AVer Cloud Management

— 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

© 2026 AVer Information Inc. All rights reserved. | September 23, 2026

All rights of this object belong to AVer Information Inc. Reproduced or transmitted in any form or by any means without the prior written phdmiermission 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:

Non-USA

Download Center: https://www.aver.com/download-center
Technical Support: https://www.aver.com/technical-support

USA

Download Center: https://www.averusa.com/support/
Technical Support: https://averusa.force.com/support/s/contactsupport

Contact Information

Headquarters
AVer Information Inc.
8F, No.157, Da-An Rd.,
Tucheng Dist., New Taipei City
236042, Taiwan
Tel: +886 (2) 2269 8535

USA Branch Office
AVer Information Inc.,
Americas
44061 Nobel Drive, Fremont,
CA 94538, USA
Tel: +1 (408) 263 3828
Toll-free: +1 (877) 528 7824

Europe Branch Office
AVer Information Europe B.V.
Westblaak 134, 3012 KM,
Rotterdam, The Netherlands
Tel: +31 (0) 10 7600 550

Japan Branch Office
アバー・インフォメーション
株式会社
〒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
お客様サポートセンター（固定電
話のみ）: +81 (0) 120 008 382

Vietnam Branch Office
Công ty TNHH AVer
Information
(Việt Nam)
Tầng 14, Tòa nhà Wings
Tower, 380 Trần Hưng Đạo,
Phường Chợ Quán
Thành phố Hồ Chí Minh
700000, Việt Nam
Tel: +84 (0) 28 22 539 211
Hỗ trợ kỹ thuật: +84 (0) 90 70
080 77

Korea Office
한국 에버 인포메이션 (주)
서울시 종로구 새문안로 92
(신문로 1 가,
광화문오피시아빌딩) 1831,
1832 호
Tel: +82 (0) 2 722 8535

Contents

Overview **1**
System Requirements 1
Features 1
Supported AVer Devices 2
First-Time Setup 4
Interface **5**
Menu Bar 5
My Project 6
Project Permission 6
Add a Project 7
Add a Device 8
Manage Projects 9
Manage Devices 9
Device Management 11
Device List 11
Control Panel 13
Scheduled Tasks 15
Event Notifications 15
Insight 16
Troubleshoot **18**
Appendix **20**
Sign up for a TURN Server 20

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

TR211
TR315
TR315N
TR335
TR335N
TR615 Go to Web: Firmware 0.0.0000.21 or later

Go to Web: Firmware 0.1.0000.70 or later

TR311HWV2
TR313V2
TR323V2
TR323NV2
TR333V2
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
TR322 Go to Web: Firmware 0.0.0000.06 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 go to web: 0.0.9606.02 or later
CAM550 go to web: 0.0.8014.04 or later
CAM570 go to web: 0.0.8110.10 or later

VC520 Pro3

VB130
VB150 Go to Web: Firmware 0.0.8400.23 or later
VB342 Pro
VB350
VB370A

Ceiling Speakerphone

FONE700
FONE700+

AI Coffee Bean Sorters

CS Lite
CS One

Distance Learning

DL10
DL30

NDI Converter

NC30

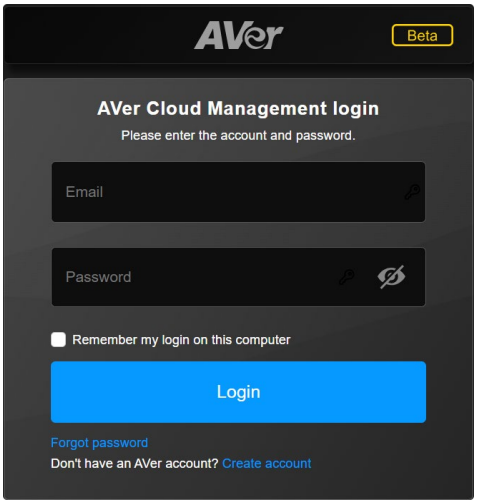
Room Kit

CORE500

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.



Interface

Menu Bar

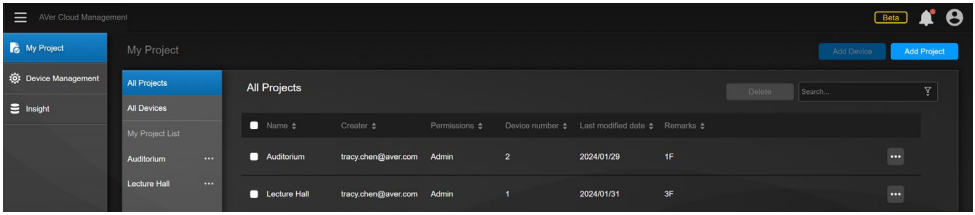
- **Menu**
  Expand or collapse the left panel.

- **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 • Manage MCP authentication and API key settings through **MCP API Key** > **Manage**. Password verification is required before accessing these settings.
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

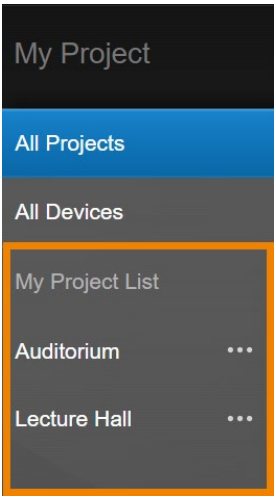
There are two types of project permissions:

- 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.
- **Agree** must also be selected to allow the device to connect to AVer Cloud Management for remote management and data analytics. This option is selected by default and is required to add the device.

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

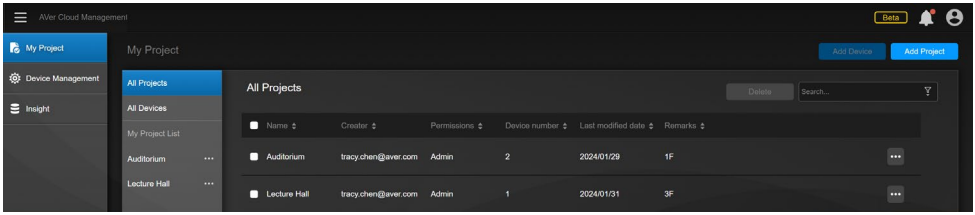
Auto search (Windows and Mac only)

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**.

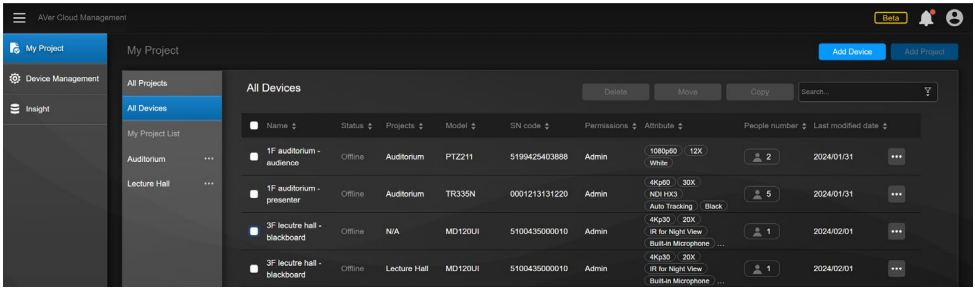
Manage Projects



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



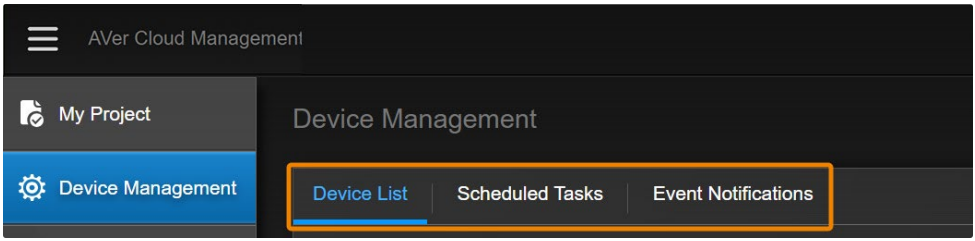
The **All Devices** page shows you an overview of your devices' operating status and information. You can:

- 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**.

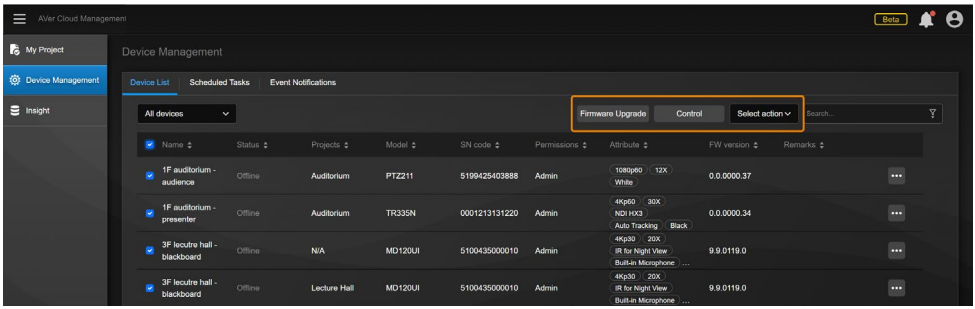
Device Management



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

- Device List
- Scheduled Tasks
- Email Notifications.

Device List



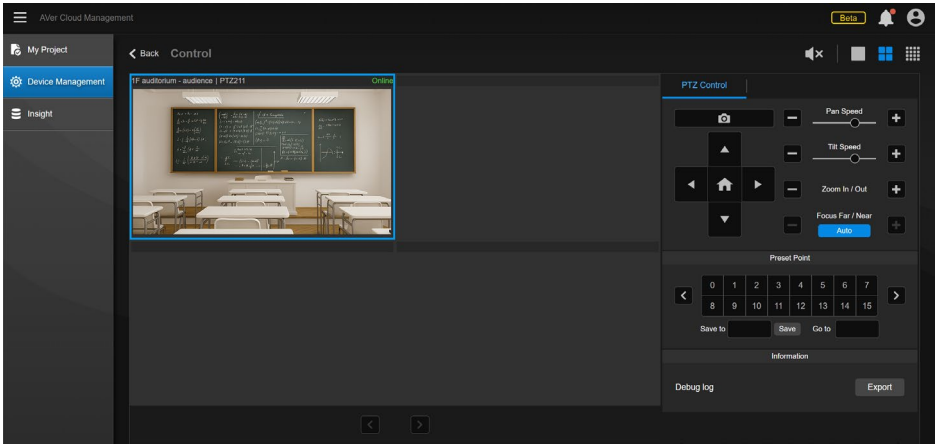
The **Device List** tabs lets control your devices. You can:

- 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:

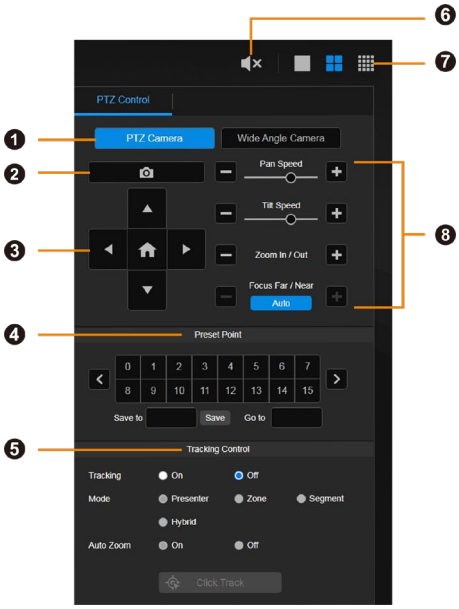
- **Firmware Upgrade:** Upgrade firmware.

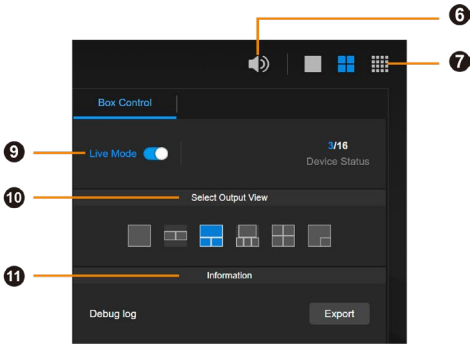
- **Control:** See camera live view in 1, 4 or 16 grids and control the camera pan, tilt, zoom, and presets.



- **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

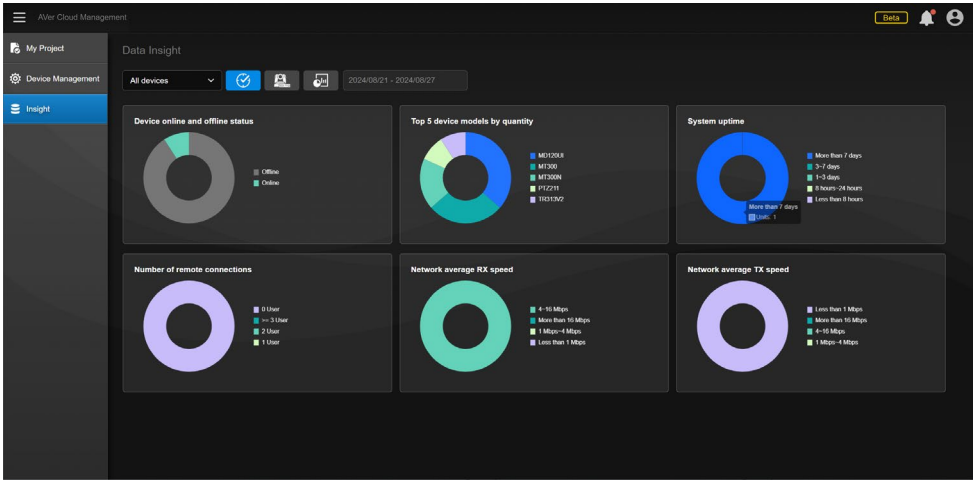
Add notifications for devices that will appear in the **Notification Center** .

Insight

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

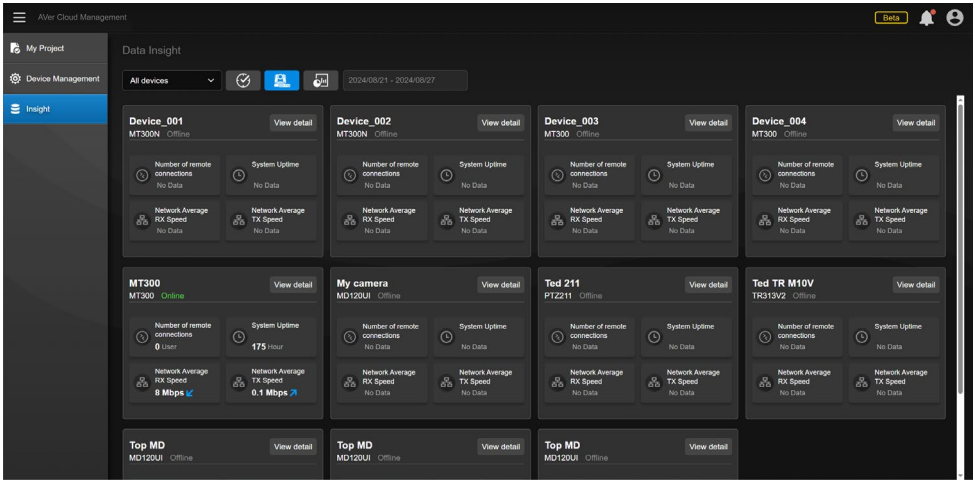
Real-Time Data

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



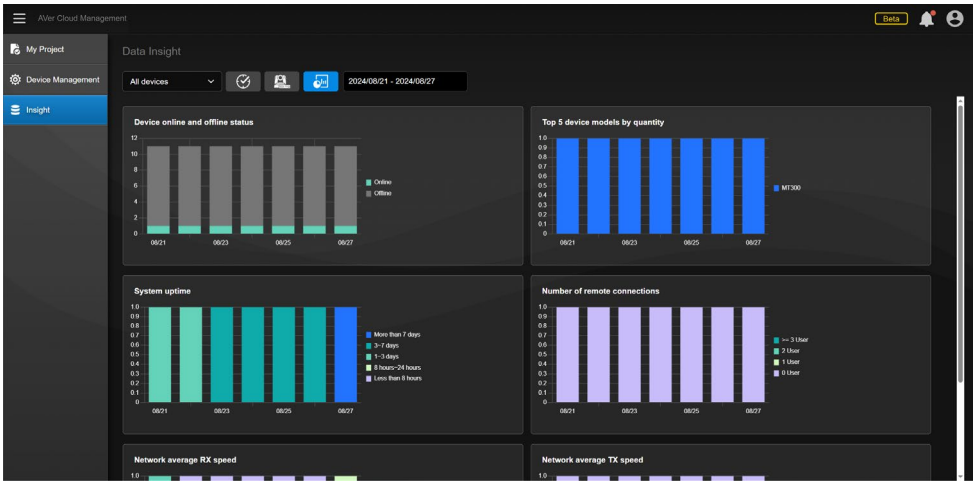
Device Data

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



Summary Data

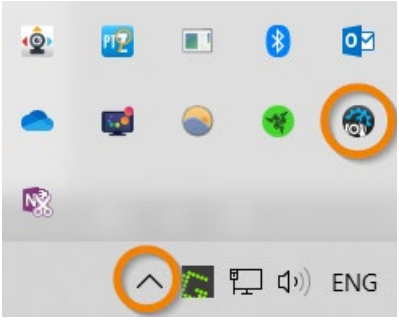
This tab shows the devices' performance metrics over a period of time. You can select a project to show, and customize the time range to present. When you click on a bar chart, you can see device details.



Troubleshoot

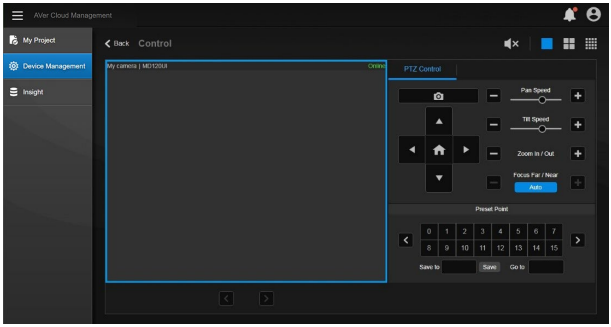
Auto search doesn't work. I am being asked to install the AVer Device Utility software again.

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



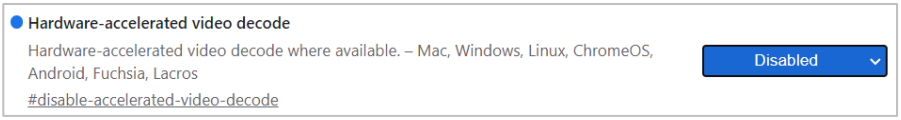
- If you don't see the AVer Device Utility icon on the taskbar, search and open the software by typing its name into the search bar. You can close the window and let it run in the background but don't exit the program.

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**.

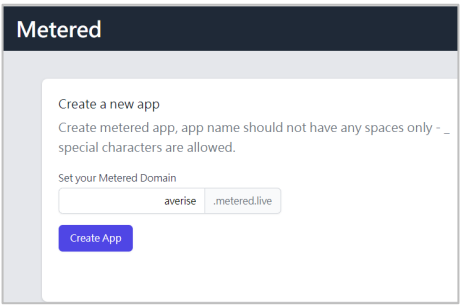
  3. Quit and restart Edge.

Appendix

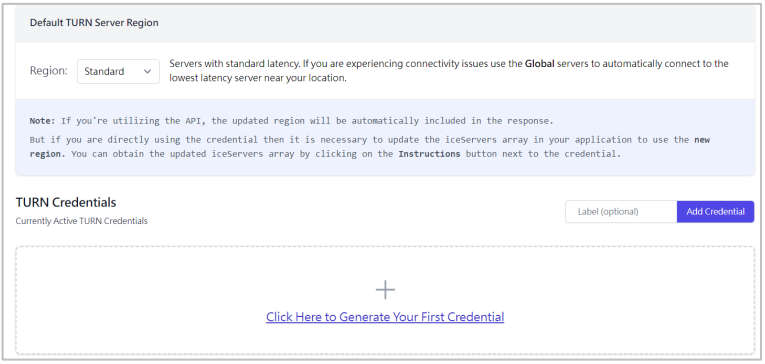
Sign up for a TURN Server

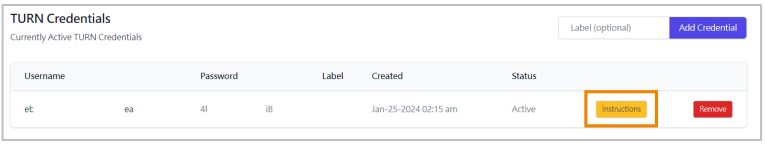
There are several free or paid Traversal Using Relays around NAT (TURN) server options available online. Here is an example using Open Relay, a TURN server provided by Metered Video.

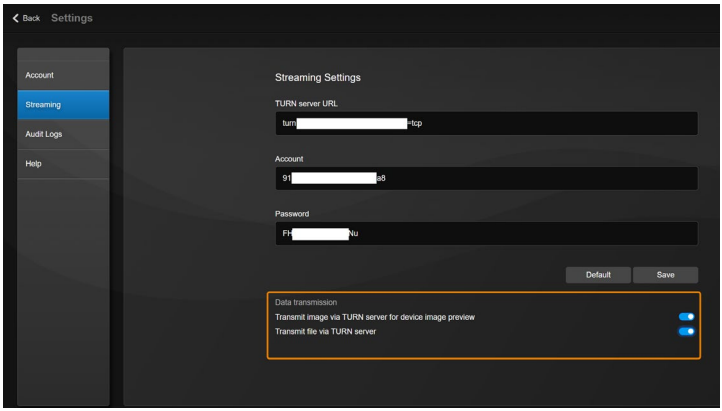
1. Go to Open Relay (https://www.metered.ca/tools/openrelay/). Scroll down and click **Sign up for free account**.
2. Create a metered app.



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





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: "eb[redacted]25ea",
        credential: "4k[redacted]iB",
      },
      {
        urls: "turns:standard.relay.metered.ca:443?transport=tcp",
        username: "eb01[redacted]25ea",
        credential: "4k[redacted]iB",
      },
  ],
});
```