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› Tenveo 4K PTZ Camera and Controller Bundle User Manual (VL20U4KN & KB300PRO)

Tenveo VL20U4KN & KB300PRO

Tenveo 4K PTZ Camera and Controller Bundle User Manual

Models: VL20U4KN (Camera) & KB300PRO (Controller)

1. PRODUCT OVERVIEW

The Tenveo 4K PTZ Camera and Controller Bundle is a comprehensive solution for professional video production, live streaming, and conferencing. It includes two VL20U4KN 4K NDI 20X Optical Zoom AI Tracking IP Live Streaming Cameras and one KB300PRO 7-Inch LCD Quad-Screen 4D Joystick NDI PTZ Controller. This system is designed for various applications including church live services, video conferences, educational settings, and broadcasts.

The VL20U4KN camera features 4K resolution, 20X optical zoom, AI human body and face auto-tracking, and multiple output options including HDMI, USB 3.0, and RJ45 with Power over Ethernet (PoE) support. The KB300PRO controller provides precise control over camera movements, zoom, focus, and other settings with its intuitive 4D joystick and real-time quad-screen preview.



Image: Overview of the Tenveo 4K PTZ Camera and Controller Bundle components.

2. PACKAGE CONTENTS

- 2 x Tenveo VL20U4KN 4K NDI PTZ Cameras

- 1 x Tenveo KB300PRO PTZ Joystick Controller
- Power Adapters for Camera and Controller
- USB 3.0 Cables
- Network Cables (Ethernet)
- HDMI Cables
- Wall Mount Brackets and Screws
- IR Remote Control for Camera
- User Manuals

3. SETUP & INSTALLATION

3.1 Connecting the Cameras

Ensure all cameras are connected to the same local network as the controller. The cameras support PoE (Power over Ethernet), allowing a single Ethernet cable to provide both power and data. Alternatively, use the provided power adapters and separate network cables.



Image: Rear view of the Tenveo 4K PTZ Camera showing various ports including USB 3.0, HDMI, and RJ45 (PoE).

3.2 Connecting the Controller

Connect the KB300PRO controller to your network using an Ethernet cable. The controller also supports PoE for simplified cabling. Ensure the controller and cameras are on the same network subnet for proper communication.



Image: Rear view of the Tenveo KB300PRO Controller highlighting its PoE port and other connections.

3.3 IP Configuration

For initial setup and network configuration, you may need to use the Tenveo IP Search Tool. This tool automatically detects Tenveo devices on your local network and displays their IP, MAC, and gateway information. You can modify IP addresses directly or access the device's web interface for advanced settings.

Note: The IP Search Tool supports Tenveo cameras with firmware version V1.2.02 or above, and keyboard controllers with V5.4.6 or above.

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Video: "How to Use the Tenveo IP Search Tool?" - This video demonstrates how to use the Tenveo IP Search Tool to find and set up your camera on the network, including modifying IP addresses and accessing the web interface.

Ensure that the camera's ONVIF function is enabled via its web interface for proper discovery and control. Also, set the IP Obtain Mode to "Automatically" (DHCP) or assign a static IP address that matches your network's subnet.

3.4 Mounting Options

The Tenveo 4K PTZ Camera supports various mounting options including desktop, monitor, wall, or ceiling installation. Wall mount brackets and screws are included in the bundle for convenient setup.

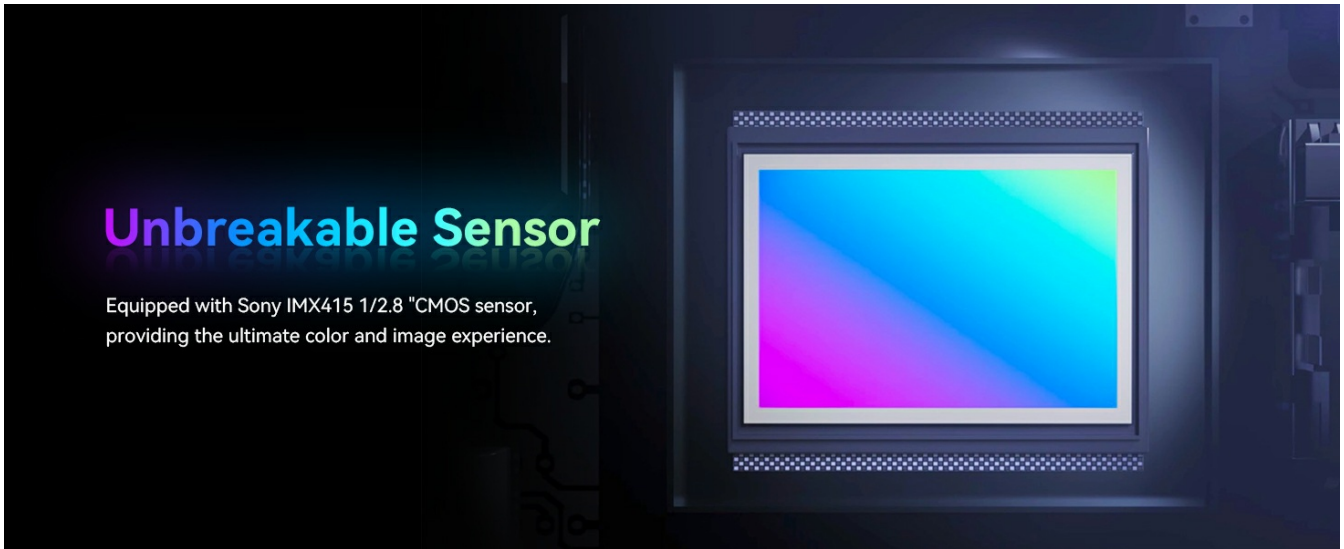


Image: Example of Tenveo 4K PTZ Camera installation in a church setting, demonstrating its versatility.

4. OPERATING INSTRUCTIONS

4.1 Camera Features

The VL20U4KN camera offers 350° pan and 180° tilt movements, controllable via the IR remote or the Web UI. It supports up to 255 presets (10 quick presets via IR remote) for instant transitions. The AI auto-tracking feature allows the camera to follow human subjects based on advanced algorithms.

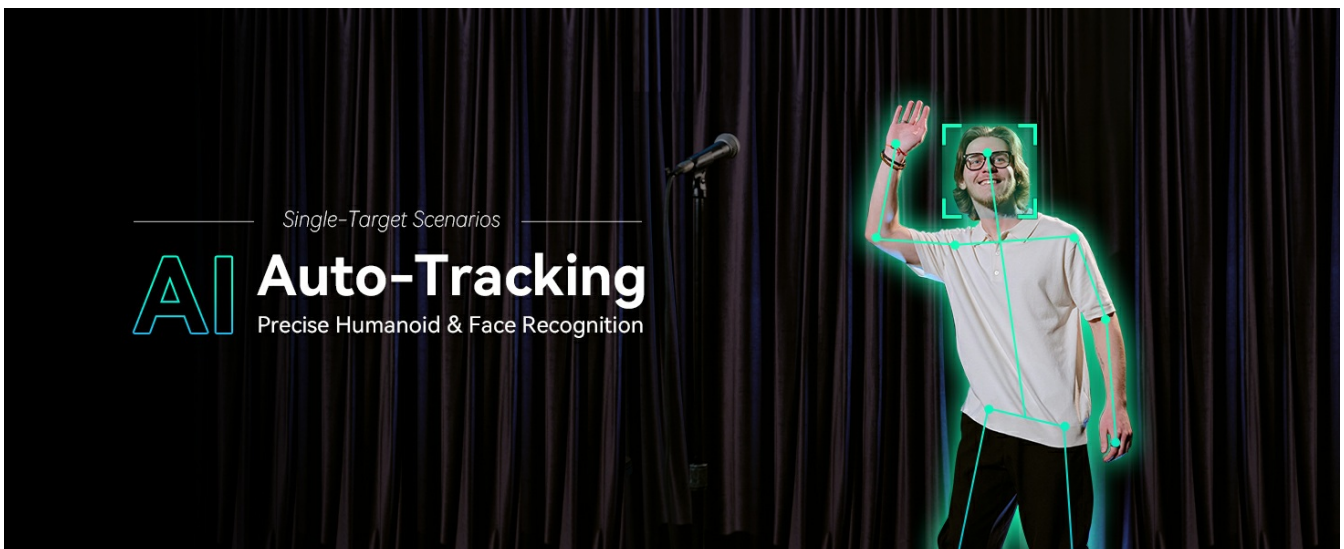


Image: Illustration of the AI Auto-Tracking feature of the Tenveo 4K PTZ Camera.

4.2 Controller Features

The KB300PRO controller provides precise control with its 4D joystick for pan, tilt, zoom, focus, and other camera settings. The 7-inch LCD quad-screen allows real-time preview of multiple camera feeds, enhancing control and monitoring during live productions.



Image: The 7-inch LCD Quad-Screen on the KB300PRO Controller displaying multiple camera feeds.

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Video: "How to Control Multiple PTZ Cameras via Joystick Controller?" - This video demonstrates the use of the KB300PRO controller to manage multiple PTZ cameras, including setting up connections and controlling camera movements.

4.3 Web UI Control

Both the camera and controller can be accessed and configured via a web user interface (Web UI). This allows for detailed parameter adjustments, firmware upgrades, and remote control from a computer browser.

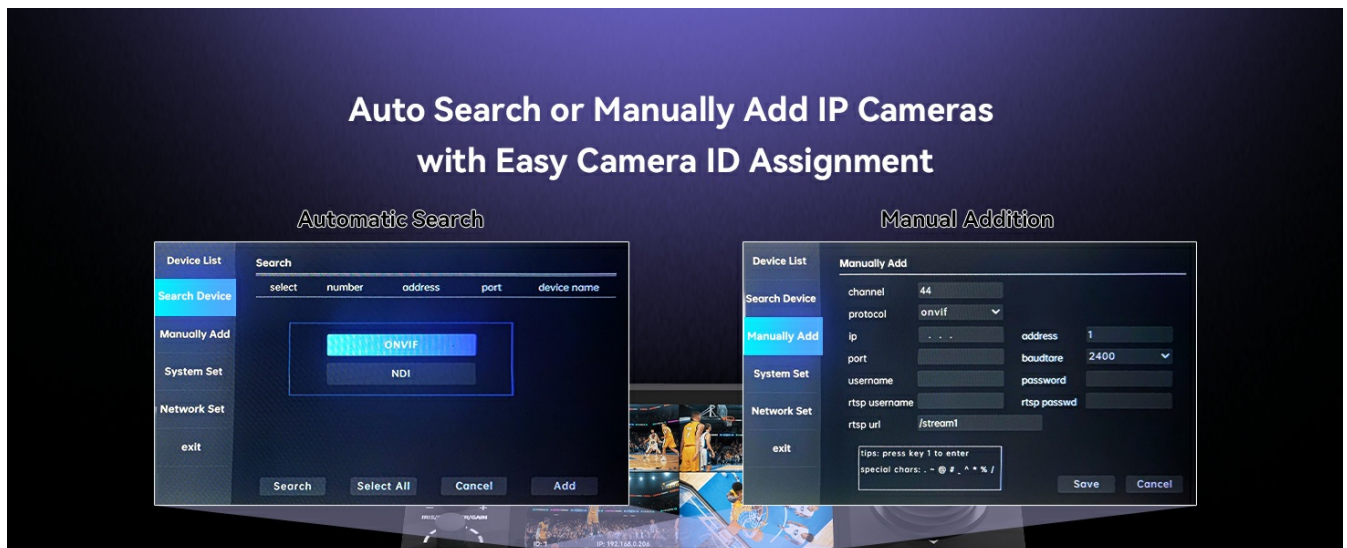


Image: Screenshot of the Tenveo KB300PRO Controller's Web UI for quick IP camera setup.

4.4 Multi-Camera Control

The KB300PRO controller is designed to manage multiple PTZ cameras simultaneously, supporting up to 255 IP cameras. This allows for complex multi-camera video productions for live streaming to platforms like YouTube and Facebook, and compatibility with software such as Blackmagic Design ATEM, Skype, Zoom, Teams, vMix, and OBS.



Image: Diagram illustrating a multi-camera setup with the Tenveo PTZ cameras and controller.

5. MAINTENANCE

Regularly check all cable connections to ensure they are secure. Keep the camera lenses and controller screen clean using a soft, dry cloth. For firmware updates, refer to the Tenveo website and follow the instructions provided in the Web UI or the IP Search Tool.

6. TROUBLESHOOTING


- **No Video Output:** Check all cable connections (HDMI, USB, Ethernet). Ensure the camera is powered on and the correct input is selected on your display/software.
- **Camera Not Found on Network:** Verify that the camera and controller are on the same network subnet. Use the Tenveo IP Search Tool to detect devices and configure IP addresses. Ensure ONVIF is enabled on the camera.
- **Control Issues:** Check the controller's network connection. Ensure the correct camera ID is selected on the controller. Verify that the camera's control protocols (VISCA, PELCO-D/P, NDI) are correctly configured.
- **Auto-Tracking Malfunction:** Ensure the camera's AI auto-tracking feature is enabled. Check for any obstructions in the camera's field of view.

7. SPECIFICATIONS

Feature	Specification
Camera Model	VL20U4KN
Controller Model	KB300PRO
Video Resolution	4K UHD
Optical Zoom	20X
Pan/Tilt Range	Pan: 350°, Tilt: 180°
Outputs	HDMI, USB 3.0, RJ45 (PoE)
Control Interface	RJ45 (NDI), RS232, RS485
Controller Display	7-inch LCD Quad-Screen

8. WARRANTY & SUPPORT

Tenveo offers a 3-year standard parts and labor warranty for this product. Additionally, a 30-day no-questions-asked money-back guarantee is provided. Customers can also benefit from lifetime technical support service, including firmware upgrades. For any questions or assistance, please contact Tenveo customer service.



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Image: Tenveo customer support information.