



AVer ViewCare

— **User Manual** —

Version 1.1.2016.0

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

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

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

USA

Download Center: <https://www.averusa.com/education/support>

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

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Overview

AVer ViewCare is a stand-alone software that operates on an intranet. It allows you to manage multiple cameras and receive AI-detected events and alarms from MD cameras.

Stream Conditions

- One stream at 4Kp30 with a bitrate of 8 Mbps, or
- Two streams at 1080p60, each with a bitrate of 8 Mbps

Note: The above configurations are mutually exclusive and cannot be used simultaneously.

System Requirements

For optimal performance, we recommend an upgrade based on system requirements. Please contact our sales representative for more information.

Minimum Requirements

- Operating System: Windows® desktop or laptop (Windows® 10 or later)
- Processor (CPU): 10th Gen Intel® Core™ i5 processor
- Memory: 8 GB DDR4
- Storage: 10 GB available disk space
- Network Interface: 100 Mbps Ethernet

Recommended Requirements

- Operating System: Windows® desktop or laptop (Windows® 10 or later)
- Processor (CPU): Intel® Core™ i7-10875H processor or higher
- Memory: 16 GB DDR4 or higher
- Storage: 10 GB available disk space
- Network Interface: 100 Mbps Ethernet or higher

Supported AVer Cameras

Medical Cameras

MD120UI
MD330U
MD330UI
MD331UI
MD720UIS

Professional Tracking Cameras

- Single Lens

| | | |
|--------|------------|---------|
| TR211 | TR311HVV2 | TR310 |
| TR315 | TR313V2 | TR311 |
| TR315N | TR323V2 | TR311HN |
| TR335 | TR323NV2 | TR313 |
| TR335N | TR333V2 | TR331 |
| | PTC310HVV2 | TR333 |
| | PTC310UV2 | PTC310 |
| | PTC320UV2 | PTC310N |
| | PTC320UNV2 | PTC310U |
| | PTC330UV2 | PTC330 |
| | | PTC330U |

- Dual Lens

TR530+
TR320+
PTC115+
PTC500+

Professional PTZ Cameras (no Auto Tracking)

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

Video Conferencing Cameras

CAM550
CAM570

Distance Learning Cameras

DL30
DL10


Install AVer ViewCare

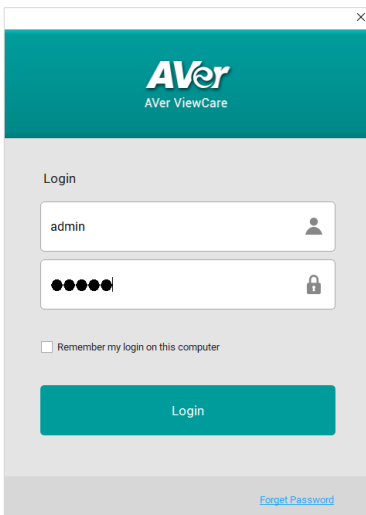
1. Download AVer ViewCare to your computer from AVer Download Center (<https://www.aver.com/Downloads/search?q=ViewCare>).

Note: The installer bundles AVer ViewCare and AVer Device Utility. Please refer to [<Find and Set Camera IP Address with AVer Device Utility>](#).

2. Double-click the downloaded .exe file.
3. Follow the on-screen instructions to install AVer ViewCare.

Login

1. Double-click  on your desktop to launch AVer ViewCare.
2. For first-time login, the default username and password is **admin/admin**. Enter your email address for password recovery.
3. You can add multiple user accounts and assign privileges to each account. Please refer to [<User Account Management>](#) for more details.



Forget Password

1. Click **Forget Password** on the **Login** window.
2. Enter the email address you used for password recovery, then click **OK**.

Get Started

Menu Bar



1. Function pages:

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

2. About

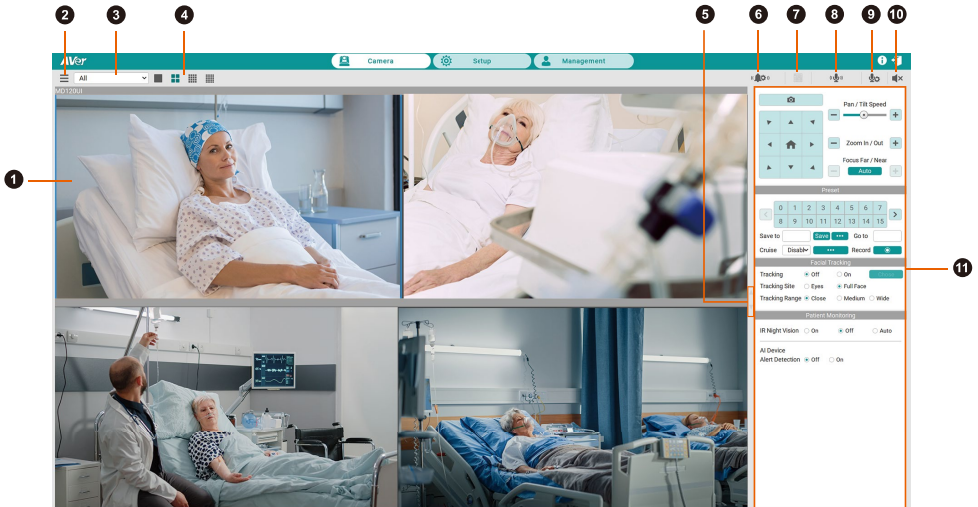
View warnings and safety declarations.

3. Log out

Camera

Control connected cameras and see camera live views.

Note: AI functions—Mosaic, Facial Tracking, and AI Monitoring are mutually exclusive and can't be used at the same time.



1. Live View

Check the live view of the connected cameras.

One-click on 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. Device 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. Layout Grid

Click to select a layout grid.

5. Page Turn Buttons

Turn the layout page forward or backward.

6. Care Center

- **Alarm Center:** View AI-detected events from connected MD cameras and manage alarms.
- **Monitoring:** Select a device to configure mosaic and patient monitoring settings.

7. **Mosaic**

Turn Mosaic on or off for the selected camera. Mosaic pixelates the face or body for privacy.
To set up **Mosaic**, go to **Care Center > Monitoring > Mosaic**.

8. **Two Way Audio (supported models)**

Click and hold the button to record and send audio messages.
To change to a toggle, go to **Setup > System > Two Way Audio Mode**.

9. **Mic Setting**

Select an audio input device from the drop-down list.

10. **Audio Mute/Unmute**

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

11. **Control Panel**


Control the selected camera.

Control Panel


Click on a live view to select a camera, then use the control panel to control it.



1. Camera Control

- Snapshot: Click the camera button to take a snapshot.
- Navigation / Home Buttons: Pan, tilt, zoom controls. Click the **home** button  to reset pan-tilt position to the center.
- Pan / Tilt Speed
- Zoom In / Out
- Focus Far / Near: Click **Auto** to switch between auto focus and manual focus.


2. Preset

- **Save Preset:** Turn the camera to the desired position with the navigation buttons, and enter a preset number into the **Save to** text box. When finished, click **Save**. You may click  to customize preset name and icon for easy management.
- **Go to Preset:** Click on the number buttons to go to saved preset positions, or enter a number in the **Go to** text box. When finished, press **Enter** on your keyboard.
- **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. Please refer to [<Cruise>](#) for settings.
- **Record:** Start or stop recording. Please refer to [<Recording>](#) for settings.

3. Facial Tracking

Turn **Tracking** on or off, then select **Tracking Site** and **Tracking Range**.


Note: To switch the subject you want to track:

1. Select the single-grid live view .
2. Turn on **Tracking** and click **Chose**.

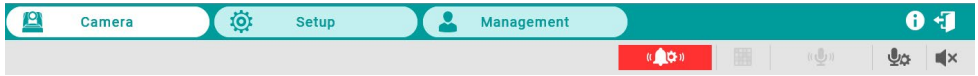
4. Patient Monitoring

Select IR Night Vision and AI Monitoring modes. Available functions may vary based on the camera model.

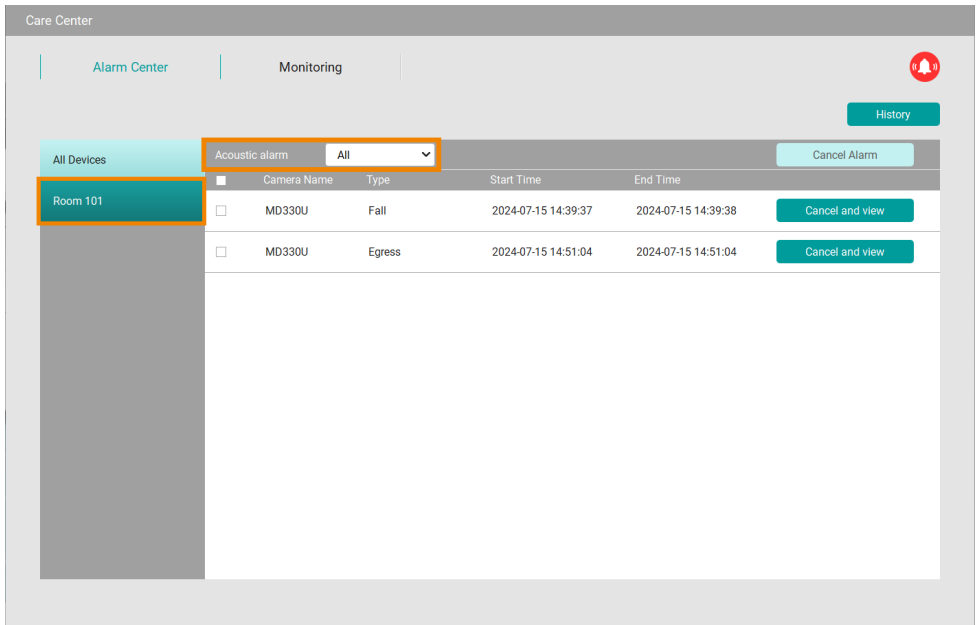
Care Center

Click to the **Care Center** icon  to open Care Center.

The icon turns red when ViewCare receives AI-detected events from MD cameras.



- **Alarm Center**



To select which events will sound alarms for a group:

1. Go to **Alarm Center** and select a group.
2. Select the events you want to sound alarm for from the **Acoustic alarm** drop-down list. You will receive notifications for unselected events without the alarm.

To manage alarms:

1. Go to **Alarm Center** to view events.
2. Do any of the following:

- Cancel individually: Click **Cancel and view** to cancel that event, open the camera live view, and mute the alarm for 3 minutes as an event can be ongoing, such as a fall event.
 - Bulk cancel: Click **Cancel Alarm** to cancel selected events from the list, and mute the alarm for 3 minutes as an event can be ongoing, such as a fall event.
3. Click **History** to view past events.

- **Monitoring**

Care Center

Alarm Center | Monitoring

Mosaic Edit AI Web

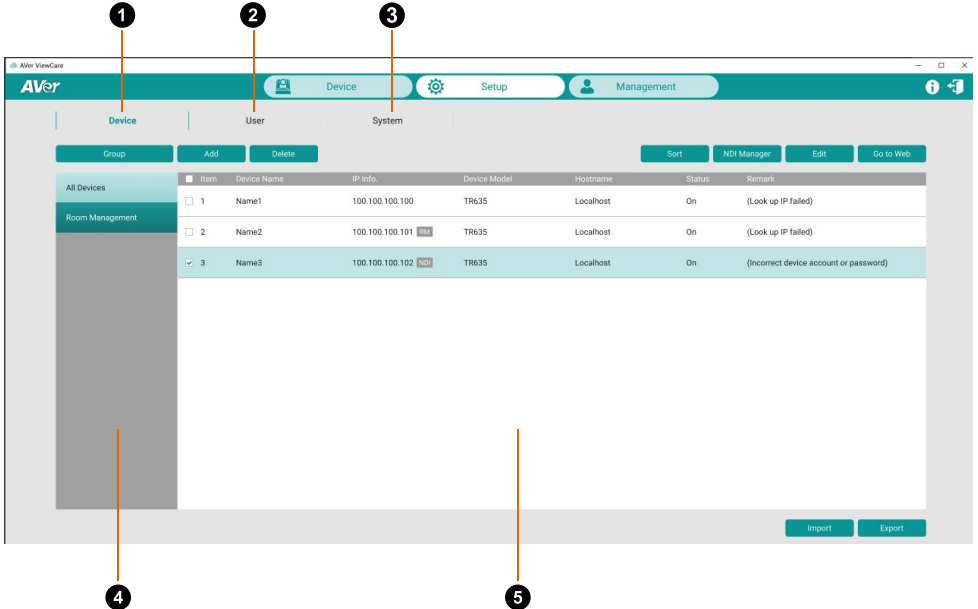
| All Devices | Camera Name | AI | Mosaic | Note |
|-------------|-------------|----------------------------------|----------------------------------|------|
| Room 101 | MD120UI | Egress Detection, Fall Detection | Mosaic : OFF Type : Full Face | |
| | MD330U | Egress Detection, Fall Detection | Mosaic : OFF Type : Body | |

To configure patient monitoring settings:

1. Go to **Monitoring** to view connected devices.
2. Click to select a camera, then do any of the following:
 - Click **Mosaic** to turn Mosaic on or off and select the area you want to pixelate.
 - Click **Edit** to select an event you want to detect and enter notes in the **Note** field.
3. Click **Save**.

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 account.

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. The IP Info. displays both the IP address and the device type (RM or NDI).

Device

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

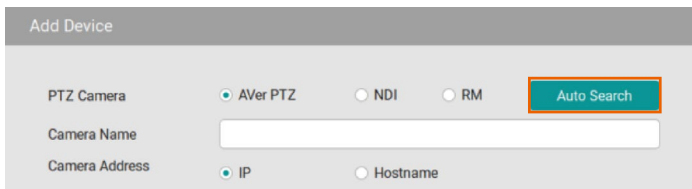
Add Cameras

You may add AVer PTZ, NDI® and RM cameras by automatic search or manually entering camera information.

Notes:

- The 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 camera web application.

To add camera automatically:



The screenshot shows the 'Add Device' form with the following elements:

- PTZ Camera:** Three radio buttons for 'AVer PTZ' (selected), 'NDI', and 'RM'. A blue 'Auto Search' button is located to the right of the 'RM' option.
- Camera Name:** A text input field.
- Camera Address:** Two radio buttons for 'IP' (selected) and 'Hostname'.

1. Go to **Setup > Device > Add**.
2. Click **Auto Search**. You will see the cameras connected to the same LAN as your computer. Select **All**, **AVer PTZ**, **NDI** or **RM** to filter different camera types.
3. Click to select and add a camera. When finished, click **OK**. If your camera is not displayed, click **Refresh** to search again.
4. Enter camera information including Camera Account, Camera Password, Group and more. When finished, click **Save**.

To add cameras manually:

Add Device

PTZ Camera AVer PTZ NDI RM

Camera Name

Camera Address IP Hostname

CGI Ports

RTSP Ports

VISCA Ports

Camera Account

Camera Password

Remarks

Group Group

Add Device

Device AVer PTZ NDI RM

Device Address IP Hostname

RM Account

RM Password

Select Device

Device Name

Remarks

Group Group

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

| Items | Description |
|-----------------|---|
| Device Name | Enter a device name. |
| Device Address | Select IP or Hostname and enter the info in the textbox. |
| RM Account | Enter the RM device ID |
| RM Password | Enter the RM device password. |
| Select Device | Select a RM device. |
| CGI Ports | Enter a port number if necessary. The default port numbers are: |
| RTSP Ports | <ul style="list-style-type: none"> ● CGI: 80 |
| VISCA Ports | <ul style="list-style-type: none"> ● RTSP: 554 ● VISCA: 52381 |
| Device Account | Enter the device ID. |
| Device Password | Enter the device password. |
| Remarks | Enter some remarks for the camera (Optional). |

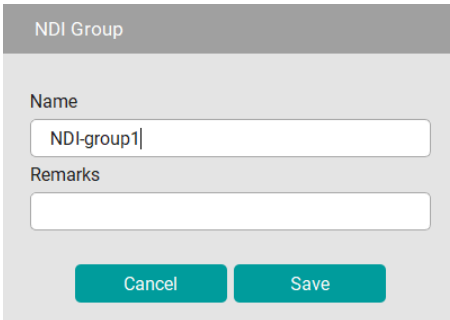
| | |
|-------|--|
| Group | Select the checkbox of a group to group the camera. Please refer to < Group Cameras > for more details. |
|-------|--|

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 **Delete** or **Edit**.


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

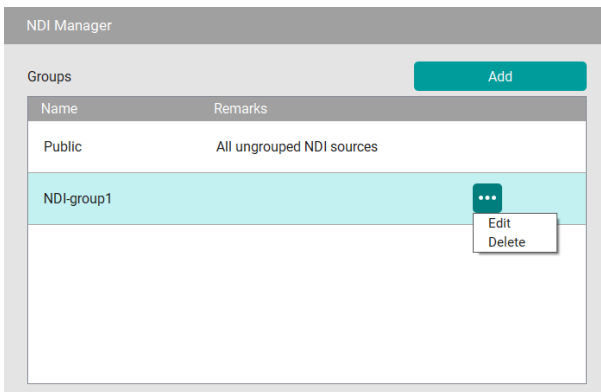
You can group NDI® cameras beforehand and add a group name in the NDI® Manager for group searching.

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 form titled "NDI Group". It has two input fields: "Name" with the text "NDI-group1" and "Remarks" which is empty. At the bottom, there are two buttons: "Cancel" and "Save".

4. Click  to edit or delete the group.



The screenshot shows the "NDI Manager" interface. It has a header "NDI Manager" and a sub-header "Groups" with an "Add" button. Below is a table with two columns: "Name" and "Remarks".

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

A three-dot menu icon is visible next to the "NDI-group1" row, with a dropdown menu showing "Edit" and "Delete" options.

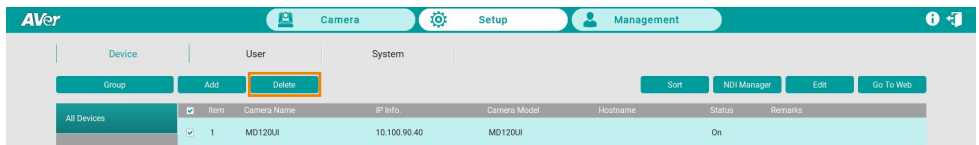
Edit Camera information





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

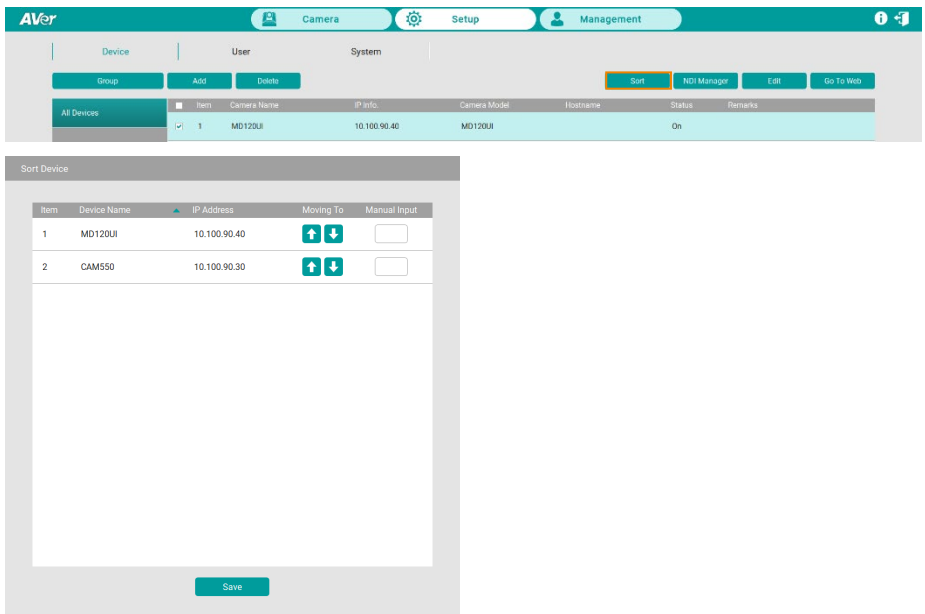
Delete a connected camera

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



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 order forward or backward.
 - Insert a number in the **Manual Enter** box to re-arrange the camera order, and then press **Enter**.



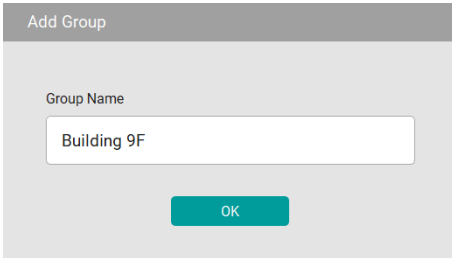
The screenshot displays the AVer management interface. At the top, there are navigation tabs for 'Camera', 'Setup', and 'Management'. Below these, there are sub-tabs for 'Device', 'User', and 'System'. The 'Device' sub-tab is active, showing a table of devices. The table has columns for 'Item', 'Camera Name', 'IP info', 'Camera Model', 'Hostname', 'Status', and 'Remarks'. The first row shows '1', 'MD120U', '10.100.90.40', 'MD120U', and 'On'. Above the table, there are buttons for 'Group', 'Add', 'Delete', 'Sort', 'NDI Manage', 'Edit', and 'Go To Web'. The 'Sort' button is highlighted in orange.

Below the main interface, a 'Sort Device' dialog box is open. It has a table with columns: 'Item', 'Device Name', 'IP Address', 'Moving To', and 'Manual Input'. The first row shows '1', 'MD120U', '10.100.90.40', and a 'Moving To' column with up and down arrow buttons and a 'Manual Input' column with an empty text box. The second row shows '2', 'CAM550', '10.100.90.30', and similar controls. A 'Save' button is located at the bottom of the dialog.

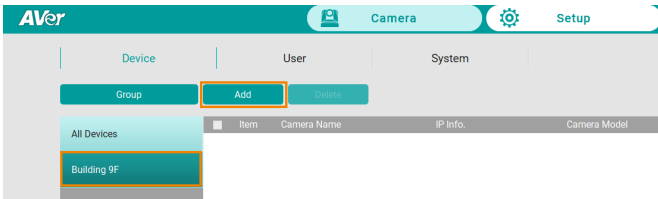
Group Cameras

Group the added cameras for easy management.

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



3. You may add up to 64 groups. To edit or delete a group, click and select a group, and then click the **Edit** or **Delete**.
4. To add cameras to the existing group, click and select a group, and click **Add**.



- **Add New:** Click **Add New** and enter new camera information. Please refer to **To add cameras manually** in [Add Cameras](#).
 - **From the List:** To add connected cameras to an existing group, click **From The List**. Select the desired cameras and click **Save**.
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

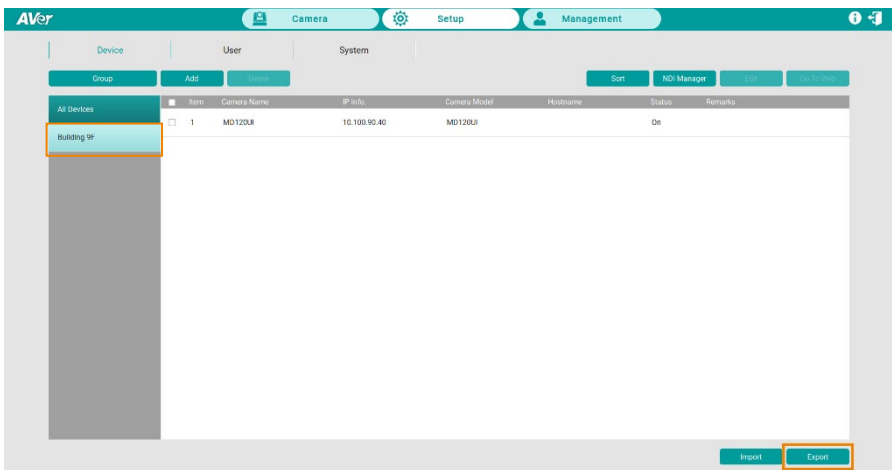
Import camera profile to the device list, or export camera profile to the local system.

To import camera profile:

Go to **Setup > Device**, click **Import** to select the .csv file from your local folder.

To export camera profile:

1. Go to **Setup > Device**, click to select a camera or a group, and click **Export**.



2. Select a folder to save the .csv file, 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 the 'Add User' form with the following details:

- User Name:** [Empty text input field]
- Password:** [Empty password input field]
- Confirm Password:** [Empty password input field]
- E-Mail:** [Empty text input field]
- Type:** Admin (dropdown menu)
- Group:** Building 9F (checkbox checked)
- Device:** MD120UI (checkbox checked)
- Buttons:** Cancel, 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**.

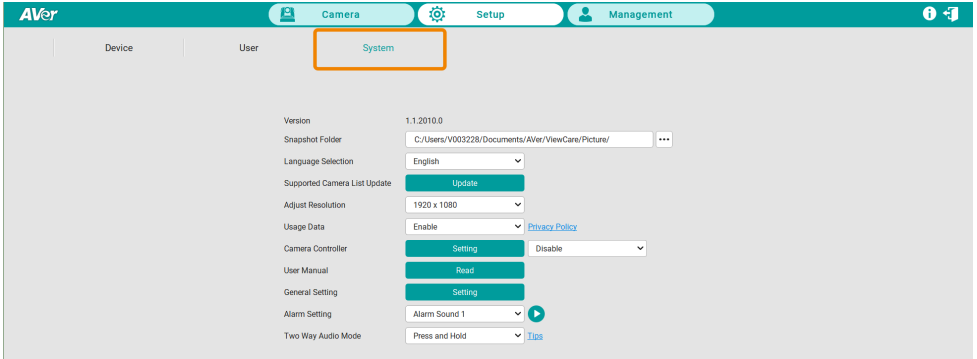
To edit a user account:

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.

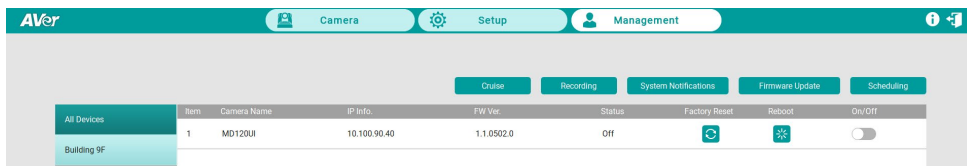
System Settings



| Items | Description |
|--|--|
| Version | Displays the version of AVer ViewCare software. |
| Snapshot Folder | Select a folder to store snapshot images. |
| Language Selection | Select a system language. |
| 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 | Select to opt in or opt out of the privacy policy. Your personal information will be protected. |
| Camera Controller | Enable the function and select from Ports and Speed drop-down list to set up. |
| User Manual | Click Read to open the AVer ViewCare user manual in a browser. |
| General Setting | Click to make app-specific changes: <ul style="list-style-type: none"> • Auto-start application • Remember my login • Running in the background • Running in the background when click “X” |
| Alarm Setting | Select a sound that plays when the alarm sounds. |
| Two Way Audio Mode (supported models) | Choose how the Two Way Audio button behaves—either press and hold to talk, or click to toggle the microphone on or off. |

Management

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



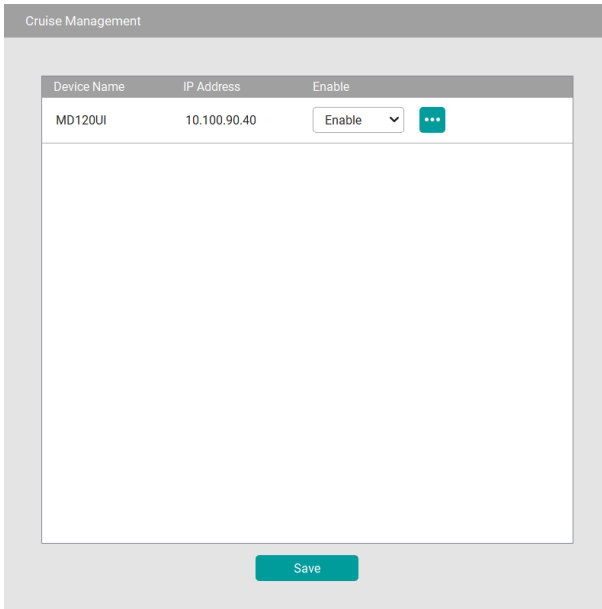
The screenshot shows the AVer Management web interface. At the top, there is a navigation bar with 'Camera', 'Setup', and 'Management' tabs. Below the navigation bar, there are five buttons: 'Cruise', 'Recording', 'System Notifications', 'Firmware Update', and 'Scheduling'. A table lists camera devices with columns for Item, Camera Name, IP Info, FW Ver, Status, Factory Reset, Reboot, and On/Off. The table contains one row for a camera named 'MD120UI' with IP '10.100.90.40' and FW Ver '1.1.0502.0'. The Status is 'Off'. There are icons for Factory Reset and Reboot, and a toggle switch for On/Off.

| | Item | Camera Name | IP Info | FW Ver | Status | Factory Reset | Reboot | On/Off |
|-------------|------|-------------|--------------|------------|--------|---------------|--------|--------------------------|
| All Devices | 1 | MD120UI | 10.100.90.40 | 1.1.0502.0 | Off | | | <input type="checkbox"/> |
| Building 9F | | | | | | | | |

Note:

- For PTC500s, PTC115, TR530 and TR320, turn on the **Wake-On-LAN (WOL)** setting before powering 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.
- Recording, System Notifications, and Scheduling are unavailable for CAM series.


Cruise



Cruise allows the device to automatically move between a series of presets and can be set to pause at each preset for a specific amount of time.

Note:

- Make sure the required presets have been defined before a new cruise can be created.
- A cruise pauses when the device is offline or stops when the device is deleted from the device list on AVer ViewCare.
- 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.

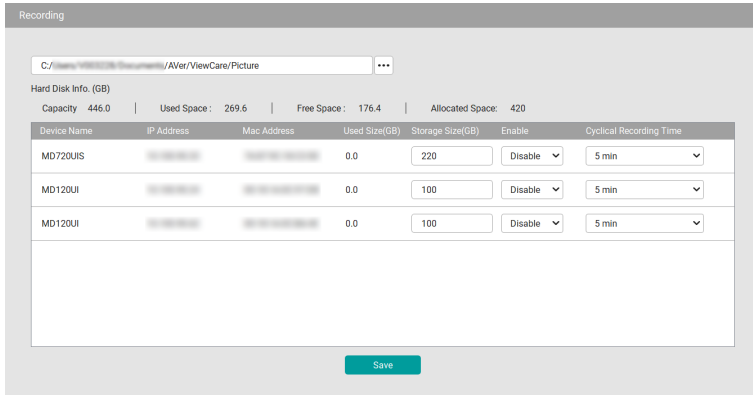
Note:

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



Record multiple camera live views. The recording camera's model name will be highlighted in red [Rec] MD120UI on the live view. This function is unavailable for CAM Series.

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:

| To | Do this |
|------------------------|--|
| Record immediately | <p>Select Enable from the Enable drop-down list and click Save.</p> <p><i>To record multiple cameras simultaneously, use this method.</i></p> |
| Record at a later time | <p>Select Disable from the Enable drop-down list, go to the Camera page, select a camera, then click the record button.</p> |

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

The screenshot shows the 'Add Device to be Notified' configuration page. At the top, there are two conditions: 'New firmware available' (checked) and 'Camera lost connection' (unchecked). Below this is a 'Send E-mail' section with a 'Settings' button. A horizontal line separates this from the device selection section, which includes radio buttons for 'All', 'Group', and 'Select Device' (selected). There is a 'Filter' input field and a 'Device Name' dropdown menu. A table lists devices with columns for 'Device Name', 'IP Address', and 'Mac Address'. One device is listed: MD120UI with IP 10.100.90.40 and Mac 00:18:1A:0C:BA:4E. At the bottom are 'Cancel' and 'Save' buttons.

| Device Name | IP Address | Mac Address |
|-------------|--------------|-------------------|
| MD120UI | 10.100.90.40 | 00:18:1A:0C:BA:4E |

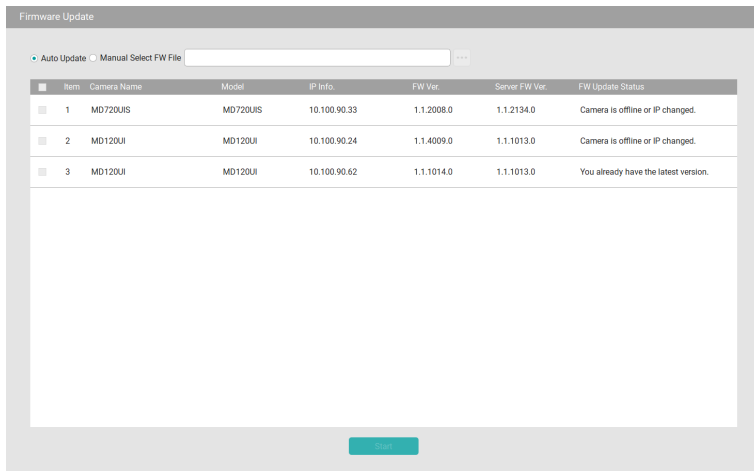
Send system notifications by email.

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.

The screenshot shows the 'System Notifications' list page. It features a search bar and an 'Add' button. Below is a table with columns for 'Device', 'Group', and 'Enable'. Two notifications are listed: one for 'Room 101' and one for 'MD120UI', both with 'Enable' selected in the dropdown and a menu icon to the right.

| Device | Group | Enable | |
|---------|----------|--------|---|
| | Room 101 | Enable | ⋮ |
| MD120UI | | Enable | ⋮ |

Firmware Update




Update device firmware automatically or manually.

Note:

- Firmware update is unavailable when the selected device is powered off, in standby, or offline.
- The device will disconnect and reboot after firmware update. Please wait for AVer ViewCare to reconnect the device.

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**.

Scheduling

Device Control Schedule

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

On Time Reboot Time Off Time

HR MIN HR MIN HR MIN

00 00 00 00 00 00

All Group Select Device

Filter Device Name

| Device Name | IP Address | Mac Address |
|----------------------------------|--------------|-------------------|
| <input type="checkbox"/> MD120UI | 10.100.90.40 | 00:18:1A:0C:BA:4E |

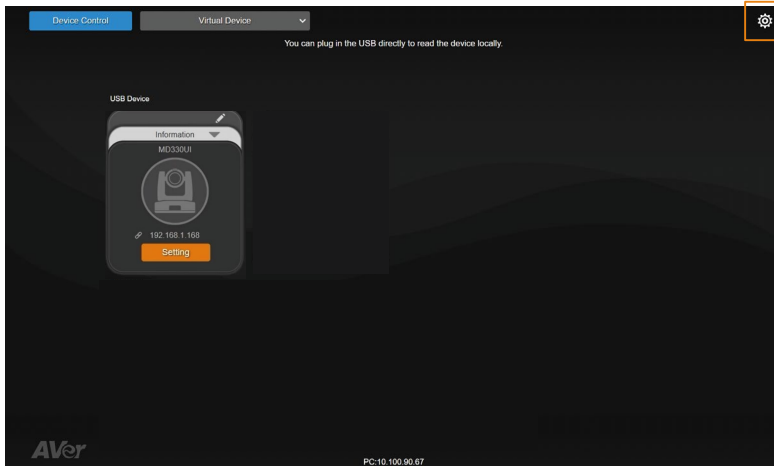
Cancel Save

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

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 day for the reboot schedule. Select **Every Day** to activate the schedule daily; or select 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: Select 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.

Connect RM Cameras to AVer ViewCare



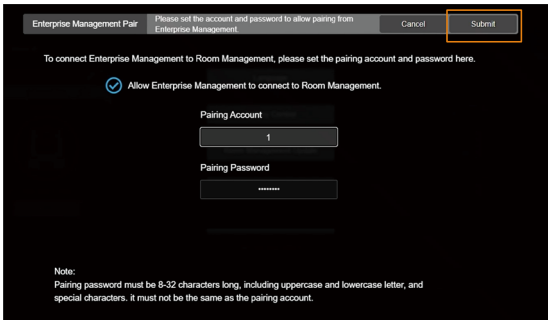
To manage a camera connected via USB to a remote PC (e.g., a Cart PC) using AVer ViewCare on a hospital IT PC, you first need to configure the AVer RM software on the remote PC to enable the connection.

To configure AVer RM on the Remote PC:

1. Launch **AVer RM** on the remote PC where the camera is connected.
2. In the **Home** window, click the **Settings** icon at the top right to open **EM or ViewCare** Pair settings.
3. Check **Allow EM and ViewCare to connect to RM**.
4. Enter a **Pairing Account** and **Pairing Password**.

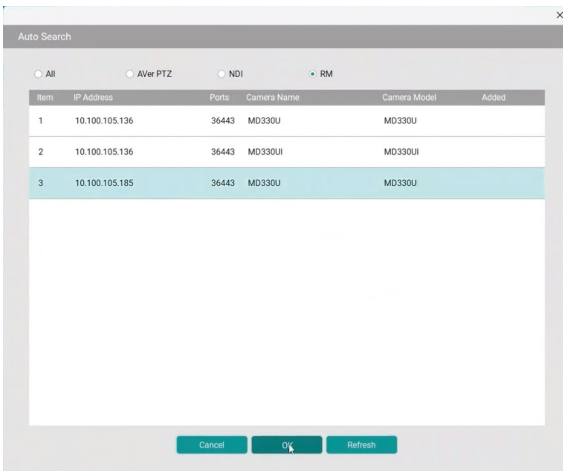
Note:

- The Pairing password must be 8-32 characters long, including uppercase and lowercase letters, and special characters.
5. Click **Submit** to save the settings.



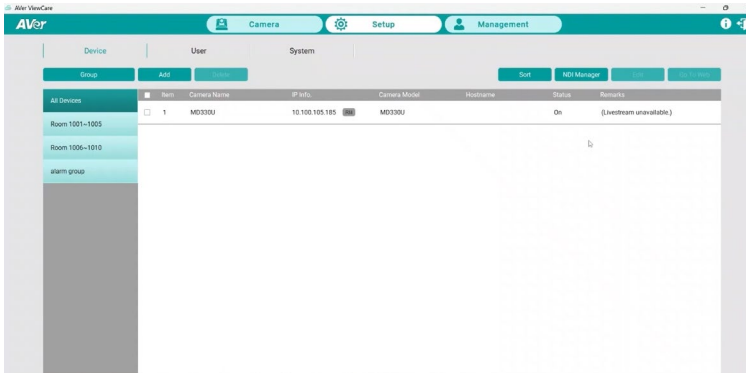
Add RM Camera in AVer ViewCare:

1. Open port 36443 on the local computer where Room Management is installed.
2. On the Hospital IT PC, launch **AVer ViewCare** and go to **Setup > Device > Add**.
3. Select **RM** from the camera type options.
4. Click **Auto Search**. The system will scan for RM-enabled cameras on the LAN.
5. Select the desired RM camera from the search result and click **OK**.



6. In the **Add Device** window, enter the following info:
 - **RM Account:** Enter the Pairing Account set in AVer RM.
 - **RM Password:** Enter the Pairing Password set in AVer RM.
 - **Device Name:** Enter a name for identification.

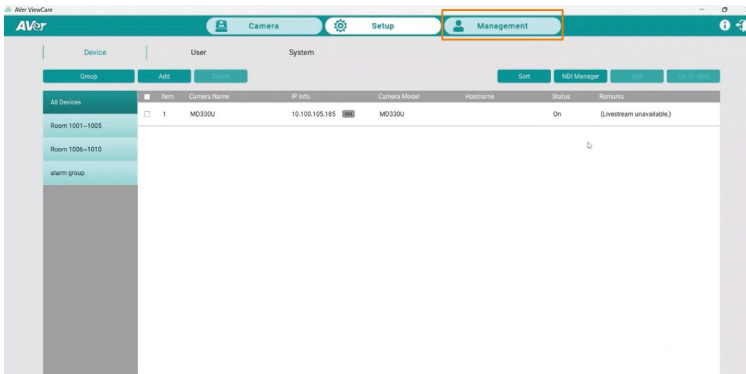
- Click **Save**. The camera status will show as **On** in the **Device List** once the connection is established.



Export Logs for RM Cameras:

After adding RM cameras to AVer ViewCare, you can perform batch firmware updates or model checks to maintain multiple devices efficiently.

- In the **AVer ViewCare** main interface, click **Management**.



- In the **Management** window, select the cameras you wish to update by checking the checkboxes.
- Select the camera you wish to manage and click **Action**.
- Click **Export logs** from the drop-down menu.
- Select a destination folder on your PC to save the log files and click **OK**.
- For detailed steps to complete the update, please refer to the **Firmware Update** section.

Troubleshoot

How many cameras can I connect?

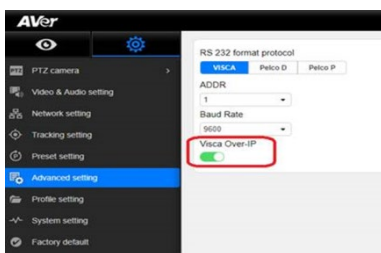
You can connect up to 256 cameras to AVer ViewCare.

Auto search found no camera.

Make sure AVer ViewCare and your camera are on the same LAN.

Camera status is always off.

- Make sure AVer ViewCare and camera are on the same LAN.
- Make sure **VISCA over IP** is enabled. The web interface may vary depending on your model.



- If AVer ViewCare and camera are not on the same LAN, make sure UDP and TCP ports are not blocked by the firewall.

| | |
|-----------------------|-------|
| VISCA Control port | 52381 |
| CGI port | 80 |
| RTSP port | 554 |
| Room Management HTTPS | 36443 |

If you're adding cameras via RM, please ensure that HTTPS port 36443 is permitted by the firewall. If the rule is not present, kindly add it manually.

Can't use Click Track.

Click Track is available to Presentation Mode and Hybrid Mode during auto tracking:

- Make sure you have an auto-tracking model by referring to [<Supported AVer Cameras>](#).
- Make sure you have turned on Presentation Mode or Hybrid Mode on the camera web interface.

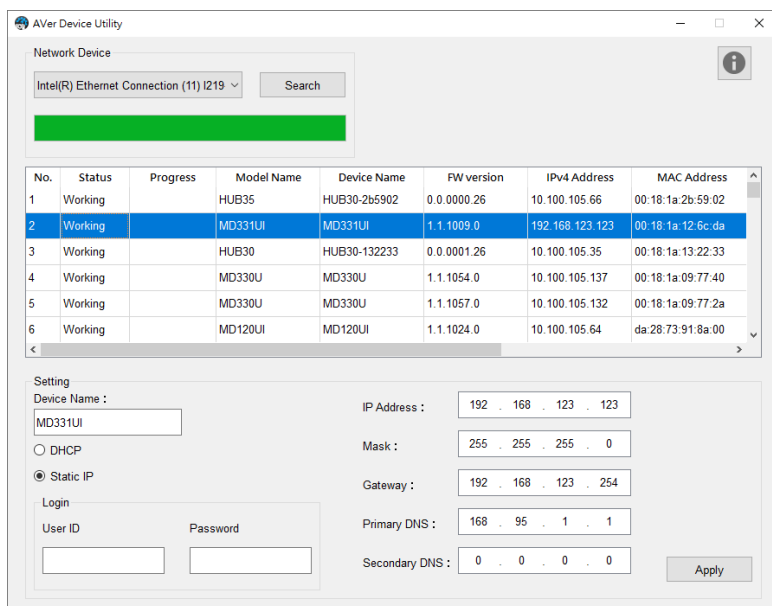
An IP Conflict message appears.

An IP conflict arises when two devices share the same IP address, which is probably caused by an internal error of the DHCP server. Change, delete or add a camera IP address using AVer Device Utility to resolve it.

Appendix

Find and Set Camera IP Address with AVer Device Utility

The AVer Device Utility software is installed along with AVer ViewCare. Use the AVer Device Utility to look for the network cameras connected on the same LAN, or configure camera network settings.



To access the web interface:

1. Download and install AVer Device Utility to your computer from AVer Download Center (<https://www.aver.com/download-center>) and launch the software.
2. Click **Search** to see available devices on the same local area network (LAN).

Note:

- Make sure your device is connected to the internet.
- AVer Device Utility and your device 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.

To change the network setting to DHCP or static IP:

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

To configure the network setting of a camera:

1. In the **Search Result** field, select a camera, the network info of the selected camera will be displayed in the **Settings** field.

The screenshot shows the AVer Device Utility window. At the top, there is a 'Network Device' section with a dropdown menu set to 'Intel(R) Ethernet Connection (11) I219' and a 'Search' button. Below this is a green bar. A table lists several devices, with the second row highlighted in blue. Below the table is a 'Setting' panel with various input fields and radio buttons.

| No. | Status | Progress | Model Name | Device Name | FW version | IPv4 Address | MAC Address |
|-----|---------|----------|------------|--------------|-------------|-----------------|-------------------|
| 1 | Working | | HUB35 | HUB30-2b5902 | 0.0.0000.26 | 10.100.105.66 | 00:18:1a:2b:59:02 |
| 2 | Working | | MD331UI | MD331UI | 1.1.1009.0 | 192.168.123.123 | 00:18:1a:12:6c:da |
| 3 | Working | | HUB30 | HUB30-132233 | 0.0.0001.26 | 10.100.105.35 | 00:18:1a:13:22:33 |
| 4 | Working | | MD330U | MD330U | 1.1.1054.0 | 10.100.105.137 | 00:18:1a:09:77:40 |
| 5 | Working | | MD330U | MD330U | 1.1.1057.0 | 10.100.105.132 | 00:18:1a:09:77:2a |
| 6 | Working | | MD120UI | MD120UI | 1.1.1024.0 | 10.100.105.64 | da:28:73:91:8a:00 |

Setting

Device Name : MD331UI

DHCP

Static IP

Login

User ID :

Password :

IP Address : 192 . 168 . 123 . 123

Mask : 255 . 255 . 255 . 0

Gateway : 192 . 168 . 123 . 254

Primary DNS : 168 . 95 . 1 . 1

Secondary DNS : 0 . 0 . 0 . 0

Apply

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