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 - > HCSTVCON 4K PTZ Camera 20X (Model HC-HD10UH) Instruction Manual

HCSTVCON HC-HD10UH

HCSTVCON 4K PTZ Camera 20X Instruction Manual

Model: HC-HD10UH | Brand: HCSTVCON

1. INTRODUCTION

The HCSTVCON 4K PTZ Camera 20X is a high-performance video conferencing and live streaming camera designed for various professional applications. Equipped with a 1/2.8-inch CMOS sensor and advanced image processing, it delivers sharp 4K (3840x2160) video with vivid colors. Its 20x optical zoom and silent pan/tilt motion allow for precise control and coverage in diverse environments, including conference rooms, educational settings, and worship services.



Key Features:

- **4K UHD Video:** Captures video at 3840x2160 resolution with a 1/2.8-inch CMOS sensor.
- **20x Optical Zoom:** UHD telephoto lens with precise and stable autofocus.
- **Silent Pan/Tilt:** 355° horizontal rotation and 120° vertical tilt with smooth, quiet operation.
- **Multiple Output Interfaces:** Supports USB 3.0, HDMI, and RJ45 (PoE) connectivity.
- **Wide Compatibility:** Works with popular platforms like Zoom, Skype, Microsoft Teams, OBS, and more.
- **Advanced Image Processing:** H.264/H.265 formats, high dynamic range, and dual noise reduction for clear images in low light.
- **Preset Positions:** Up to 255 presets (10 accessible via IR remote control).

2. PACKAGE CONTENTS

Verify that all items listed below are included in your package. If any items are missing or damaged, please contact customer support.

- 4K Conference Room Camera (HC-HD10UH) x1
- IR Remote Controller x1
- USB 3.0 Cable x1
- HDMI Cable x1
- Control Cable x1
- Power Adapter x1
- Hanging Bracket with Screws x1
- User Manual x1

Live Streaming PTZ Camera for Church



Image showing the camera and its included accessories.

3. SETUP GUIDE

3.1 Mounting Options

The camera supports versatile mounting options to suit your environment:

- **Desktop:** Place the camera on a flat, stable surface.
- **Tripod:** Attach the camera to a standard tripod using the mounting screw hole at the base.
- **Wall Mount:** Use the provided hanging bracket and screws to secure the camera to a wall.
- **Ceiling Mount:** Use the provided hanging bracket and screws to secure the camera to the ceiling.



Illustrations of various mounting configurations: desktop, tripod, wall, and ceiling.

3.2 Connecting the Camera

Follow these steps to connect your camera:

1. **Power Connection:** Connect the power adapter to the DC 12V port on the camera and plug it into a power outlet.
2. **Video Output:**
 - **HDMI:** Connect the HDMI cable from the camera's HDMI port to an HDMI input on your display or capture device.
 - **USB 3.0:** Connect the USB 3.0 cable from the camera's USB 3.0 port to a USB 3.0 port on your computer.
 - **RJ45 (LAN/PoE):** For network streaming and Power over Ethernet (PoE), connect an Ethernet cable from the camera's RJ45 port to a PoE-enabled switch or network router.
3. **Control Connection (Optional):** For external control, connect the control cable to the RS232 or RS485 port on the camera and to your control device.
4. **Audio Input (Optional):** Connect an external microphone to the audio input port if required.

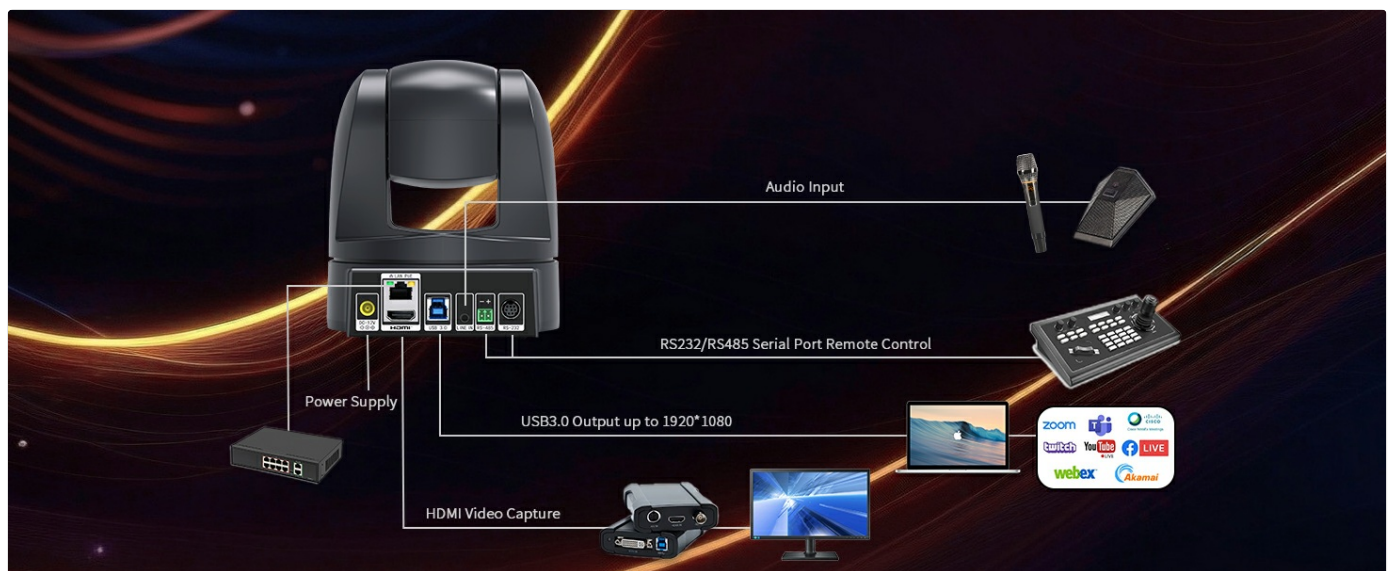


Diagram illustrating various connection options for the camera, including power, video outputs, and control ports.

Your browser does not support the video tag.

Video demonstrating the setup and various features of the 4K PTZ Camera 20X.

4. OPERATING THE CAMERA

4.1 Power On/Off

Press the power button on the remote control or ensure the power adapter is connected to turn the camera on. The camera will perform an initial self-test, moving its lens to the home position.

4.2 Pan, Tilt, and Zoom (PTZ) Control

Use the included IR remote control to adjust the camera's view:

- **Pan/Tilt:** Use the directional arrows to move the camera horizontally (pan) and vertically (tilt).
- **Zoom:** Use the 'ZOOM IN' and 'ZOOM OUT' buttons to adjust the optical zoom. The camera features 20x optical zoom for detailed close-ups.
- **Focus:** The camera has an autofocus function. Manual focus adjustment may be available via advanced settings or specific remote buttons.



The included IR remote control for camera operation.

Your browser does not support the video tag.

Video showcasing the smooth pan, tilt, and zoom capabilities of the PTZ camera.

4.3 Preset Positions

The camera supports up to 255 preset positions. You can set and recall 10 presets directly using the IR remote control:

1. **Setting a Preset:** Adjust the camera to the desired position and zoom level. Press the 'SET' button on the remote, then press a number button (0-9) to save the preset.
2. **Recalling a Preset:** Press the desired number button (0-9) on the remote to move the camera to the saved position.

4.4 Software Compatibility

The camera is compatible with various operating systems and video conferencing/streaming software:

- **Operating Systems:** Windows 7, 8.1, 10, and Mac OS 10.10 or later.

- **Software:** Zoom, Skype, Microsoft Lync (Teams), CISCO WebEx, Polycom, BlueJeans, GoToMeeting, OBS, and other platforms supporting USB video input.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your camera.

5.1 Cleaning

- **Lens:** Use a soft, dry microfiber cloth specifically designed for optical lenses. Avoid abrasive materials or harsh chemicals.
- **Camera Body:** Wipe the camera body with a soft, damp cloth. Do not use liquid cleaners directly on the camera.

5.2 Storage

When not in use for extended periods, store the camera in a cool, dry place away from direct sunlight and excessive dust.

6. TROUBLESHOOTING

If you encounter issues with your camera, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No video output	Loose cable connection, incorrect input selection on display, camera not powered on.	Check all cable connections (HDMI, USB, LAN). Ensure the camera is powered on. Select the correct input source on your display or capture device.
Camera not responding to remote control	Remote batteries are low or depleted, IR sensor blocked, incorrect camera ID selected.	Replace remote batteries. Ensure no obstructions between remote and camera's IR sensor. Verify the correct camera ID is selected on the remote if multiple cameras are used.
Image is blurry or out of focus	Autofocus issue, dirty lens.	Ensure the lens is clean. Try manually adjusting focus if the autofocus is not performing correctly (refer to advanced settings if available).
Jerky pan/tilt motion	Interference, mechanical issue.	Ensure the camera is on a stable surface. If using external control, check the control software/joystick settings.
Connectivity issues (e.g., USB not recognized)	Driver issue, faulty USB port/cable, incompatible software.	Try a different USB port or cable. Ensure your operating system drivers are up to date. Restart your computer. Verify software compatibility.

7. TECHNICAL SPECIFICATIONS

Feature	Specification
Brand	HCSTVCON
Model Number	HC-HD10UH
Photo Sensor Technology	CMOS
Photo Sensor Size	1/2.8-inch
Video Capture Resolution	4K (3840x2160)
Effective Still Resolution	8 MP
Optical Zoom	20x
Digital Zoom	16x
Pan Range	355°
Tilt Range	120°
Connectivity Technology	Ethernet, HDMI, USB
Video Capture Format	MJPEG/YUY2/H.264/H.265
Control Protocols	Visca, Pelco P/D, RS232, RS485, Network, USB
Special Features	4K Resolution, Low Light Performance, PoE Compliant
Color	Black

8. WARRANTY AND SUPPORT

8.1 Product Warranty

This HCSTVCON 4K PTZ Camera 20X (Model HC-HD10UH) comes with a **2-year manufacturer's warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or improper installation.

8.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact HCSTVCON customer support through the retailer where the product was purchased or visit the official HCSTVCON website for contact information.

Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question

Open the live page

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