

Tenveo VA512Group-EX

Tenveo 4K PTZ Conference Room Camera System

Model: VA512Group-EX Instruction Manual

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Tenveo 4K PTZ Conference Room Camera System. This system is designed to deliver high-quality audio and video for professional conferencing environments, featuring a 4K PTZ camera with 12x optical zoom, a Bluetooth speakerphone, and two expansion microphones.

Please read this manual thoroughly before using the product to ensure proper functionality and to maximize your conferencing experience.

2. PACKAGE CONTENTS

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

- Tenveo VLoop 4K HDMI PTZ Camera
- Bluetooth Speakerphone
- 2 x Expansion Microphones
- Hub
- Remote Control
- Wall Mount Bracket
- 3m USB Cable
- 2 x 5m DP Cables
- DC 12V/2A Power Adapter
- User Manual



Image: All components of the Tenveo 4K PTZ Conference Room Camera System, including the camera, hub, speakerphone, and two expansion microphones.



Image: Visual representation of the product details and included accessories, showing each component individually.

3. PRODUCT OVERVIEW

The Tenveo VA512Group-EX system integrates a high-definition camera, speakerphone, and hub for a comprehensive conferencing solution.

3.1 Key Components

- **4K PTZ Camera:** Features a 1/2.8-inch CMOS sensor, 12x optical zoom, 78° viewing angle, 350° pan, and 180° tilt. Supports 10 preset positions.
- **Bluetooth Speakerphone:** Equipped with a DSP audio processor, high-fidelity speaker, intelligent noise reduction, and automatic echo cancellation.
- **Expansion Microphones:** Two omnidirectional microphones extend the voice pickup range for larger rooms.
- **Hub:** Central connection point for the camera, speakerphone, and expansion microphones.



Image: A visual summary of the system's key features, including 4K UHD image, all-in-one HUB connection, 12X optical zoom, OSD menu, IR remote, Bluetooth 5.0 support, PTZ control by speaker, noise reduction, and two expansion mics.

4. SETUP INSTRUCTIONS

Follow these steps to set up your Tenveo conference system.

4.1 Connecting Components

1. Connect the 4K PTZ Camera to the Hub using one of the provided 5m DP cables. Ensure the correct port is used (refer to the port diagram).
2. Connect the Bluetooth Speakerphone to the Hub using the other 5m DP cable.
3. Connect the two Expansion Microphones to the Speakerphone.
4. Connect the Hub to a power source using the DC 12V/2A Power Adapter.
5. Connect the Hub to your computer (Windows 7/8.1/10 or Mac OS X 10.7 or higher) using the 3m USB cable.



Image: A diagram illustrating the connections between the camera, speakerphone, expansion microphones, and the central hub for an easy setup.



Image: An illustration detailing the various input and output ports on the camera (HDMI, DP, RS232, RS485) and the speakerphone (3.5mm Jack, Bluetooth, Power, DP).

4.2 Initial Power On

Once all connections are secure, power on the Hub. The system is plug-and-play, and your computer should automatically detect the devices. You may need to select the Tenveo system as your audio and video input/output device within your conferencing software (e.g., Zoom, Microsoft Teams, Webex).

Important Notice:

- The PTZ 4K Camera and microphone must be connected to the Hub for proper operation.
- The camera interface in this VLGroup system differs from the separate VL12U camera interface. Refer to product images for details.

5. OPERATION

The system can be controlled via the included remote control or directly from the speakerphone.

5.1 Camera Control (PTZ & Zoom)

- **Pan/Tilt:** Use the directional arrows on the remote or speakerphone to adjust the camera's horizontal (pan up to 350°) and vertical (tilt up to 180°) position.
- **Zoom:** Use the '+' and '-' buttons on the remote or speakerphone to control the 12x optical zoom.
- **Presets:** The camera supports 10 preset positions. To save a preset, move the camera to the desired position and zoom level, then press and hold a number button (1-10) on the remote for 5 seconds. To recall a preset, simply press the corresponding number button. The 'C' button on the speakerphone or 'Home' button on the remote returns the camera to its default home position.

Two Ways for PTZ Control

Easy Control From Different Positions

Tilt: $-90^{\circ} \sim +90^{\circ}$

Pan: $-175^{\circ} \sim +175^{\circ}$



IR Remote



Speaker

Image: An illustration showing the two control methods for the PTZ camera: using the infrared remote control and directly via the speakerphone's control panel.



Image: A visual guide demonstrating how to set and recall camera presets using the IR remote control, with examples of VISCA, PELCO-D, and PELCO-P protocol presets.

5.2 Audio Control

- **Volume:** Adjust the speaker volume using the '+' and '-' buttons on the speakerphone or remote.
- **Mute:** Press the microphone mute button on the speakerphone to mute all microphones. Press again to unmute. The speakerphone also has a mute button for the speaker.
- **Call Management:** Use the call answer/end buttons on the speakerphone for managing calls when connected via Bluetooth.

5.3 Bluetooth Functionality

The speakerphone supports Bluetooth connectivity for use with smartphones or other compatible devices.

1. Press the Bluetooth button on the speakerphone to activate pairing mode.
2. On your device, search for and select the Tenveo speakerphone to pair.
3. Once paired, you can use the speakerphone for audio calls from your connected device.

5.4 Software Compatibility

The system is compatible with major conferencing platforms including Zoom, Microsoft Teams, Webex, Skype for Business, Voovmeeting, and CISCO WebEx. It supports Windows 7/8.1/10 and Mac OS X 10.7 or higher.

Why Tenveo?

Universal Compatibility



Image: A graphic displaying the universal compatibility of the Tenveo system with popular video conferencing software like Zoom, Teams, Webex, Skype, and operating systems such as Windows, macOS, Chrome OS, and Android.

6. FEATURES

- **Stunning 4K Visuals & 12x Optical Zoom:** Advanced 1/2.8-inch CMOS sensor for true-to-life 4K visuals. 12x optical zoom captures details without distortion.
- **Wide Angle Lens:** A 78° viewing angle ensures comprehensive room coverage.
- **Superior Audio:** DSP audio processor, high-fidelity speaker, intelligent noise reduction, and automatic echo cancellation provide crystal-clear voice capture. Omnidirectional pickup with two expansion microphones offers a 33ft (10m) voice pickup range, suitable for large conference rooms (40-100 sqm, 10-25 participants).
- **Plug-and-Play & Universal Compatibility:** Effortless setup and operation. Compatible with multiple devices via HDMI, RS485, RS232 interfaces and leading platforms like Zoom, Teams, Webex, Skype for Business, Voovmeeting, and CISCO WebEx. Supports Windows and Mac OS.
- **Versatile Application:** Ideal for corporate, government, church, educational, and pharmaceutical industries.

4K UHD Imaging System



Image: A visual comparison demonstrating the superior clarity and detail of the 4K UHD imaging system compared to 1080p FHD.



12X **70.28°**
Optical Zoom
— Designed For Meeting Rooms Of Different Sizes —

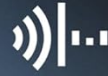


Image: A split image showing a wide view of a classroom and a zoomed-in view of a speaker, illustrating the 12X optical zoom capability and 70.28° viewing angle.

360° VOICE PICK UP



2 Expansion Mics



Noise Reduction

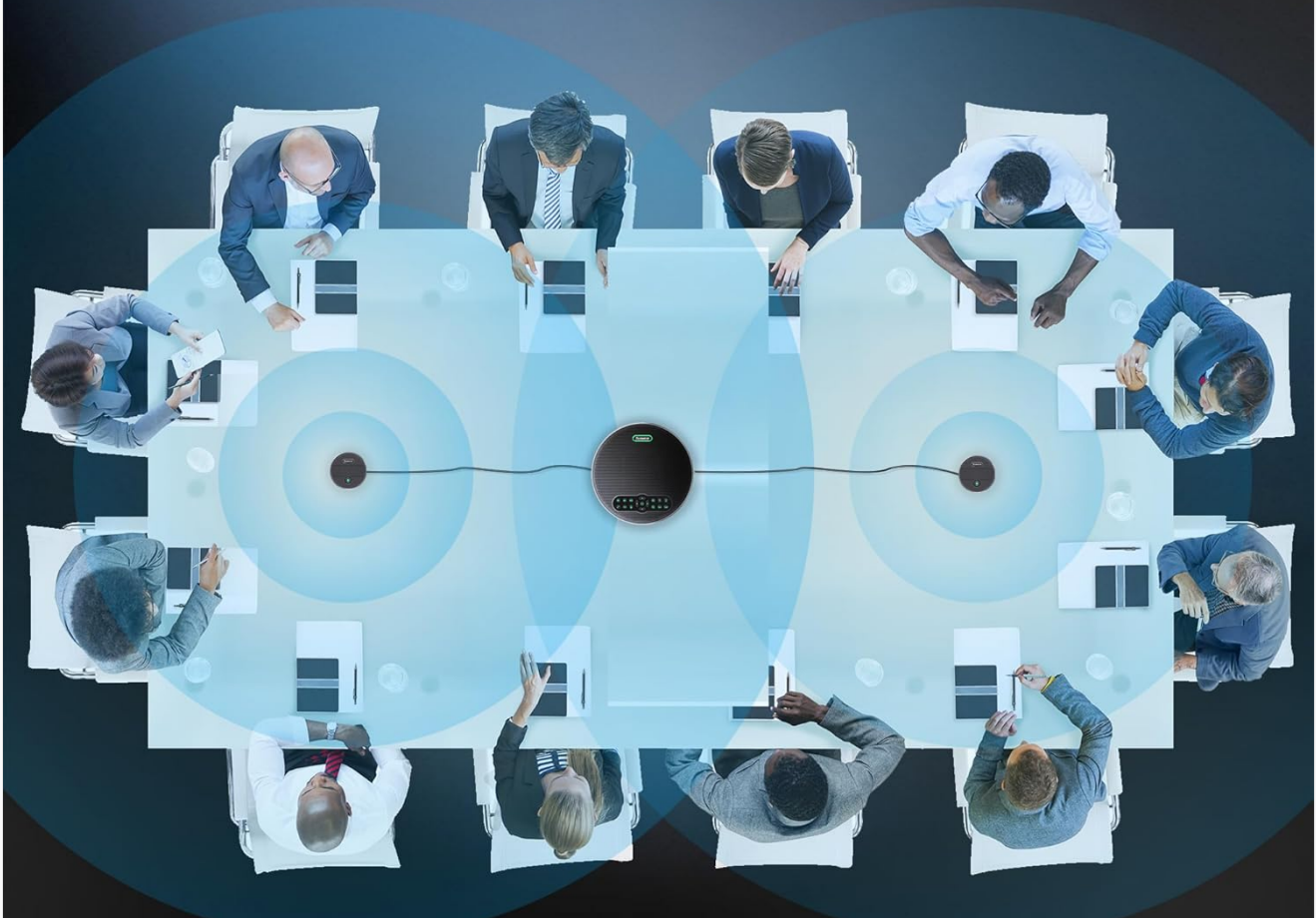


Image: A top-down view of a conference table with participants, illustrating the 360° voice pickup range provided by the main speakerphone and two expansion microphones, highlighting noise reduction.

7. MAINTENANCE

To ensure the longevity and optimal performance of your Tenveo conference system, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the camera lens and device surfaces. Avoid abrasive cleaners or solvents.
- **Storage:** When not in use for extended periods, store the system in a cool, dry place away from direct sunlight and extreme temperatures.
- **Cable Management:** Ensure cables are not kinked or strained to prevent damage.

8. TROUBLESHOOTING

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

- **No Video Output:**
 - Ensure the camera is properly connected to the Hub and the Hub is powered on.
 - Verify the USB cable connection between the Hub and your computer.
 - Check your conferencing software settings to ensure the Tenveo camera is selected as the video input device.
- **No Audio Input/Output:**
 - Confirm the speakerphone and expansion microphones are correctly connected to the Hub.
 - Check volume levels on the speakerphone, computer, and conferencing software.
 - Ensure microphones are not muted.
 - If experiencing crackling audio, check the DP cables for damage or ensure they are fully seated.
- **PTZ Control Not Responding:**
 - Ensure the remote control has fresh batteries and is pointed at the camera.
 - Verify the speakerphone is powered on and connected to the Hub.
 - Allow a few seconds between commands, especially after rapid camera movements.
- **Compatibility Issues (e.g., Windows 11):**
 - Ensure your operating system and conferencing software are up to date.
 - Contact Tenveo support for potential firmware updates or specific driver information.

For further assistance, please contact Tenveo customer support.

9. SPECIFICATIONS

Feature	Specification
Model Name	TEVO-VA512Group-EX
Input Voltage	12 Volts
Mounting Type	Wall Mount
Speaker Type	Indoor
Recommended Uses	Business, Professional, Video Conferencing
Compatible Devices	Smartphone
Included Components	Camera Body
Control Method	Remote
Wireless Communication	Bluetooth
Power Source	Corded Electric

Feature	Specification
Bluetooth Range	10 Meters
Indoor/Outdoor Usage	Indoor
Item Weight	9.63 pounds
Speaker Max Output Power	5 Watts
Frequency Response	100 Hz
Connectivity Technology	HDMI, USB
Audio Output Mode	Stereo

10. WARRANTY AND SUPPORT


Tenveo offers comprehensive support for your product:






- **Money-Back Guarantee:** Enjoy a 30-day money-back period from the date of purchase.
- **Standard Warranty:** A 3-year standard warranty covers manufacturing defects and malfunctions.
- **Technical Support:** Dedicated lifetime technical support is provided, including assistance with firmware upgrades.

For any questions or support needs, please contact Tenveo customer service at tenveo_amazon@tenveo.com. We aim to reply within 12 hours and ensure a satisfactory solution.

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Related Documents - VA512Group-EX

<div><div>4K PTZ Camera</div><div>User Manual</div><div><div>Version V1.3</div></div></div>	<div>Tenveo 4K PTZ Camera User Manual</div> <div>User manual for the Tenveo 4K PTZ Camera (Model TEVO-VL12U), covering product description, packing list, performance characteristics, remote control operation, camera menu setup, common operations, network functions, troubleshooting, and maintenance services.</div>
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<div>4K PTZ Camera</div> <div>User Manual</div> <div></div> <div>Version V1.3</div>	<p>Tenveo TEVO-VL12U 4K PTZ Camera User Manual</p> <p>Comprehensive user manual for the Tenveo TEVO-VL12U 4K PTZ camera, covering product description, specifications, remote control operation, menu setup, network configuration, troubleshooting, and maintenance.</p>
<div></div>	<p>Tenveo AI Auto Tracking Conference Camera User Manual</p> <p>User manual for the Tenveo AI Auto Tracking Conference Camera, detailing its features, specifications, setup, and operation. Includes information on video and audio settings, PTZ controls, AI tracking, and network configuration.</p>
<div>UHD Video Conference Camera</div> <div>User Manual</div> <div></div> <div>Version V3.21</div>	<p>UHD Video Conference Camera User Manual</p> <p>This user manual provides comprehensive information on the UHD Video Conference Camera, including product description, performance characteristics, quick start guide, remote control functions, common operations, troubleshooting, and maintenance services. It details the camera's technical specifications, connection and installation procedures, and interface definitions.</p>
<div>Tenveo Cameras After-Sales Issues Troubleshooting and Answers</div> <div>User Manual</div> <div></div>	<p>Tenveo Common After-Sales Issues: Troubleshooting Guide and Answers</p> <p>Comprehensive guide to common after-sales issues for Tenveo cameras, covering troubleshooting, firmware, connectivity, and usage with OBS, NDI, and other software. Find solutions for PTZ control, video quality, and network problems.</p>
<div></div>	<p>Tenveo VL-H HD PTZ Camera User Manual - Full HD Video Conferencing</p> <p>Comprehensive user manual for the Tenveo VL-H HD PTZ Camera, covering product description, packing list, performance characteristics, menu setup, installation, troubleshooting, and maintenance. Features 10x and 20x zoom, Full HD video.</p>