



# Lumens VS-KB21 VS-KB21N Keyboard Controller User Manual

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**VS-KB21/ VS-KB21N**  
**Keyboard controller**  
**(Keyboard Controller)**  
**User Manual**



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## VS-KB21 VS-KB21N Keyboard Controller

### [Important]

To download the latest version of Quick Start Guide, multilingual user manual, software, or driver, etc., please visit Lumens <https://www.MyLumens.com/support>

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## Chapter 1 Safety Instructions

Always follow these safety instructions when setting up and using this product:

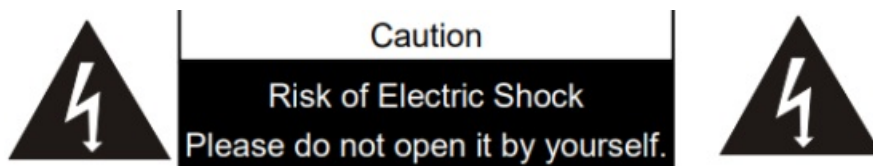
1. Use attachments only as recommended.
2. Use the type of power source indicated on the Keyboard Controller. If you are not sure of the type of power available, consult your distributor or local electricity company for advice.
3. Always take the following precautions when handling the plug. Failure to do so may result in sparks or fire:
  - Ensure the plug is free of dust before inserting it into a socket.
  - Ensure that the plug is inserted into the socket securely.
4. Do not overload wall sockets, extension cords or multi-way plug boards as this may cause fire or electric shock.
5. Do not place this product where the cord can be stepped on as this may result in fraying or damage to the lead or the plug.
6. Never allow liquid of any kind to spill into this product.
7. Except as specifically instructed in this User Manual, do not attempt to operate this product by yourself.
  - Opening or removing covers may expose you to dangerous voltages and other hazards. Refer all servicing to

licensed service personnel.



8. Unplug this product during thunderstorms or if it is not going to be used for an extended period. Do not place this product or remote control on top of vibrating equipment or heated objects such as a car, etc.
9. Unplug this product from the wall outlet and refer servicing to licensed service personnel when the following situations happen:
  - If the power cord or plug becomes damaged or frayed.
  - If liquid is spilled into this product or this product has been exposed to rain or water.

### Precautions

**Warning:** To reduce the risk of fire or electric shock, do not expose this appliance to rain or moisture. If the this product will not be used for an extended time, unplug it from the power socket.



**Caution:** To reduce the risk of electric shock, do not remove cover (or back). No user-serviceable parts inside. Refer servicing to licensed service personnel.

|   |   |
|---|---|
|   | This symbol indicates that this equipment may contain dangerous voltage which could cause electric shock.                 |
|  | This symbol indicates that there are important operating and maintenance instructions in this User Manual with this unit. |

### FCC Warning

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### Notice :

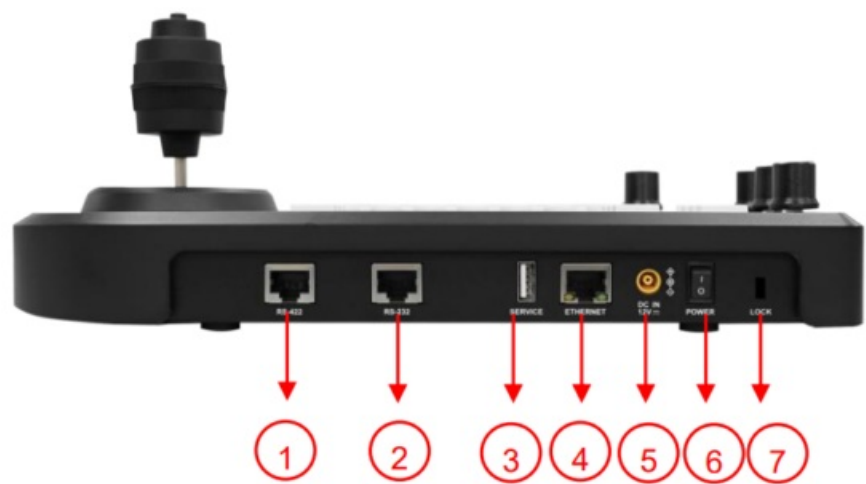
The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This product has been tested and found to comply with the limits for a Class B computer device, pursuant to Article 15-J of FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a commercial installation.

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference-causing equipment standard entitled "Digital Apparatus," ICES-003 of Industry Canada. Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques," NMB-003 édictée par l'Industrie.

Chapter 2 Product Overview

2.1 I/O Introduction

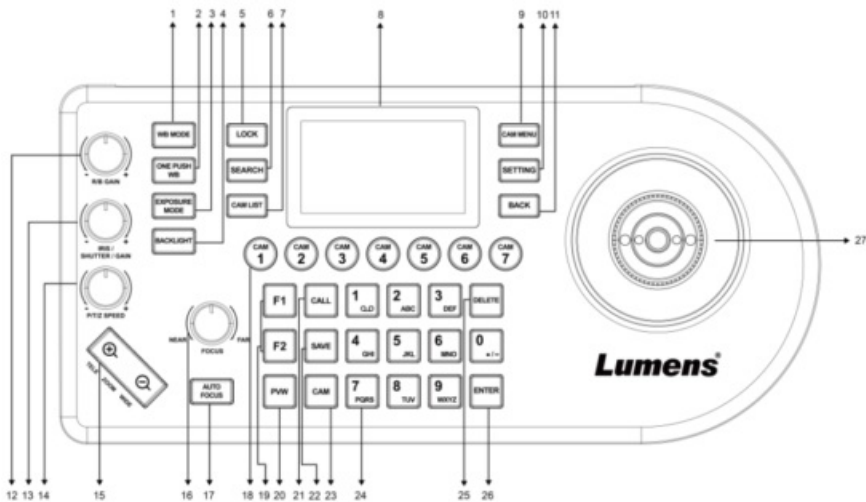


| No | Item               | Function Descriptions   |
|----|--------------------|---|
| 1  | RS-422 port        | Connect the RS-422 adapter cable that can control up to 7 cameras   |
| 2  | RS-232 port        | Connect the RS-232 adapter cable that can control up to 7 cameras   |
| 3  | USB port           | Update the keyboard control firmware via a USB disk<br><div>Note</div> Use format “FAT32”, “capacity less than 32G” |
| 4  | IP port            | Connect the RJ45 network cable<br>Supports PoE(IEEE802.3af)   |
| 5  | 12 V DC power port | Connect the included DC power supply adapter and the power cable  |
| 6  | Power Button       | Turn on/off keyboard power  |
| 7  | Safety lock        | Use the safety lock to lock the keyboard for anti-theft purpose   |

Note

 RS-232/ RS-422 port do not support POE. Please do not connect with POE Switch

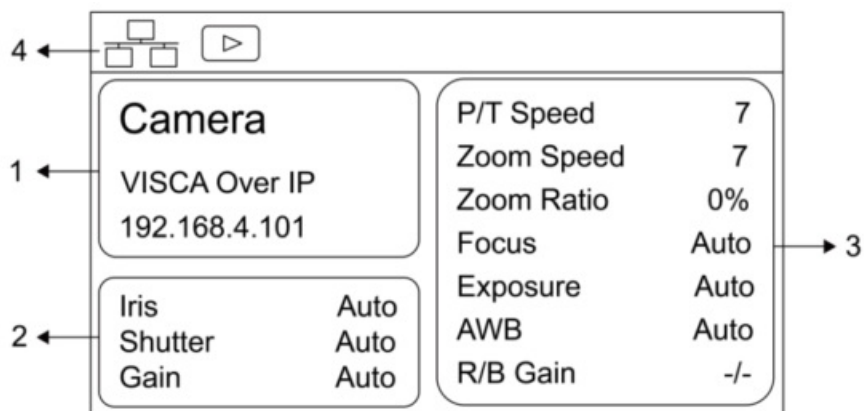
2.2 Panel function introduction



| No | Item                        | Function Descriptions  |
|----|-----------------------------|--|
| 1  | WB                          | Automatic/manual white balance switch<br>When the setting is automatic white balance, the AUTO indicator will turn on  |
| 2  | ONE PUSH WB                 | One push white balance   |
| 3  | EXPOSURE                    | Auto, Iris PRI, Shutter PRI  |
| 4  | BACKLIGHT                   | Turn on/off back light compensation  |
| 5  | LOCK                        | Lock the control of all image adjustment and rotary buttons Press and hold for 3 seconds to enable the lock; press and hold for 3 seconds again to cancel the lock   |
| 6  | SEARCH                      | Search or add the camera IP setting  |
| 7  | CAM LIST                    | Check the currently connected camera   |
| 8  | LCD screen                  | Display control and setting information of the keyboard  |
| 9  | CAM MENU                    | Call the camera OSD menu   |
| 10 | SETTING                     | Enter the settings menu  |
| 11 | BACK                        | Back to the previous step  |
| 12 | R/B GAIN                    | Adjust the white balance in red/blue manually  |
| 13 | IRIS / SHUTTER              | Adjust the aperture or shutter   |
| 14 | P/T/Z SPEED                 | Rotate: Adjust/control the speed Press: Switch between P/T or Z  |
| 15 | ZOOM SEESAW                 | Control ZOOM in/out  |
| 16 | FOCUS CONTROL               | Rotate the knob to adjust NEAR/FAR parameters (for Manual Focus use only)<br>Press to execute One Push Focus<br>LCD menu: Rotate left/right to adjust parameters and navigate the menu LCD menu: Press to select an item |
| 17 | AUTO FOCUS                  | Automatic/manual focus switch<br>When the setting is automatic focus, the AUTO indicator will turn on  |
| 18 | CAMERA BUTTON CA<br>M1~CAM7 | Quickly select Camera 1 ~ 7 and control the camera within 1 second Press and hold for 3 seconds to access the shortcut key settings page   |
| 19 | Assign Button F1~F2         | Set up the shortcut key to quickly control the camera  |
| 20 | PVW                         | Press to display the camera's RTSP streaming video   |
| 21 | CALL                        | Press number button to call a camera preset position   |
| 22 | SAVE                        | Press number button to save a camera preset position   |
| 23 | CAM                         | Press number button to select the specific camera (Cam 1 – 255)  |

|    |                                  |  |
|----|----------------------------------|--|
| 24 | Letter and number keyboard 0 ~ 7 | CALL a camera; call a preset position; key in the camera name (LCD menu) |
| 25 | DELETE                           | Control LCD menu to execute “delete” action                              |
| 26 | ENTER                            | Control LCD menu to execute “confirm” action                             |
| 27 | PTZ joystick                     | Control the camera PTZ operation   |

## 2.3 LCD screen display description



| No | Item                                   | Function Descriptions  |
|----|--|--|
| 1  | Camera ID and protocol                 | Display the camera currently under control and the protocol currently in use |
| 2  | EXPOSURE MODE                          | Display the current camera exposure mode                                     |
| 3  | Connected device parameter information | Display the current camera parameter information                             |
| 4  | Network connection indication status   | If the play icon appears, the camera's RTSP streaming video can be displayed |

## Chapter 3 LCD function menu description

### 3.1 Access LCD function menu

Press the SETTING button on the keyboard to access the LCD function menu



### 3.2 Hot Key Camera

| Item | Settings | Description  |
|------|----------|--|
| CAM  | 1~7      | Assign the camera number; 7 units can be set at most |

### 3.3 Advanced settings for Hot Key Camera

Please note that different protocols might have different configurable options below.

| Item                                | Settings                                       | Description   |
|-------------------------------------|--|---|
| Alias                               | —  | The camera can be named using letters on the keyboard                                     |
| Protocol                            | <b>VISCA</b> VISCAIP<br>VISCATCP ONV<br>IF NDI | Select a control protocol to be used for connecting the camera Only VS-KB21N support NDI. |
| Address (Visca)                     | 1~7  | Set VISCA ID from 1 to 7  |
| Baudrate (Visca )                   | <b>9600</b> / 19200 /3<br>8400 / 115200        | Set control Baudrate  |
| IP Address (ViscaIP, TCP)           | —  | Enter the IP address  |
| Port (Visca TCP )                   | —  | Setting range 1~65534   |
| Onvif Account ( Onvif)              | <b>Off/On</b>                                  | Enable/ Disable ONVIF account. Support to preview (PVW) camera image when it enabled.     |
| Stream URL                          | rtsp://cam ip:85<br>57/h264                    | Can be automatically imported based on added models                                       |
| RTSP Authentication                 | <b>Off/On</b>                                  | Select to enable RTSP Authentication function   |
| User Name                           | admin  | Automatically import account and password, shown by User name.                            |
| Password                            | 9999   | Automatically import account and password, shown by *****                                 |
| Reset Camera Address(Visca)         | —  | Reset address of the camera   |
| OIP Link Mode ( Visca IP, Onvif)    | <b>Off/On</b>                                  | Enable/ Disable the OIP Link  |
| OIP Manual Trigger(Visca IP, Onvif) | <b>Off/On</b>                                  | OIP Link can be triggered manually.   |
| OIP Qty. (Visca IP, Onvif)          | 1~7  | Choose the quantity from 1 to 7.  |
| OIP Address (Visca IP, Onvif)       | —  | Click the button, then enter the IP address of OIP device                                 |
| Source ID                           | —  | Choose the source ID accordingly.   |
| Select from List                    | —  | Select a specific camera from the CAM List and apply it automatically                     |

### 3.4 Device Management

| Item        | Settings | Description                  |
|-------------|----------|------------------------------|
| Device List | —        | View the current device list |

|                       |   |  |
|-----------------------|---|--|
| Add a New List        | – | Add a new device                         |
| Ignored Device List   | – | View the current list of ignored devices |
| Add an Ignored Device | – | Add an ignored device                    |

### 3.5 Network

| Item        | Settings             | Description   |
|-------------|----------------------|---|
| Type        | STATIC / <b>DHCP</b> | Specify a static IP or let DHCP to assign an IP to the keyboard                     |
| IP Address  | 192.168.0.100        | For a static IP, specify the IP address in this field (Default IP is 192.168.0.100) |
| Subnet Mask | 255.255.255.0        | For a static IP, specify the subnet mask in this field                              |
| Gateway     | 192.168.0.1          | For a static IP, specify the gateway in this field                                  |
| DNS 1       | 192.168.0.1          | Set DNS 1 information   |
| DNS 2       | 8.8.8.8              | Set DNS 2 information   |

### 3.6 KEYS

| Item    | Settings   | Description  |
|---------|--|--|
| F1 ~ F2 | None Home Power Mute Picture Freeze Pan/Tilt Reset Picture Flip Picture LR_Reverse Tracking Mode Framing Mode Auto Tracking On Auto Tracking Off Auto Framing On Auto Framing Off On IP Trigger CustomCommands | F1 ~ F2 buttons can be set as shortcut keys separately Functions may be set as the list displayed to the left After selecting Function, choose the target function Press the shortcut key and the camera will perform the specified function quickly |

### 3.7 Display



| Item           | Settings                            | Description                |
|----------------|-------------------------------------|----------------------------|
| Theme Color    | Red Green <b>Blue</b> Orange Purple | Adjust LCD theme color     |
| Brightness     | Low Medium <b>High</b>              | Adjust keyboard brightness |
| Key Brightness | Low <b>Medium</b> High              | Adjust key brightness      |

### 3.8 Beep

| Item   | Settings         | Description                         |
|--------|------------------|-------------------------------------|
| Enable | <b>Off</b> / On  | Turn on or off button sound effects |
| Style  | <b>1</b> / 2 / 3 | Select the button sound type        |

### 3.9 Joystick

| Item         | Settings        | Description                                  |
|--------------|-----------------|--|
| Zoom Enable  | <b>On</b> / Off | Enable/Disable the Joystick control for Zoom |
| Pan Reverse  | On / <b>Off</b> | Enable/Disable the horizontal inversion      |
| Tilt Reverse | On / <b>Off</b> | Enable/Disable the vertical inversion        |
| Correction   | –               | Correct the Joystick direction               |

### 3.10 Tally

| Item   | Settings        | Description            |
|--------|-----------------|------------------------|
| Enable | <b>ON</b> / OFF | Enable the Tally light |

### 3.11 Language

| Item  | Description      |
|---|------------------|
| <b>English</b> / Simplified Chinese / Traditional Chinese | Language setting |

### 3.12 Password Setting

| Item            | Settings        | Description   |
|-----------------|-----------------|---|
| Enable          | ON / <b>OFF</b> | Once enabled, you need to enter a password when entering SETTINGS |
| Change Password | –               | Set up a new password   |

### 3.13 Sleep Mode

| Item                | Settings                    | Description                        |
|---------------------|-----------------------------|------------------------------------|
| Enable              | ON / <b>OFF</b>             | Enable the sleep mode              |
| Goes to Sleep after | 15 Mins / 30 Mins / 60 Mins | Set the sleep mode activation time |

|                  |                                   |   |
|------------------|-----------------------------------|---|
| Lightness change | LCD Screen Light Keypad Backlight | Set the sleep mode preview screen and keyboard brightness |
|------------------|-----------------------------------|---|

### 3.14 About Device

| Item             | Description                |
|------------------|----------------------------|
| IP Address       | Display device information |
| MAC Address      |                            |
| Serial Number    |                            |
| Firmware Version |                            |
| USB Flash Drive  |                            |




### 3.15 Reset Device

| Item                   | Settings        | Description  |
|------------------------|-----------------|--|
| Reset Setting          | ON / <b>OFF</b> | Remain the keyboard network and CAM LIST, restore other settings to default values |
| Reset Setting and Data | ON / <b>OFF</b> | Clear all keyboard settings, including IP setting                                  |

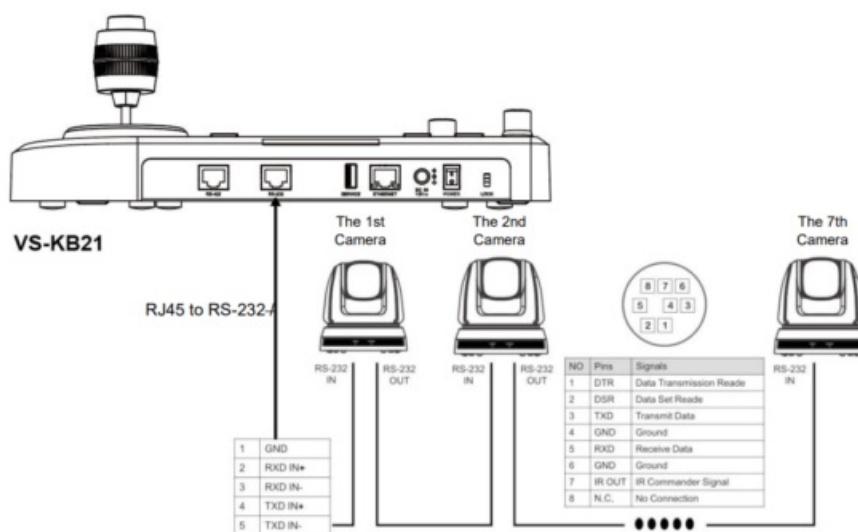
## Chapter 4 Camera connection

VS-KB21/ VS-KB21N supports RS-232, RS-422 and IP control.  
Supported control protocols include: VISCA, VISCA over IP

### 4.1 Port pin definition

| RS-232  |          |              | IP  |          |              | RS-422  |          |              |
|---|----------|--------------|---|----------|--------------|---|----------|--------------|
|  |          |              |  |          |              |  |          |              |
| Pin No.   | Function | Color        | Pin No.   | Function | Color        | Pin No.   | Function | Color        |
| 1   | -        | Orange/White | 1   | TX+      | Orange/White | 1   | TX-      | Orange/White |
| 2   | -        | Orange       | 2   | TX-      | Orange       | 2   | TX+      | Orange       |
| 3   | GND      | Green/White  | 3   | RX+      | Green/White  | 3   | GND      | Green/White  |
| 4   | -        | Blue         | 4   | n/c      | Blue         | 4   | -        | Blue         |
| 5   | -        | Blue/White   | 5   | n/c      | Blue/White   | 5   | -        | Blue/White   |
| 6   | GND      | Green        | 6   | RX-      | Green        | 6   | -        | Green        |
| 7   | TXD      | Brown/White  | 7   | n/c      | Brown/White  | 7   | RX-      | Brown/White  |
| 8   | RXD      | Brown        | 8   | n/c      | Brown        | 8   | RX+      | Brown        |

## 4.2 How to Connect RS-232



1. Please refer to the RJ-45 to RS-232 and camera Mini Din RS-232 pin definitions to complete the cable connection

**Note** This is compatible with Lumens optional accessory VC-AC07, which can be connected via network cable.

2. Camera settings

Protocol set to VISCA

Control Port set to RS-232

3. Keyboard settings

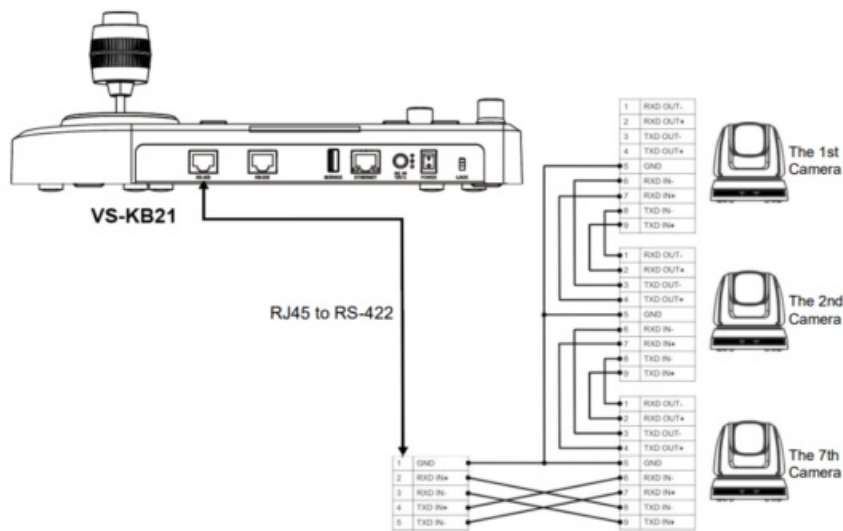
Press [SETTING] and select [Hot Key Camera] Select CAM1~7

Configure the camera information.

Protocol set to VISCA

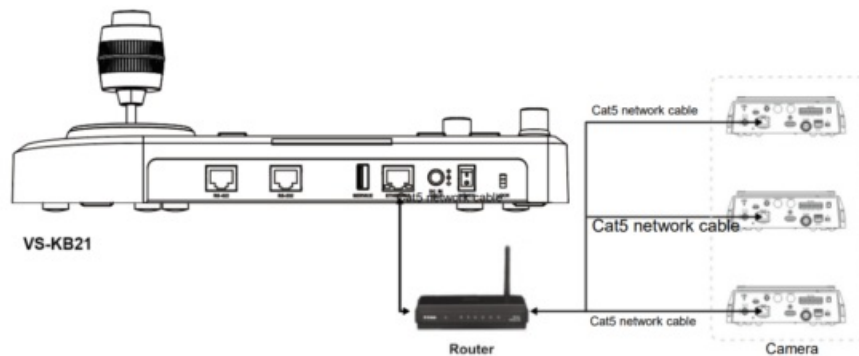
Press [Back] exit

## 4.3 How to Connect RS-422



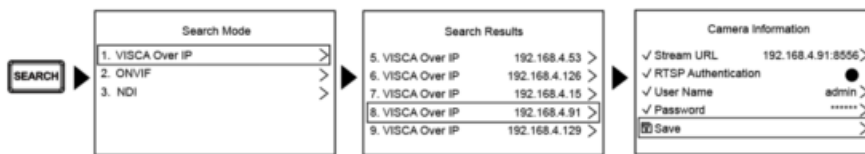
1. Please refer to the RJ-45 to RS-422 and camera RS-422 pin definitions to complete the cable connection
2. Camera settings
  - Protocol set to VISCA
  - Control Port set to RS-422
3. Keyboard settings
  - Press [SETTING] and select [Hot Key Camera] Select CAM1~7
  - Configure the camera information.
  - Protocol set to VISCA
  - Press [Back] exit

#### 4.4 How to Connect IP



1. Use network cables to connect keyboard and IP camera to the router
2. Set keyboard IP address
  - Press [SETTING], select [Network] Type: Select STATIC or DHCP
  - IP Address: If select STATIC, use Focus Near/Far to choose the location, input the IP address via numbers on the keyboard. Last, press ENTER to save and exit
3. Add a camera
  1. Automatic Search

**Note** Only VS-KB21N support NDI

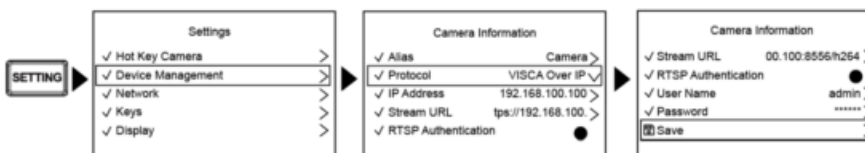


Press [SEARCH] and select search mode

Select the target camera and set the camera information

Click [Save] at the bottom and you can check the saved camera at [CAM List]

## 2. Manual Add



Press [SETTING]> [Device Management] Add new camera to configure the camera information.

Select Protocol VISCAIP/ONVIF, and set the camera IP address

Press SAVE at the bottom to save

## Chapter 5 Web Interface

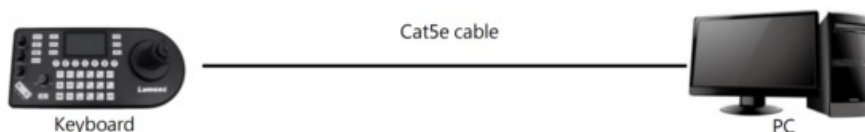
### 5.1 Connecting Camera to Network

Please find the two common connection methods below

#### 1. Connecting via switch or router



#### 2. To connect directly through network cable, the IP address of the keyboard and PC should be changed to set at the same network segment



### 5.2 Web Login

1. Open the browser, and enter the IP address of the keyboard in the address bar

2. Enter administrator's account and password

**Note** For the first-time login, please refer to 5.3.8 System- User Management to change the default password

## Lumens controller

- User Name : admin
- Password : 9999 (default)

### 5.3 Web Page Functions

#### 5.3.1 Login page

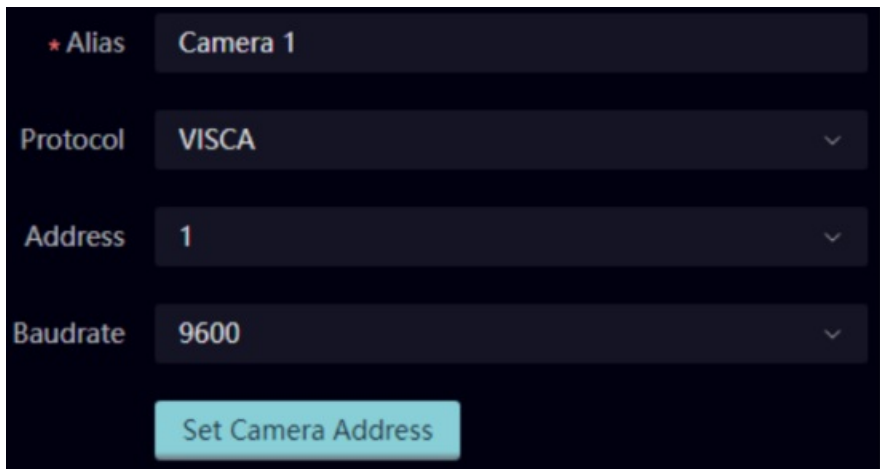


| No | Item          | Description  |
|----|---------------|--|
| 1  | User Name     | Enter user login account (default: admin)  |
| 2  | User Password | Enter user password (default: 9999)<br>For the first-time login, please refer to <b>5.3.8 System- User Management</b> to change the default password |
| 3  | Remember Me   | Save user name and password.   |
| 4  | Language      | Supporting English/Traditional Chinese/Simplified Chinese  |
| 5  | Login         | Log in to the administrator screen on the website  |

#### 5.3.2 Hot Key



| No | Item | Description |
|----|------|-------------|
|----|------|-------------|

|     |              |  |
|-----|--------------|--|
| 1   | CAM1~7       | Support hot key camera 1~7   |
| 2   | Setting page | Click to open the settings page.<br>Following settings can be configured depending on the protocols.   |
| 2.1 | VISCA        |  <p>Alias: Edit camera name<br/>Address: Set the address.<br/>Baudrate: Set the Baudrate<br/>Reset Camera Address: When cameras are connected daisy chain, you can set camera address. This action will send “address set” command to the camera.</p> |

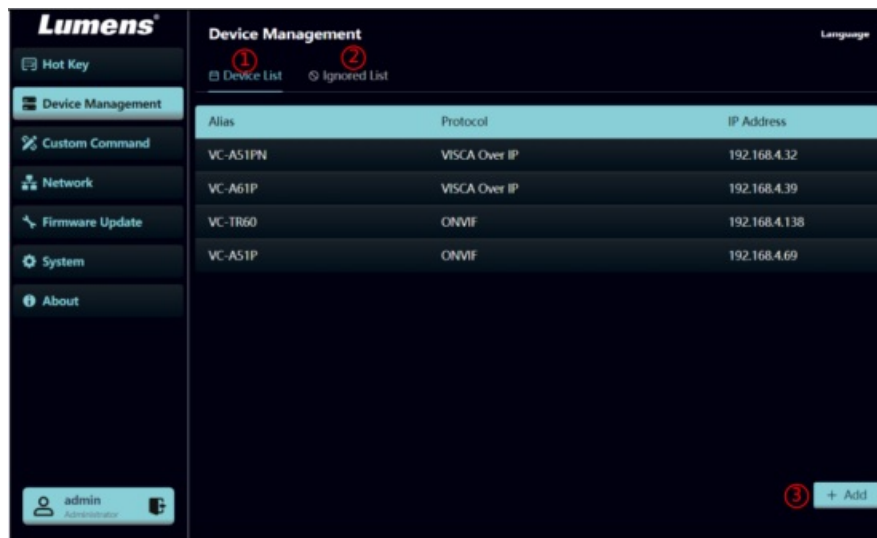
|     |               |   |
|-----|---------------|---|
| 2.2 | VISCA Over IP | <div data-bbox="663 87 1362 960"> </div> <p>Alias: Edit camera name<br/> IP Address: Enter IP address<br/> Stream URL: Display the stream URL<br/> RTSP Auth: Enable/ Disable RTSP authentication<br/> User Name: Name for RTSP Auth<br/> Password: Password for RTSP Auth<br/> OIP Link: Enable/ Disable the OIP Link<br/> Manual Trigger: Enable/ Disable the manually sending command function.<br/> OIP Qty.: Choose the quantity from 1 to 7.<br/> OIP Address: Click the button, then enter the IP address of OIP device.<br/> Source ID: Choose the source ID accordingly.</p> |
|-----|---------------|---|



|     |           |   |
|-----|-----------|---|
| 2.3 | VISCA TCP | <div data-bbox="576 91 1458 817"><div>★ AliasCamera 1</div><div>ProtocolVISCA TCP</div><div>★ IP Address192.168.100.100</div><div>★ Port1259</div><div>Stream URLrtsp://192.168.100.100:8556/h264</div><div>RTSP Auth<input type="checkbox"/></div><div>User Nameadmin</div><div>Password.....</div></div> <div data-bbox="566 824 1166 1064">Alias: Edit camera name<br/>IP Address: Enter IP address<br/>Port: Setting range 1~65534<br/>Stream URL: Display the stream URL<br/>RTSP Auth: Enable/ Disable RTSP authentication<br/>User Name: Name for RTSP Auth<br/>Password: Password for RTSP Auth</div> |
|-----|-----------|---|

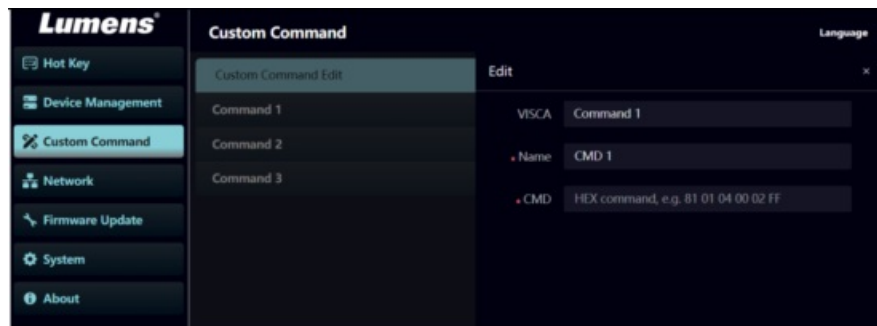
|     |       |  |  |
|-----|-------|--|--|
| 2.4 | ONVIF | <div><div><div>• Alias</div><div>Camera 1</div></div><div><div>Protocol</div><div>ONVIF</div><div></div></div><div><div>• IP Address</div><div>192.168.100.100</div></div><div><div>Account</div><div><input type="checkbox"/></div></div><div><div>User Name</div><div>Please enter Onvif User name</div></div><div><div>Password</div><div>Please enter Onvif Password</div><div></div></div><div><div>RTSP Auth</div><div><input type="checkbox"/></div></div><div><div>User Name</div><div>admin</div></div><div><div>Password</div><div>....</div><div></div></div><div><div>OIP Link</div><div><input type="checkbox"/></div></div><div><div>Manual Trigger</div><div><input type="checkbox"/></div></div><div><div>OIP Qty.</div><div>1</div><div></div></div><div><div>OIP Address</div><div></div></div><div><div>Source ID</div><div>1</div></div></div> | <p>Alias: Edit camera name</p> <p>IP Address: Enter IP address</p> <p>Account: Enable/ Disable ONVIF account. Support to preview(PVW) camer a image when it enabled.</p> <p>User Name: Name for ONVIF account</p> <p>Password: Password for ONVIF account</p> <p>RTSP Auth: Enable/ Disable RTSP authentication</p> <p>User Name: Name for RTSP Auth</p> <p>Password: Password for RTSP Auth</p> <p>OIP Link: Enable/ Disable the OIP Link</p> <p>Manual Trigger: Enable/ Disable the manually sending command function.</p> <p>OIP Qty.: Choose the quantity from 1 to 7.</p> <p>OIP Address: Click the button, then enter the IP address of OIP device</p> <p>Source ID: Choose the source ID accordingly.</p> |
|-----|-------|--|--|

5.3.3 Device Management



| No | Item         | Description   |
|----|--------------|---|
| 1  | Device List  | Display the device list, and click on a device to edit.   |
| 2  | Ignored List | Display the ignored list, and click on a device to edit.  |
| 3  | + Add        | <p>Device List: According to the protocols, enter related information to add a camera.</p> <p>Ignored List : Enter the IP address and protocol to add camera.</p> <p><b>Note</b> If the camera is with NDI protocol, the [Add] function is not supported.</p> |

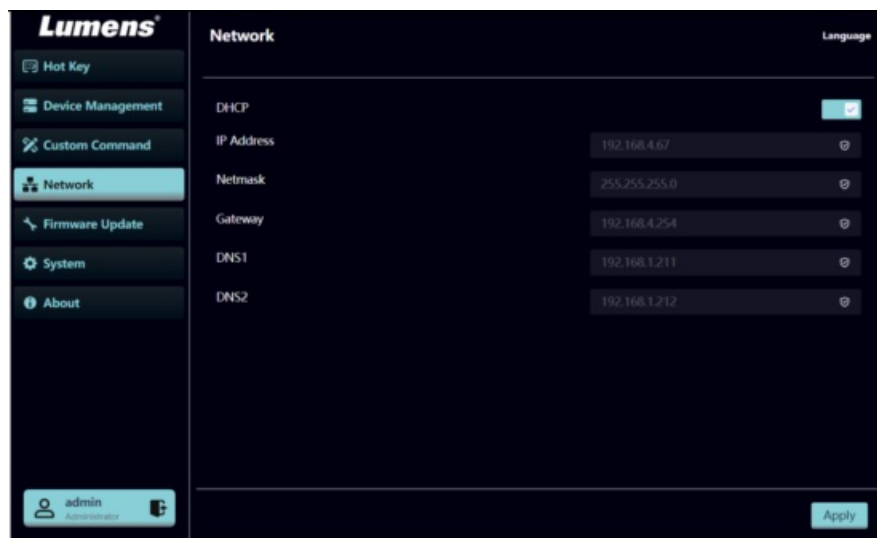
### 5.3.4 Custom Command



#### Description

Supports 3 customized command.  
Click on the command to open the editing page for customizing commands

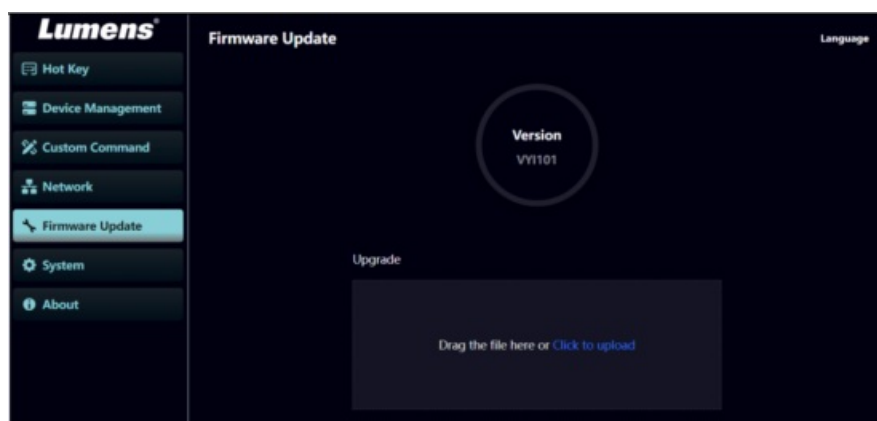
### 5.3.5 Network



### Description

Keyboard controller network settings. When the DHCP function is disabled, Network settings can be edited.

## 5.3.6 Firmware Update



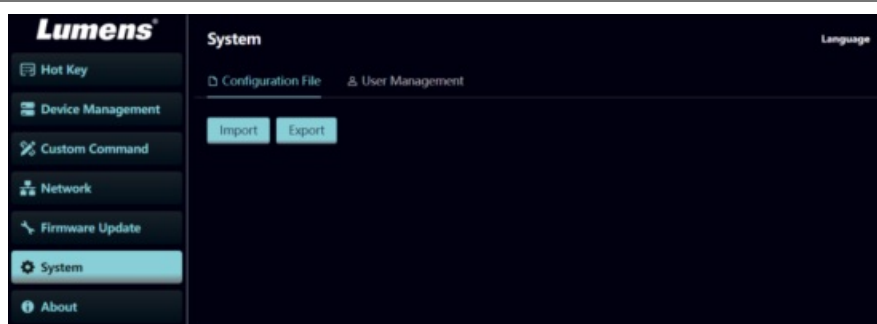
### Description

Display the current firmware version. User can upload a file to update the firmware.

**Note** Update process takes approximately 3 minutes

**Note** Do not operate or power off the device during the update to prevent firmware update failure.

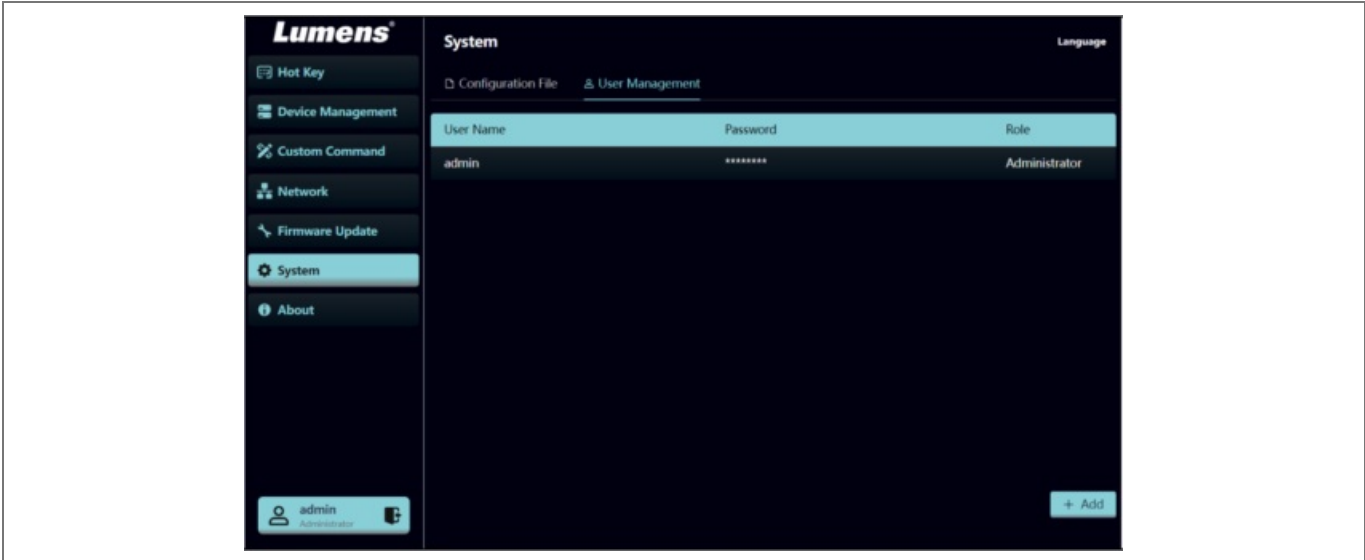
## 5.3.7 System- Configuration File



### Description

Save the configuration as a file. User can import/ export the configuration file.

5.3.8 System-User Management

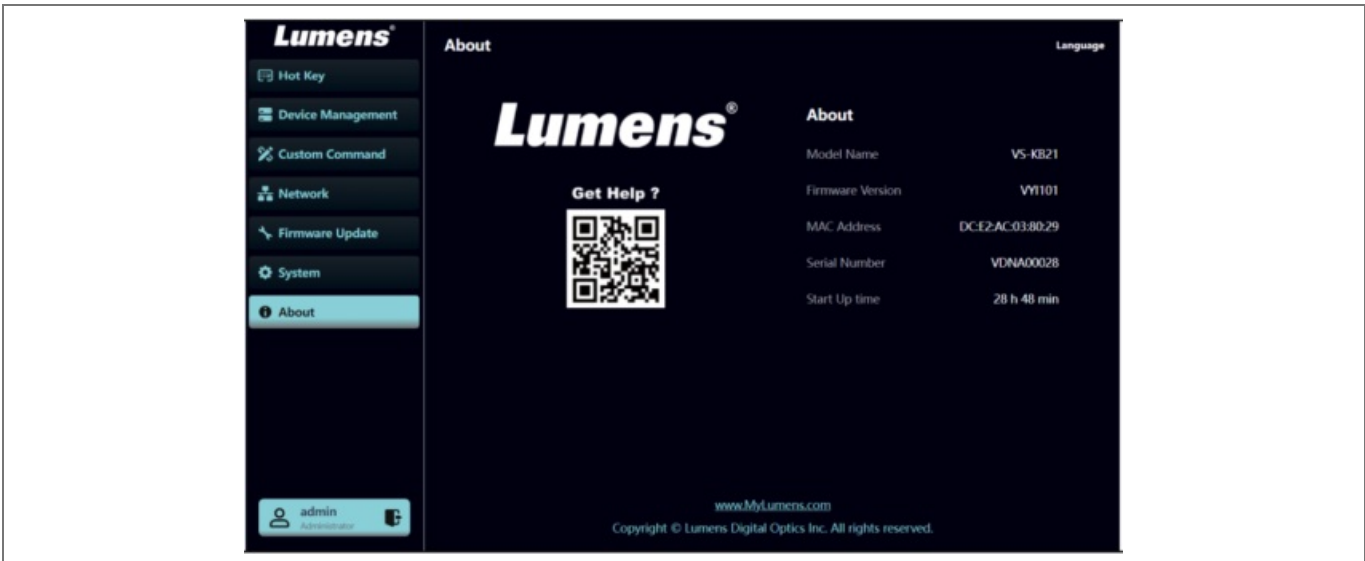


Description

Add/ Edit/ Delete user account  
The default administrator cannot be deleted.  
Support up to 8 user accounts (administrator + common users).  
Supporting 4 – 32 characters for user name and password  
Characters should be English letters or numbers. Chinese and special symbols are not allowed.  
User permissions:

|  |                 |       |        |  |
|--|-----------------|-------|--------|--|
|  | Type            | Admin | Common |  |
|  | Language        | V     | V      |  |
|  | Web settings    | V     | X      |  |
|  | User Management | V     | X      |  |

5.3.9 About



Description

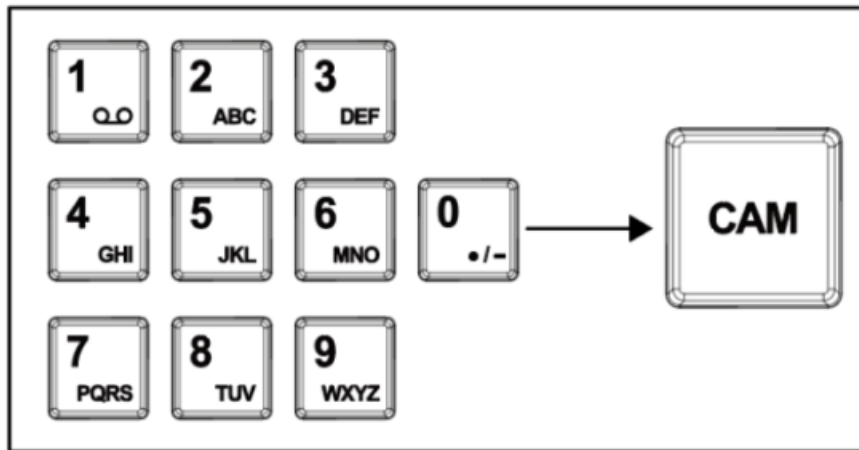
Display device firmware version, serial number, and related information. For technical support, please scan the QRcode at the bottom right for assistance

## Chapter 6 Common Functions

### 6.1 Call the camera

#### 6.1.1 Use the number keyboard to call the camera

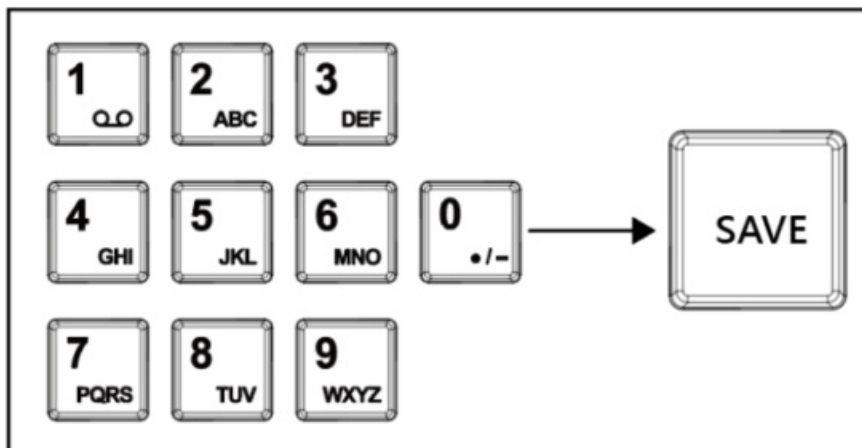
1. Key in the camera number to be called via the keyboard
2. Press the “CAM” button



### 6.2 Setup/call/cancel preset position.

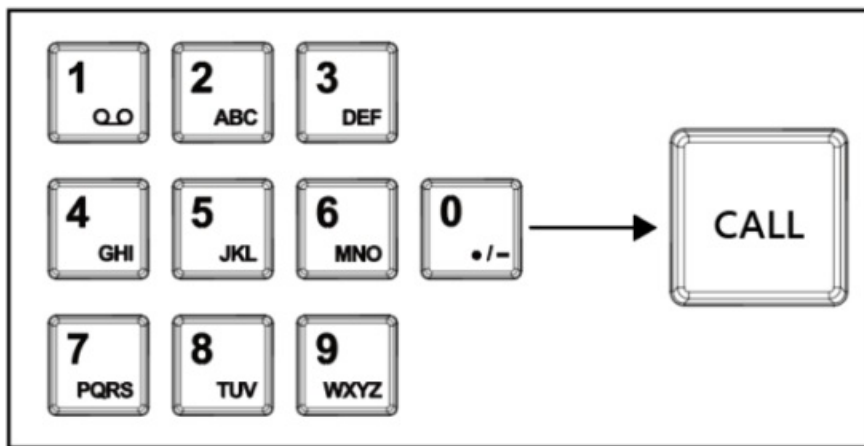
#### 6.2.1 Save the preset position

1. Relocate the camera to the desired position
2. Enter the desired preset position number, then press the SAVE button to save



#### 6.2.2 Call the preset position

1. Key in the desired preset position number via keyboard
2. Press “CALL” button



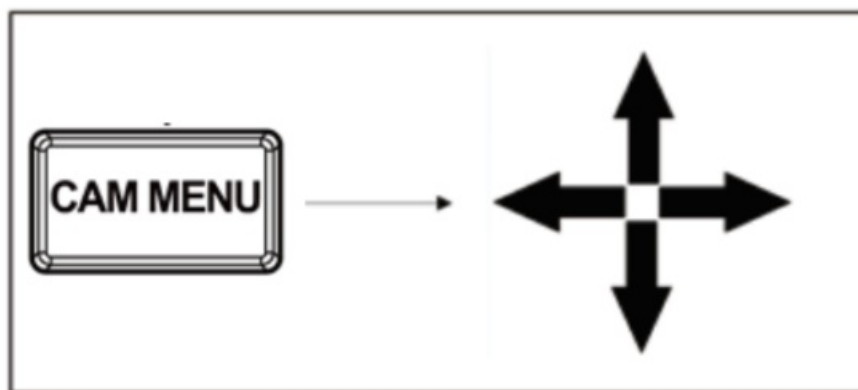
### 6.3 Set the camera OSD menu via the keyboard

1. Press the "CAM MENU" button on the keyboard
2. Set the camera OSD menu via the PTZ joystick

Move the joystick up and down. Switch the menu items/Tune the parameter values

Move the joystick to the right: Enter

Move the joystick to the left: Exit



## Chapter 7 Troubleshooting

This Chapter describes questions frequently asked during the use of VS-KB21/ VS-KB21N and suggests methods and solutions.

| No. | Problems   | Solutions  |
|-----|--|--|
| 1   | <b>After plugging in the power supply, VS-KB21/ VS-KB21N power is not on</b> | <ol style="list-style-type: none"> <li>1. Please check whether the power button on the back is pressed down correctly</li> <li>2. If POE is used, please make sure the Ethernet network cable is correctly connected to the power port of the POE switch</li> </ol>  |
| 2   | <b>VS-KB21/ VS-KB21N can't control the camera through RS-232/ RS-422</b>     | <ol style="list-style-type: none"> <li>1. Please confirm the port pin connection is correct (RS-232/422)</li> <li>2. Please confirm if the camera OSD is correctly switched to RS-232/RS-422 and the baud rate setting is the same as the controller.</li> <li>3. Please confirm whether the MENU button on the keyboard is pressed down by mistake, causing the camera OSD menu to open and the camera unable to be controlled</li> </ol> |
| 3   | <b>Cannot use the keyboard buttons to change the image settings or focus</b> | Please confirm the LOCK button is set in "LOCK" mode   |


※For questions about the installation, please scan the following QR Code. A support person will be assigned to assist you



<http://service.lumens.com.tw>

**Lumens™**

## Documents / Resources

|   |  |
|---|--|
|  <p>VS-KB21 VS-KB21N<br/>Keyboard Controller<br/>User Manual - English</p> | <p><a href="#">Lumens VS-KB21 VS-KB21N Keyboard Controller</a> [pdf] User Manual</p> <p>VS-KB21 VS-KB21N Keyboard Controller, VS-KB21, VS-KB21N, Keyboard Controller, Controller</p> |
|---|--|

## References

- [Download | Lumens](#)
- [User Manual](#)



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