to export, and click **Export**.



2. Select a folder and click **OK**. The camera profile will be exported to this folder.

User Account Management

Add, edit and delete your user accounts.

To add users:

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

The screenshot shows a web form titled "Add User". It contains the following fields and options:

- User Name:
- Password:
- Confirm Password:
- E-Mail:
- Type: (dropdown menu)
- Group selection table:

| <input type="checkbox"/> | Group |
|-------------------------------------|-------------|
| <input checked="" type="checkbox"/> | Building 9F |
- Device selection table:

| <input type="checkbox"/> | Device |
|-------------------------------------|---------|
| <input checked="" type="checkbox"/> | MD120UI |

At the bottom of the form are two buttons: "Cancel" and "Save".

2. Enter **User Name**, **Password** and **E-Mail**. Select an account Type for this user account and then select the privilege items from the Group and Device fields.
3. Select the group(s) to grant access to the group(s). Select the camera(s) to grant access to the camera(s) for camera control, e.g. pan, tilt, zoom, go to preset, tracking, etc.
4. When finished, click **Save**.

To edit a user account:

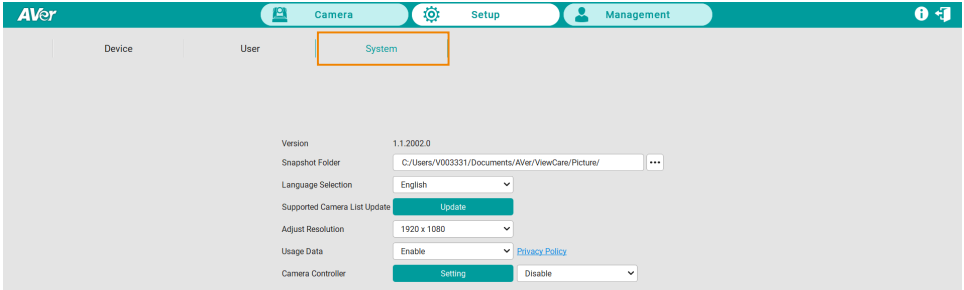
1. Go to **Setup > User**, click and select a user account that needs to be edited, click **Edit**.
2. When finished, click **Save**.

To delete a user account:

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

System Settings

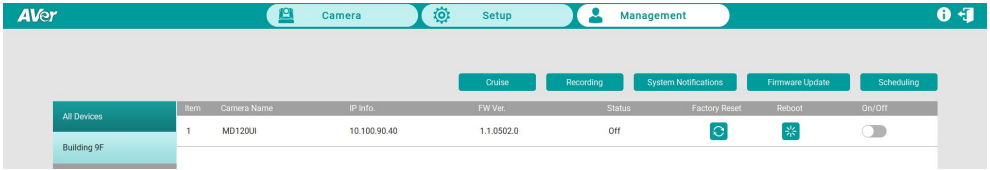
Configure system settings including snapshot folder directory, system language, resolution and more.



| Items | Description |
|------------------------------|---|
| Version | Display the version of AVer ViewCare software. |
| Snapshot Folder | Select a folder to store snapshot images. |
| Language Section | Select a language for AVer ViewCare, including English, Traditional Chinese and Korean. |
| Supported Camera List Update | Click Update to update the list of the supported cameras. |
| Adjust Resolution | Select from the drop-down list to set a resolution. |
| Usage Data | To continuously improve AVer ViewCare, we may collect your usage data. However, we will not collect personally identifiable information such as your e-mail address, MAC address, IP address, and more. |
| Camera Controller | Enable the function and select from Ports and Speed drop-down list to set up. |
| User Manual | Click Read to download AVer ViewCare User Manual. |

Management

View connected camera information and manage device settings.



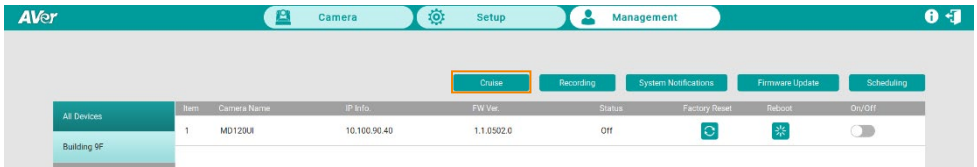
| Items | Description |
|----------------------|--|
| Cruise | Set up Cruise function for each camera. |
| Recording | Set up Recording function for each camera. |
| System Notifications | Send notification to users' email about new camera firmware update or camera video loss. |
| Firmware Update | Update camera firmware. |
| Scheduling | Set up schedule to power on/off or reboot cameras. |
| Factory Reset | Click to restore factory settings. |
| Reboot | Click to reboot the camera. |
| On/Off | Click to turn on/off the camera. |

[Notes]

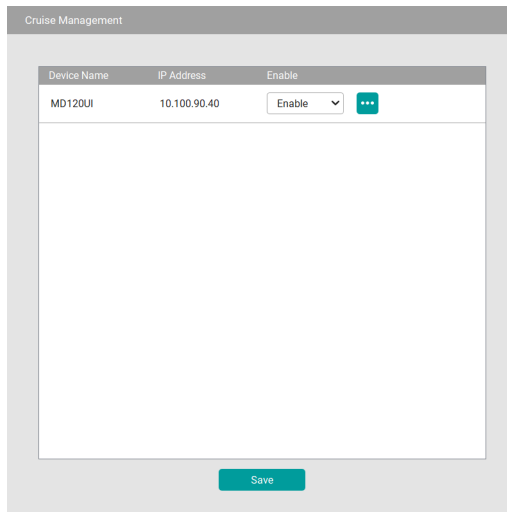
- Remember to turn on Wake-On-LAN (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- To prevent CAM Series cameras from going offline, turn off Sleep Timer or select to connect via RTSP on the camera's web interface.

Cruise Management

The Cruise function allows users to specify a scanning route based on the preset positions for the camera to automatically move among the positions.



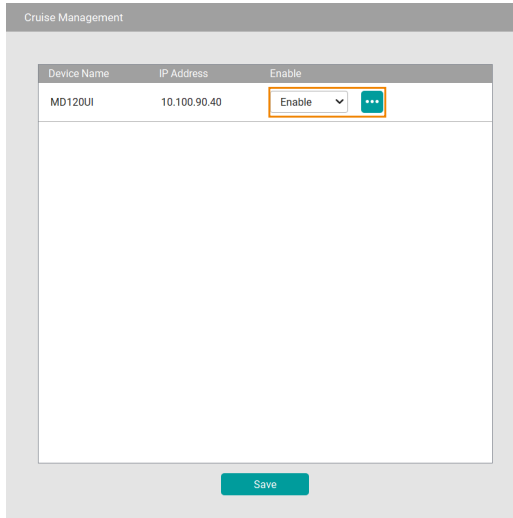
1. Click the **Cruise** button, and view connected devices below.



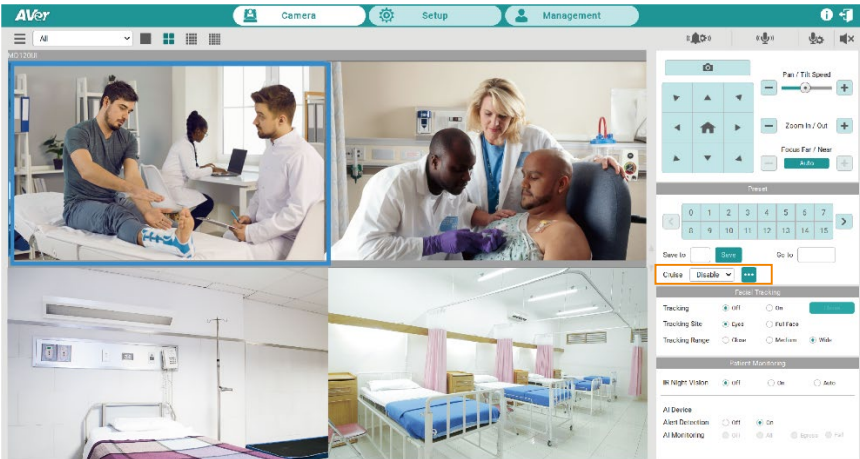
2. To enable the **Cruise** function for the desired cameras, select **Enable** in the Enable column for the desired cameras.
3. To set up a scanning route for the desired cameras, click . You can add multiple preset positions and specify the dwell time for each position.
4. When finished, click **Save**.
5. To view the Cruise results, go to the Live View window, the cameras setup with Cruise function should be cruising on the Live View.

To stop cruising, you can:

- Go to **Management > Cruise**, select **Disable** for the cameras you want to stop cruising and then click **Save**.



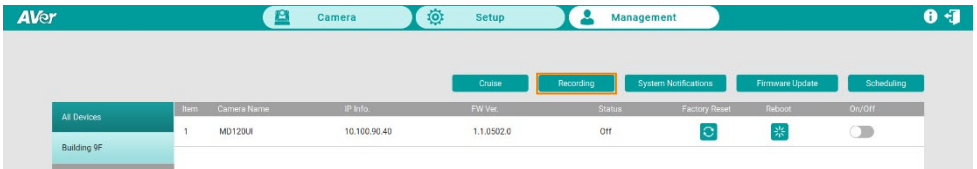
- Go to **Camera > Preset**, you can use the **Cruise** function to enable/disable or set up the Cruise function. Please refer to **Cruise** in the **<Control Panel>** chapter for more details.



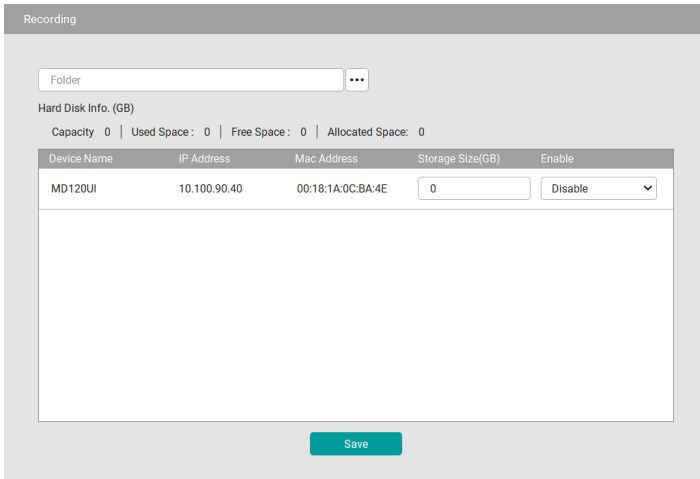
Recording

You can record each camera views in the system using this page.

[Notes] This function is not available for CAM Series.



1. Go to **Management > Recording**.



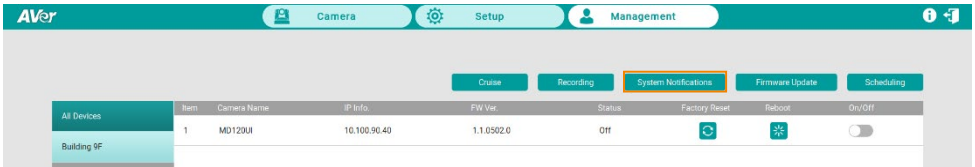
2. Click and select a directory to restore camera recordings.
3. Enter the maximum storage capacity in the **Storage Size (GB)** field to set up the recording capacity for the desired cameras. When the recording size reaches the maximum storage capacity, the camera will start loop recording to overwrite the oldest recordings with the new ones.
4. Select **Enable** from the drop-down list in the **Enable** field to enable the Recording function of the camera. The name of the recording camera will be highlighted in red [Rec] MD120UI in Live View. Select **Disable** to stop camera recording.
5. Click **Save** to save the settings.

System Notifications

Receive system notifications from your pre-configured email account.

[Notes] This function is not available for CAM Series.

1. Go to **Management > System Notifications > Add**.



2. Configure the related settings and then click **Save** to add this notification to the **System Notifications** list.

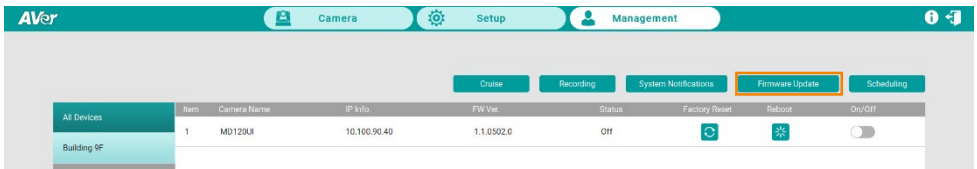
The screenshot shows the 'Add Device to be Notified' dialog box. It has a title bar 'Add Device to be Notified'. Under 'Conditions', there are two checkboxes: 'New firmware available' (checked) and 'Camera lost connection' (unchecked). Below this is a 'Send E-mail' section with a 'Settings' button. There are three radio buttons: 'All', 'Group', and 'Select Device' (selected). Below these is a 'Filter' input field and a 'Device Name' dropdown menu. A table with columns 'Device Name', 'IP Address', and 'Mac Address' is shown. The table has one row with the following data: Device Name: MD120UI, IP Address: 10.100.90.40, Mac Address: 00:18:1A:0C:BA:4E. At the bottom, there are 'Cancel' and 'Save' buttons.

- **Conditions:** Select the desired conditions to be notified.
 - **Send E-mail:** Click **Settings** to enter an email address to receive notifications.
 - **Select cameras:** You can select the desired cameras by clicking **All** (all cameras added to the system), **Group** (all cameras of the selected group) or **Select Device** (select the desired cameras). Optionally enter keywords in the **Filter** field to filter cameras.
3. In **System Notifications**, select **Enable** from the drop-down list in the **Enable** field. Select **Disable** to disable the notification.

Firmware Update

Automatically update camera firmware through AVer's network server or update manually.

[Notes] Firmware cannot be updated when the selected cameras are power-off, standby or offline.



To update camera firmware, you can:

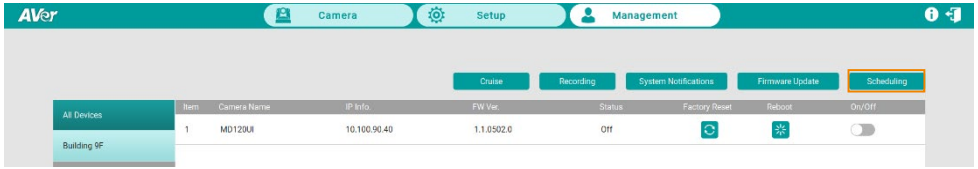
- **Update automatically:**
 1. Make sure you have access to AVer's network server.
 2. Go to **Management > Firmware Update**, select **Auto Update >** Select camera(s) and click **Start** to update.
- **Update manually:**
 1. Store the firmware file to your system.
 2. Select **Manual Select FW File** and then click to open the firmware file.
 3. Select camera and click **Start** to update.

After updating, the cameras will restart. The AVer ViewCare will lose connection with the camera. Please wait for AVer ViewCare to reconnect to the cameras.

Scheduling

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

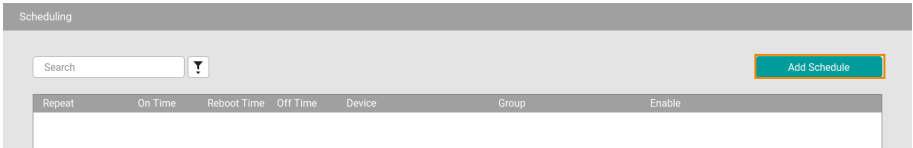
[Notes] This function is not available for CAM Series.



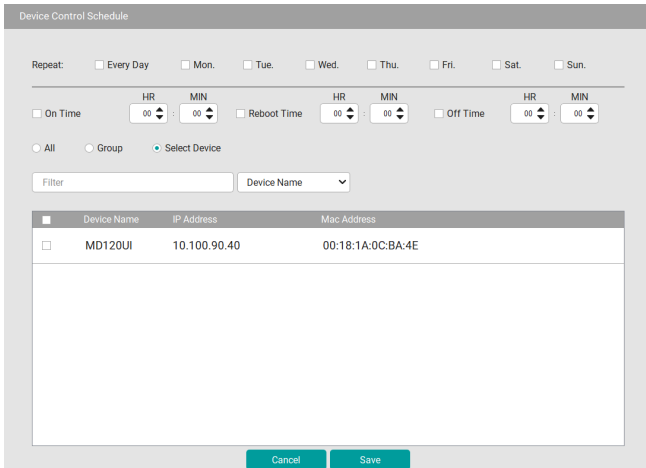
- Make sure all devices are connected via Ethernet cable in order to power on.
- Remember to turn on Wake On Lan (WOL) of PTC500s, PTC115, TR530 and TR320 before power on.
- Keep AVer ViewCare running to control the camera on / off / reboot.

To create a schedule:

1. Go to **Management > Scheduling > Add Schedule.**



2. Configure the schedule settings and click **Save** to add this schedule to the **Scheduling** list.



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

Troubleshooting

1. How many cameras can I connect?

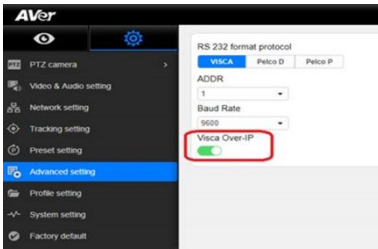
- Currently, we can connect up to 256 cameras with AVer ViewCare.

2. Why is there no camera shown after auto-search?

- Please make sure AVer ViewCare and camera are on the same LAN segment.

3. Why is the camera status always in off status?

- Please make sure AVer ViewCare and camera are on the same LAN segment.
- Please check **VISCA over IP** is enabled. The web setting interfaces vary depending on models.



- If AVer ViewCare and camera are not at the same LAN segment, please check UDP and TCP ports are not blocked by the firewall.
 - ✓ VISCA Control port: 52381
 - ✓ CGI port: 80
 - ✓ RTSP port: 554

4. Why can't I click "Click Track"?

- Click Track function can only be used when Tracking is enabled. Please refer to [<Supported AVer Cameras>](#) to check supported models.


5. What should I do when "IP Conflict" message appears?

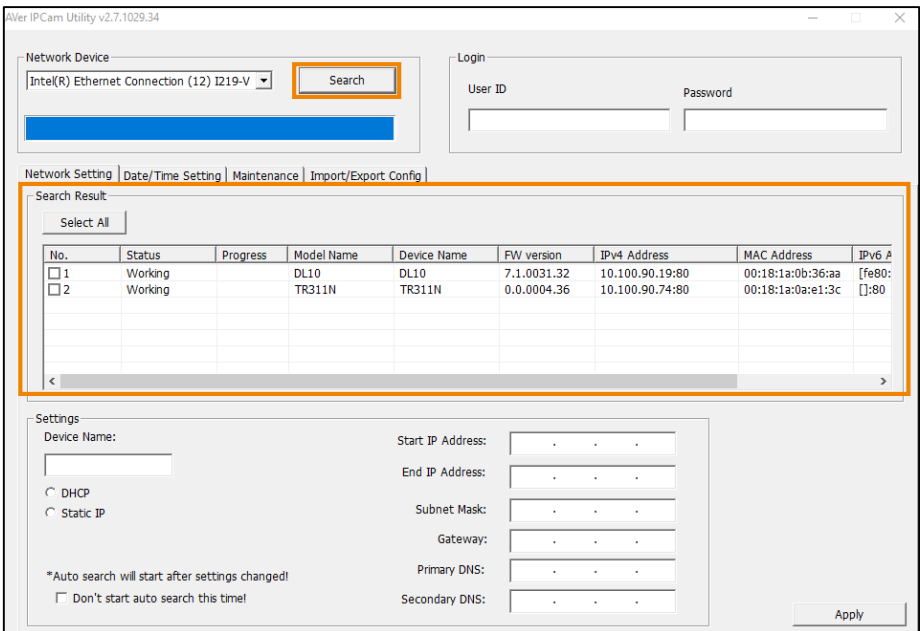
- An IP conflict arises when two devices share the same IP address, which is probably caused by an internal error of the DHCP server. In that case, a warning message will pop up. You can change, delete or add a camera IP address again via **AVer IPCam Utility** to resolve the IP conflict.

Appendix

Find and edit camera IP address with AVer IPCam Utility

AVer IPCam Utility application will be installed along with AVer ViewCare. You can use the AVer IPCam Utility to look for the network cameras connected on the same LAN, or configure camera network settings.

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



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

To configure the network setting of a camera:

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

The screenshot shows the Aver IPCam Utility v2.7.1029.34 interface. At the top, there is a 'Network Device' dropdown menu set to 'Intel(R) Ethernet Connection (12) I219-V' and a 'Search' button. To the right is a 'Login' section with 'User ID' and 'Password' input fields. Below this is a tabbed interface with 'Network Setting' selected. The 'Search Result' section contains a table with the following data:

| No. | Status | Progress | Model Name | Device Name | FW version | IPv4 Address | MAC Address | IPv6 Address |
|---------------------------------------|---------|----------|------------|-------------|-------------|-----------------|-------------------|----------------------------|
| <input checked="" type="checkbox"/> 1 | Working | | DL10 | DL10 | 7.1.0031.32 | 10.100.90.19:80 | 00:18:1a:0b:36:aa | [fe80:00:18:1a:0b:36:aa::] |
| <input type="checkbox"/> 2 | Working | | TR311N | TR311N | 0.0.0004.36 | 10.100.90.74:80 | 00:18:1a:0a:e1:3c | [::80] |

Below the table is the 'Settings' section for the selected device (DL10). It includes a 'Device Name' field with 'DL10' entered. There are two radio buttons: 'DHCP' (selected) and 'Static IP'. To the right, network parameters are displayed: Start IP Address (10 . 100 . 90 . 19), End IP Address (.), Subnet Mask (255 . 255 . 255 . 0), Gateway (10 . 100 . 90 . 254), Primary DNS (10 . 100 . 1 . 6), and Secondary DNS (0 . 0 . 0 . 0). There is an 'Apply' button at the bottom right.

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

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

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

The screenshot shows the 'Login' section of the Aver IPCam Utility. It has two input fields: 'User ID' and 'Password'. The 'User ID' field contains the text 'admin' and the 'Password' field contains '*****'.

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