

TONGVEO 20X Camera+microphone

TONGVEO 4K AI Auto Tracking PTZ Conference Camera System Instruction Manual

Model: 20X Camera+microphone | Brand: TONGVEO

INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your TONGVEO 4K AI Auto Tracking PTZ Conference Camera System. This all-in-one video conferencing solution combines a high-resolution 4K PTZ camera with a Bluetooth wireless conference speakerphone, designed for seamless integration into various environments such as church worship, business meetings, and live streaming.

KEY FEATURES

- **4K AI 20X PTZ Camera & Speakerphone System:**All-in-one video conferencing system combining a 4K AI auto tracking PTZ camera and Bluetooth wireless conference speakerphone.
- **AI Auto Tracking PTZ Camera:** Automatically follows pastors, speakers, and presenters with smooth pan, tilt, and 20X optical zoom.
- **Bluetooth Wireless USB Conference Speakerphone:** Features 4 ultra-sensitive microphones, full-duplex audio with noise reduction, 16.4ft/5m voice pickup, and 6–8 hours battery life.
- **Plug & Play with Wide Compatibility:** Easy setup via USB3.0 and HDMI (LAN/PoE on supported models). Compatible with Zoom, Teams, OBS, WebEx, YouTube, Facebook Live on Windows and macOS.
- **Professional & Reliable Support:** Built for long-term reliability with responsive technical support and extended warranty.

WHAT'S IN THE BOX

- DC 12 V Power adapter
- IR remote control
- Manual
- USB 2.0 cable
- Ceiling brackets & screws

Multi-Connections

Universal Compatible 4K PTZ Camera



Image: All components included in the TONGVEO 4K AI PTZ Conference Camera System package.

SETUP

1. Physical Installation

The camera offers flexible installation options to suit various environments:

- **Desk Placement:** The camera can be placed directly on a desk or table. Its base is designed for stability.
- **Wall Mount:** Use the included wall brackets and screws to securely mount the camera on a wall.
- **Ceiling Mount:** For an elevated perspective, the camera can be mounted on the ceiling using appropriate hardware (not always included, check package contents).
- **Tripod Mount:** The camera features a standard tripod thread for mounting on a tripod, offering portability and adjustable height.

A single Ethernet cable maintain All Power+control+ Data transmission

support (PoE) Power over Ethernet (PoE)
Long-distance transmission
Up to 328ft range without signal loss via Ethernet
Plug-and-play-No extra wiring or device



Image: Flexible installation options for the TONGVEO PTZ camera, including wall, ceiling, and tripod mounts.

2. Connection Options

The camera offers multiple connectivity options for versatile integration:

- **USB 3.0:** For direct plug-and-play connection to a computer (Windows/macOS) for video conferencing and streaming.
- **HDMI:** For high-definition video output to a display or video switcher.
- **LAN/PoE (Power over Ethernet):** For network connectivity and power delivery through a single Ethernet cable (on supported models). This simplifies cabling for permanent installations.
- **RS232/RS485:** For advanced control via a joystick controller or other control devices, allowing for precise pan, tilt, and zoom adjustments.

Multi-Connections

Universal Compatible 4K PTZ Camera



Image: Rear ports of the TONGVEO PTZ camera, illustrating diverse connectivity options.





Image: Four connection options for the TONGVEO Bluetooth Speakerphone.

Your browser does not support the video tag.

Video: Instructions on how to connect a joystick controller to manage multiple PTZ cameras.

OPERATING INSTRUCTIONS

1. Remote Control Functions

The included IR remote control provides full command over the camera's movements and settings:

- **Pan & Tilt:** Control horizontal (350°) and vertical (180°) movement of the camera.
- **Zoom & Focus:** Adjust the 20X optical zoom and focus (auto or manual) to capture subjects clearly.
- **Presets:** Save and recall up to 10 preset camera positions for quick transitions between speakers or views.
- **AI Tracking:** Activate or deactivate AI auto-tracking for presenters.
- **Menu:** Access advanced settings for image customization (e.g., RGB balance, resolution).

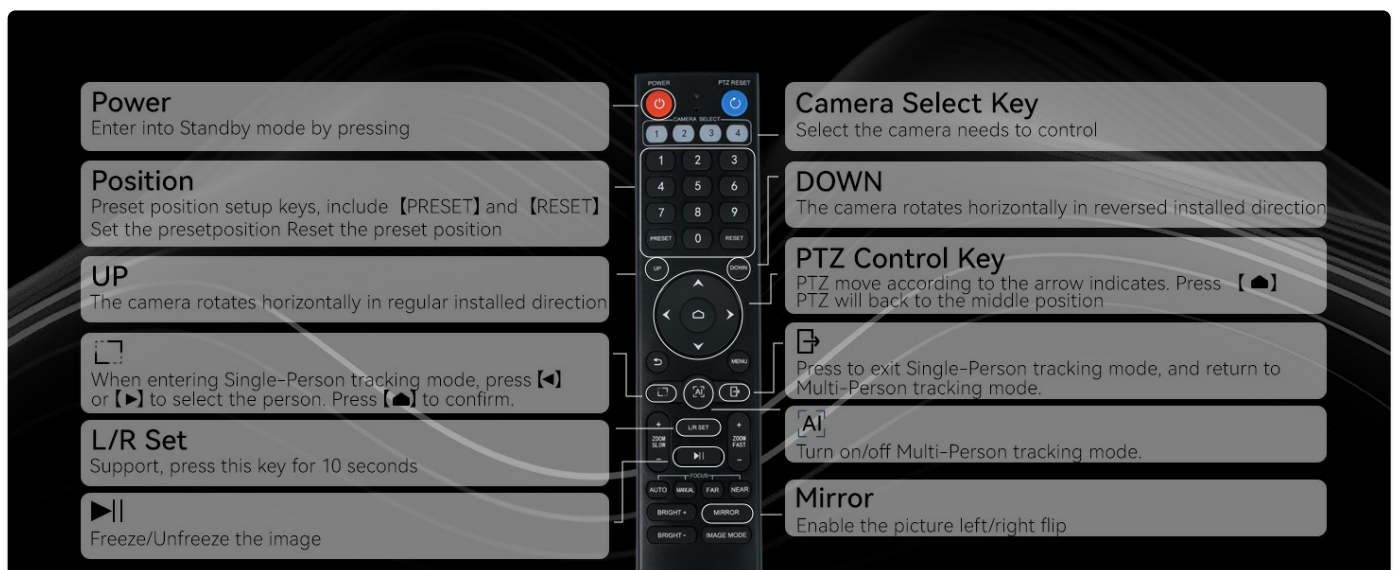


Image: Remote control for the TONGVEO PTZ camera with detailed button descriptions.

2. AI Auto Tracking

The camera's AI auto-tracking feature ensures that the speaker remains in frame without manual intervention. This is particularly useful for dynamic presentations or worship services.



Image: AI auto-tracking in action, keeping the speaker perfectly framed.

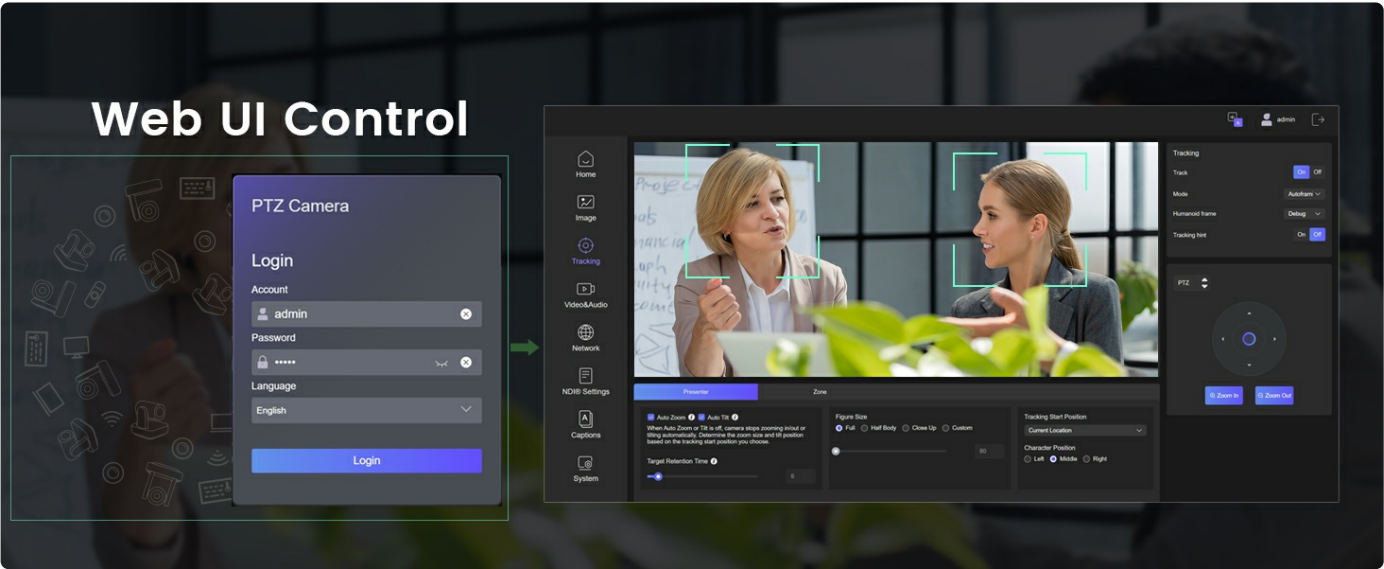


Image: Humanoid tracking feature of the TONGVEO PTZ camera in a church.

3. Web UI Control

For advanced configuration and control, the camera can be managed via a web user interface (UI). Access the camera's IP address through a web browser to adjust settings, manage tracking modes, and visually define features.

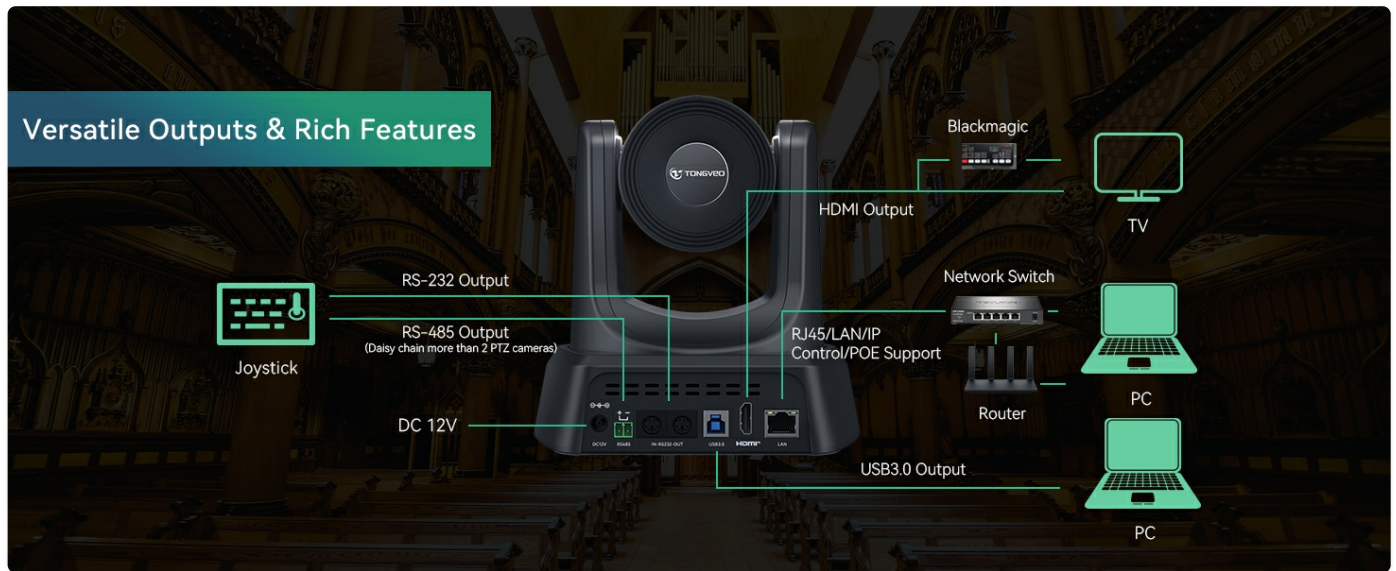


Image: Web UI for controlling the TONGVEO PTZ camera, including login and settings.

MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the camera lens and body. Avoid abrasive cleaners or solvents.
- **Storage:** When not in use, store the camera in a cool, dry place away from direct sunlight and extreme temperatures.
- **Firmware Updates:** Periodically check the TONGVEO website for firmware updates to ensure optimal performance and access to new features.

TROUBLESHOOTING

- **No Power:** Ensure the DC 12V power adapter is securely connected to the camera and a working power outlet. If using PoE, verify the Ethernet cable is connected to a PoE-enabled switch.
- **No Video Output:** Check all cable connections (USB, HDMI, LAN). Ensure the correct input source is selected on your display or video switcher.
- **Auto Tracking Issues:** Ensure the camera is placed in an optimal position with clear line of sight to the presenter. Check settings in the Web UI or remote control to ensure AI tracking is enabled and configured correctly.
- **Audio Problems:** Verify the Bluetooth speakerphone is charged and connected. Check microphone settings in your conferencing software.
- **Remote Control Not Responding:** Check the batteries in the remote control. Ensure there are no obstructions between the remote and the camera's IR receiver.

SPECIFICATIONS

Feature	Detail
Brand	TONGVEO
Model Number	20X Camera+microphone
Item Weight	7.19 pounds

Feature	Detail
Video Capture Resolution	4K
Optical Zoom	20X
Photo Sensor Technology	1/2.7 inch HD Color CMOS
Connectivity Technology	USB, HDMI, LAN, PoE, RS232, RS485
Special Feature	AI Auto Tracking, Anti-Shake
Speakerphone Voice Pickup	16.4ft/5m
Speakerphone Battery Life	6–8 hours

WARRANTY & SUPPORT

TONGVEO is committed to providing professional and reliable after-sales support. The 4K PTZ camera system is built for long-term reliability and comes with an extended warranty. For technical assistance or warranty claims, please contact TONGVEO customer service. Enjoy professional guidance and prompt assistance to keep your livestreams and meetings running smoothly without interruptions.

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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

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