



AVer Cloud Management

— User Manual —

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More Help

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

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

USA

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

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

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Overview

AVer Cloud Management is a centralized management and monitoring platform for your AVer devices. It provides visibility and control for all devices within your setup, from anywhere in the world.

System Requirements

- Windows 7 or later
- MacOS 10 or later
- iOS 14.0 or later
- iPadOS 14.0 or later
- Android 8.0 or later
- Browser: Chrome, Edge, Safari

Features

- Unlimited AVer devices
- Live view for local area network (LAN) devices
- Control the camera pan, tilt, zoom, presets and tracking
- Update firmware, schedule tasks, and receive email notifications

Supported AVer Devices

Professional Tracking Cameras

- Single Lens

Go to Web: Firmware 0.0.0000.50 or later

Go to Web: Firmware 0.1.0000.70 or later

TR211

TR311HWV2

TR315

TR313V2

TR315N

TR323V2

TR335

TR323NV2

TR335N

TR333V2

TR615 Go to Web: Firmware 0.0.0000.21 or later

PTC310HWV2

PTC310UV2

PTC320UV2

PTC320UNV2

PTC330UV2

- Dual Lenses

TR535 Go to Web: Firmware 0.0.0000.24 or later

TR535N Go to Web: Firmware 0.0.0000.24 or later

Professional PTZ Cameras

Go to Web: Firmware 0.0.0000.50 or later

PTZ211

PTZ231

PTZ310UV2

PTZ310UNV2

PTZ330UV2

PTZ330UNV2

Matrix Tracking Boxes

MT100 Go to Web: Firmware 0.1.0000.69 or later

MT100S Go to Web: Firmware 0.2.0000.87 or later

MT300 Go to Web: Firmware 0.0.0000.59 or later

MT300N Go to Web: Firmware 0.0.0000.59 or later

MT500 Go to Web: Firmware 0.0.0000.04 or later

Video Conferencing Cameras

CAM520 Pro3

VC520 Pro3

VB130

CAM550 go to web: 0.0.8014.04
or later

VB150 Go to Web: Firmware
0.0.8400.23 or later

CAM570 go to web: 0.0.8110.10
or later

VB342 Pro

VB350

VB370A

Ceiling Speakerphone

FONE700

AI Coffee Bean Sorters

CS Lite

CS One

Distance Learning

DL10

DL30

First-Time Setup

1. Sign in to the AVer Cloud Management (<https://cloudmgmt.aver.com/>) platform. Or click **Create account** to create one.
2. When you have created an account, you will receive a verification email.

AVer Beta

AVer Cloud Management login
Please enter the account and password.

Email

Password

☐ Remember my login on this computer

Login

[Forgot password](#)
[Don't have an AVer account? Create account](#)

Interface

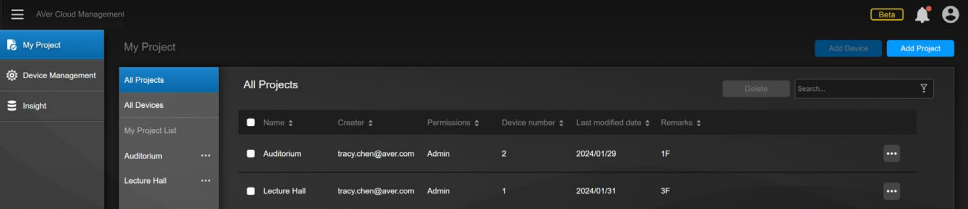
Menu Bar



- **Menu** 
Expand or collapse the left panel.
- **Notification Center** 
View your notifications and mark them as read. You can set up notifications in **Device Management** > **Event Notifications**.
- **Settings** 
Log out or configure accounts settings.

Item	Description
Account	• Change username and password • Enable two-factor authentication (2FA) • View software version • Change system language • Turn email notifications on or off • Opt-in or opt-out of providing anonymous usage data
Streaming	Enter your TURN server URL and login and turn on Data Transmission to transmit data via TURN server.
Audit Logs	View audit logs of up to 2 years.
Help	View user manual, terms and conditions and privacy policy

My Project



A project in AVer Cloud Management typically represents a physical location, such as a classroom or an auditorium.

Project Permission

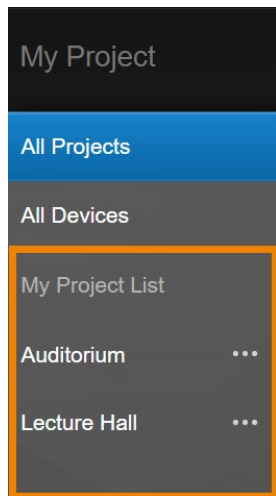
There are two types of project permissions:

- The creator of a project is an **admin**.
- You can be assigned to a project as either an **admin** or **user**.

	 Admin	 User
Exit projects	✓	✓
Assign project permissions	✓	—
Edit, delete projects	✓	—
Edit, move, copy, delete project devices	✓	—

Add a Project

1. From the **All Projects** page, click **Add Project**.
2. Enter your project name and remarks.
3. Click **Create**.



Your project will appear under **My Project List**.

You will also be redirected to your project page. Click the **More options** icon ● ● ● to perform management actions, such as assigning project permissions.

Add a Device

A device can be associated with projects or left unassociated in the **All Device** page. Unassociated devices can be moved or copied to projects later.

Note: For security purpose, AVer devices must be added using changed username and password. The default username and password **admin/admin** is not valid for use with AVer Cloud Management. Access your device's web interface to change the username and password.

There are two ways to add a device:

- Auto search on local area network (LAN) with the AVer Device Utility software
- Add a device on wide area network (WAN) manually with its serial number

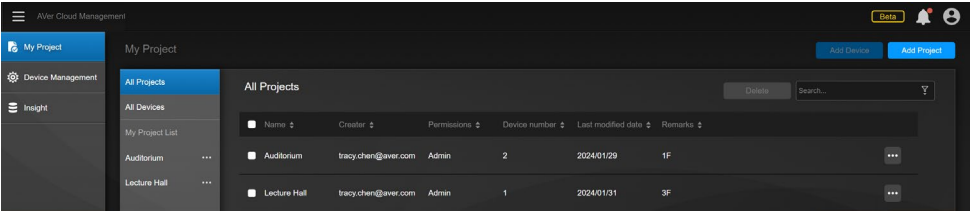
Auto search (Windows and Mac only)

1. Select a project from the **All Projects List** and click **Add Device** to add an associated device.
Or from the **All Devices** page, click **Add Device** to add an unassociated device.
2. Click **Auto Search**. You'll be prompted to download the AVer Device Utility software. Follow the instructions to complete the installation.
3. A list of available devices will appear. Select the devices you want and fill in the fields.
4. Click **Done**.

Manually

1. Select a project from the **All Projects List** and click **Add Device** to add an associated device.
Or from the **All Devices** page, click **Add Device** to add an unassociated device.
2. Find your device serial number on the bottom of the device. You will need it later.
3. Fill in the fields on the **Add Device** window.
4. Click **Done**.

Manage Projects

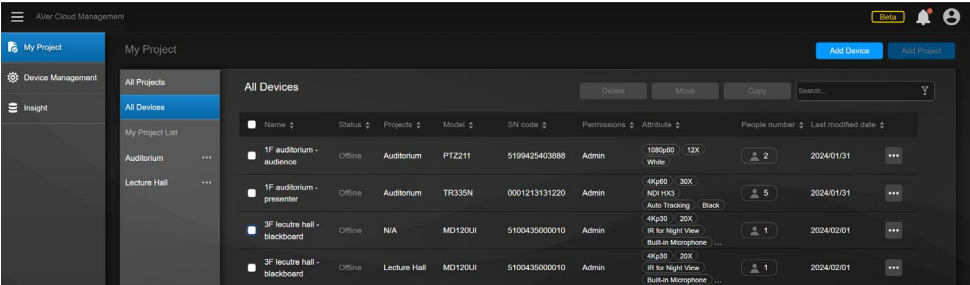


The **All Projects** page shows the number of projects that you have created or have been assigned to you. You can:

- Add a project
- Search by filter
- Sort by column
- More options

Assign project permission, edit, delete or exit a project based on your project permission.

Manage Devices



The **All Devices** page shows you an overview of your devices' operating status and information. You can:

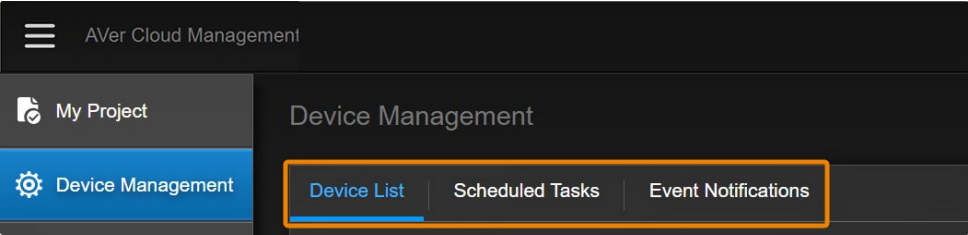
- Add devices
- Search by filter
- Sort by column
- More options

Edit, move, copy, delete a device, or view device details based on your project permission.

- To associate a device to a project, do any of the following:
 - Select the checkbox of a device and click **Move** to move a device to a project.
 - Select the checkbox of a device and click **Copy** to copy a device to multiple projects.

- To view devices associated with a specific project, do any of the following:
 - Search by filter on the **All Devices** page.
 - Click on a project under **My Project List**.

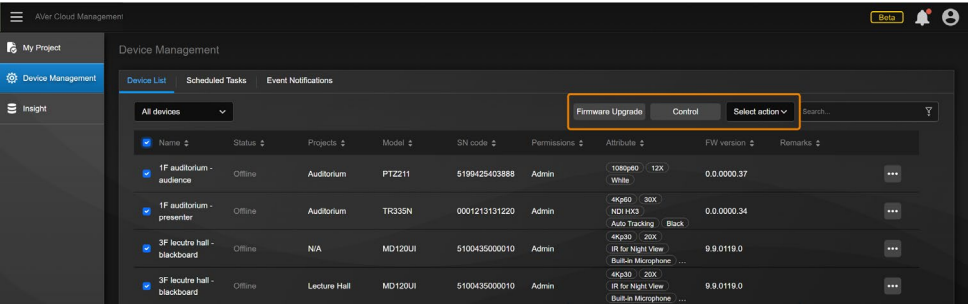
Device Management



The **Device Management** page includes the following tabs:

- Device List
- Scheduled Tasks
- Email Notifications.

Device List



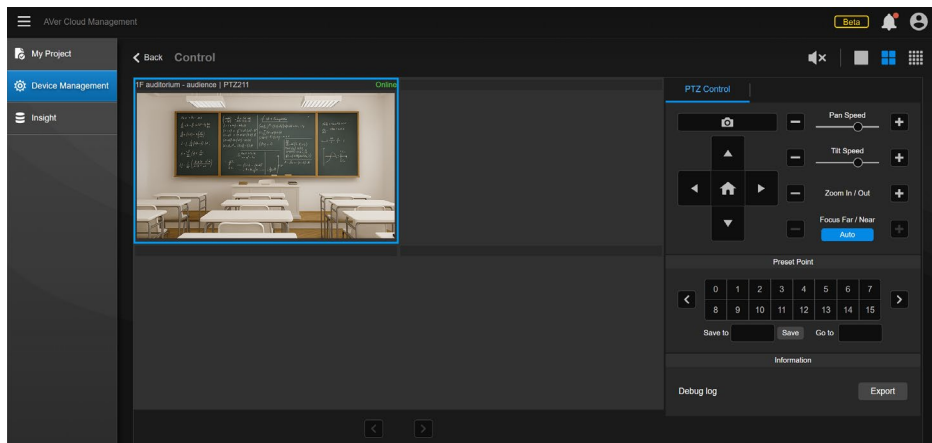
The **Device List** tabs lets control your devices. You can:

- Search by filter 
- Sort by column
- More options 

Reboot, power on, power off, view device details, or access device web interface (Refer to [Supported AVer Devices](#) for firmware version.)

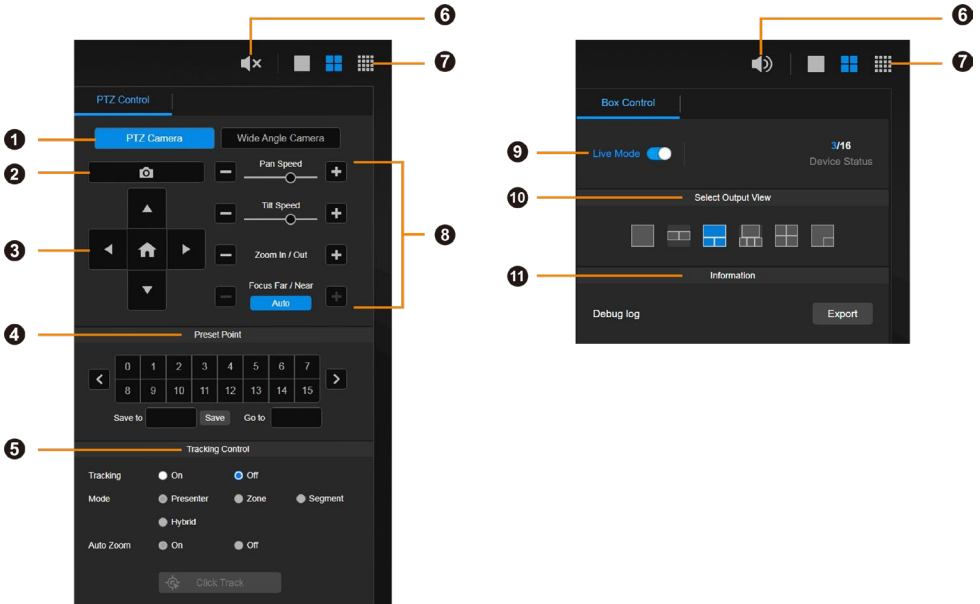
You can also select a device to do any of the following:

- **Firmware Upgrade:** Upgrade firmware.
- **Control:** See camera live view in 1, 4 or 16 grids and control the camera pan, tilt, zoom, and presets.



- **Select action:**
 - Reboot
 - Power on
 - Power off

Control Panel



The control panel interface may vary depending on the model.

1. PTZ Cam and Wide-Angle Cam

Select the live view from the PTZ lens or the wide-angle lens for a dual-lens device.

2. Snapshot

Take a snapshot. Snapshots will be saved to your Downloads folder.

3. Navigation/Home Buttons

Click the **Home** button to reset the pan-tilt position to the center.

4. Preset Point

- Save a preset: Position the camera using pan, tilt, and zoom controls. Then enter a preset number (0–255) in the **Save to** field and click **Save**.
- Load a preset: Click a preset number (0–255) block. Or enter a preset number (0–255) in the **Go to** field and press **Enter** on your keyboard.

5. Tracking Control

- **Tracking:** Turn tracking on or off.
- **Mode:** Select a tracking mode. Make sure you have configured tracking modes on the device web interface. For details on settings, please refer to your device's user manual.
- **Auto Zoom:** Auto Zoom is only available in Presenter Mode and Hybrid Mode. When turned off, the zoom ratio will be based on your selected preset on the device web interface.
- **Click Track:** Switches the presenter you want to track. Click the **Click Track** button to frame everyone on screen in bounding boxes and select the presenter you want to track. Selected presenter will be in a red frame.



6. Mute/Unmute

7. Layout

Select a layout of 1, 4 or 16 grids.

8. Pan, Tilt, Zoom and Focus

9. Live Mode

Toggle on to see live views and change layouts. Changes are saved automatically. Toggle off to select defined profiles and turn voice tracking on or off.

10. Select Output View

Select a layout.

11. Information

Export a debug log.

Scheduled Tasks

Create recurring tasks relevant to your devices, such as reboot, powering on or off, and receiving email notifications.

Event Notifications

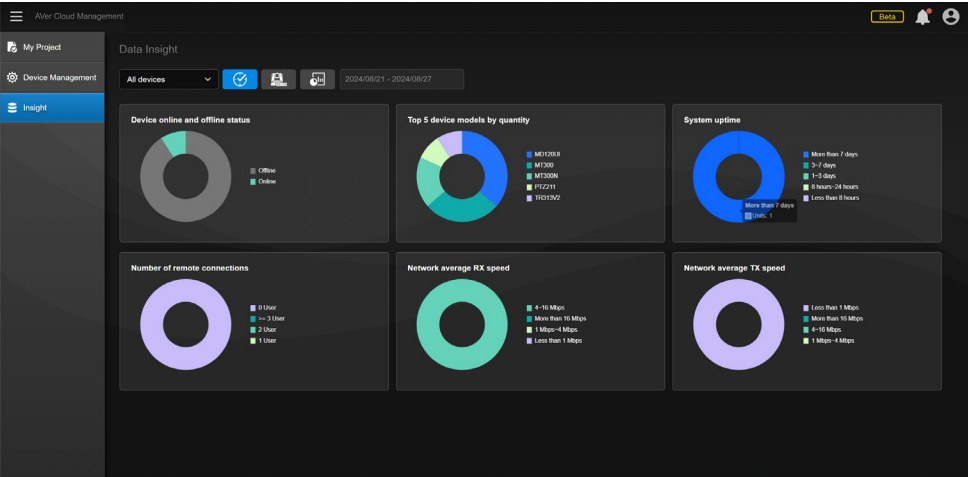
Add notifications for devices that will appear in the **Notification Center** .

Insight

The **Insight** page displays the health status of all your devices into the following tabs.

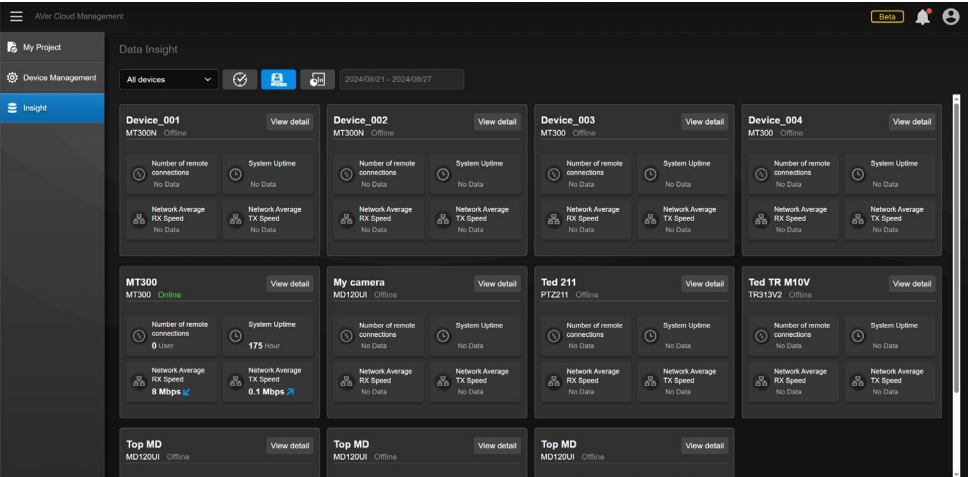
Real-Time Data

This tab shows the devices' performance metrics in real time. When you click on a donut chart, you can see device details.



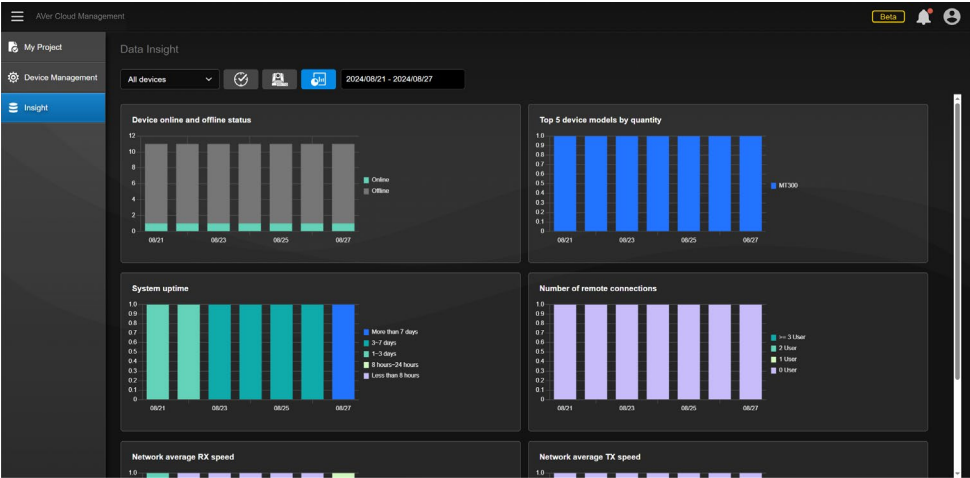
Device Data

This tab shows the device's number of remote connections, system uptime, network average RX speed, and network average TX speed.



Summary Data

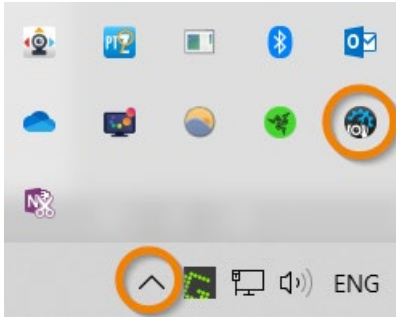
This tab shows the devices' performance metrics over a period of time. You can select a project to show, and customize the time range to present. When you click on a bar chart, you can see device details.



Troubleshoot

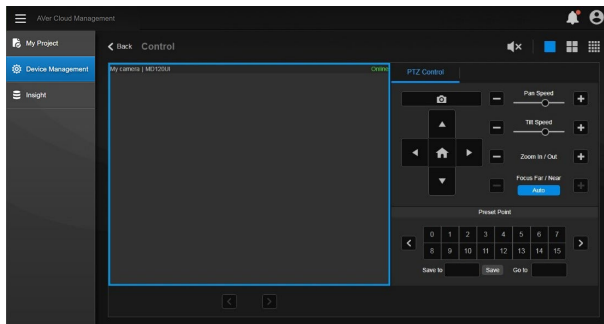
Auto search doesn't work. I am being asked to install the AVer Device Utility software again.

- Make sure AVer Device Utility is open and running. The AVer Device Utility icon on the taskbar will indicate that it is open.



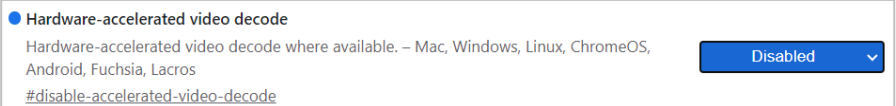
- If you don't see the AVer Device Utility icon on the taskbar, search and open the software by typing its name into the search bar. You can close the window and let it run in the background but don't exit the program.

No live view but I can control the camera pan, tilt and zoom.



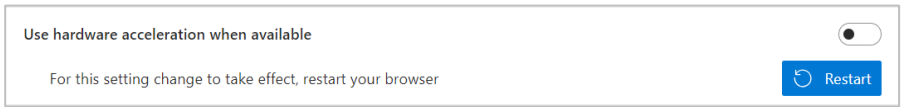
For Windows 7 and Windows 8 users, try change the following browser settings.

- Chrome:
 1. Type "chrome://flags" in the address bar.
 2. Disable **Hardware-accelerated video decode**.



3. Quit and relaunch Chrome.

- Edge:
 1. Type "edge://settings/system" in the address bar. Or go to **Settings > System and performance**.
 2. Turn off **Use hardware acceleration when available**.



3. Quit and restart Edge.

Appendix

Sign up for a TURN Server

There are several free or paid Traversal Using Relays around NAT (TURN) server options available online. Here is an example using Open Relay, a TURN server provided by Metered Video.

- 1. Go to Open Relay (<https://www.metered.ca/tools/openrelay/>). Scroll down and click **Sign up for free account**.
- 2. Create a metered app.

Metered

Create a new app

Create metered app, app name should not have any spaces only - _ special characters are allowed.

Set your Metered Domain

average

.metered.live

Create App

- 3. Select a plan.
- 4. Generate your credential and click the **Instructions** button for instructions.

Default TURN Server Region

Region:

Standard

Servers with standard latency. If you are experiencing connectivity issues use the **Global** servers to automatically connect to the lowest latency server near your location.

Note:

If you're utilizing the API, the updated region will be automatically included in the response. But if you are directly using the credential then it is necessary to update the iceServers array in your application to use the **new** region. You can obtain the updated iceServers array by clicking on the **Instructions** button next to the credential.

TURN Credentials

Currently Active TURN Credentials

Label (optional)

Add Credential

+

[Click Here to Generate Your First Credential](#)

TURN Credentials

Currently Active TURN Credentials

Label (optional)

Add Credential

Username	Password	Label	Created	Status		
et	ea	4i	iB	Jan-25-2024 02:15 am	Active	InstructionsRemove

5. Open AVer Cloud Management. Go to **Settings > Streaming**.
6. Copy any of the TURN credentials and paste them into AVer Cloud Management. Then turn on **Data Transmission**.

```
var myPeerConnection = new RTCPeerConnection({
  iceServers: [
    {
      urls: "stun:stun.relay.metered.ca:80",
    },
    {
      urls: "turn:standard.relay.metered.ca:80",
      username: "eb0[redacted]25ea",
      credential: "4k[redacted]iB",
    },
    {
      urls: "turn:standard.relay.metered.ca:80?transport=tcp",
      username: "eb0[redacted]ea",
      credential: "4k[redacted]iB",
    },
    {
      urls: "turn:standard.relay.metered.ca:443",
      username: "ebi[redacted]25ea",
      credential: "4k[redacted]iB",
    },
    {
      urls: "turns:standard.relay.metered.ca:443?transport=tcp",
      username: "eb01[redacted]25ea",
      credential: "4k[redacted]iB",
    },
  ],
});
```

Back Settings

Account

Streaming

Audit Logs

Help

Streaming Settings

TURN server URL

turn[redacted]tcp

Account

91[redacted]ea

Password

FK[redacted]Nu

Default Save

Data transmission

Transmit image via TURN server for device image preview ☒

Transmit file via TURN server ☒