

Video Conference Camera User Manual

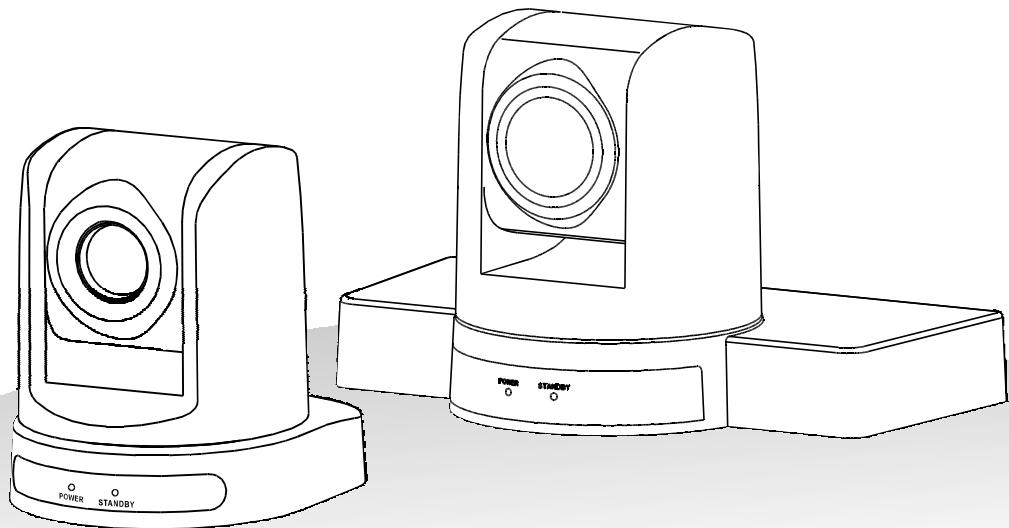


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1. Precaution

● **Electrical Safety**

Confirm country and local electrical safety standard when using or installing the product.

The product itself has no power switch. Please stop power supply or plug out power socket when it is not in good working. Video wire and control wire should be insulated and individual connected, can not mix-up with other wires.

● **Transportation with care**

Product should be protected against extremes of pressure, vibration and humidity during transportation, storage and installation. It is transported by integrated packing style.

● **Installation with care**

Please read carefully user installation manual when installation. Please pick up the camera parts gently and do not press it, or else, which may cause malfunction; the camera parts belong to senior optical products, please do not touch it by your hand in order to avoid scratch for protecting the imaging quality.

● **Requirements to service personnel**

All the service work should be done by qualified technicians.

● **Do not disassemble the Pan/Tilt module**

Do not disassemble screws and repair the parts of the Pan/Tilt module by yourself. Only qualified and professional personnel can do this job.

● **Environmental Requirements**

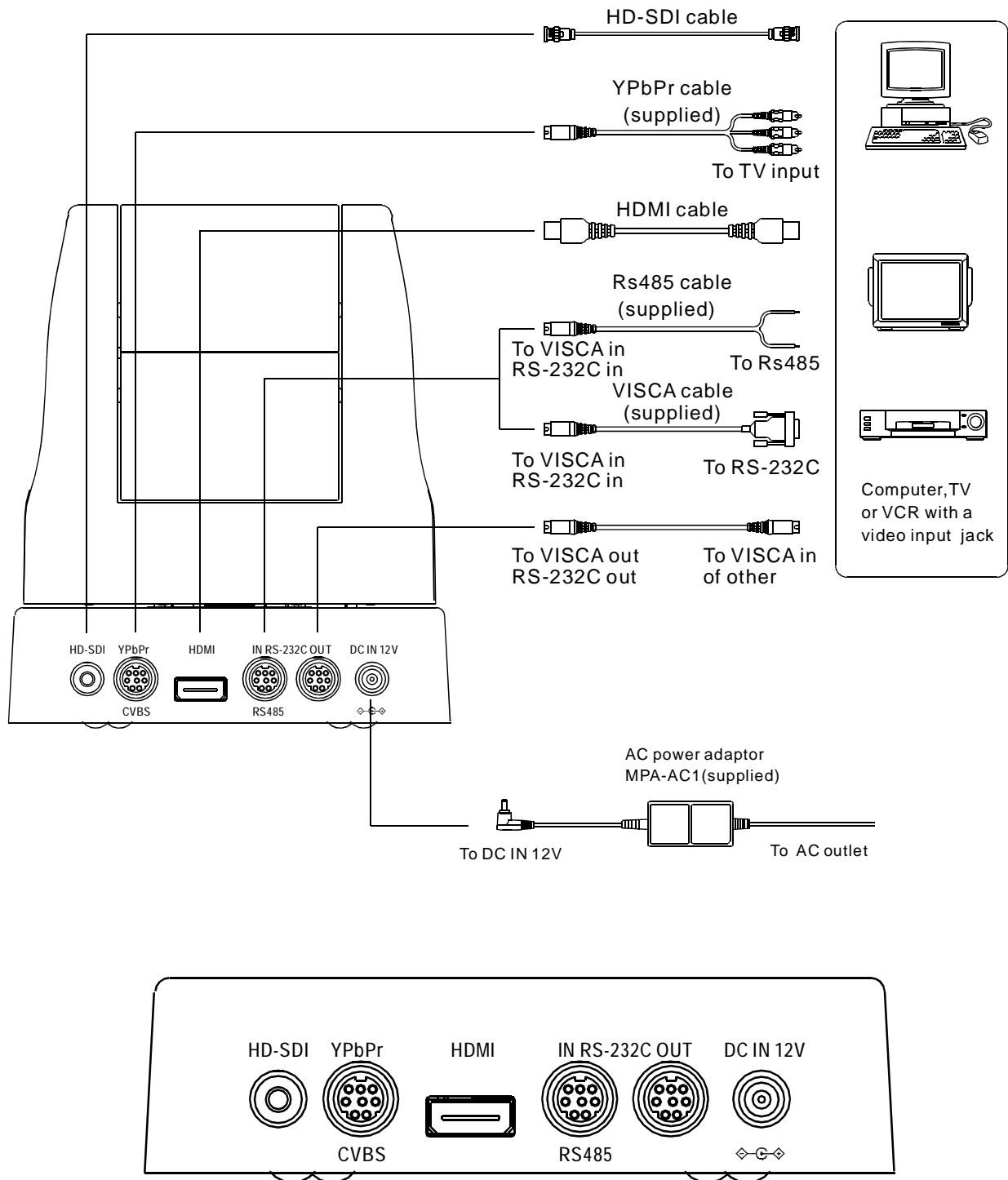
Environmental temp:	-10~+50°	Humidity:	<95%
Air Pressure:	86~106 Kpa	Power supply:	DC12V±2V
Power consumption:	Maximum 12W		DC12V

● **Don't focus the camera on objects with strong light**

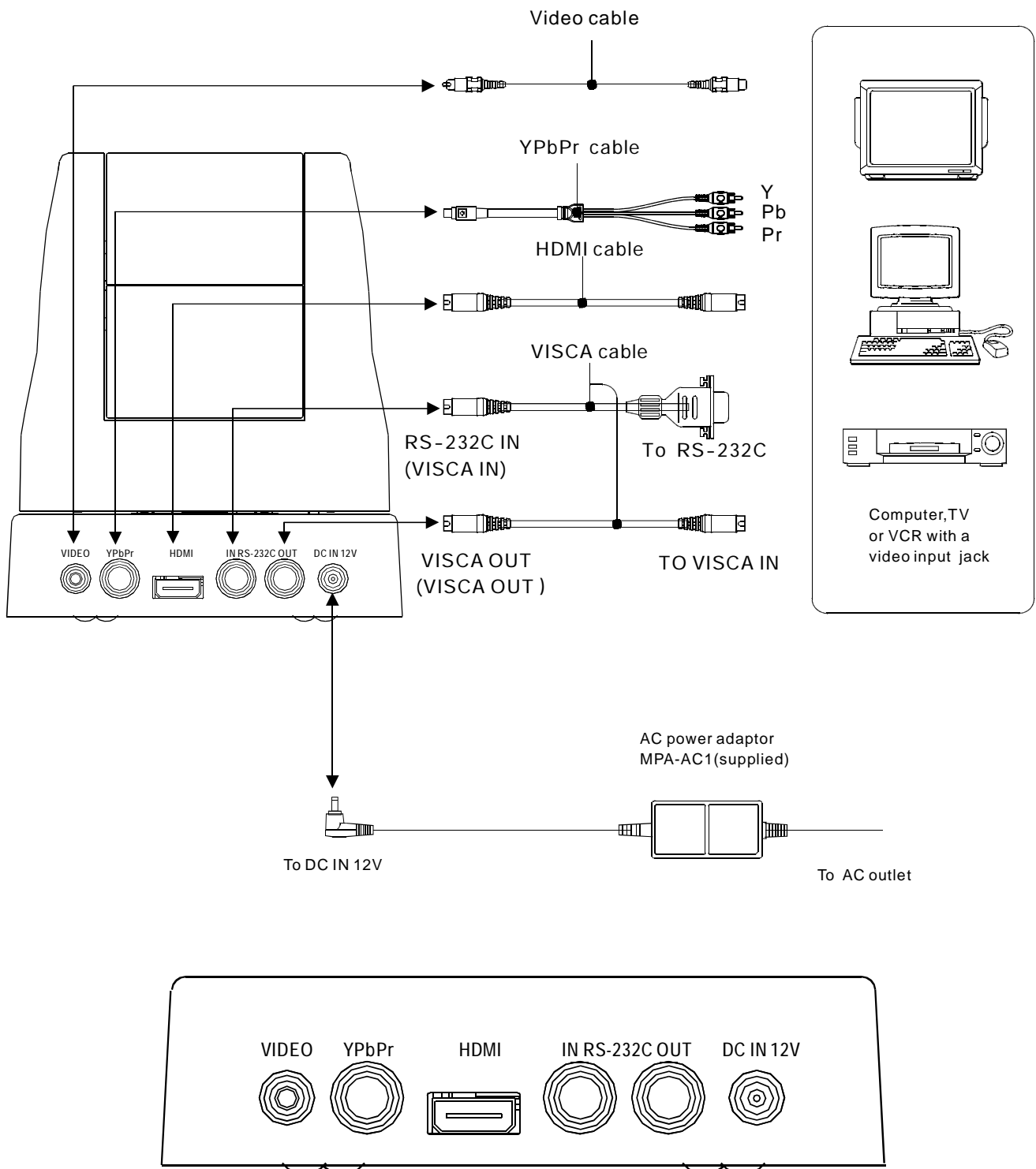
Don't focus the camera on objects with strong light. Don't focus the camera direct to the sun or other bright objects no matter when in use or not. Otherwise ,it may affect image quality.

2. Application system diagram

2.1 Small base HD-SDI HD video conference camera application system diagram , as shown in the picture

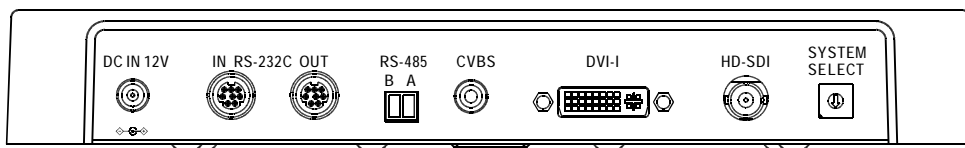
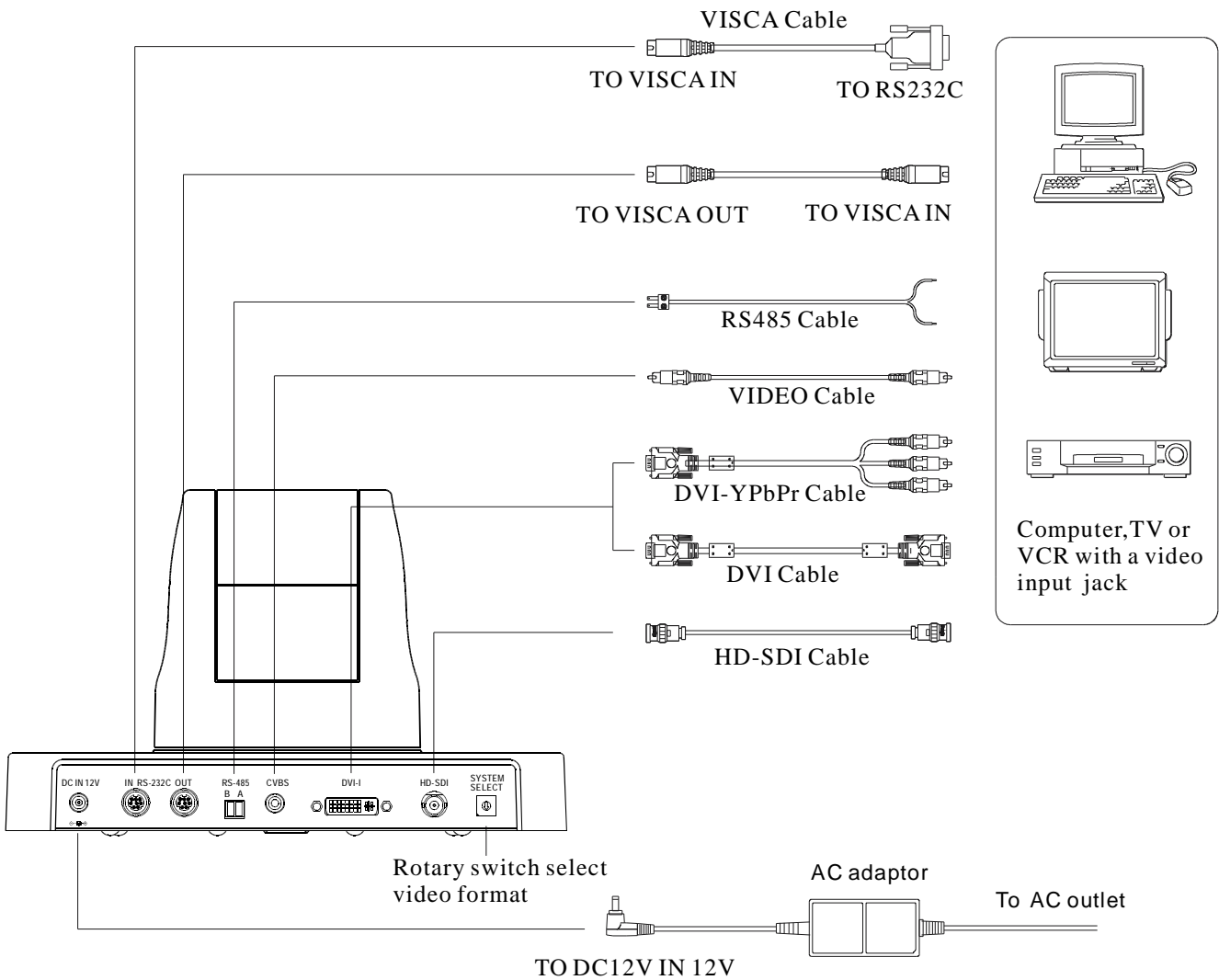


2.2 Small base HDMI HD video conference camera application system diagram , as shown in the picture



Video conference camera HDMI video output

2.3 Large base HD video conference camera application system diagram , as shown in the picture



Large base video conference camera video output

3. Performance

3.1 Dome parameter

Electricity:		Communications:	
Power supply	DC12V	Baud rate (RS232)	2400\4800\9600\19200\38400bps
Power consumption	12W	Protocol	PelcoP\D\Visca
Decoder	Built in	Address setting	1~255
Operation:		Environmental:	
Pan rotation	±173°	operation environment	0℃~+50℃
Tilt rotation	120°	Environmental humidity	0~95% No-condensation
Rotation speed	Pan 0.4° ~100° /s	Installation	Stand-up position
Physical:			
Net weight	1.7kg (Small base)	Presets	Visca :128
	2 kg (Large base)		Remote controller: 9

3.2 Camera parameter

Spec	Model	30× Color	3× Color
Signal system		PAL/NTSC	
Imaging element		1/2.8Type Exmor CMOS Sensor	1/2.8-type Exmor CMOS
Scanning system		1080P60/50 1080P30/25 1080I/60 (30PSF)	1080I/50 (25PSF) 720P60/50
Effective pixel (H × V)		2 Mega pixel	
Minimum illumination		1.4lux × 0.05lux × 0.002lux	0.25lux / 0.03lux
Zoom		30x Optical, 12x Digital	3x Optical, 12x Digital
Focus		10~1200(mm)	3.0mm(WIDE)~9.0mm(TELE)
Angle Field of view		63.7° (W)~2.3° (T)	1080I/90° (W)~32(T), 720P/60° (W)~21(T)
IRIS Control		Auto/Manual	
Focusing system		Auto/Manual	
White balance		Auto/Manual	
Back -light compensation		Off/No	
S/N ratio		>50dB	
Electronic shutter speed		1/1-1/10000	
Video output port		YPbPr, SDI, HDMI, CVBS	SDI, HDMI
Wide Dynamic Range		Off/No/Auto	

● **Small base Video conference camera HDMI video output**

Video output port	YPbPr, HDMI, CVBS	HDMI
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● **Large base video conference camera video output**

Video output port	YPbPr, SDI, DVI, CVBS	SDI, DVI
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3.3 Performance&Features

Remark: The parameter for each video camera module is different; please refer to the details in Chapter 3.2

Ø System

- Video signal:720P50/60、1080i50/60、1080P 25/30、1080P 50/60、PAL、NTSC、
- Pixel: 2 Mega Pixel
- Minimum distance for imaging (wide view, the nearest settings under Visca protocol):10mm
- S/N Ratio: 50 dB
- Pan/Tilt: Pan $\pm 173^{\circ}$, maximum speed:100 $^{\circ}$ /S
Tilt:+90 $^{\circ}$, -30 $^{\circ}$, maximum speed: 90 $^{\circ}$ /S

Ø Input/Output port:

- Small base SDI video output: HDMI、YPbPr、CVBS、SDI
- Small base HDMI video output: HDMI、YPbPr、CVBS
- Large base video output:DVI-I、3G-SDI、CVBS
- Input/Output control connection port: Visca RS-232C:
8-Core Mini size DIN (input:1; output:1)
- Mode of signal control: 9600bps data:8 bit Stop bit:1
- Power connection port: JEITA 4

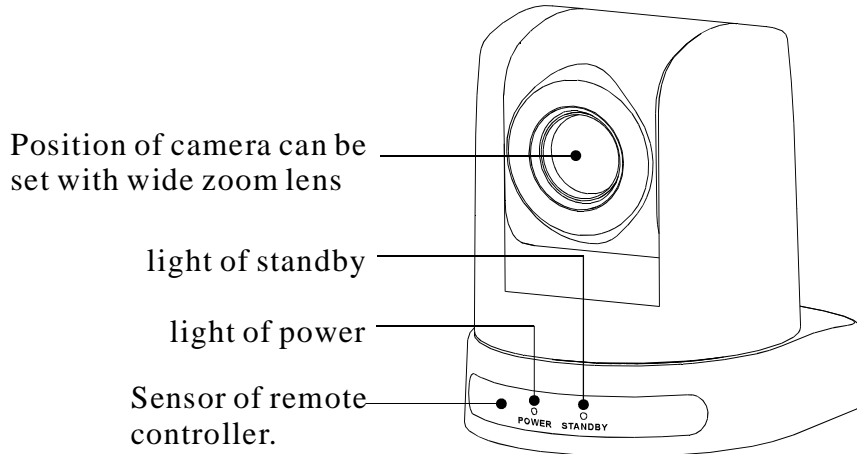
Ø Features

- With Fast, wide Pan/Tilt functions.
- With RS-232C communication and Visca protocol, can control video conference camera by terminal equipment and computer.
- Improved quality and definition of digital zoom image by the newest development digital signal processor (DSP).
- Can remove and attenuate IR light by attenuation-filter. Besides, this filter can open and close automatically; it provides image with good quality in high definition and strong brightness in large scope.
- Can save 9 presets in memory, it's available for working when necessary.
- With 1 Multi function IR Remote controller, which is easy and convenient to control video conference camera.

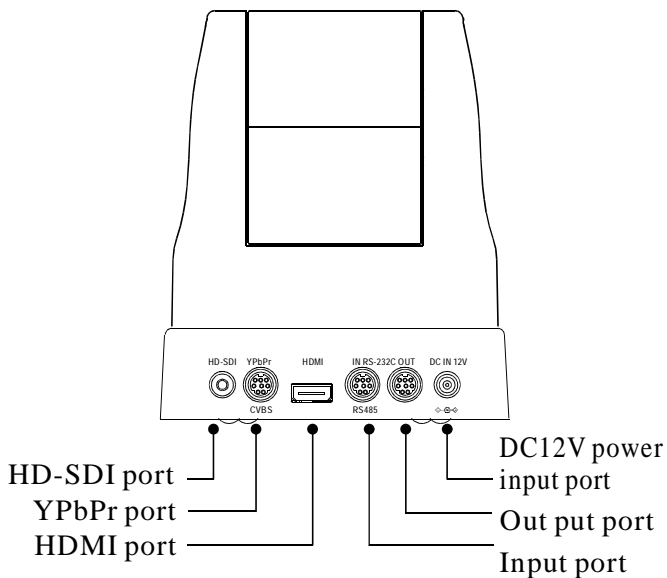
4. Functions

4.1 positions of control system

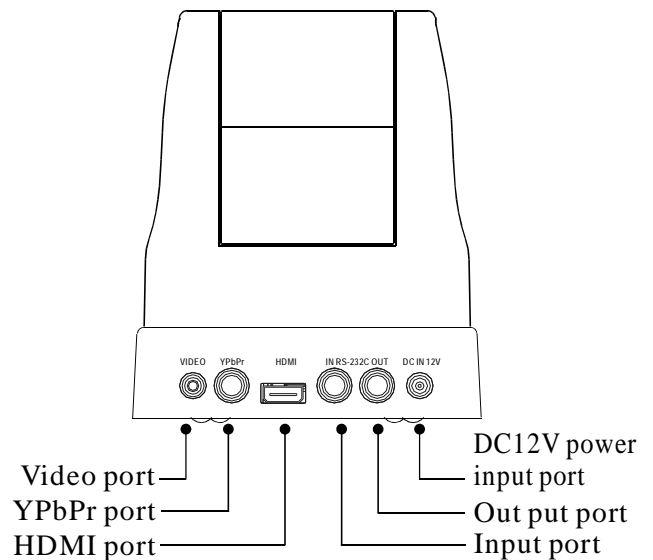
4.1.1 Small base video conference camera control key position



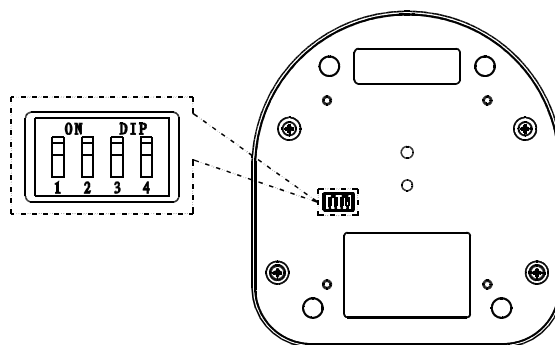
● SDI port



● HDMI port

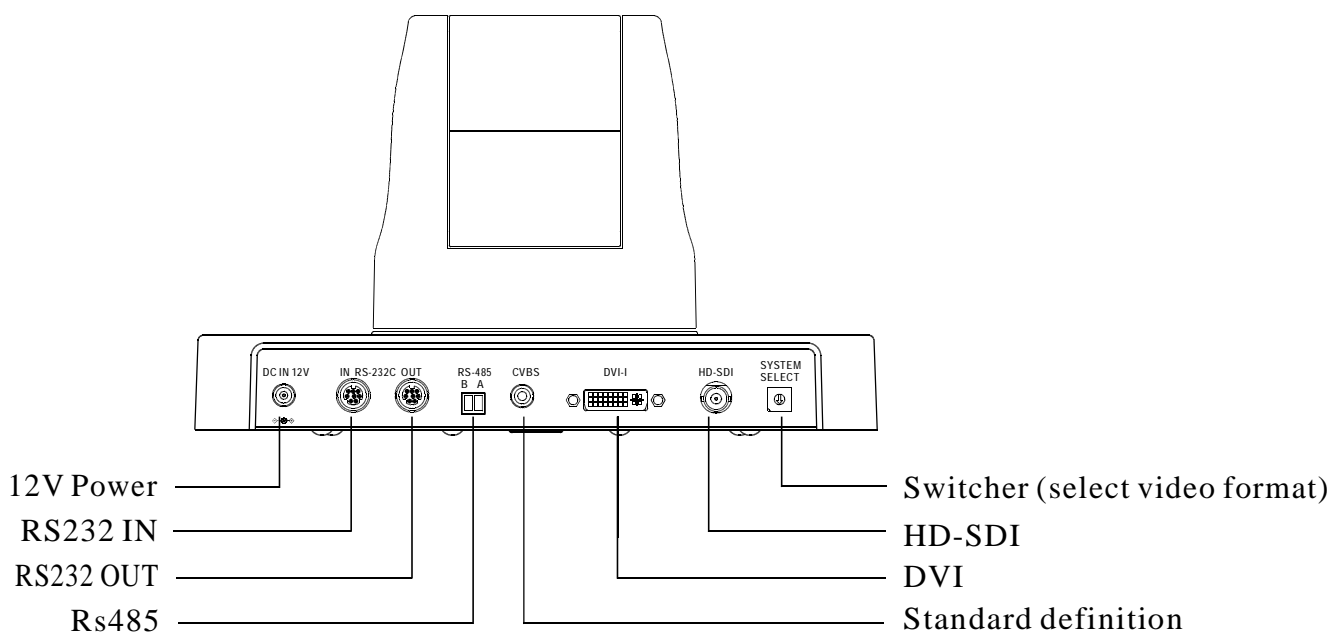
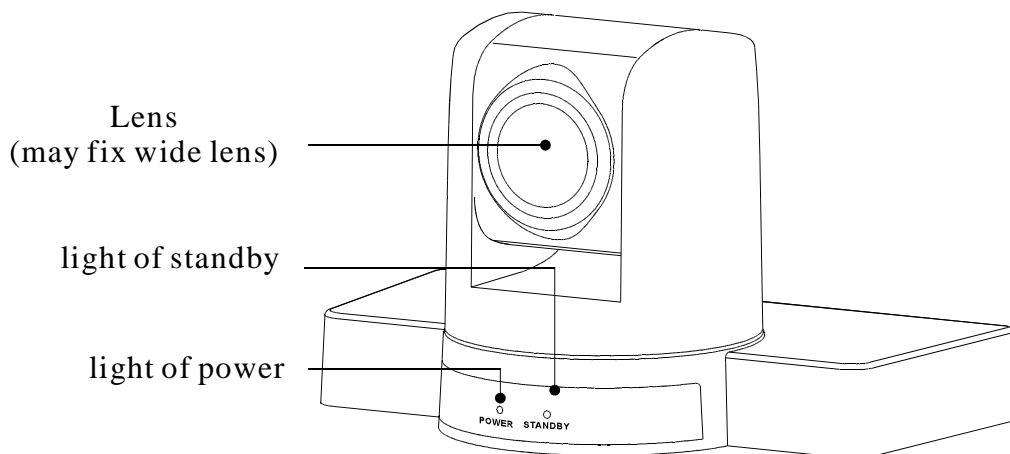


switch				system
1	2	3	4	1080i/60
0	0	0	0	720p/60
1	0	0	0	NTSC SD
0	1	0	0	1080i/50
1	1	0	0	720p/50
0	0	1	0	1080p/30
1	0	1	0	1080p/25
0	1	1	0	1080p/60
1	1	1	0	1080p/50
0	0	0	1	
1	0	0	1	



In above list, "1" indicating the dial switch is ON
"0" indicating the dial switch is OFF

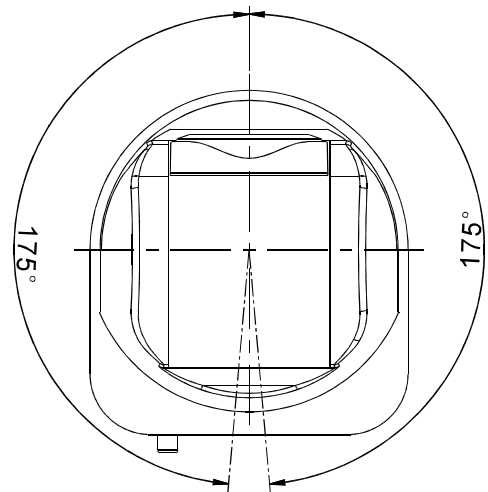
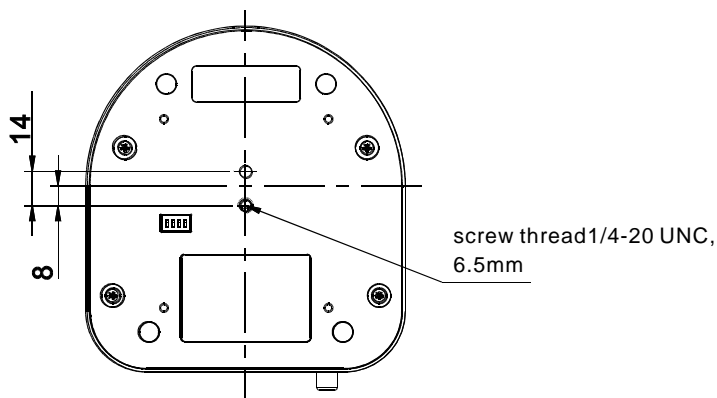
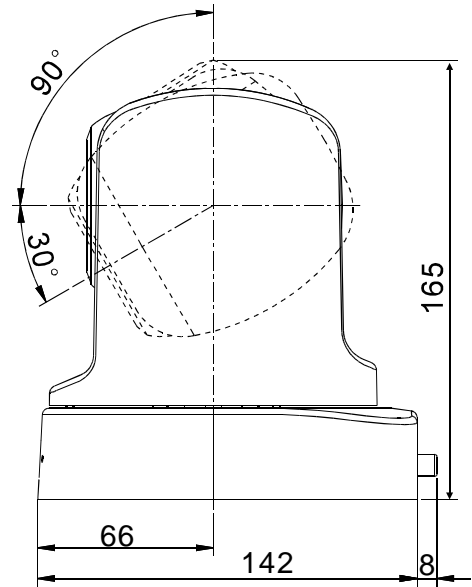
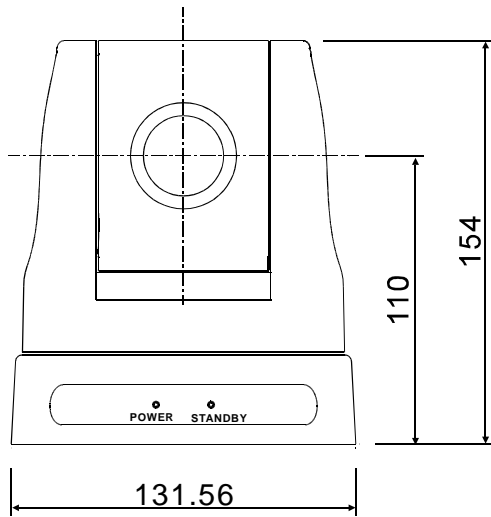
4. 1.2 Large base video conference camera control key position



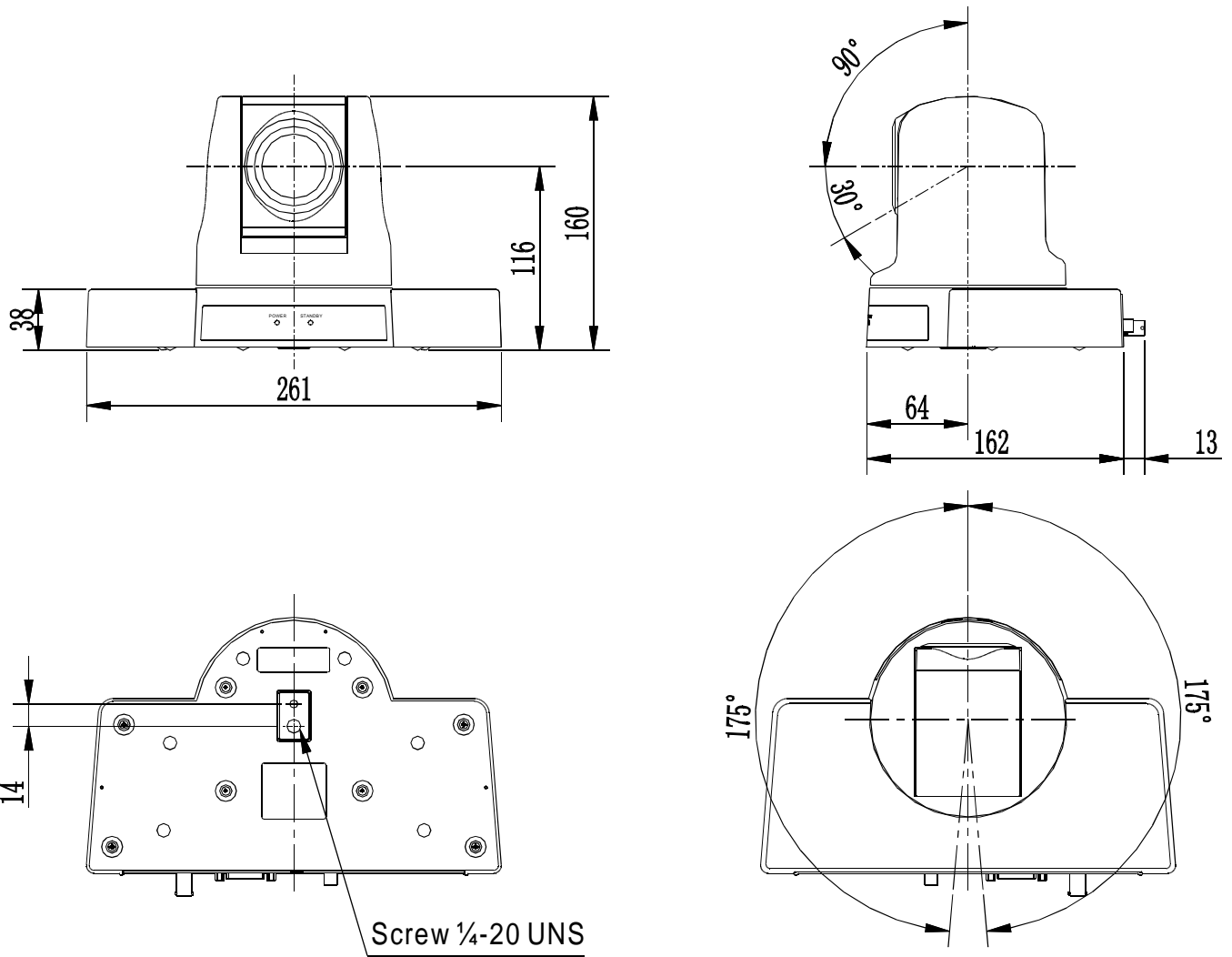
VIDEO SYSTEM			
0	1080i60	8	1080P60
1	720p60	9	1080P50
2	NTSC	A
3	1080i50	B
4	720p50	C
5	PAL	D
6	1080p30	E
7	1080p25	F

4.2 Dimension

4.2.1 The Size for Small base High definition video conference camera is as below:

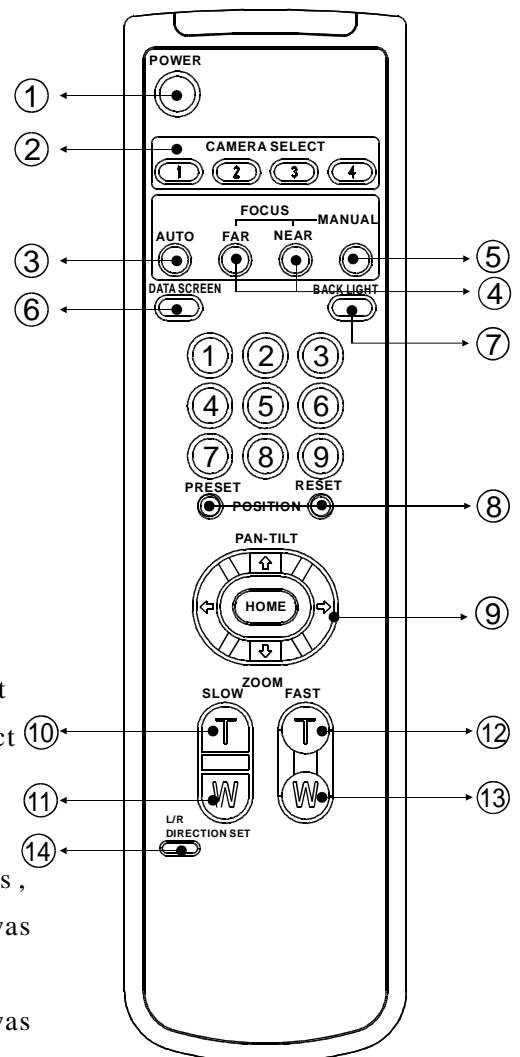


4.2.2 The Size for Large base High definition video conference camera is as below:



4.3 Remote controller introduction

- ① **【POWER】** : press this button one time will enable the camera switch to standby mode,
press twice will reboot the camera
- ② **【CAERA SELECT】** : Camera ID select, select the target camera you need
- ③ **【AUTO】** : Auto-focus button.
- ④ **【FAR】** : Manually focus button. focus on the distant object.
【NEAR】 : Manually focus button. focus on the nearby object.
- ⑤ **【MANUAL】** : Manually focus mode.
- ⑥ **【DATA SCREEN】** : Enter/Exit the OSD menu;
press this button 6 times (one time per second) ,
reboot will enable the camera restore the factory defaults.
- ⑦ **【BACK LIGHT】** : back light compensation button
- ⑧ **【POSITION】** : set the preset area , including **【PRESET】**
and **【RESET】** button.
【PRESET】 : set the preset number
PRESET+ number (from 1—9) set the preset you need
【RESET】 : Reset the preset
- ⑨ **PAN-TILT** button: Press the direction key to move the lens
as you need
press **【HOME】** button to reposition the camera.
- ⑩ **【SLOW T】** : Slightly adjust the lens to focus the nearby object
- ⑪ **【SLOW W】** : Slightly adjust the lens to focus the distant object
- ⑫ **【FAST T】** : Swiftly adjust the lens to focus the nearby object
- ⑬ **【FAST W】** : Swiftly adjust the lens to focus the distant object
- ⑭ **【L/R DIRECTION/SET】** : Press this button, within 2 seconds ,
Press **【1】** to set the left& right rotation of the camera when it was
installed with body upright
Press **【2】** to set the left& right rotation of the camera when it was
installed with body upside-down

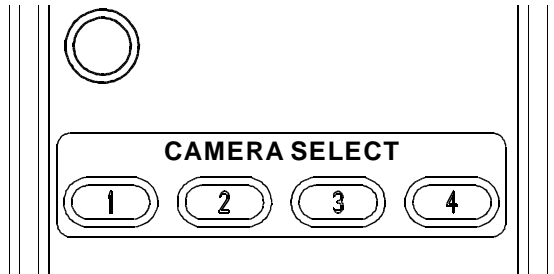


● Notes:

1. Change the battery when the remote controller unable to work properly
2. If there is hindrance between the remote controller and the camera, it will hinder the remote controller from working properly. please ensure there is no hindrance between the controller and the camera while operating, or it will stop the controller from working properly.

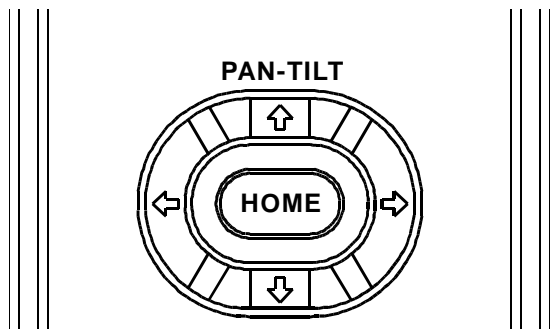
5. Operation instruction





5.1 Camera ID select



Select the target camera ID(from No.1- No.4)
 When the camera ID is beyond (No.1-No.4),
 select No.1 will enable you to operate the camera.

5.2 Pan/Tilt control

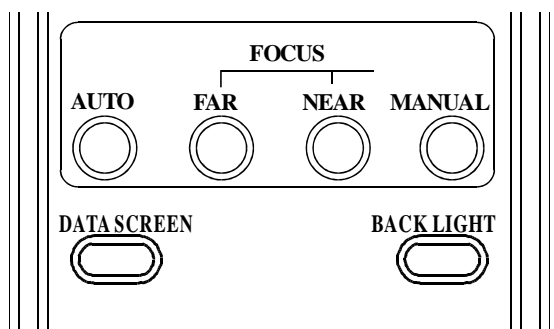


Turn up: Press 
 Turn down: Press 
 Turn left: Press 
 Turn right: Press 
 Reposition: Press **【HOME】** button

press the corresponding key to adjust the angle of the lens.

Tip: Keep pressing the direction button in a period of time will enable the camera rotating in a fast speed.

5.3 Focus

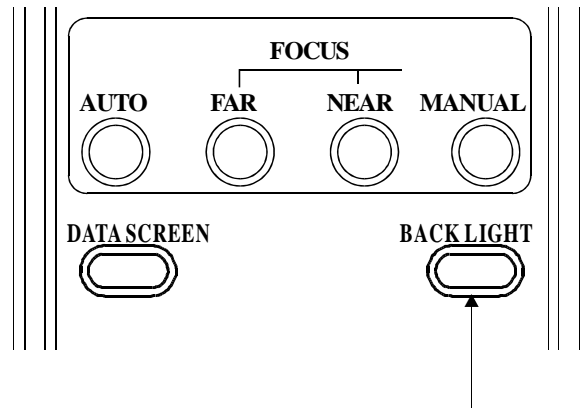


【AUTO】 Enable camera automatically focus
【MANUAL】 Switch to manually control mode
【FAR】 Manually focus the distant object
【NEAR】 Manually focus the nearby object

Ø Back light imaging

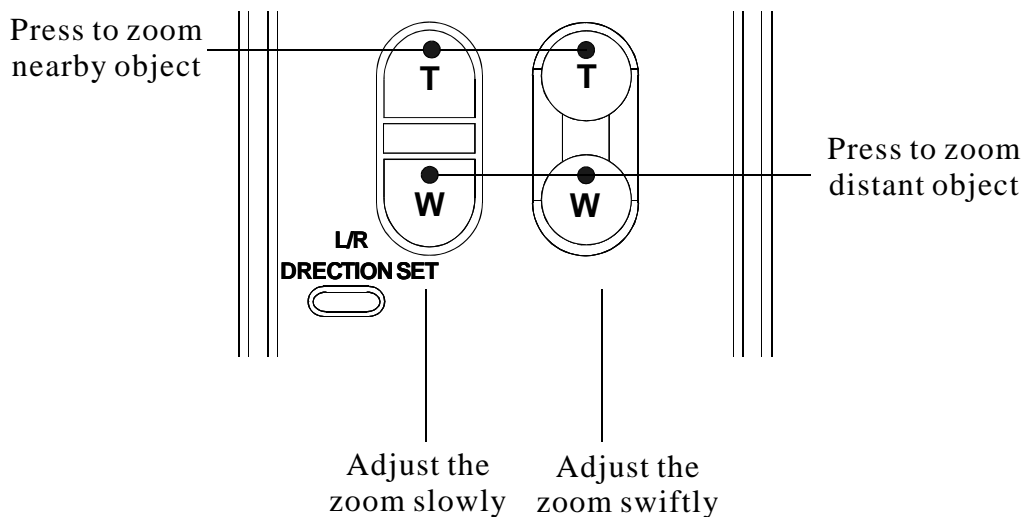
Strong background ray can make backlighting objects engender shadow, press **【BACK LIGHT】** to activate the back light mode.

Quit the back light mode , press **【BACK LIGHT】** button.

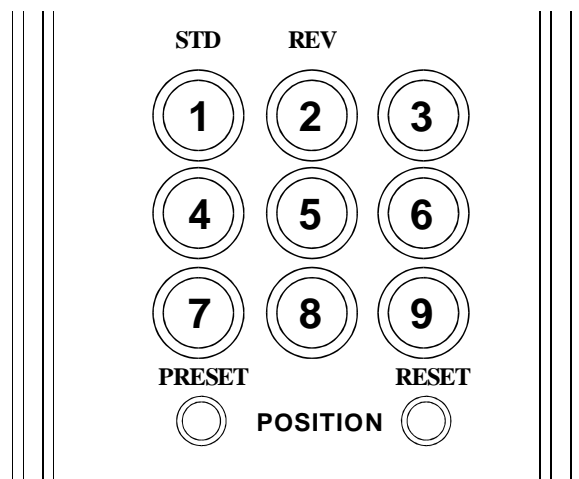


Ø Zoom

Press the four **【ZOOM】** buttons to zoom the target object



5. 4 Preset setting



1、 Save the preset: press **【PRESET】** button first, then press any of the numbers you need (from 1-9) to save the preset.

Notice: You can save at most 9 presets through the remote controller.

2、 Vall the preset: press the saved preset number (from 1-9) will activate the corresponding preset position.

Notice: Call a preset number has not been saved will be invalid.

3、 Reset the preset: Press **【RESET】** button first, then press the number (from 1-9) will clear the corresponding preset.

MAIN MENU
<ul style="list-style-type: none"> <li style="background-color: #cccccc; padding: 2px;">SYSTEM SETTING CAMERA SETTING PAN TILT ZOOM VIDEO OUT COMM PARA EXIT

SYSTEM SETTING
<ul style="list-style-type: none"> ZOOM LABEL OFF POS. MODE: D70 MOTION INITIAL INFO DEFAULT BACK EXIT

MOTION
<ul style="list-style-type: none"> HEAD DOWN OFF L-R DIRECTION OFF PROPORTION PAN ON PT STOP MODE MODE 1 BOOT ACTION HOME TIME N/A SPEED MAPPING BACK EXIT

INITIAL INFO
<ul style="list-style-type: none"> FIRMWARE V1.13 6300 PROTOCOL: VISCA DAURATE: 9600 CAM ADDRESS: AUTO VIDEO OUT: 1080I60 BACK EXIT

SPEED MAPPING
<ul style="list-style-type: none"> SPEED-PAN MAPPING SPEED-TILT MAPPING BACK EXIT

6. System setting

1. Operate remote controller, press **【DATA SCREEN】** enter OSD menu;
2. Press the arrow keys to select the menu, press left and right button to set functions;

6.1 System setting

1. Operate remote controller, Press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【SYSTEM SETTING】** press right button to enter next menu; as the left picture.
 - I **【ZOOM LABEL】** Display/hide the zoom label
 - I **【POS MODE】** Camera coordinate inquiry protocol , D70 and D30/ D70-2
 - I **【INITIAL INFO】** Dome initialization information display, as the left pictures shown: Initialization information including software version number, PTZ protocols, Baud rate, communication address, video format etc;
 - I **【DEFAULT】** Restore to factory default setting
 - I **【HEAD DOWN】** Image inversion **【OFF】** Top mount **【ON】** Top-down mount
 - I **【L-R DIRECTION】** Remote controller arrow keys and the camera running direction
 - 【OFF】** Remote controller arrow keys consistent with the direction of camera run
 - 【ON】** Remote controller arrow keys with the camera running direction of the opposite
 - I **【PROPORTION PAN】** Zoom speed and rotation speed proportion button **【OFF】** close **【ON】** open
 - I **【BOOT ACTION】** video conference guard function setting. **【HOME】** back to Home when self-testing finished. **【PRE 1】** back to preset 1 when self-testing finished, Preset 1 to preset 9 for your option **【AUTO】** back to initial position before when self-testing finished **【TIME】** automatically record the duration time of the camera staying in its current position
 - I **【PT STOP MODE】** setting the different mode of the video conference when it is coming to a complete stop. From MODE I to MODE 4, the time is gradually shorten. That is, camera in MODE1 needs the longest time to come to a complete stop and camera in MODE 4 need the shortest time.
 - I **【SPEED-PAN MAPPING】** Setting VISCA Pan speed and video conference camera speed matching list
 - I **【SPEED-TILT MAPPING】** Setting VISCA Tilt speed and video conference camera speed matching list
 VISCA default pan speed range 1-24, Tilt speed range 1-23, Video conference speed range 1-63. User are allowed to change video conference camera rotate speed while it follows the VISCA speed command according to this speed PAN/TILT mapping.

MAIN MENU
SYSTEM SETTING
CAMERA SETTING
PAN TILT ZOOM
VIDEO OUT
COMM PARA
EXIT

CAMERA SETTING
* EXPOSURE
COLOR
FOCUS
PICTURE
BACK
EXIT

EXPOSURE
AE MODE SET
AGC LIMIT 18DB
SLOW SHUTTER OFF
BLC OFF
EX-COMP -1.5DB
WIDE-D OFF
BACK
EXIT

AE MODE
AE MODE AUTO
SHUTTER N/A
IRIS N/A
BRIGHT N/A
GAIN N/A
BACK
EXIT

7. Camera setting

Operate remote controller, Press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【CAMERA SETTING】** press right 1button to enter next menu; as the left picture

7.1 Camera **【EXPOSURE】** setting

Press arrow keys to move to **【EXPOSURE】** and then press right button to enter next menu, as the left picture

- **【AE MODE】**

1. Press right button ,for optional as Follows
 - **【AUTO】** : default setting, auto Iris mode
 - **【MANUAL】** : manual setting
 - **【BRIGHT】** : brightness priority mode
 - **【IRIS】** : iris priority mode
 - **【SHUTTER】** : shutter priority mode
2. Option iris priority mode **【IRIS】** , press right-hand button, save setting.
3. Move the joystick to AE model sub-options **【IRIS F1.4】** press right key, Select the appropriate aperture size, press right button, save setting.
 - **【SHUTTER 1/50】** It means shutter speed, when the AE mode is shutter priority, this function can be set.
 - **【IRIS F1.6/0DB】** It means the size of iris, when the AE mode is iris priority, this function can be set.
 - **【BRIGTH F1.6/0DB】** It means brightness, when the AE mode is brightness priority, this function can be set.
 - **【AGC LIMIT】** Automatic Gain, range of options 8-28dB;
 - **【AGC LIMIT】** The smaller the value, the darker and image of snowflakes point less; numerical bigger and bright , the image of snowflakes point more
 - **【SLOW SHUTTER】** Slow shutter control
 - 【OFF】** Close slow shutter
 - 【ON】** Open slow shutter
 - **【BLC】** Backlight compensation function
 - 【OFF】** Close back light compensation
 - 【ON】** Open back light compensation
 - **【EX-COMP】** Exposure compensation function
 - **【WIDE-D】** Wide Dynamic Range
 - **【ANTI FLICKER】** Anti-flicking.

MAIN MENU
SYSTEM SETTING CAMERA SETTING PAN TILT ZOOM VIDEO OUT COMM PARA EXIT

CAMERA SETTING
EXPOSURE * COLOR FOCUS PICTURE BACK EXIT

COLOR
WB MODE AUTO R GAIN N/A B GAIN N/A COLOR GAIN MASTER GAIN 100 COLOR HUE MASTER DEGREE 0 C.SUPPRESS 2 BACK

7.2 Camera **【COLOR】** setting

1. Operate remote controller, Press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【CAMERA SETTING】** press right button to enter next menu;

As the left picture:

2. Press arrow keys to move to **【COLOR】** and then press right button to enter next menu, as the left picture

- **【WB MODE】** White balance mode.
 Auto mode of white balance **【AUTO】** is the default mode of intelligent PTZ, environmental detection by the camera's white balance sensor automatically restore the true color. When select manual mode **【MANUAL】** you can adjust the values of **【R GAIN】** and **【B GAIN】**
- **【R GAIN】** Options range in 1-255, values larger, represents an increase of more red, hue warm .
- **【B GAIN】** Options range in 1-255, values larger, represents an increase of more blue, hue turn cold .
 Indoor mode **【INDOOR】** hue cool colors
 Outdoor mode **【OUTDOOR】** hue warmer
- **【ATW】** auto tracking white balance mode
- **【OPW】** Single lock white balance mode
- **【COLOR GAIN】** set the color gain, select the **【MASTER】** to set the color gain , or select **【MASTER】** **【RED】** **【GREEN】** and others to set the corresponding color gain.
- **【GAIN】** set the gain value, Range 60-200.
- **【COLOR HUE】** set the chroma , select the **【MASTER】** to set the chroma , or select **【RED】** **【GREEN】** and others to set the corresponding chroma.
- **【DEGREE】** set the value of chroma , Range -14° ~ +14°
- **【C.SUPPRESS】** Set the chromaticity inhibition

MAIN MENU
SYSTEM SETTING
CAMERA SETTING
PAN TILT ZOOM
VIDEO OUT
COMM PARA
EXIT

CAMERA SETTING
EXPOSURE
COLOR
* FOCUS
PICTURE
BACK
EXIT

FOCUS
FOCUS MODE AUTO
NEAR LIMIT 30CM
BACK
EXIT

PICTURE
B&W AUTO
GAMMA NORMAL
HI-RESOLUTION ON
NOISE REDUCE 3
MIRROR OFF
FLIP OFF
SHARPNESS 005
BACK
EXIT

7.3 Camera **【FOCUS】** setting

1. Operate remote controller, Press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【CAMERA SETTING】** press right button to enter next menu; as the left picture
2. Press arrow keys to move to **【FOCUS】** and then press right button to enter next menu, as the left picture

- **【FOCUS MODE】** Focus ptional.
【AUTO】 Auto Focus
【MANUAL】 Manual Focus
【OPT】 One-push : Camera will carry out a single auto-focus when it is manually operated.
 No more auto-focus unless the camera is manually operated again.
- **【NEAR LIMIT】** set the near focus range of the lens, default range value 30cm, The minimum focus range between the camera and the object, Camera will unable to focus if the range between the camera and object is less than this value.

7.4 Camera **【PICTURE】** Setting

1. Operate remote controller, press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【CAMERA SETTING】** press right button to enter next menu; as the left picture
2. Press arrow keys to move to **【PICTURE】** and then press right button to enter next menu, as the left picture

- **【B&W】** color / black and white switch mode
【AUTO】 Auto color / black and white switch mode, intelligent PTZ automatically switched according to illumination
【COLOR】 set as color mode
【BLACK】 set as black and white mode
- **【GAMMA】** Gamma correction
- **【HI-RESOLUTION】** Camera built - in high-resolution capabilities , refer to the camera types
- **【NOISE REDUCE】** **Noise reduce processing**
- **【MIRROR】** Mirror image function
- **【FLIP】** The function of Auto flip when the camera rotates pan 180 degrees
- **【SHARPNESS】** image sharpness setting

MAIN MENU
SYSTEM SETTING
CAMERA SETTING
PAN TILT ZOOM
VIDEO OUT
COMM PARA
EXIT

PAN TILT ZOOM	
PAN/TILT LIMIT	OFF
RIGHT	N/A
LEFT	N/A
UP	N/A
DOWN	N/A
D-ZOOM	ON
ZOOM SPEED	OFF
BACK	
EXIT	

8. PTZ setting

1. Operate remote controller, press **【DATA SCREEN】** to enter OSD menu, press the arrow keys to move to **【PAN TILT ZOOM】**, press right button to the sub menu; as the left picture shown:

- **【PAN/TILT LIMIT】** pan/tilt limit setting

【RIGHT】 right limit setting

Set the range when camera rotate to right, range of $0^{\circ} \sim 173^{\circ}$

【LEFT】 left limit setting

Set the range when camera rotate to left, range of $-173^{\circ} \sim 0^{\circ}$

【UP】 up limit setting

Set the range when camera rotate upward, range of $0^{\circ} \sim 90^{\circ}$

【DOWN】 down limit setting

Set the range when camera rotate downward, range of $-30^{\circ} \sim 0^{\circ}$

Note: The horizontal and vertical angle will be 0 when the camera in HOME position.

- **【D-ZOOM】** Digital zoom control
- **【ZOOM SPEED】** the speed for the camera when it receives ZOOM STANDARD command, Set the zoom speed via this setting, when set to OFF, the zoom speed will be default.

MAIN MENU	
SYSTEM SETTING	
CAMERA SETTING	
PAN TILT ZOOM	
VIDEO OUT	
COMM PARA	
EXIT	

9. Video output and communication parameters setting

1. Operate remote controller, press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【VIDEO OUT】** press right button to enter next menu; As the left picture

VIDEO OUT	
YPBPR /CVBS	YPBPR
RGB/YUV	OFF
HDCP	OFF
OPT · CORR	N/A
BACK	
EXIT	

- **【YPBPR /CVBS】** Select YPbPr output interface YPbPr or CVBS
- **【RGB /YUV】** Signal output format
- **【HDCP】** High-bandwidth digital content protection
【OFF】 Closed off high-bandwidth digital content protection
【ON】 Open high-bandwidth digital content protection
- **【OPT · CORR】** Optical correction

2. Operate remote controller, press **【DATA SCREEN】** enter OSD menu, press the arrow keys to move to **【COMM PARA】** press right button to enter next menu; As the left picture.

COMM PARA	
PROTOCOL	VISCA
BAUDRATE	2400
ADDRESS	AUTO
BACK	
EXIT	

- **【PROTOCOL】** Dome Communication protocol, the optional of VISCA, PELCO D, PELCO P and so on
(Call 95 preset to enter the menu when the camera is with PELCO P/D protocol)
- **【BAUDRATE】** Setting dome baud rate, optional: 2400bps、4800bps、9600bps、19200bps、38400bps.
- **【ADDRESS】** Setting dome address (range of address 001-255), when it is AUTO, the system automatically assigns the linkage dome address;

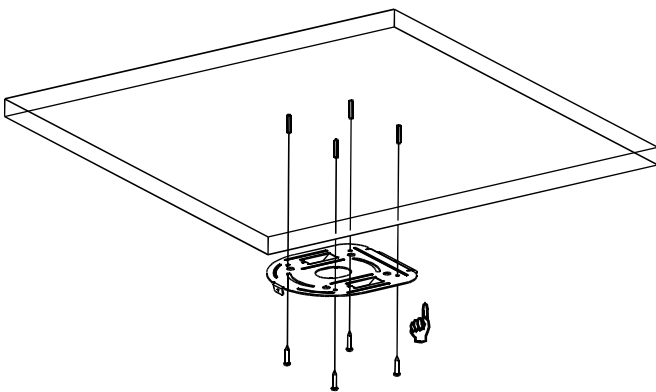


The above function will be based on the model and the parameter of the video conference camera. It will show nothing or show **【N/A】** in the menu if the camera is without this function.

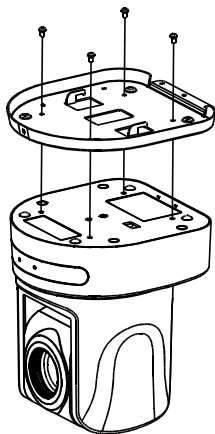
10. Installation instruction

10.1 Small base video conference camera Installation instruction

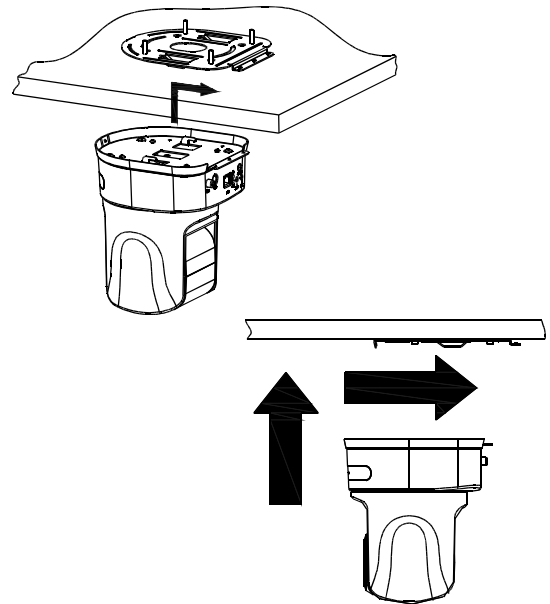
1. To drill 4 M4 screw hole in ceiling (see above sketch), use 4pc STP4×16 cross screws to fix the upside-down installation board of video conference camera on ceiling.



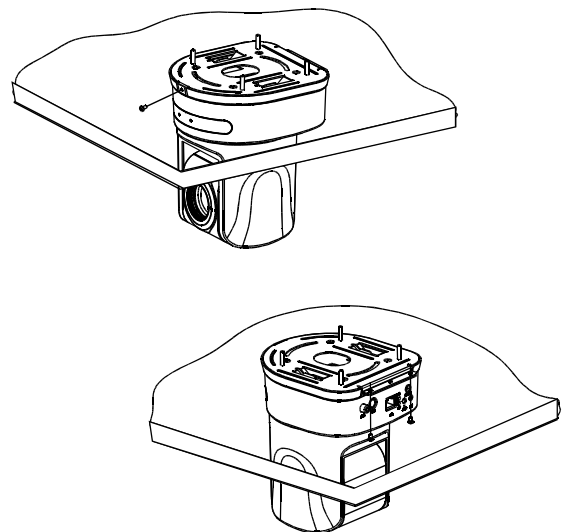
2. Use 4pcs M3×4 cross screws to fix the video conference camera on the connection board, showed as the sketch.



3. Hang the discreteness made in step 2 on the installation board, showed as the above sketch.

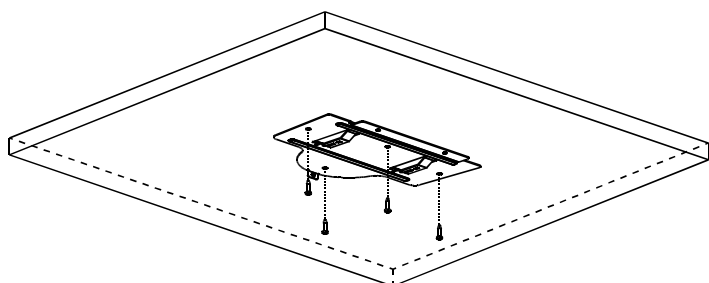


4. Use 3pcs M3×4 cross screws to fix the connection board and installation board, like above sketch.

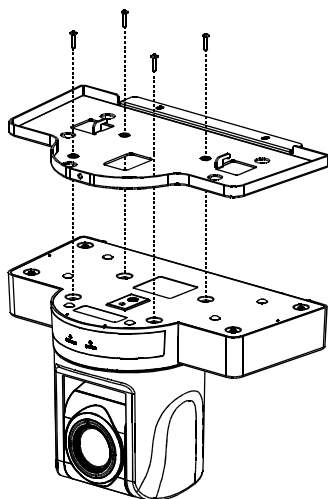


10.2 Large base video conference camera Installation instruction

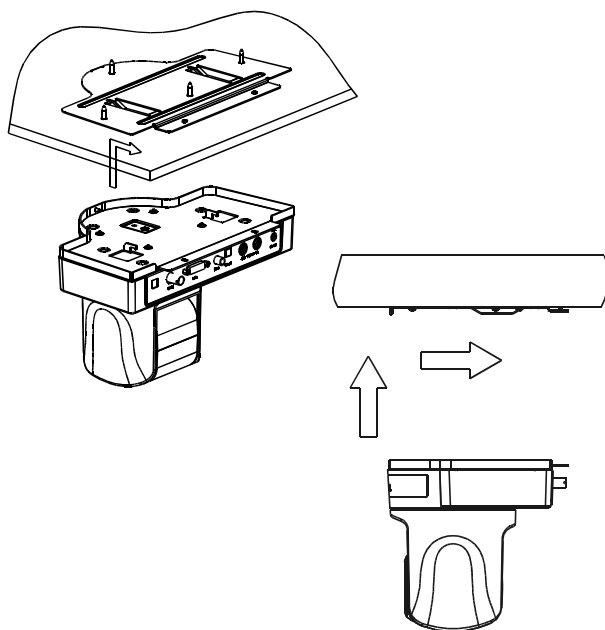
1. To drill 4 M4 screw hole in ceiling (see above sketch), use 4pc STP4X16 cross screws to fix the upside-down installation board of video conference camera on ceiling.



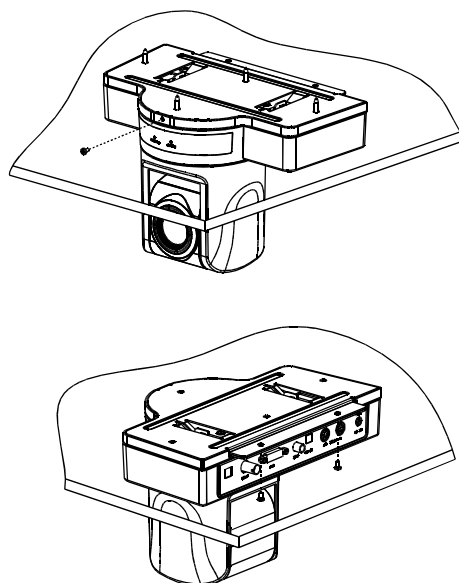
2. Use 4pcs M2.5×10 cross screws to fix the video conference camera on the connection board, showed as the sketch.



3. Hang the discreteness made in step 2 on the installation board, showed as the above sketch.



4. Use 3pcs M3×4 cross screws to fix the connection board and installation board, like above sketch.



11. Maintenance service terms

1. Range of warranty

- The product will be maintained free for one year.
- The product will be obtained the free maintenance service if the same malfunction appears again within three payable maintenance months.
- Malfunction of products caused by force majeure (such as war, earthquake, lightning strike and so on), abuse, non-standard operation, change of construction, non-normal wear or accident are non-free of warranty.
- Please prevent from the damage which is caused by heavy pressure , the fierce vibration and soaks in the process of transportation and storage, which does not belong to the free maintenance range.
- Please adopt the way of fission package or original package to transport because the product damage dose not belong to the free maintenance scope if you use the whole packing way , not the original packing way.
- The maintenance services will not be free when the pan/tilt module is disassembled or serviced by the user voluntarily.
- Our company implements the lifetime payable service if the product in malfunction has surpassed the warranty period.
- To the products with defect :if it's in the period of warranty, please fill in the form of warranty information correctly, describe the trouble in details, and provide original sales invoice or its copy.
- For the damage and loss which was caused by the user's specifically application, factory won't bear any risk and responsibility. The factory compensation made by breach of faith, negligence or tortuous won't exceed the amount of the products. The factory won't bear any responsibility for the special, unexpected and continue damage caused by any other reasons.
- Our company has the final right of explanation for the above terms.

2. Warranty terms

- If the products are within the warranty time, the buyer should fill in the warranty card and send back together with the products.

3. Shipping

- If the product needs repaired , you can return it to the manufacturer through the supplier or directly. If you choose the later , please contact us in order to speed up the process. And our company only undertake the one-way freight from manufacturer to customer after maintenance.

Video Conference Camera
User Manual
Version V1.00