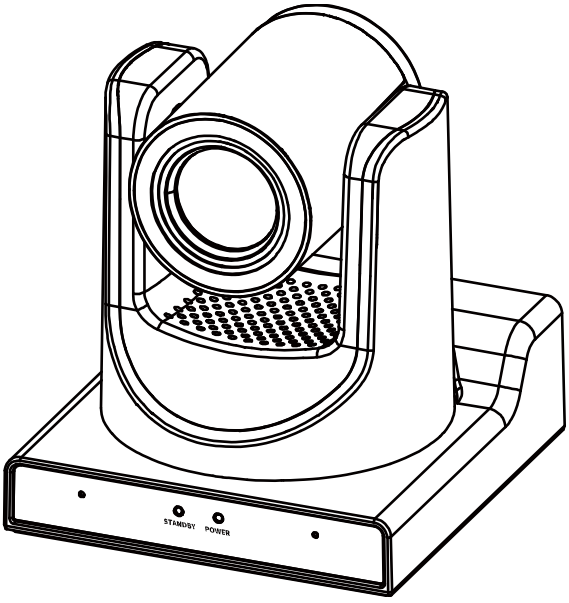
CMP-HD20

HD PTZ Camera



User Manual

(V3.0)

Notice

Product specifications and information which were referred to in this document are for reference only. We may change, delete, or update any content at any time and without prior notice.

FCC NOTICE (Class A)



This product complies with Part 15 of the FCC Rules. The operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



This product has been tested and found to comply with the limits for a Class A 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/television technician for help.

Class A ITE

Class A ITE is a category of all other ITE which satisfies the class A ITE limits but not the class B ITE limits. Such equipment should not be restricted in its sale but the following warning shall be included in the instructions for use:



Operating this equipment in a residential environment may cause radio interference.

European Community Compliance Statement (Class A)



This product is herewith confirmed to comply with the requirements set out in the Council Directives on the Approximation of the laws of the Member States relating to Electromagnetic Compatibility Directive

Contents

1 Safety Precautions 1
2 Packing List 1
3 Product Connection 1
4 Video Format 3
5 About Product 3
5.1 Features 3
5.2 Interface and Switch 3
5.3 RS232 Interface 4
5.4 Dimension 5
5.5 Installation 5
5.6 Remote Control 6
6 GUI Settings 9
6.1 Menu 9
6.2 Exposure 9
6.3 Color 9
6.4 Image 10
6.5 Display 10
6.6 P/T/Z Setting 10
6.7 Setting 11
6.8 Version 11
6.9 Default 1
7 WEB Settings 11
7.1 Access 11
7.2 Control Camera 11
7.3 Video Settings 13
7.4 Image Settings 13
7.5 Audio Settings 14
7.6 System Settings 14
7.7 Network Settings 14
7.8 NDI® Settings 15
7.9 Device Information 16
7.10 Download Upgrade 16
8 AI Tracking 17
8.1 Web Control 17
8.2 Remote Control 28
9 Troubleshooting 31

1 Safety Precautions

- During the installation and use of the equipment, all electrical safety regulations of the country and region of use must be strictly observed.
- Please use the power adapter that comes standard with this product.
- Please do not connect multiple devices to the same power adapter (exceeding the capacity of the adapter may generate excessive heat or cause a fire).
- Do not rotate head of the camera by hand, otherwise it may cause mechanical failure.
- When installing this product on a wall or ceiling, secure the device securely. When installing, make sure that there are no obstacles within the rotation range of the gimbal; do not turn on the power until all installations are completed.
- To avoid heat build-up, keep ventilation around the device smooth.
- If the device emits smoke, smells, or makes noises, please turn off the power immediately and unplug the power cord, and contact the dealer in time.
- This device is not waterproof, please keep the device dry.
- This product has no user serviceable parts, damage caused by disassembly by the user is not covered by the warranty.

Notice

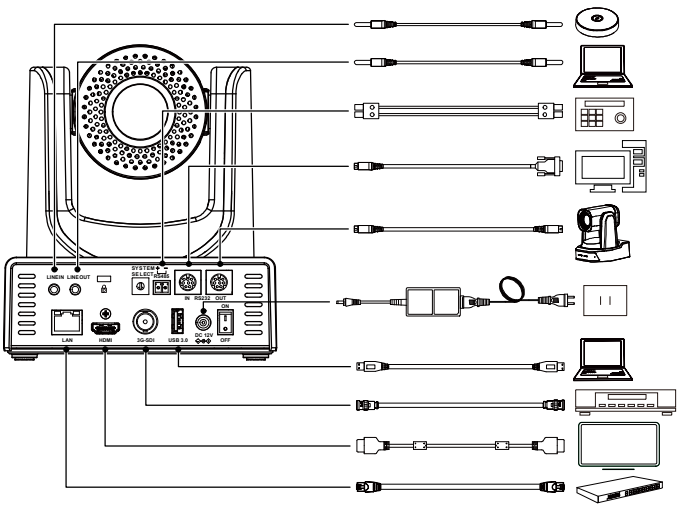
Specific frequencies of electromagnetic field may affect the image of the camera!

2 Packing List

Name	Quantity
Camera	1
Remote Control	1
Power Adapter	1
Power Cable	1
RS232 Cable	1
USB Cable (Optional)	1
User Manual	1

3 Product Connection

1) Please check connections are correct before starting.



Note The schematic diagram is for reference only. Please refer to the actual application scenario for product connection.

2) After the camera is powered on, it starts to initialize, right up to the limit position, and then both horizontal and vertical go to the middle position, the motor stops running, and the initialization is completed.
(Note: If preset 0 is saved, PTZ will be move to preset 0)

4 Video Format

Video Format			
0	1080P60	8	-
1	1080P50	9	-
2	1080I60	A	1080P59.94
3	1080I50	B	1080I59.94
4	720P60	C	1080P29.97
5	720P50	D	-
6	1080P30	E	-
7	1080P25	F	720P59.94

Notice

After switching the video format, you need to restart the camera before taking effect!

5 About Product

5.1 Features

- **60.7° Wide-angle Lens + 20x Optical Zoom**

60.7° high-quality ultra-wide-angle lens, optical zoom up to 20x, support 16x digital zoom.

- **1080P Full HD**

Using 1/2.8-inch high-quality HD CMOS sensor with effective 2.07 million pixels, it can achieve high-quality images with a maximum resolution of 1920x1080.

- **New ISP Image Processing Algorithm**

The new generation of ISP image processing algorithm provides more complete white balance and automatic exposure functions, which significantly improves the image output performance of the camera, and the imaging effect is also better. Widely used in education recording and broadcasting, distance education, video conferencing, live broadcasting, broadcasting and other industries.

- **Upgraded AI Technology**

Using upgraded AI technology, through face recognition, it can accurately determine the location of people, realize automatic tracking and automatic frame selection.

- **Leading Auto Focus Technology** Using advanced focusing algorithm, the lens can focus quickly, accurately and stably.

- **Audio Processing Algorithm**

The exclusive audio processing algorithm can eliminate reverberation, effectively reduce environmental noise, and support EQ adjustment to optimize sound effects; the device supports dual mic pickup, and can also be connected to external microphones, wireless bees, etc., to meet the pickup needs of most scenarios.

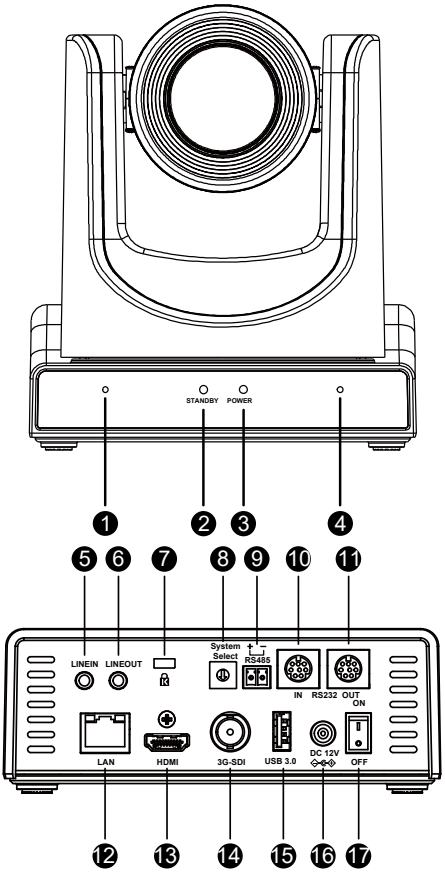
- **Multiple Interfaces**

Support HDMI and SDI interface, effective transmission distance of SDI is up to 150 meters (1080P30). HDMI, SDI, LAN can output three HD digital signals at the same time.

- **Remote Control**

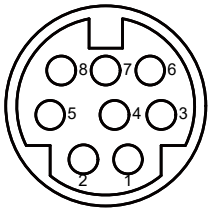
Through the RS232 and RS485 serial ports, the camera can be controlled remotely.

5.2 Interface and Switch



No.	Name
1	Microphone
2	STANDBY Indicator
3	POWER Indicator
4	Microphone
5	LINE IN Interface
6	LINE OUT Interface
7	Security Slot
8	System Select Switch
9	RS485 Interface
10	RS232 IN Interface
11	RS232 OUT Interface
12	LAN Interface
13	HDMI Interface
14	3G-SDI Interface
15	USB 3.0 Interface
16	DC 12V Power Interface
17	Power Switch

5.3 RS232 Interface



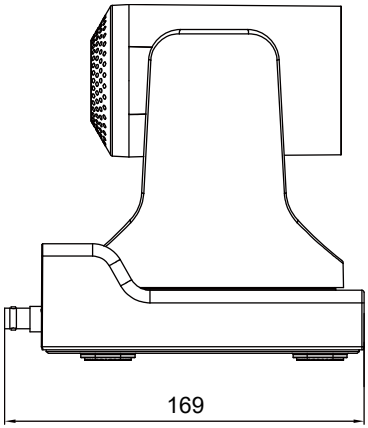
No.	Function	No.	Function
1	DTR	5	RXD
2	DSR	6	GND
3	TXD	7	IR OUT
4	GND	8	NC

Correspondence between RS232 and DB-9:

RS232	DB-9
1.DTR	1.CD
2.DSR	2.RXD
3.TXD	3.TXD
4.GND	4.DTR
5.RXD	5.GND
6.GND	6.DSR
7.IR OUT	7.RTS
8.NC	8.CTS
-	9.RI

Correspondence between RS232 and Mini DIN:

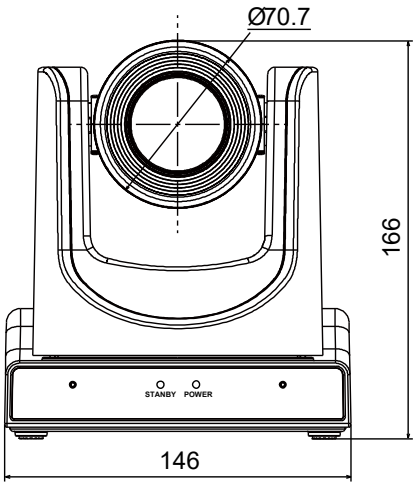
RS232	Mini DIN
1.DTR	1.DTR
2.DSR	2.DSR
3.TXD	3.TXD
4.GND	4.GND
5.RXD	5.RXD

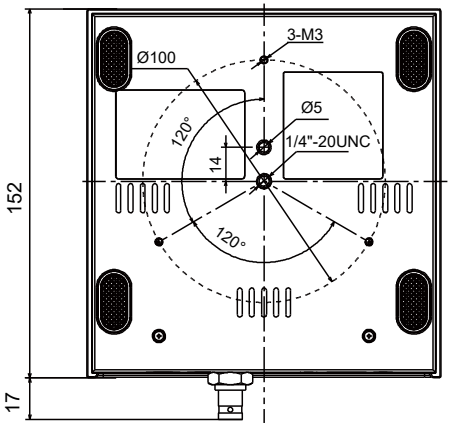


RS232	Mini DIN
6.GND	6.GND
7.IR OUT	7.NC
8.NC	8.NC

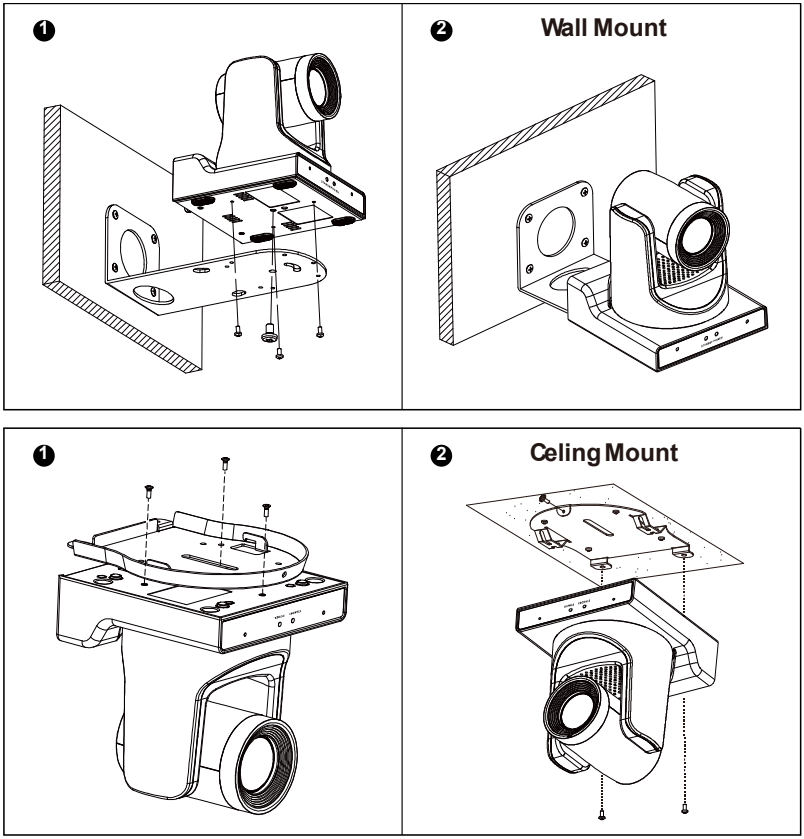
5.4 Dimension

Unit: mm



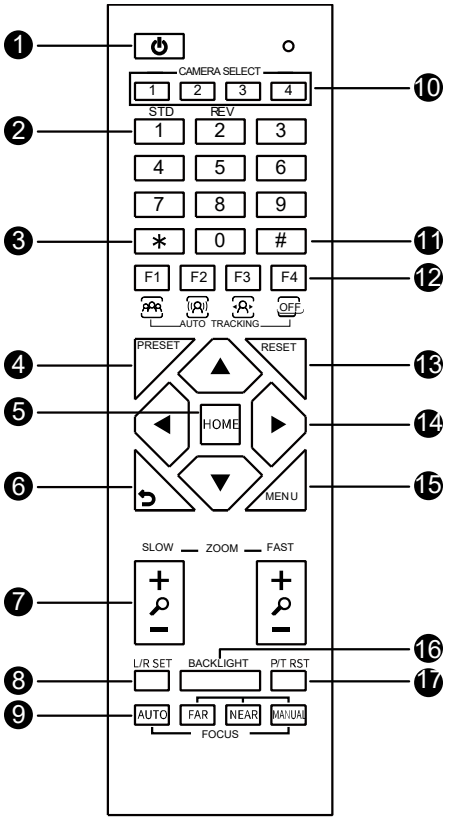


5.5 Installation



Note The above installation diagram is for reference only, please refer to actual product for the installation accessories.

5.6 Remote Control



Key Description

1. (Standby) Key

Press to enter standby mode

2. Number Keys

To set preset or call preset

3. * Key

Use with other keys

4. PRESET Key

Set preset: Successively press [PRESET]+ Number key (0-9)

5. HOME Key

Confirm selection or press to turn PTZ back to the middle position

6. (Return) Key

Press to return to the previous menu

7. ZOOM Keys

- SLOW: Zoom In [+] or Zoom Out [-] slowly
- FAST: Zoom In [+] or Zoom Out [-] fast

8. L/R SET Key

- Standard: Simultaneously press [L/R SET] + [1]
- Reverse: Simultaneously press [L/R SET] + [2]

9. FOCUS Keys

Auto/Manual/Far/Near focus

10. CAMERA SELECT Keys

Press to select and control the camera

11. # Key

Use with other keys

12. Auto Tracking Keys

[F1]: Disable [F2]: Disable
[F3]: Enable AI Tracking
[F4]: Disable AI Tracking

13. RESET Key

Clear preset position: Successively press [RESET] + Number key (0-9)

14. PTZ Control Keys

PTZ moved according to the arrow indicates

15. MENU Key

Enter OSD menu or back to the previous menu

16. BACKLIGHT Key

Backlight ON/OFF: Press repeatedly to enable or disable the backlight compensation

- Effective only in auto exposure mode
- If there is a light behind the subject, the subject will become dark, press the backlight key to enable the backlight compensation. Press again to disable this function.

17. P/T RST (PTZ Reset) Key

Press to preset Pan/Tilt self-test

Shortcut Set

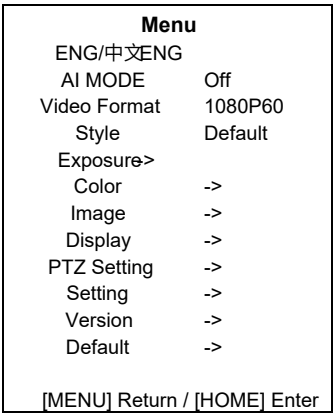
Successively press [#] + [*] + [F4]: Enable or disable the Image Freeze
Successively press [*] + [#] + [1]: OSD menu default English Successively press [*] + [#] + [3]: OSD menu default Chinese Successively press [*] + [#] + [4]: Display current IP address
Successively press [*] + [#] + [6]: Quickly recover the default Successively press [*] + [#] + [8]:

Check the camera version
Successively press [*] + [#] + [9]: Quickly set up inversion
Successively press [*] + [#] + [MANUAL]: Restore to default IP address

6 GUI Settings

6.1 Menu

Press [MENU] key to display the main menu on the normal screen, using arrow key to move the cursor to the item to be set. Press the [HOME] key to enter the corresponding sub-menu.



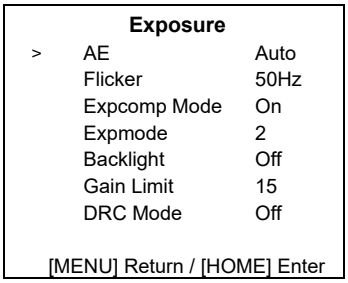
ENG/中文: ENG，中文.

AI MODE: Off, Single Track, Frame Track, Demo Mode.

Video Format: 1080P60, 1080P50, 1080I60, 1080I50, 1080P30, 1080P25, 720P60, 720P50. **Style:** Default, Cold, Warm, Clear, Soft, User1, User2, User3.

6.2 Exposure

Move the main menu cursor to [Exposure], and press [HOME] key enter the exposure page, as shown in the following figure.



AE: Auto, Manual, Iris Priority, Shutter Priority, Bright Priority.

Flicker: Off, 50Hz, 60Hz (Effective only in Auto, Iris Priority, Bright Priority mode).

Expcomp Mode: On, Off (Effective only in Auto, Iris Priority mode).

Expmode: -7~7 (Effective only in Expcomp Mode to On).

Backlight: On, Off (Effective only in Auto, Iris Priority mode).

Bright: 0~99 (Effective only in Bright Priority mode).

Gain Limit: 0~32 (Effective only in Auto, Iris Priority, Bright Priority mode).

Iris: F1.8, F2.0, F2.4, F2.8, F3.4, F4.0, F4.8, F5.6, F6.8, F8.0, F9.6, F11, Off (Effective only in Manual, Iris Priority mode).

Shutter: 1/30, 1/50, 1/60, 1/90, 1/100, 1/125, 1/180, 1/250, 1/350, 1/500, 1/725, 1/1000, 1/1500, 1/2000, 1/3000, 1/4000, 1/6000, 1/10000 (Effective only in Manual, Shutter Priority mode).

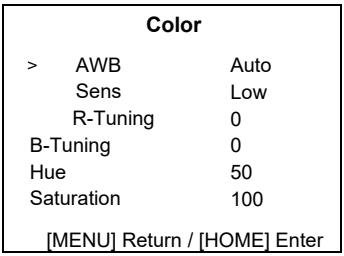
Gain: 0~31 (Effective only in Manual, Shutter Priority mode).

DRC Mode: Manual, Auto, Off.

DRC: 0~14 (Effective only in DRC Mode to Manual).

6.3 Color

Move the main menu cursor to [Color], and press [HOME] key enter the color page, as shown in the following figure.



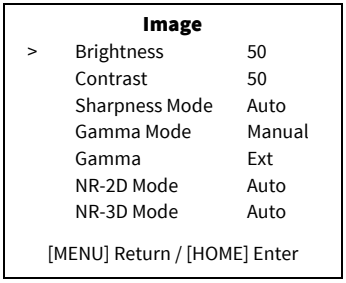
AWB: Auto, VAR, Manual, One Push, Indoor, Outdoor.

Sens: Low, Middle, High.

R-Gain: 0~1023 (Effective only in Manual, One Push mode).
B-Gain: 0~1023 (Effective only in Manual, One Push mode).
R-Tuning: -128~128 (Effective only in Auto, Temp, One Push mode).
B-Tuning: -128~128 (Effective only in Auto, Temp, One Push mode).
Hue: 0~99.
Saturation: 0~200.
Temp: 2000 ~ 8500 (Effective only in Temp mode).

6.4 Image

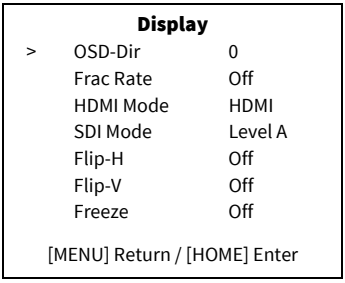
Move the main menu cursor to [Image], and press [HOME] key enter the image page, as shown in the following figure.



Brightness: 0~99.
Contrast: 0~99.
Sharpness Mode: Manual, Auto.
Sharpness: 0~25 (Effective only in Sharpness Mode to Manual).
Gamma Mode: Manual, Auto.
Gamma: Ext, 0.45, 0.5, 0.54, 0.56, 0.63 (Effective only in Gamma Mode to Manual).
NR-2D Mode: Manual, Auto.
NR-2D: 0~99 (Effective only in NR-2D Mode to Manual).
NR-3D Mode: Manual, Auto.
NR-3D: 0~15 (Effective only in NR-3D Mode to Manual).

6.5 Display

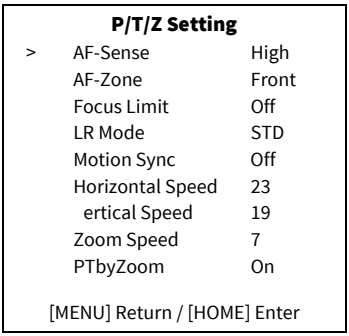
Move the main menu cursor to [Display], and press [HOME] key enter the display page, as shown in the following figure.



OSD-Dir: 0, 90, 180, 270.
Frac Rate: On, Off.
HDMI Mode: HDMI, DVI.
SDI Mode: Level A, Level B.
Flip-H: On, Off.
Flip-V: On, Off.
Freeze: On, Off.

6.6 P/T/Z Setting

Move the main menu cursor to [P/T/Z Setting], and press [HOME] key enter the P/T/Z setting page, as shown in the following figure.



AF-Sense: High, Normal, Low.
AF-Zone: Front, Top, Center, Bottom.
Focus Limit: On, Off.
Near Focus Limit: 1M, 1.5M, 2M, 3M, 4M, 5M, 6M, 8M, 10M, 15M, 20M (Effective only in Focus Limit to On).

Far Focus Limit: 15M, 20M, Infinity (Effective only in Focus Limit to On).
LR Mode: STD, REV.
Motion Sync: On, Off.
Horizontal Speed: 0~23.
Vertical Speed: 0~19.
Zoom Speed: 0~7.
PTbyZoom: On, Off.

6.7 Setting

Move the main menu cursor to [Setting], and press [HOME] key enter the setting page, as shown in the following figure.

Setting		
>	Visca Addr	1
	Visca Mode	Series
	Baud Rate	9600
	DHCP	Off
	IP Addr	192.168.100.88
	MAC	d4e08e548d13

[MENU] Return / [HOME] Enter

Visca Addr: 1~7 (Effective only in VISCA protocol). **Visca Mode:** Serial, Paral.
Baud Rate: 2400, 4800, 9600, 19200, 38400, 57600, 115200.
DHCP: On, Off.
IP Addr: 192.168.100.88.
MAC: d4e08e548d13.

6.8 Version

Move the main menu cursor to [Version], and press [HOME] key enter the version page, as shown in the following figure.

Version	
Main	X8.02.15
AF	14.04.04
Date	2022-08-18
Code	VF1
NDI License	Okay

[MENU] Return / [HOME] Enter

Main: Display the version number of the main program of the camera.
AF: Display the camera autofocus version number.
Date: Display the burning date of the main program version of the camera.
Code: Display the camera code.
NDI License: Display NDI license verification results.

6.9 Default

Move the main menu cursor to [Default], press [HOME] key enter default page, as shown in the following figure.

Default		
>	Reset	No

[MENU] Return / [HOME] Enter

Reset: Yes, No.

Note GUI menu and parameters are subject to change without notice.

7 WEB Settings

7.1 Access Camera

Access http://192.168.100.88 to pop up the login window, then input username (default: admin) and password (default: admin). After login, it will show as below:



7.2 Control Camera

All pages include two menu bars:
Real time monitoring: displaying video image Parameter setup: with function buttons.

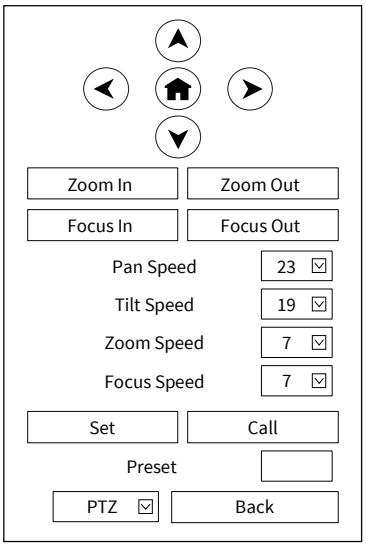
A. Video Viewing Window

Video viewing window must be same as video resolution, the bigger the resolution is, the bigger the playing area is. Double click viewing window, will show full-screen, double click again, will return to initialized size. Status bar in viewing window shown as below:



1) Video playback pause button: control real-time video pause, stop the last picture, click recoverable video again.
2) Audio control buttons: can adjust the volume or set silent mode.
3) Full screen switch button.

B. PTZ Setup



1) Pan and Tilt Control

Up, Down, Left and Right arrows and the home button allow you to manually drive the camera to the desired position.

2) Zoom

Zoom In and Zoom Out buttons allow for wide or narrow view of the space.

3) Focus

Focus In and Focus Out buttons allow for fine manual focus adjustment if the camera has any problems auto focusing on the difficult object.

4) PTZ Speeds

Pan speed can be set at any rate between 1 ~ 24, Tilt speed can be set at any rate between 1 ~ 20. Zoom and Focus speeds can be set at any rate between 1 ~ 7.

5) PTZ Presets

After manually setting up a shot that you would like to return to later, you can save presets for quick recall of these positions. Type a number between 0 and 254 into the Preset box. Click the “Set” button to save the current location with that preset number. Click the “Call” button to cause the camera to return to that position. This enables smooth, quick and convenient control without the need to manually drive the camera. You can set up preset that user want as below. Method: Type preset number into the Preset box.

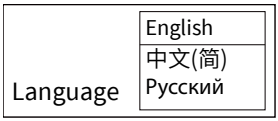


Preset: Optional items: 0 ~ 254.

6) PTZ/OSD Dropdown

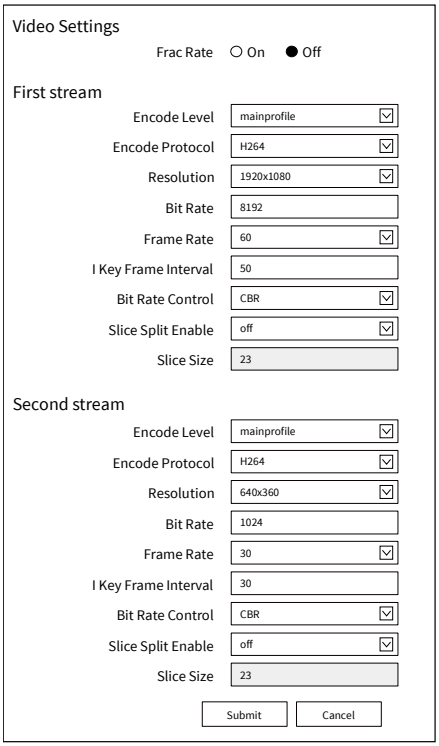
From the dropdown menu, clicking the OSD option will open the on-screen display menu of the camera giving you control from within the IP interface.

C. Language Selection



Click either “Chinese”, “English” or “Russian” to change the language of the webpage.

7.3 Video Settings



1) Frac Rate

Turn On/Off Frac Rate.

2) Encode Level

Support baseline, mainprofile, highprofile and svc-t four levels.

3) Encode Protocol

Support H.264 and H.265 protocols.

4) Resolution

First stream support 1920x1080, 1280x720, 1024x576, 960x540, 640x480, 640x360. Second stream support 1280x720, 1024x576, 720x480, 640x360, 480x272, 320x240, 320x180; The bigger resolution is, the clearer the image will be, more network bandwidth will be taken.

5) Bit Rate

The user can specify the bit rate. Generally speaking, the larger of the bit rate, the clearer of the image. However, the configuration of the bit rate needs to be combined with the network bandwidth. When the network bandwidth is narrow and the bit rate is configured larger, the video stream cannot be transmitted normally, and the visual effect is worse.

6) Frame Rate

User can specify the size of the frame rate, generally, the frame rate greater, the image more smooth; Frame rate is smaller, the more sense of beating.

7) I Key Frame Interval

Set interval between 2 I frame, the bigger interval is the response will be lower from viewing window.

8) Bit Rate Control

Code stream control way:

CBR (Constant Bit Rate): Video coder will be coding according to preset speed.

VBR (Variable Bit Rate): Video coder will adjust the speed based on preset speed to gain the best image quality.

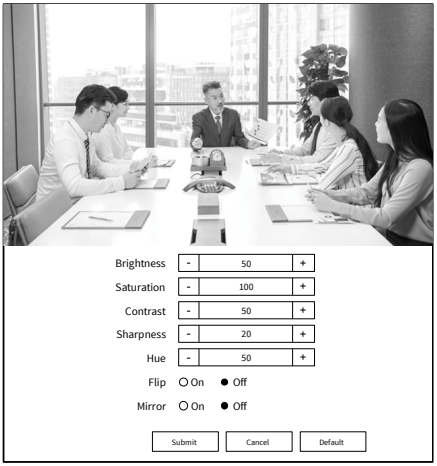
9) Slice Split Enable

Enable or disable slice split function.

10) Slice Size

Set the size of slice.

7.4 Image Settings



1) Brightness

Brightness of image: 0~99 (Default value is 50).

2) Saturation

Saturation of image: 0~200 (Default value is 100).

3) Contrast

Contrast of image: 0~99 (Default value is 50).

4) Sharpness

Sharpness of image: 0~99 (Default value is 20).

5) Hue

Hue of image: 0~99 (Default value is 50).

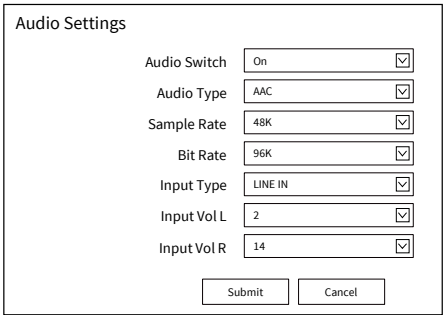
6) Flip

Turn On/Off the Flip function.

7) Mirror

Turn On/Off the Mirror function.

7.5 Audio Settings



1) Audio Switch

Turn On/Off audio switch.

2) Audio Type

Optional items: AAC.

3) Sample Rate

Optional items: 32K, 48K.

4) Bit Rate

Optional items: 96K, 128K, 256K.

5) Input Type

Optional items: LINE IN, MIC.

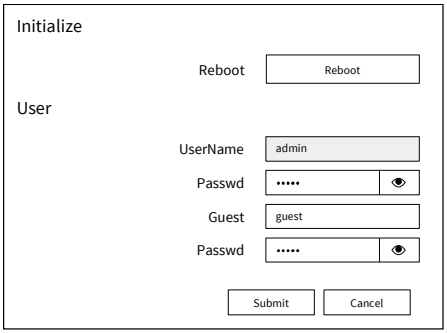
6) Input Vol L

The volume of the left channel.

7) Input Vol R

The volume of the right channel.

7.6 System Settings



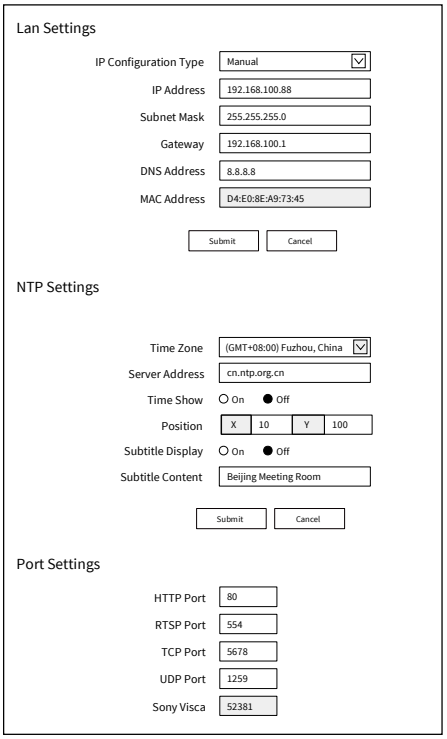
1) Reboot

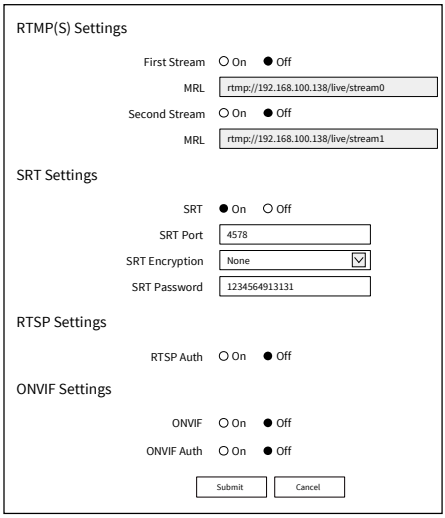
Click the “Reboot” button, system restart.

2) Username and Password

The user can modify the password (letters and Numbers only).

7.7 Network Settings





1) Lan Settings

Default the IP address is 192.168.100.88, the MAC address cannot be modified.

2) NTP Settings

Setting NTP Time Zone and Server Address. Turn On/Off Time Show, set the position of the Time Show. Turn On/Off Subtitle Display, set the Subtitle Content of the camera screen.

3) Port Settings

A. HTTP Port

IP address identifies network device, the device can run multiple web applications, each network program using network port to transmit data, so data transmission to be carried out between the port and port. Port setting is to set up web server program using which port to transmit. When port mapping, need to be consistent with the port number (default port: 80).

B. RTSP Port

The camera support RTSP protocol, use the VLC tools broadcast, default port: 554.

C. TCP Port

Support TCP connection then control camera, default port: 5678.

D. UDP Port

Support UDP protocol, default port: 1259.

E. Sony Visca

Support Sony Visca, default value: 52381.

4) RTMP(S) Settings

Turn On/Off first stream or second stream, setting the MRL of RTMP.

5) SRT Settings

Turn On/Off SRT, Setting the SRT Port, SRT Encry and SRT Password.

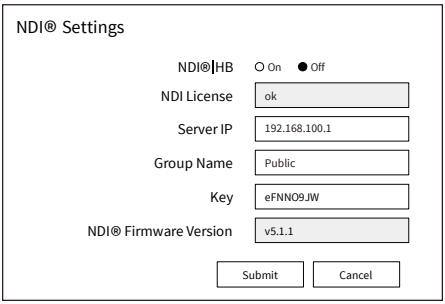
6) RTSP Settings

Turn On/Off RTSP Auth.

7) ONVIF Settings

Turn On/Off ONVIF and ONVIF Auth.

7.8 NDI® Settings (Optional)



1) NDI®|HB

Turn On/Off NDI®|HB.

2) NDI License

Display NDI License verification results.

3) Server IP

Setting NDI® Server IP address.

4) Group Name

Setting NDI® Group Name.

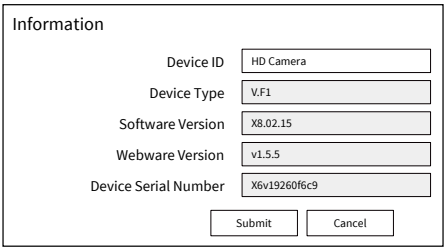
5) Key

Setting NDI® Key.

6) NDI® Firmware Version

Display NDI® Firmware Version.

7.9 Device Information



7.10 Download Upgrade Program

If you need the camera upgrade program, please contact the manufacturer.

Note

WEB interface and parameters are subject to change without notice.

8 AI Tracking

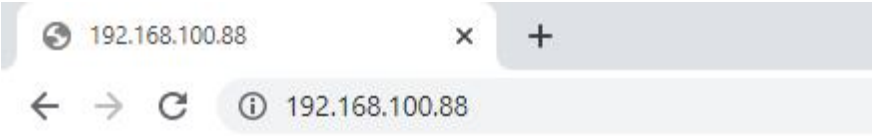
8.1 Web Control

- **Speaker (Presenter)/Human Tracking**

By modifying web interface parameters, different close-up ratios can be obtained, and tracking can be set on/off, so as to display areas and character positions. If necessary, you can also choose whether to display tracking related prompt information.

The operation steps are as follows:

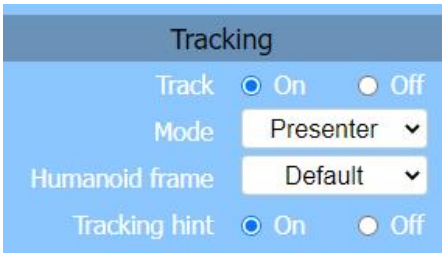
Step 1 Enter the camera's IP address (192.168.100.88) in the browser will bring up the login window. After enter the username (admin) and password (admin), you can log in to the camera's WEB interface.

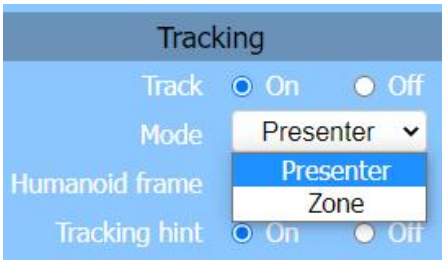


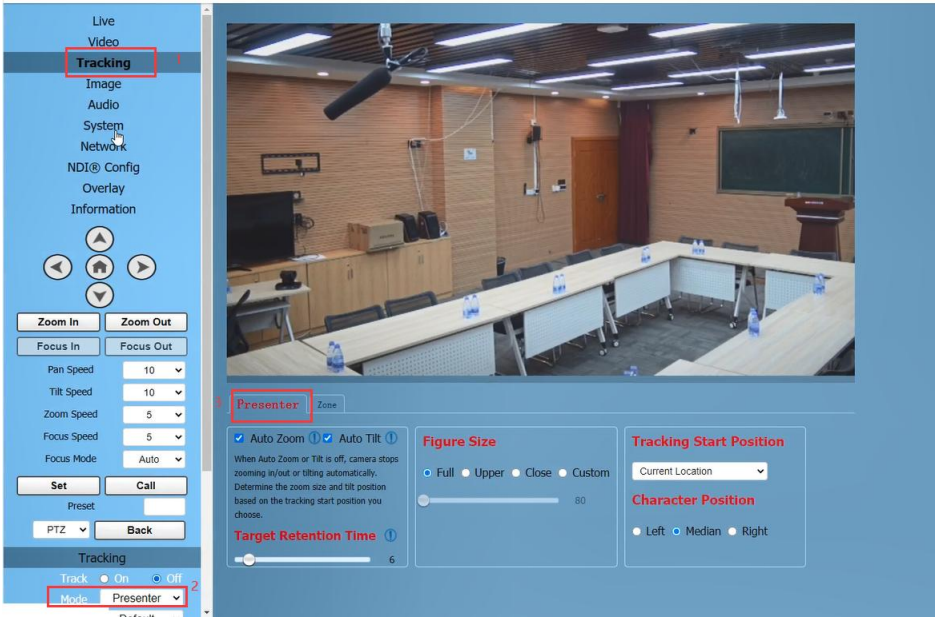
Step 2 Enter the “Tracking” option, select speaker mode “Presenter”, and set the tracking parameters in the “Track Off” state.

Tracking Mode: Speaker (Presenter)/Area (Zone)

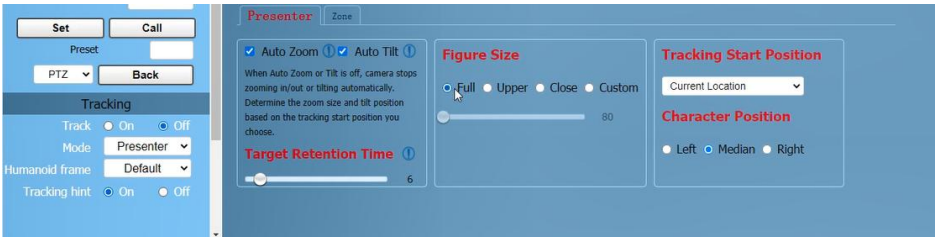
The default is Presenter Mode.



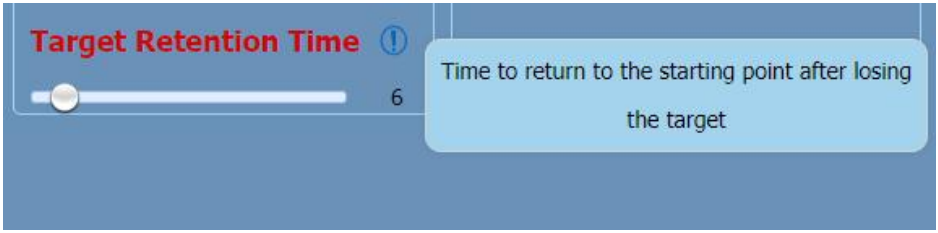




Step 3 We can consider how long the Target Retention Time will take, with a default of 6 seconds and a maximum of 10 seconds.



Auto Zoom: Usually remains the default. When “Auto Zoom” is turned off, the camera lens can still move, but can only maintain the current magnification and cannot zoom. **Auto Tilt:** Usually remains default. When “Auto Tilt” is turned off, the camera lens can only move horizontally. **Target Retention Time:** can remain default. It is an important function to set how long it takes for the camera lens to return to the Home position or starting position after the tracking target is lost. The modification here takes effect immediately.



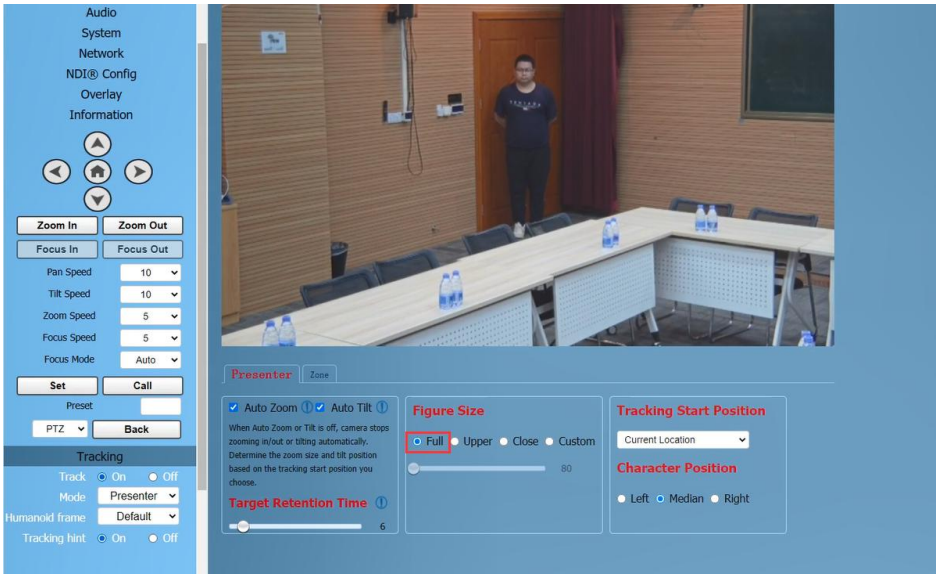


Step 4 Select the desired close-up effect.

- **Figure Size**

By selecting different modes, users can customize the proportion of characters in the close-up screen, which is a very important feature. The modification here takes effect immediately.

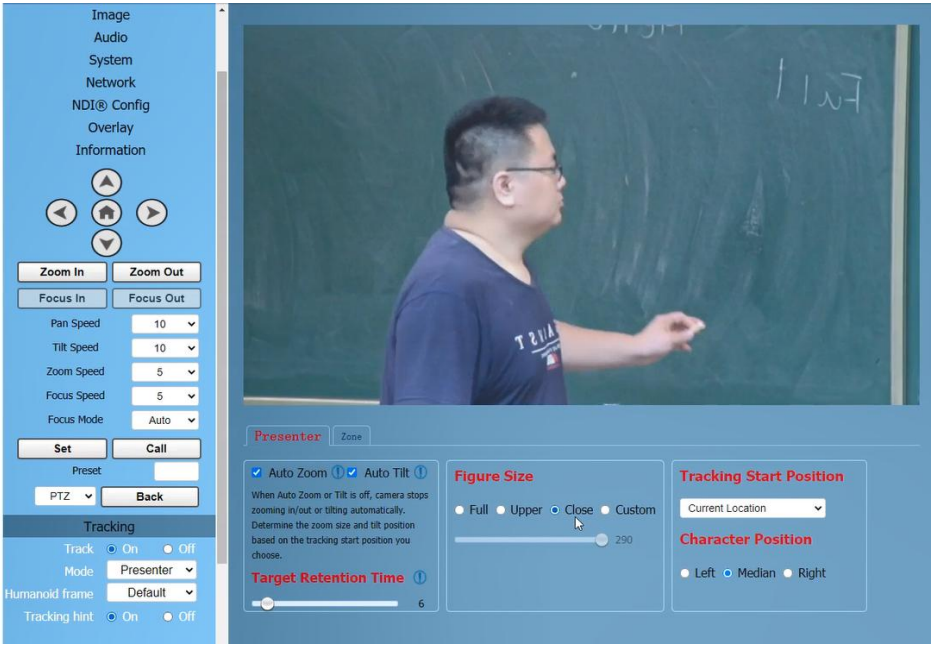
Full: The close-up image includes tracking the entire body of the target, as shown in the following figure.



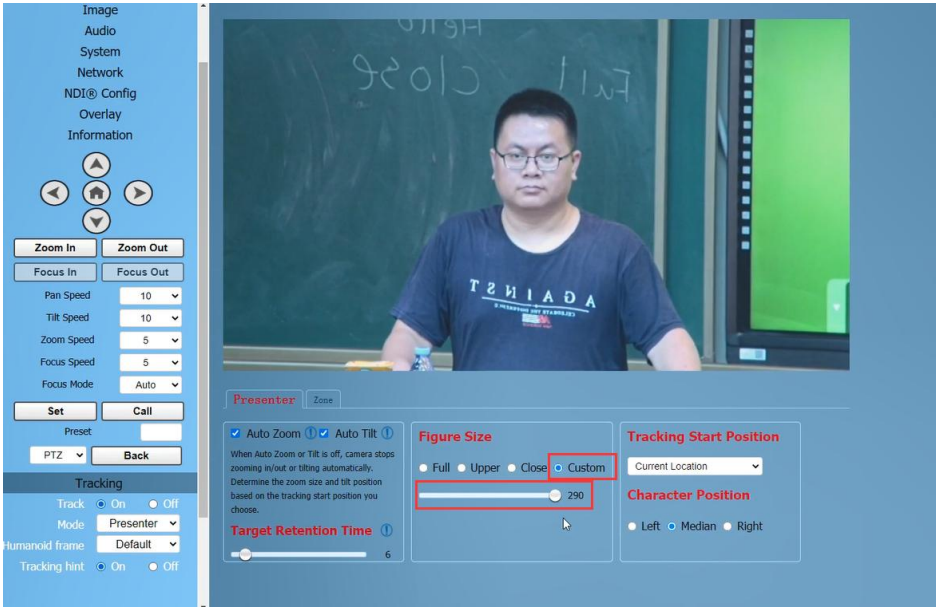
Upper: The close-up image includes tracking the target above the knee, as shown in the following figure.



Close: The close-up image includes tracking the target above the waist, as shown in the following figure.



Custom: Adjust the tracking target proportion size.



Note

If the proportion set is large, the proportion of the tracking target in the camera screen will also increase. When the tracking target moves rapidly, the camera may not keep up.

- **Tracking Start Position**

The user can choose the position of the camera lens when starting and stopping tracking.

Two Mode: Current Location/Preset 1

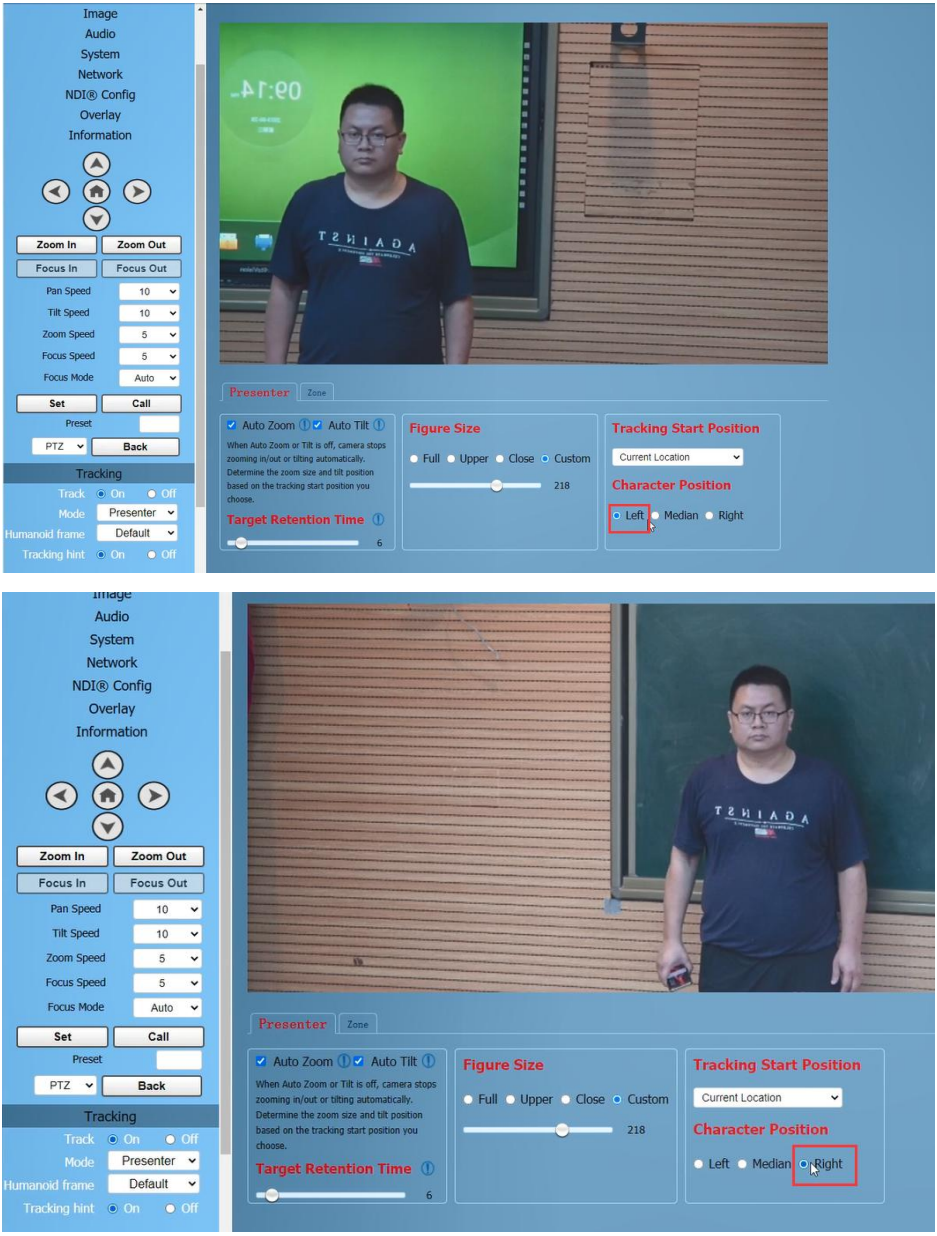
If you choose “Current Location”, the camera position when tracking is turned on is the current position; Similarly, the camera position when stopping tracking will also stop at the current position.

If you choose “Preset 1”, you need to set an additional preset position for the camera. When tracking is turned on, the camera will first move to Preset 1. If someone enters the video screen at this time, the camera will automatically track. When the tracking target is lost (exceeding the timeout), the camera will automatically move to Preset 1.



- **Character Position**

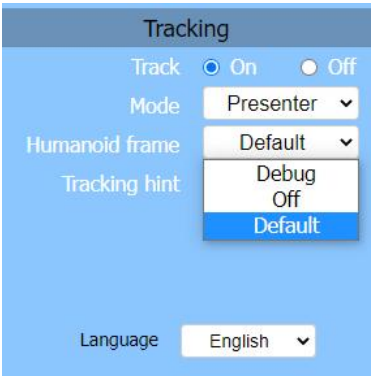
Character Position: defaults to median. Left or right can be selected by oneself, and this function is mostly used for live streaming scenes.



Step 5 According to the requirements of the application scenario, you can choose whether to require “Humanoid frame” and “Tracking hint”, with default modes.

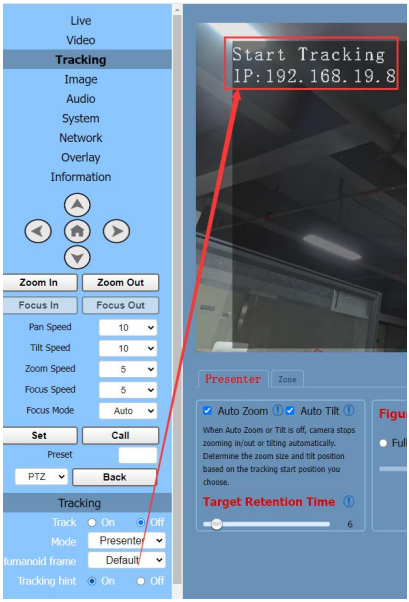
Used in live streaming scenarios, it is often not opened for temporary adjustments during live streaming.

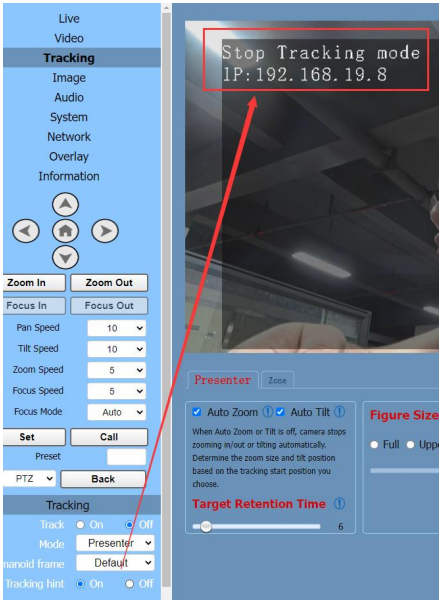
Humanoid frame: Default/Off/Debug
Default: After turning on tracking, if there are multiple people in front of the camera and pressing the direction key to select the tracking target, this box will automatically appear. After pressing the HOME key to confirm tracking, this box will disappear and the camera will start tracking.
Off: When selecting a tracking target, the humanoid box is not displayed at all. This feature is suitable for live streaming scenarios.
Debug: Turn on tracking, and the humanoid box will always appear on the tracking target. This feature is only applicable for debugging or demonstration.



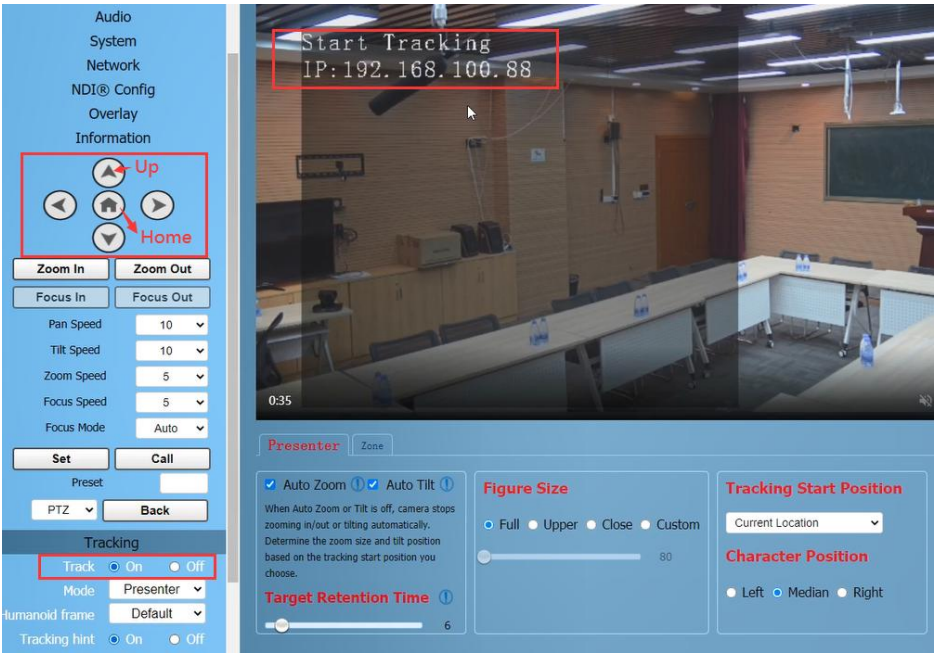
Tracking hint: On/Off
On: There will be a prompt in the upper left corner of the video during switch tracking. **Off:** There is no prompt in the upper left corner of the video during switch tracking. This function is also applicable to live streaming scenarios.







Step 6 Turn on tracking, press the arrow keys to select the tracking target, and then press Home to confirm.

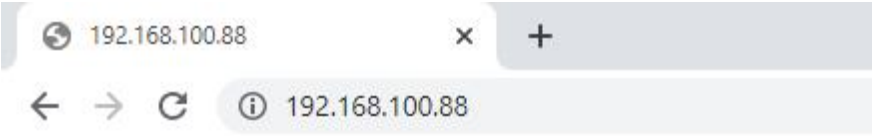


- **Area Tracking (Zone)**

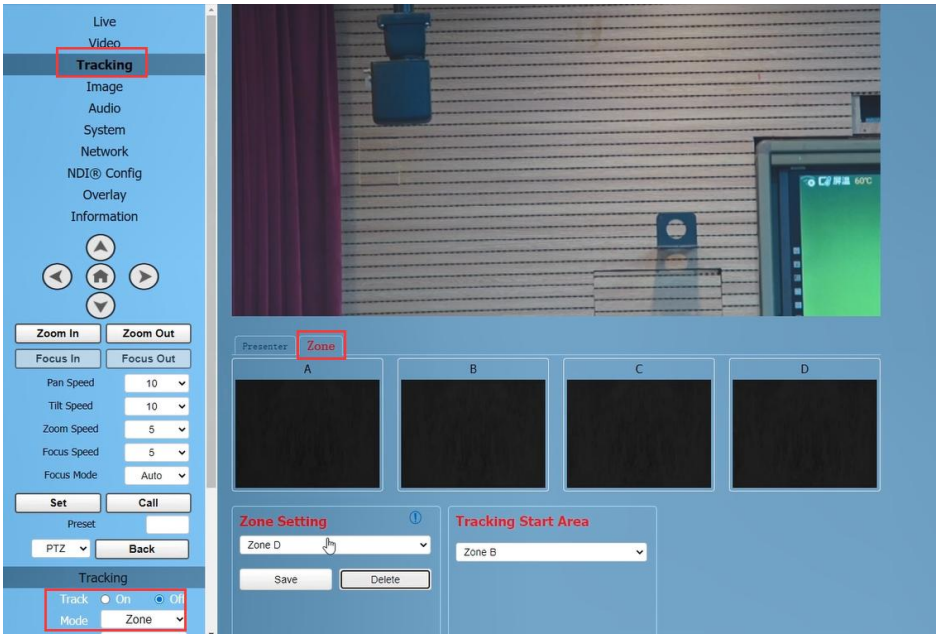
Function: Divide the frequently active areas of the tracking target into several areas (A, B, C, D) as needed, and set corresponding preset positions and save them. When the tracking target enters this area, the camera will automatically call the preset position corresponding to the area to achieve tracking.

Operation Method:

Step 1 Enter the camera's IP address (192.168.100.88) in the browser will bring up the login window. After enter the username (admin) and password (admin), you can log in to the camera's WEB interface.

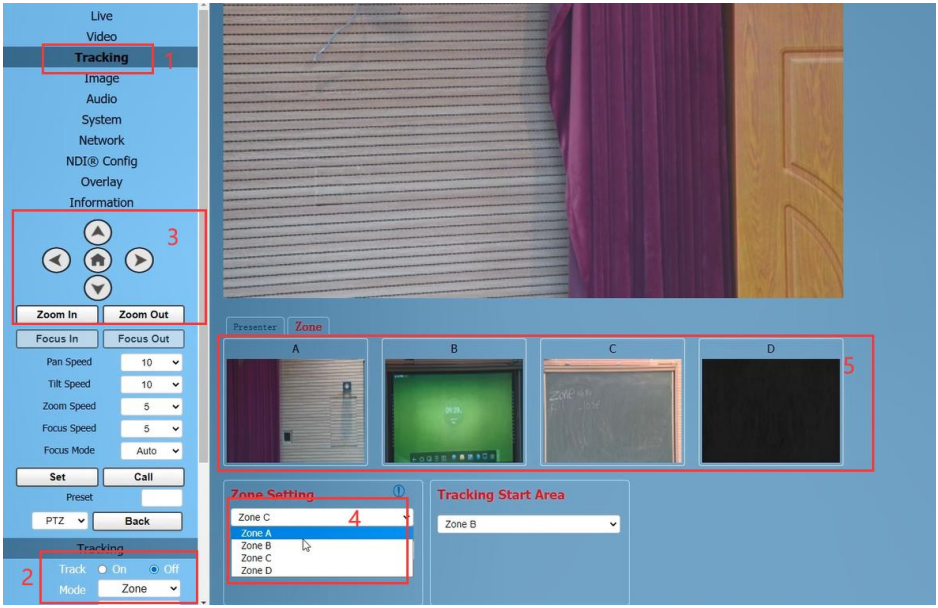


Step 2 Enter the “Tracking” page and select “Zone”. In the track off state, set the tracking parameters.



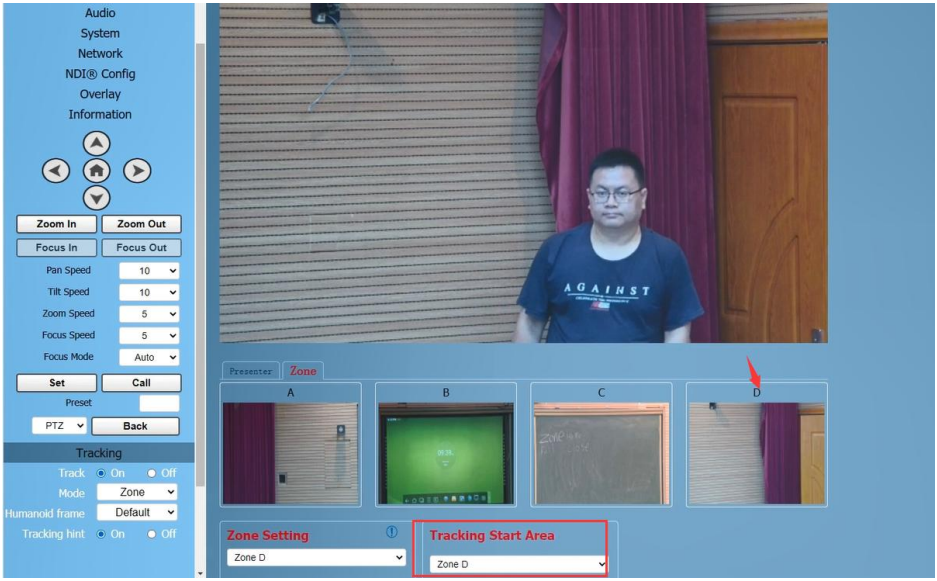
Step 3 Use the web interface's directional keys and Zoom In/Out to adjust the lens position, and set multiple preset positions such as Zone A successively, and click “Save”.
The number of preset positions to be used in actual application scenarios can be considered by users themselves, but currently the maximum is 4. If the settings are incorrect, you can delete or reset them.





- **Tracking Start Area**

Tracking Start Area: You can select any Zone position as the tracking start or end position. When tracking is turned on, the camera will first move to this Zone position. If someone enters the video screen at this time, the camera will automatically track. When the tracking target is lost, the camera will automatically move to this Zone position.

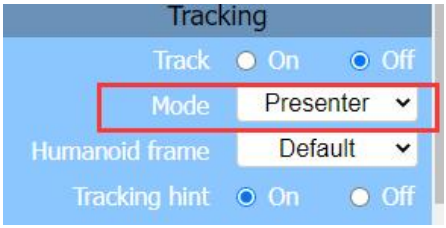




8.2 Remote Control

- **Speaker Tracking (Presenter)**

The camera default is Speaker Tracking (Presenter), which allows you to check the current settings from the web interface.



Function: This method can quickly achieve on/off tracking and select tracking targets.

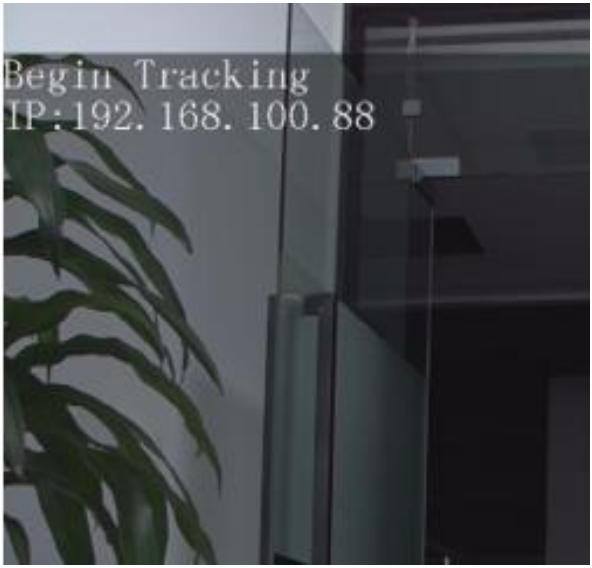
- **Single Person Scenario**

Press the F3 key on the remote control to start tracking, and press F4 key to exit tracking mode.

When there is only one person in the scene, press the F3 key on the remote control to

start tracking, and the camera will lock the target for direct tracking. The screen is shown in the following figure, indicating that the tracking program has successfully started. Users can press F4 key to exit tracking mode.





- **Multi Person Scenario**

If there are multiple people in the scene, please first press the F3 key on the remote control to start tracking, if there are multiple people in front of the camera, you can press the left and right key on the remote control to select the target to track, and then press the HOME key to confirm. The camera will start tracking. Users can press F4 key to exit tracking mode.


Begin Tracking
IP:192.168.100.88

9 Troubleshooting

Image

- The monitor shows no image

1) Ensure that the camera power supply is connected, the voltage is normal, and the power indicator is always on.
2) Turn off the power switch to check that the camera is self-testing.
3) Ensure the cable of video platform and TV that in correct connection.

- Image jitters after the camera is properly connected

1) Ensure that the camera installation is in stable position.
2) Check that any vibrating machinery or object near the camera.

- There is no video image in browser

That do not support IE browser and IE core browser, it is recommended to use Google, Firefox and Edge browsers. The camera video image will be displayed normally.

- Unable to access camera through the browser

1) Using PC to access the network to test that the network access can work properly to eliminate the network fault caused by cable and PC virus until the PC and camera can ping each other.
2) Disconnect the network, connect camera with PC separately and reset the IP address of PC if necessary.
3) Ensure that the IP address, subnet mask and gateway settings is correct.
4) Check that the MAC address is conflicts.
5) Check that the web port is modified, the default setting is 80.

- Forget the IP address or login password

The default IP address is: 192.168.100.88; the default username and password are: admin.

Control

- Remote control does not work

1) Check and replace with new batteries.
2) Ensure that the camera working mode is correct.
3) Ensure that the address key of remote control can match the camera.

- Serial port cannot control

1) Ensure that the protocol, address and bit rate of the camera are consistent.
2) Ensure that the control cable is properly connected.

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