

Tenveo TEVO-VL11H

Tenveo VLoop VL11H 11X Optical Zoom PTZ Conference Camera User Manual

Model: TEVO-VL11H

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Tenveo VLoop VL11H 11X Optical Zoom PTZ Conference Camera. Please read this manual thoroughly before using the product to ensure optimal performance and safe operation.

The Tenveo VLoop VL11H is a high-definition PTZ (Pan-Tilt-Zoom) camera designed for professional video conferencing, live streaming, and various event recordings. It features 11X optical zoom, 1080P at 60 frames per second (FPS) video output, and versatile connectivity options.

2. WHAT'S IN THE BOX

Carefully unpack your Tenveo VLoop VL11H camera and check for the following items:

- Tenveo FHD 1080P 60FPS PTZ Conference Camera (VL11H)
- IR Remote Control
- DC 12V Power Adapter
- USB3.0 Cable
- User Manual
- Wall mount
- Mounting screws



Image: The Tenveo VLoop VL11H camera and its included accessories, such as the remote control, USB cable, power adapter, and wall mount bracket.

3. PRODUCT OVERVIEW

3.1 Key Features

- **Full HD Video:** Captures video in 1080P resolution at 60 frames per second for clear and smooth visuals.
- **Optical Zoom:** Features an 11X optical zoom lens with a 1/2.8" CMOS sensor and 2.38 megapixels, allowing for detailed close-ups.
- **Pan and Tilt Movement:** Offers smooth and silent remote-controlled movement with 350° ($\pm 175^\circ$) horizontal pan and 180° ($\pm 90^\circ$) vertical tilt.
- **Multiple Connectivity:** Supports USB3.0 and HDMI video output channels. It can simultaneously output max 1080p@60fps video from HDMI live streaming (MJPEG/YUY2/H.264/H.265).
- **Preset Settings:** Allows for 10 preset positions via the IR Remote Control and up to 255 presets via RS232 and RS485 interfaces for professional control.
- **Universal Compatibility:** Compatible with popular video conferencing software such as Zoom, YouTube, Facebook Messenger, Teams, Facetime, Google Hangout, OBS, and Google Meet. Supports Windows 7/8.1/10, Mac 10.10, Linux, and Android operating systems.
- **Flexible Installation:** Can be installed on a desktop, monitor, tripod, wall, or ceiling. A wall mount and mounting screws are included.
- **Note:** This camera does not have a built-in microphone. An external microphone is required for audio capture.



Image: An overview of the Tenveo VLoop VL11H camera, showcasing its main features including 11X optical zoom, 1080P 60FPS video, and various connectivity options.

3.2 Camera Components and Ports

Familiarize yourself with the camera's physical components and connection ports:

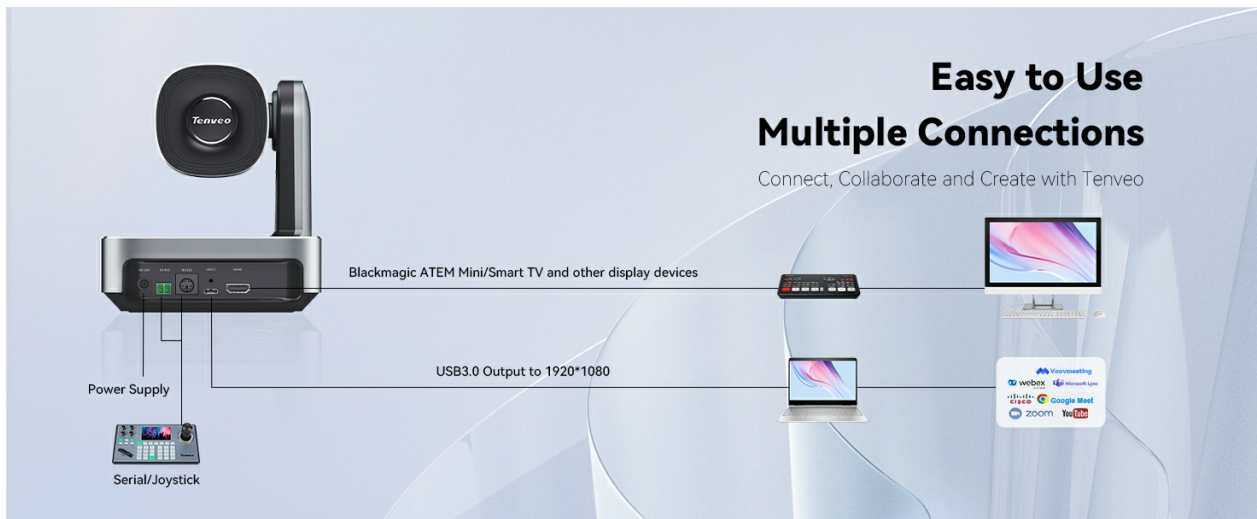


Image: A detailed view of the rear panel of the Tenveo VLoop VL11H camera, indicating the DC 12V power input, RS485, RS232, USB-C, HDMI, and RJ45 ports.

- **DC 12V:** Power input port.
- **RS485 / RS232:** Control ports for advanced PTZ camera control and preset management.
- **USB-C:** USB3.0 video output for connecting to computers.
- **HDMI:** HDMI video output for connecting to displays or capture devices.
- **RJ45:** Network port (if applicable for specific models or future firmware).

4. SETUP AND INSTALLATION

4.1 Powering On

1. Connect the DC 12V power adapter to the camera's power input port.
2. Plug the power adapter into a suitable power outlet.
3. The camera will perform a self-test, indicated by movement of the lens. The power indicator light will illuminate.

4.2 Connecting to a Computer or Display

1. **For USB Connection:** Connect the supplied USB3.0 cable from the camera's USB-C port to a USB3.0 port on your computer. The computer should automatically detect the camera.
2. **For HDMI Connection:** Connect an HDMI cable from the camera's HDMI port to an HDMI input on your display, video switcher, or capture card.
3. **For RS232/RS485 Control:** Connect the appropriate control cables to the RS232 or RS485 ports for integration with a PTZ camera joystick controller or other control systems.



Image: A close-up of the Tenveo VLoop VL11H camera connected to a laptop via a USB-C cable.

4.3 Mounting Options

The Tenveo VLoop VL11H camera offers several installation methods to suit various environments:

- **Desktop Placement:** Place the camera on a flat, stable surface.
- **Tripod Mounting:** Attach the camera to a standard tripod using the tripod screw hole on the bottom.
- **Wall Mounting:** Use the included wall mount bracket and screws to securely attach the camera to a wall. Ensure the wall can support the camera's weight.
- **Ceiling Mounting:** The camera can also be mounted to the ceiling using the provided bracket, often requiring an inversion setting in the camera's menu for correct image orientation.



Image: Illustrations demonstrating different installation methods for the camera, including desktop, tripod, wall, and ceiling mounting.

5. OPERATION

5.1 Using the IR Remote Control

The included IR remote control allows for easy adjustment of the camera's pan, tilt, zoom, and other settings.

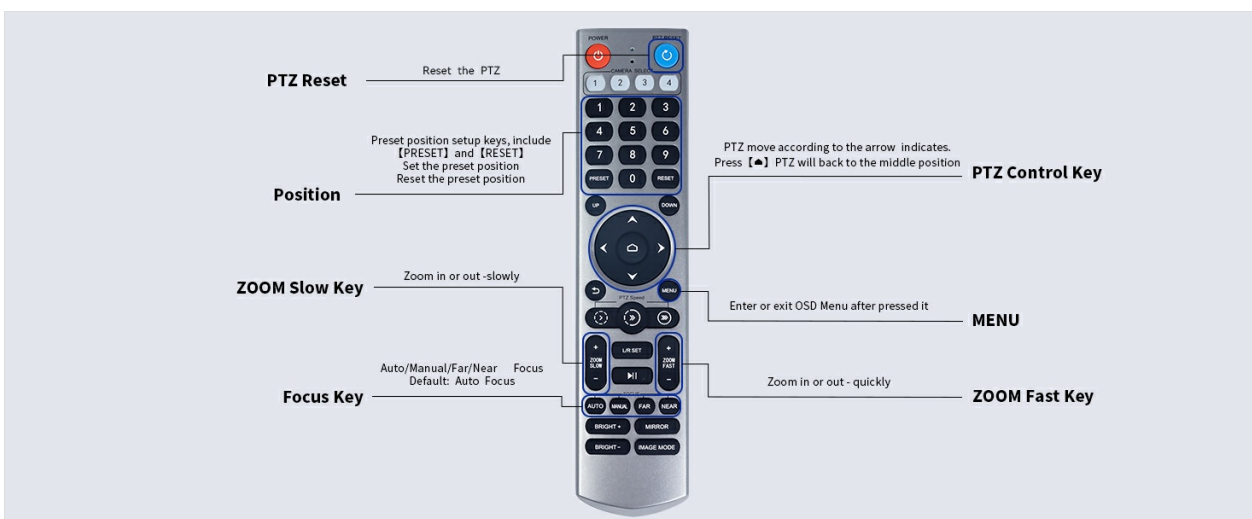


Image: A diagram of the IR remote control, highlighting buttons for PTZ reset, preset position setup, PTZ control, zoom (slow/fast), and focus (auto/manual/far/near).

- **PTZ Control:** Use the arrow keys to pan (horizontal) and tilt (vertical) the camera.
- **Zoom:** Use the 'ZOOM SLOW' and 'ZOOM FAST' keys to adjust the optical zoom.
- **Focus:** Use the 'FOCUS' keys (AUTO/FAR/NEAR/MANUAL) to adjust the image focus.

- **Presets:** The camera supports 10 preset positions via the IR remote. To set a preset, position the camera, then press the 'PRESET' button followed by a number (0-9). To recall a preset, press the number button.
- **Menu:** Press the 'MENU' button to access the On-Screen Display (OSD) menu for advanced settings.

5.2 Software Compatibility

The Tenveo VLoop VL11H camera is designed for broad compatibility with various video conferencing and streaming platforms.

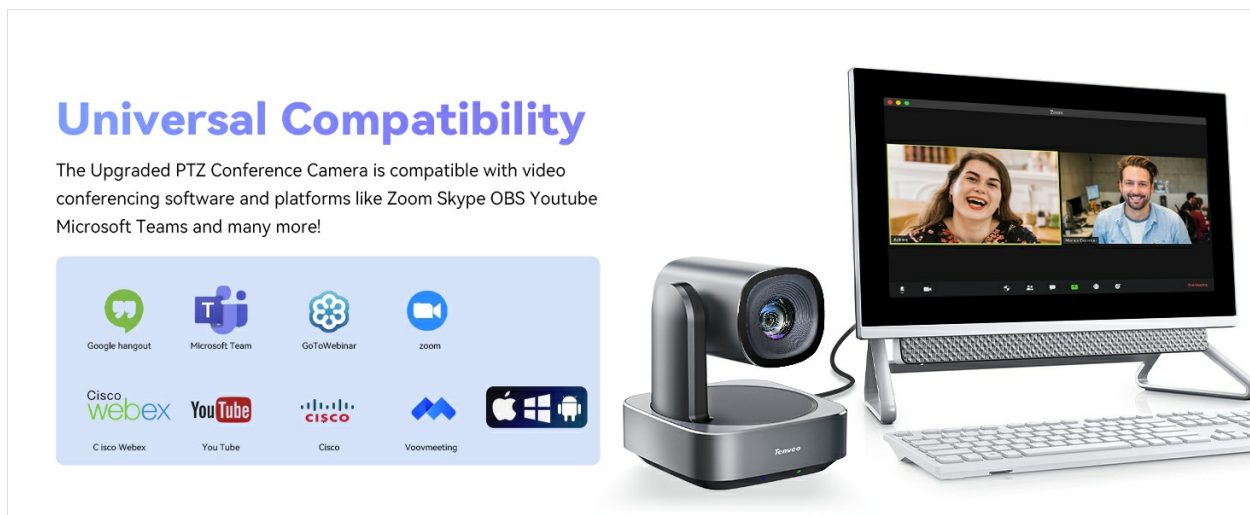


Image: A visual representation of the camera's universal compatibility with platforms like Zoom, Skype, OBS, YouTube, Microsoft Teams, Google Meet, and operating systems including Windows, Mac, Linux, and Android.

It works seamlessly with:

- Zoom
- YouTube
- Facebook Messenger
- Microsoft Teams
- Facetime
- Google Hangout / Google Meet
- OBS (Open Broadcaster Software)
- And many other video communication applications.

Supported Operating Systems:

- Windows 7/8.1/10
- Mac 10.10 or higher
- Linux
- Android

6. MAINTENANCE

To ensure the longevity and optimal performance of your Tenveo VLoop VL11H camera, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the camera body. For the lens, use a lens cleaning cloth and specialized lens cleaning solution. Avoid harsh chemicals or abrasive materials.
- **Storage:** When not in use for extended periods, store the camera in a cool, dry place away from direct

sunlight and excessive dust.

- **Handling:** Handle the camera with care. Avoid dropping it or subjecting it to strong vibrations.
- **Ventilation:** Ensure proper ventilation around the camera to prevent overheating. Do not block any ventilation openings.
- **Firmware Updates:** Periodically check the Tenveo website or contact support for available firmware updates to enhance performance and add new features.

7. TROUBLESHOOTING

If you encounter issues with your Tenveo VLoop VL11H camera, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
No image/video output	Loose cable connection, incorrect input selection on display, camera not powered on, driver issue.	Check all cable connections (power, USB, HDMI). Ensure the display is on the correct input. Verify the camera is powered on. Reinstall USB drivers if necessary.
Camera not recognized by computer	Faulty USB port/cable, outdated drivers, insufficient power from USB port.	Try a different USB port or cable. Ensure the USB port is USB3.0 compatible. Update computer drivers. Connect the camera's power adapter.
Remote control not working	Dead batteries, obstructed IR sensor, remote out of range.	Replace batteries in the remote. Ensure no obstructions between remote and camera's IR sensor. Operate within effective range.
Image is blurry/out of focus	Incorrect focus setting.	Adjust focus using the remote control (AUTO/FAR/NEAR/MANUAL).
No audio	Camera lacks built-in microphone.	Connect an external microphone to your computer or audio system. The camera only provides video.
Pan/Tilt/Zoom movement is erratic	Interference, control signal issue.	Ensure the remote control has a clear line of sight. If using RS232/RS485, check cable integrity and control software settings.

If the problem persists after trying these solutions, please contact Tenveo customer support.

8. SPECIFICATIONS

Detailed technical specifications for the Tenveo VLoop VL11H camera:

Feature	Specification
Brand	Tenveo
Model Number	TEVO-VL11H
Photo Sensor Technology	CMOS
Video Capture Resolution	1080p

Feature	Specification
Effective Still Resolution	2.38 MP
Optical Zoom	11x
Lens Type	11X Optical Zoom
Minimum Focal Length	4.76 Millimeters
Maximum Focal Length	46.09 Millimeters
Minimum Aperture	2.6 f
Maximum Aperture	1.8 f
Focus Type	Auto/Far/Near/Manual Focus
Viewing Angle	62.8 Degrees
Video Capture Format	H.264/H.265/MJPEG/YUY2
Connectivity Technology	HDMI, USB
Wireless Compatibility	Infrared (for remote control)
Operating System Support	Android, Linux, Mac, Windows
Item Dimensions (D x W x H)	6.76"D x 6.76"W x 7.58"H
Item Weight	1.35 Kilograms
Color	Silver
Has Image Stabilization	Yes
Water Resistance Level	Not Water Resistant

9. WARRANTY AND SUPPORT

Tenveo provides comprehensive support for your VLoop VL11H camera:

- **Warranty:** The product comes with a 3-year standard warranty.
- **Technical Support:** Enjoy lifetime technical support service, including firmware upgrades.
- **Contact:** For any questions or support needs, please contact Tenveo customer service at tenveo_amazon@tenveo.com. We aim to reply within 12 hours and provide a satisfactory solution.

10. PRODUCT VIDEOS

Watch these official videos for more information on the Tenveo VLoop VL11H camera:

Tenveo VLoop Series VL11H - 11X Optical Zoom PTZ Camera

Video: This video provides an overview of the Tenveo VLoop Series VL11H, highlighting its 11X optical zoom and PTZ capabilities. It demonstrates the unboxing, setup, and smooth operation of the camera.

Tenveo VL11H - 11X Optical Zoom PTZ Conference Camera

Video: A detailed demonstration of the Tenveo VL11H 11X Optical Zoom PTZ Conference Camera, showcasing its features in various professional settings and its ease of use.

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