



Configuration and Administration Guide for the

## **ConferenceSHOT FX**

USB 3.0 Fixed Camera

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**Touchboards**

Call Us 1.866.942.6273

# Contents

Overview .....	1
What's in this Guide .....	1
Features .....	1
A Quick Look at the Camera .....	2
Back of the Camera .....	2
Web Interface .....	3
Browser Support .....	3
User Access .....	3
Administrative Access .....	4
Compact Menu View .....	4
Web Interface Quick Reference .....	5
System Administration .....	6
Configuring Network Settings .....	7
Setting Time Zone and NTP Server .....	8
Configuring Streaming Settings .....	9
Editing the USB Device Name .....	9
Allowing Soft Client Control of the Camera .....	9
Enabling or Disabling Streaming .....	9
Setting IP Streaming Settings .....	10
Advanced IP Streaming Settings .....	11
Managing Access and Passwords .....	11
Adding Room Information to the Screen .....	12
Reboots and Updates .....	12
Contacting Vaddio Technical Support .....	13
Viewing Diagnostic Logs .....	13
Configuring Camera Behavior .....	14
Color and Lighting Adjustments .....	14
Adjusting the Color Settings .....	15
Storing Color Settings with the Home Zoom Level or Other Zoom Preset .....	16
Setting Other Camera Behaviors .....	17
Operating the Camera .....	18
Stopping or Resuming Video .....	18
Managing the Camera Ready State .....	18
Zooming to a Preset Level .....	19
Storing a Zoom Preset .....	19
Using the Remote Control .....	20
Quick Reference .....	20
Details .....	20
Storing a Preset Using the Remote .....	20
Troubleshooting and Care .....	21

Status Light .....	22
Restoring Default Camera Settings .....	22
Operation, Storage, and Care .....	23
Compliance Statements and Declarations of Conformity .....	24
FCC Part 15 Compliance .....	24
ICES-003 Compliance .....	24
European Compliance .....	25
Warranty Information .....	26
Index .....	27

## Overview

This guide covers the ConferenceSHOT FX USB 3.0 fixed camera, worldwide part numbers 999-20000-000 (black) and 999-20000-000W (white).



## What's in this Guide

This guide covers

- The camera's physical features
- Controlling the camera using the remote
- Using the camera's web interface
- Troubleshooting and maintenance

It does not include installation or connection instructions; these are available in the **Installation Guide for the ConferenceSHOT FX USB 3.0 Fixed Camera**.

For complete product information, see the **Integrator's Complete Guide to the ConferenceSHOT FX USB 3.0 Fixed Camera**. It includes unpacking and installation as well as specifications and reference sections on Telnet and RS-232 commands.

## Features

- Fixed USB 3.0 camera for small to medium conference rooms
- 2 Megapixel, native 1080p/60 (full HD) image sensor
- 3x optical zoom, horizontal field of view of 88°
- Simultaneous uncompressed USB 3.0 and IP (H.264) streaming outputs at resolutions up to 1080p/60
- Selectable IP stream resolution; USB stream resolution auto-negotiated with conferencing client
- Universal Video Class (UVC) drivers supported in Windows®, Mac® OS, and Linux operating systems, compatible with most UC conferencing applications
- Presenter-friendly IR remote control
- Integration-ready Telnet or serial RS-232 control
- Full administrative control via web interface; manage remotely while monitoring the stream separately.

## A Quick Look at the Camera



- **Camera and Zoom Lens:** The ConferenceSHOT FX camera features a 3X optical zoom lens.
- **IR sensor:** Receives signals from the remote. Make sure there's nothing directly in front of the camera base, and point the remote at the camera.
- **Status light:** The multi-colored LED indicates the camera's current state, unless it has been turned off.

### Note

*The camera may be powered up and sending video even if the status light is off.*

## Back of the Camera



- **12 VDC, 1.5 amp power connector** – Connect only the power supply shipped with the camera
- **USB 3.0 type B video device connector** – Streams uncompressed UVC standard video
- **Ethernet RJ-45** – Connect to the network for IP streaming and camera control via web interface or Telnet
- **DIP switches** – Set IR frequency and image flip (camera is invertible)
- **RS-232 port** – Connect to a controller to manage the camera using a modified VISCA protocol

## Web Interface

The camera provides a web interface to allow control via an Ethernet network connection, using a browser. In addition to the user-level camera control that the IR remote offers, the web interface allows password-protected administrative access to tasks such as setting passwords, changing the IP address, viewing diagnostics, and installing firmware updates.

You will need to know the camera's IP address to use the web interface. If the LAN has a DHCP server, the camera will get its IP address, gateway and routing information automatically and you will be able to browse to it. If not, you will need to configure the camera to use a static IP address.

### To display the camera's IP address during set-up:

1. Connect the camera to the network, and connect the camera's USB cable to your computer. Then power up the camera. If necessary, your computer loads the appropriate USB driver.
2. Open a media player. The camera is available as a capture device.
3. Play the video capture from the camera.
4. Point the remote at the camera and press the OSD button. The camera overlays its IP address and MAC address on the video output.
5. Press the button again to dismiss the information display.

If the camera has already been configured and video is available, all you need to do is use the remote.

If the address is 169.254.1.1, the camera is using its default IP address and you will need to configure it for your network. You can configure the camera's static IP address either through the network or from a computer connected directly to its Ethernet port. You may need a crossover cable.

### Note

*Work with your IT department to determine the correct IP address, subnet mask, and gateway information.*

### To access the web interface:

Enter the IP address or hostname in your browser's address bar. If you use the hostname, you may need to enter `http://` as a prefix to keep the browser from treating it as a search query.

## Browser Support

Vaddio tests with these web browsers:

- Chrome® (latest version),
- Microsoft® Internet Explorer® (versions 8 through 11)
- Safari® (versions 6 and 7)
- Firefox® (latest version),

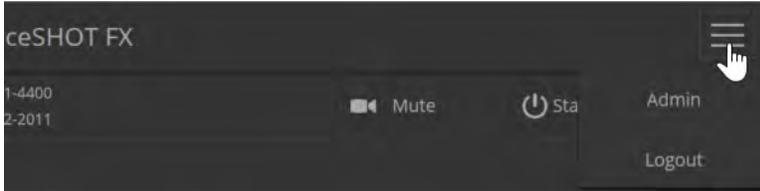
Other browsers may also work.

## User Access

By default, the web interface opens to the Controls page without requiring a login; but if the administrator has changed the guest access setting, you will need to log in. The default user password is **password**. Only the camera control page is available with user-level access.

## Administrative Access

If you are on the Controls screen, you're logged in at the user level, or guest access is enabled and you're not logged in at all. Open the menu to log in as admin.



The default admin password is **password**.

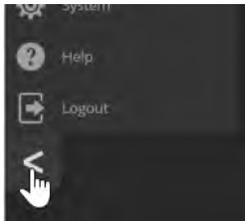
Logging in as Admin gives you access to configuration and system administration tasks:

- Camera – Additional control over camera behavior related to camera zoom and color management.
- Streaming – USB device settings and IP (H.264) streaming.
- Room Labels – Information to display on the web interface screens, including the conference room name and phone number and the in-house number for AV assistance.
- Networking – Ethernet configuration.
- Security – Set passwords and manage guest access.
- Diagnostics – View or download logs when troubleshooting issues.
- System – View firmware version and hardware switch settings, access soft DIP switches, reboot, restore factory defaults, and run firmware updates.
- Help – Tech support contact information and a link to the product information library on the Vaddio website.
- Logout – Leave the web interface in a password-protected state. If guest access is on, this returns the web interface to the Controls page at guest access level.

## Compact Menu View

By default, the navigation buttons in the administrative interface display an icon and a text label.

The web interface provides a compact view of the menu buttons along with the standard view. The button at the bottom of the menu toggles between the two views.



## Web Interface Quick Reference

Where to find the controls you need right now.

What do you need?	Go to this page
Camera operation <ul style="list-style-type: none"> <li>■ Stop sending video (video mute)</li> <li>■ Enter or exit standby mode</li> </ul>	(any page)
Camera operation <ul style="list-style-type: none"> <li>■ Zoom the camera manually</li> <li>■ Go to a zoom preset</li> <li>■ Return to the "home" zoom level</li> </ul>	Controls (User or guest access page) Camera (when logged in as admin)
Camera behavior <ul style="list-style-type: none"> <li>■ Set up zoom presets, including the Home zoom level</li> <li>■ Focus the camera (Focus button reveals the focus control)</li> <li>■ Adjust color settings</li> <li>■ Specify whether to use automated adjustments (auto-iris, auto white balance, backlight compensation)</li> </ul>	Camera
Access management <ul style="list-style-type: none"> <li>■ Guest access</li> <li>■ Account passwords</li> <li>■ Automatic logout for idle sessions</li> </ul>	Security
USB and IP streaming settings	Streaming
Other IP settings <ul style="list-style-type: none"> <li>■ Hostname</li> <li>■ DHCP or static addressing</li> <li>■ Static: IP address, subnet mask, gateway</li> </ul>	Networking
Date and time, time zone, and NTP server	Networking
Information about the camera <ul style="list-style-type: none"> <li>■ Room location and phone number</li> <li>■ Help desk phone number</li> </ul>	Room Labels
Vaddio Technical Support contact information	Help
Diagnostic logs	Diagnostics

## System Administration

Administrative tasks are on these pages:

- Networking – Ethernet configuration.
- Streaming – USB device settings and IP (H.264) streaming.
- Security – Set passwords and manage guest access.
- Room Labels – Information to display in the web interface, such as the room location and phone number and the in-house number for AV assistance.
- System – Firmware version and hardware switch settings, soft DIP switches, controls to reboot, restore factory defaults, and run firmware updates.
- Help – Tech support contact information and a link to the product information library.
- Diagnostics – View or download logs when troubleshooting issues.

## Configuring Network Settings

### NETWORKING PAGE

Editable network settings include:

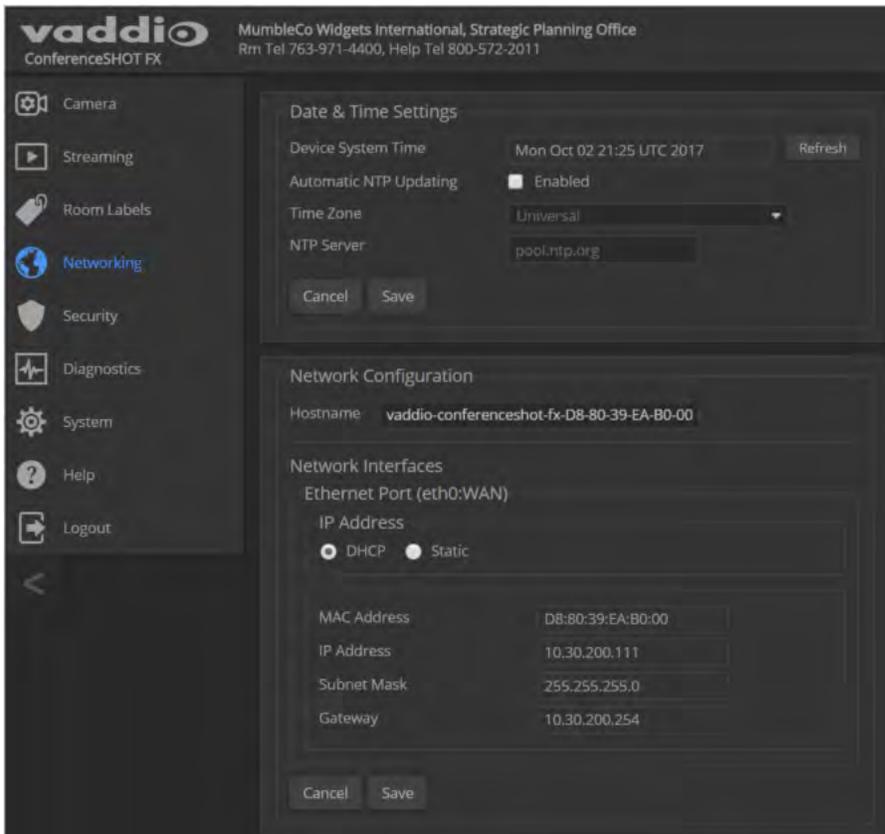
- The camera's hostname
- Choice of static IP addressing or DHCP addressing
- IP address, subnet mask, and gateway, if static IP addressing is used

If your network supports hostname resolution, you may find it convenient to change the camera's hostname.

DHCP is the default setting, but the camera will use the default address of 169.254.1.1 if no DHCP server is available. You will only be able to enter the IP address, subnet mask, and gateway if you set IP Address to Static.

### Caution

*Consult your IT department before editing network settings. Errors in network configuration can make the camera and its IP stream inaccessible from the network. Do not change DHCP/Static addressing, IP address, subnet mask, or gateway unless you are very familiar with the characteristics and configuration of the network where you install the camera.*



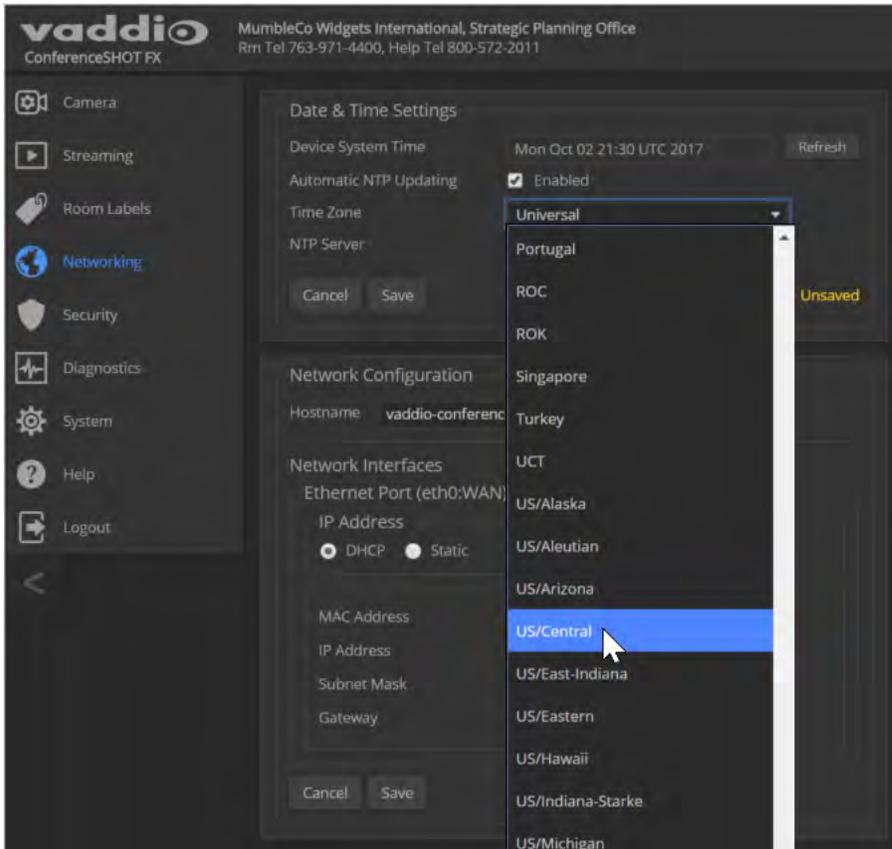
## Setting Time Zone and NTP Server

### NETWORKING PAGE

Currently, time and date information is only used for the timestamps in the diagnostic log.

Unless you use a time server on your own network, you must have internet connectivity to access an NTP server. If you have internet connectivity, you do not need to change the default NTP server information.

1. To make the time zone and NTP server editable, enable Automatic NTP Updating.
2. Select the desired time zone from the list.
3. If desired, specify the NTP server to use. If you are not sure about this, use the default.

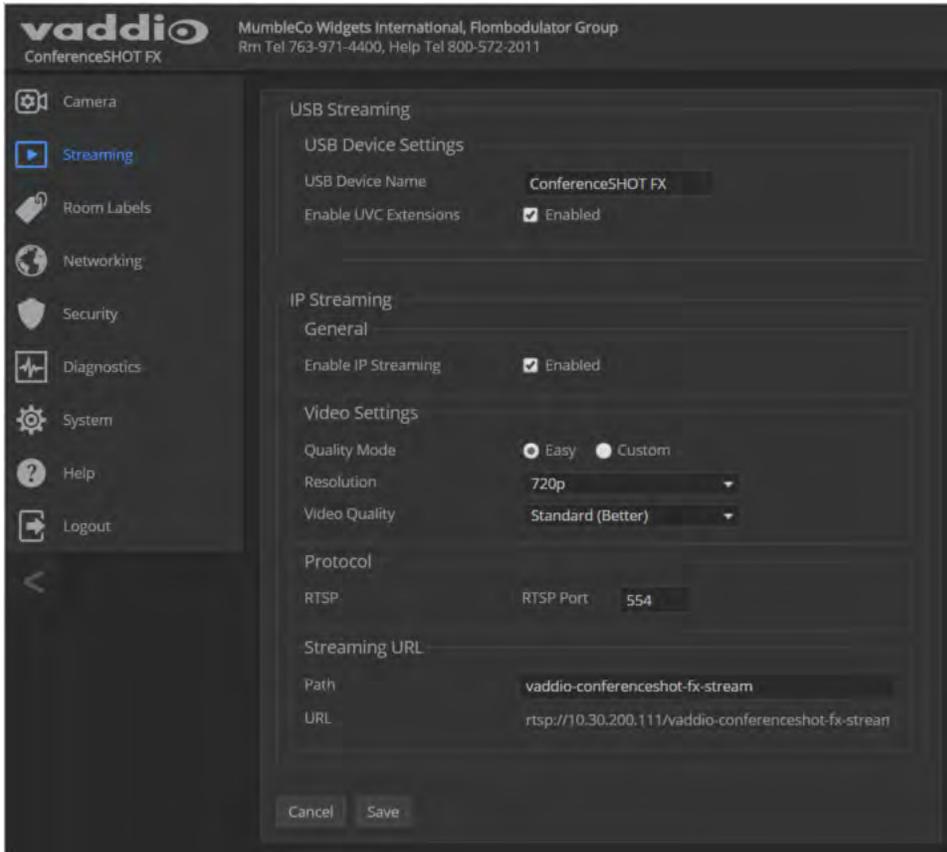


## Configuring Streaming Settings

### STREAMING PAGE

Streaming settings include:

- The USB device name
- Soft client control of the camera
- IP streaming and USB streaming enable/disable controls
- Resolution, video quality, and frame rate for IP streaming
- IP streaming port and path/URL



**After making changes on this page, save them.**

### Editing the USB Device Name

To change the way the camera shows up in your soft client's camera selection list, edit the USB Device Name.

### Allowing Soft Client Control of the Camera

To allow conferencing applications to control the camera, check the box marked Enable UVC Extensions.

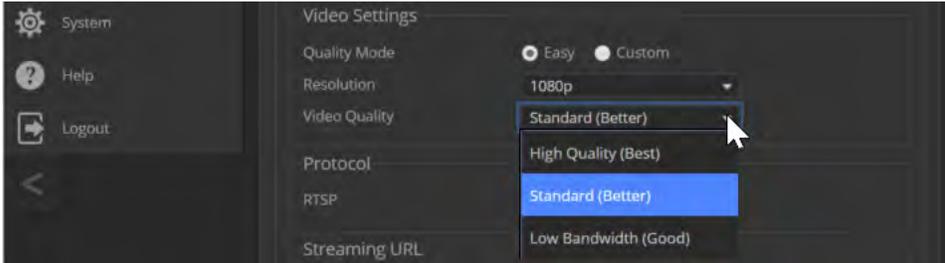
### Enabling or Disabling Streaming

IP and USB streaming are enabled by default. Use the Enable USB Streaming and Enable IP Streaming checkboxes to change this.

## Setting IP Streaming Settings

If you are not sure about these settings, start with the defaults.

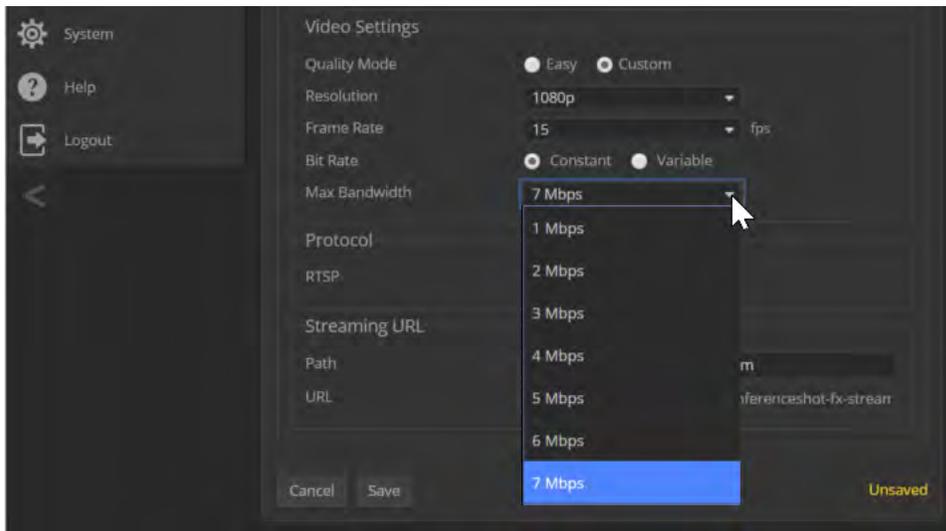
1. Select the video Quality Mode: Easy or Custom. Easy automatically sets the recommended frame rate; Custom provides additional control.
2. Select the desired IP streaming resolution.
3. Easy quality mode only: Select Video Quality.

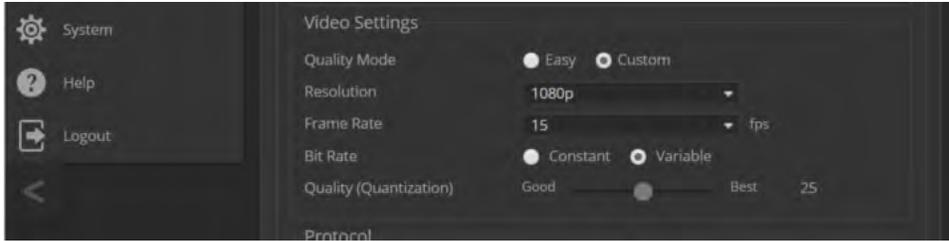


4. Custom quality mode only: Select the desired IP streaming frame rate.



5. Custom quality mode only: Select Constant or Variable bit rate.
6. Custom quality mode only: Select Bandwidth for Constant Bit Rate or Quality (Quantization) for Variable bit rate.





**Note**

USB streaming resolution and frame rate are automatically negotiated between the camera and the conferencing application.

### Advanced IP Streaming Settings

Consult your IT department before changing these.

**RTSP port:** Vaddio strongly recommends using the default RTSP port number unless you need to change it. Consult your IT department.

**Streaming URL:** Edit the path to change the portion of the streaming URL that appears after the IP address, if necessary.

### Managing Access and Passwords

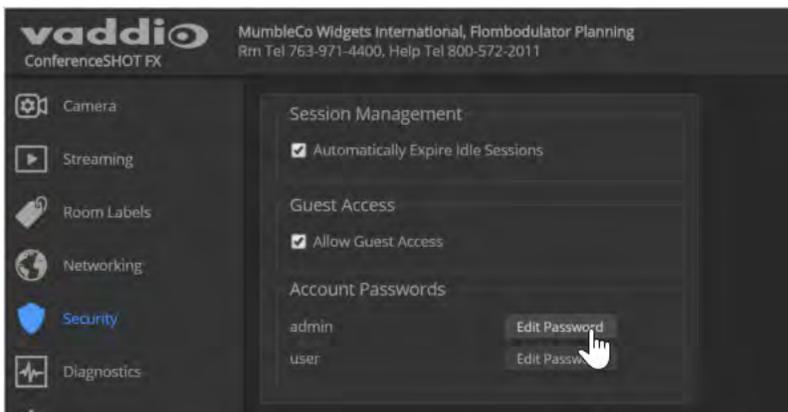
#### SECURITY PAGE

Things you can do on this page:

- Change the password for the admin account (default is **password**)
- Change the password for the user account (default is **password**)
- Allow people to access the Controls screen without logging on (Allow Guest Access) – by default, guest access is permitted
- Set whether inactive sessions log off automatically or not – by default, inactive sessions expire after 30 minutes

**Note**

*For best security, Vaddio strongly recommends changing the user and admin passwords. Using the default passwords leaves the product vulnerable to tampering. Be sure you have a way to remember the passwords after changing them.*



## Adding Room Information to the Screen

### ROOM LABELS PAGE

Enter your organization's name, the conference room name and phone number, and the number for people to call for in-house A/V support. This information is displayed on every page of the web interface.

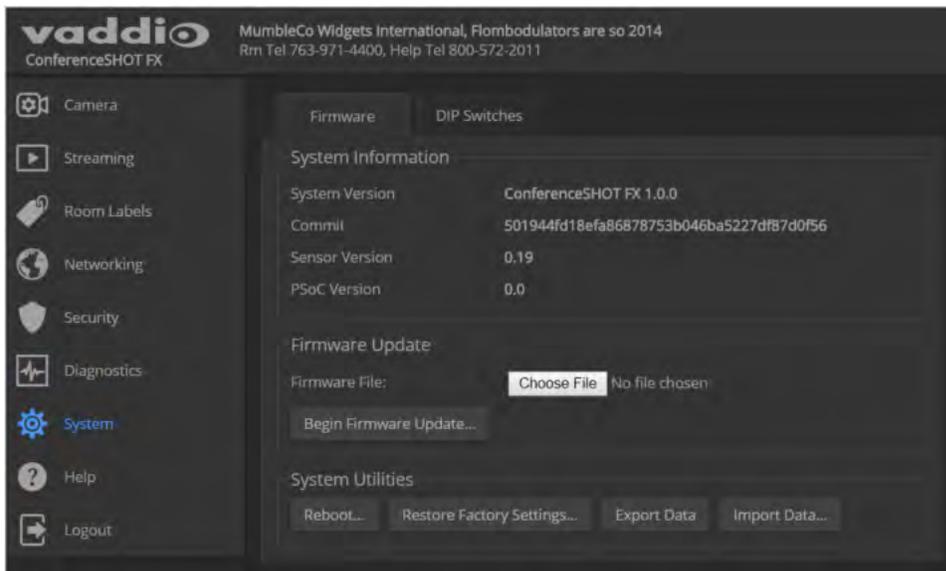


## Reboots and Updates

### SYSTEM PAGE

The System page opens to the Firmware tab, where you can:

- Run a [firmware update](#)
- [Reboot](#) the camera
- Set the camera back to its [original factory settings](#)
- [Save the current configuration \(Export Data\)](#) or [restore a configuration \(Import Data\)](#)



## Contacting Vaddio Technical Support

### HELP PAGE

If you can't resolve an issue using your troubleshooting skills (or the [Troubleshooting](#) table in this manual), we are here to help.

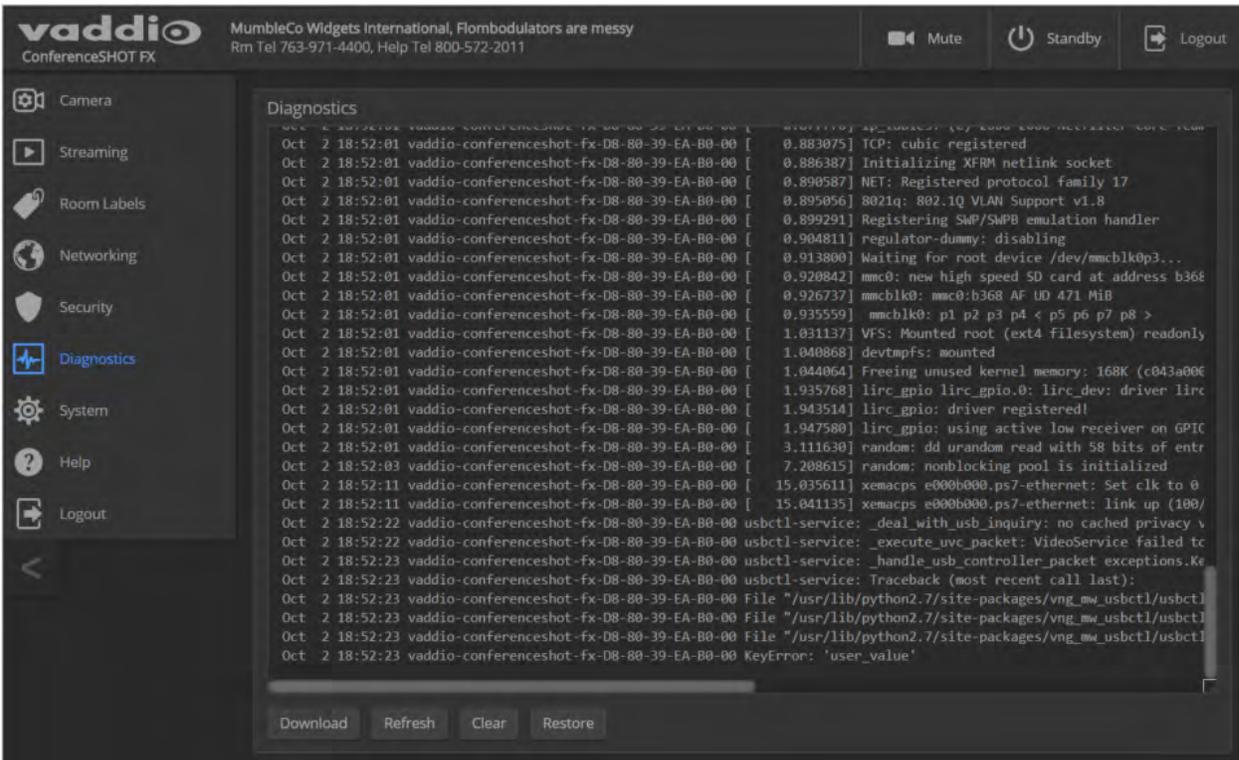
You'll find information for contacting Vaddio Technical Support on the Help screen.



## Viewing Diagnostic Logs

### DIAGNOSTICS PAGE

If you encounter a problem that you can't solve, your Vaddio technical support representative may ask you to download and email the log file available from the Diagnostics screen.



## Configuring Camera Behavior

Camera configuration tasks include:

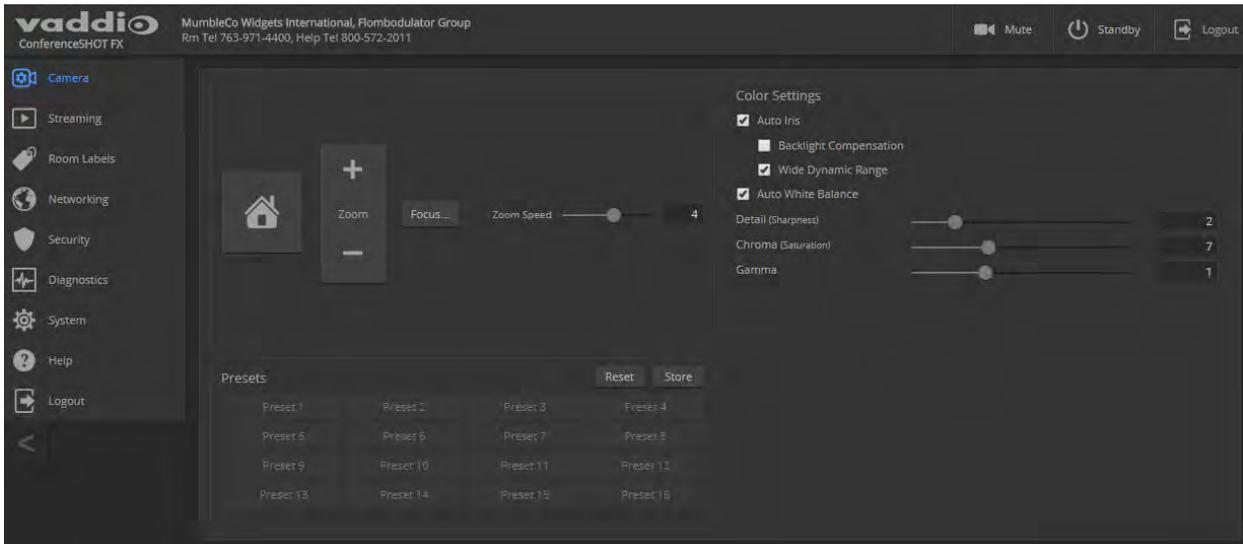
- Setting the home zoom level and other zoom presets
- Adjusting color and lighting settings
- Setting the status light behavior

## Color and Lighting Adjustments

### CAMERA PAGE

The Camera page lets you do these things:

- Set up the color settings the camera uses.
- Set zoom presets that will be available to the operator.



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## Adjusting the Color Settings

1. To allow the camera to compensate automatically for the light level, check the Auto Iris box. Leave it unchecked to adjust iris and gain manually.
2. Auto Iris adjustments – these adjust contrast between the brightest and darkest areas of the image.
  - If there is bright light behind the main subject of the shot, check the box for Back Light Compensation.
  - To increase contrast between the brightest and darkest areas, check the box for Wide Dynamic Range.

*Because Backlight Compensation reduces the contrast between extremes and Wide Dynamic Range increases it, they cannot be used together.*

3. To allow the camera to adjust the white balance automatically, check the Auto White Balance box. Leave it unchecked to adjust red gain and blue gain manually.
4. Detail – adjust the slider as required for the right image sharpness.

### **Note**

*If the video looks grainy or “noisy,” try a lower Detail setting.*

5. Chroma – adjust the slider as needed for the right level of color intensity.
6. Gamma – adjust the slider as needed for the desired range between bright areas and shadows.

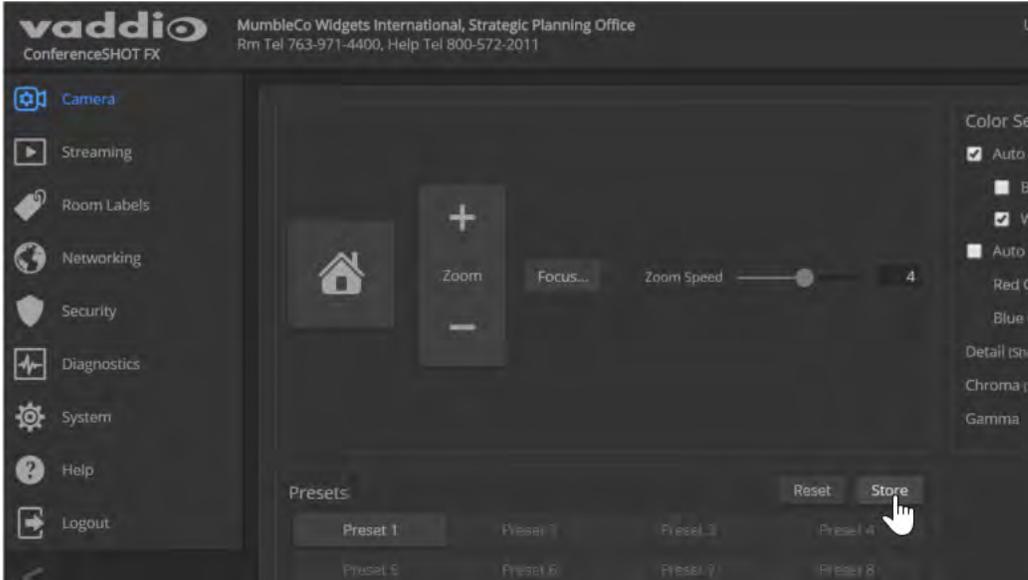
If you make a change that you don't like, start over by selecting and then deselecting Auto White Balance.



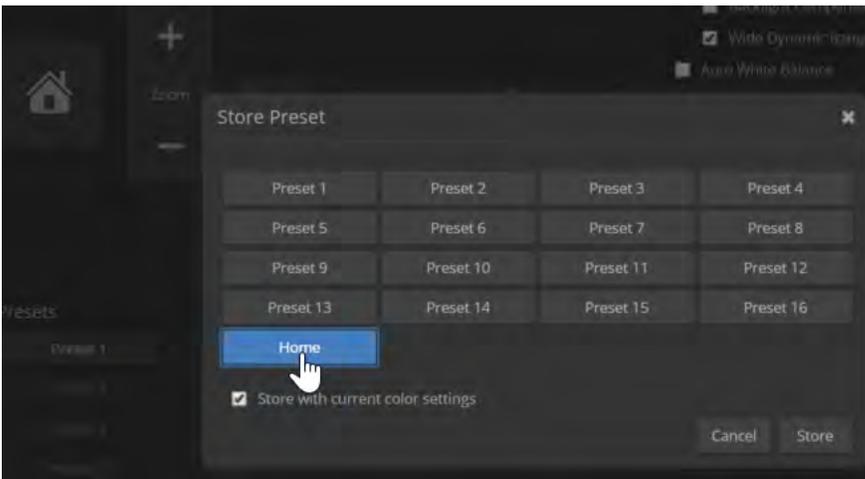
## Storing Color Settings with the Home Zoom Level or Other Zoom Preset

If there is a view that will be used repeatedly, you can save the zoom level and color settings together as a preset. Home, Preset 1, and Preset 2 are available from the remote; all stored presets are available from the web interface.

1. Adjust the zoom to the desired level.
2. Adjust the color settings as needed.
3. Select Store to open the Store Preset box. Presets that have already been defined are highlighted.



4. Select the preset to store. The checkbox for storing color settings appears, as if by magic. Select it if you want to associate the current color settings with this preset.



5. Save your work.

## Setting Other Camera Behaviors

### SYSTEM PAGE

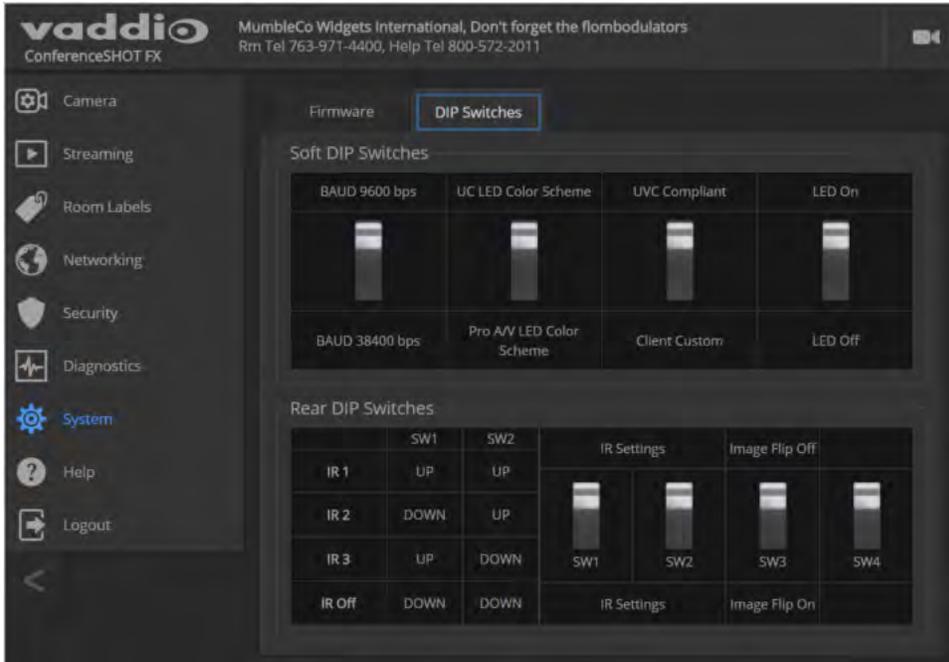
The DIP Switches tab of the System page provides access to these features:

**Baud Rate (9600 bps or 38400 bps)** – RS-232 serial communication rate.

**Status light color scheme (Pro AV or UCC)** – Select the status light color scheme that meets your needs. The Pro AV color scheme matches the color scheme used in Vaddio's non-USB cameras.

**Status light on/off** – In most cases, we recommend leaving the status light on, to let people in the room know whether the camera is currently sending video.

**USB stream format (UVC Compliant or Client Custom)** – Client Custom enables far-end camera control when used with the Zoom soft client.



### Note

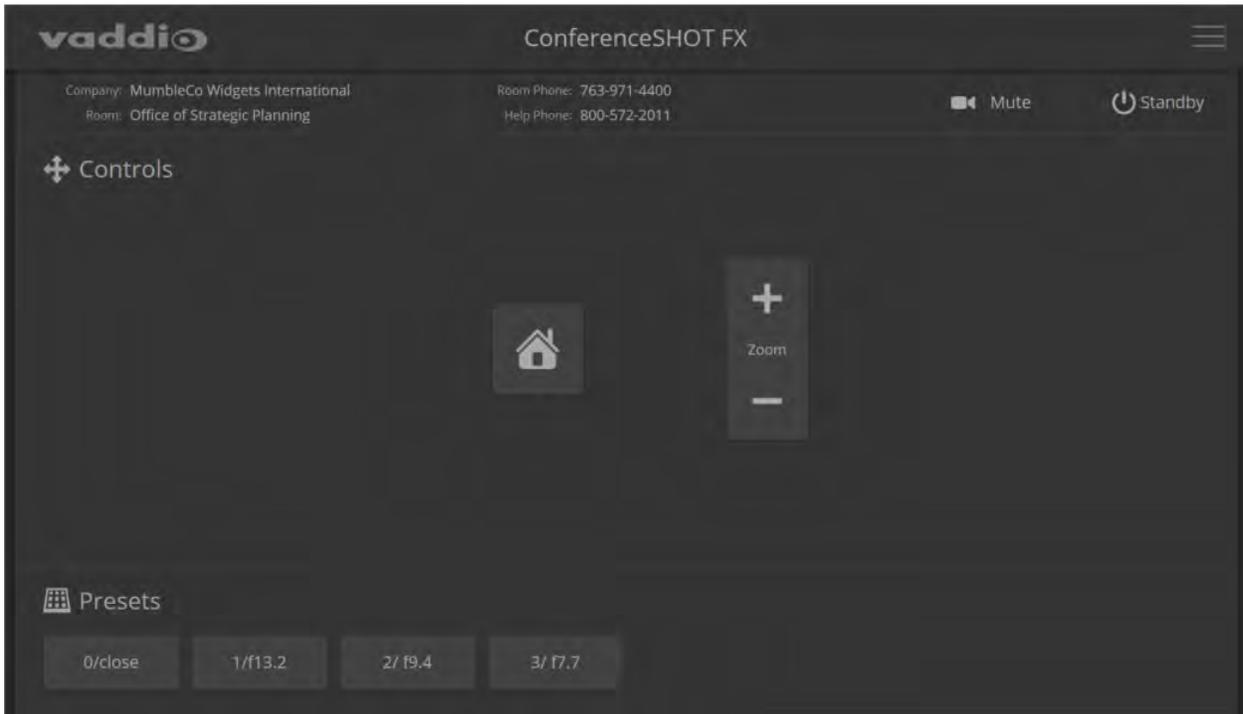
*The camera may be powered up and sending video even if the status light is off.*

## Operating the Camera

### CONTROLS PAGE (USER OR GUEST ACCESS)

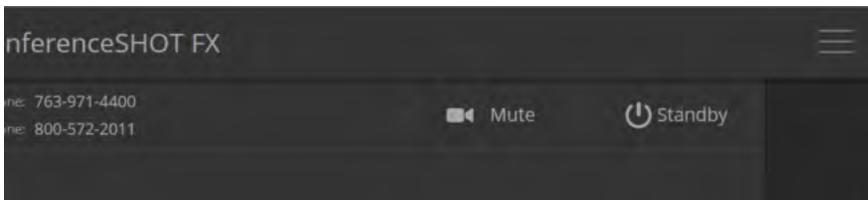
The Controls page provides most of the same controls as the IR Remote Commander, along with some that are not available from the remote:

- [Stop or resume transmitting live camera video](#) (video mute)
- [Put the camera in standby](#) or bring it back to the ready state
- [Zoom to](#) camera presets



### Stopping or Resuming Video

Use the Video Mute button to temporarily stop video from the camera without placing it in standby. Remember that the mute button does not mute the room's microphones, conference phone, or your computer's microphone. In video mute mode, the camera transmits blue or black video, with a message that the video is muted.



### Managing the Camera Ready State

Use the Standby button to switch between low-power (standby) and ready states. In standby mode, the button is red and the screen presents the message "Device is in standby."

## Zooming to a Preset Level

All defined zoom presets are available from the Controls page. The administrator may assign them descriptive names.



Preset 1 and Preset 2 are also available using the buttons on the remote. If you select a preset that has not yet been programmed, nothing happens.

## Storing a Zoom Preset

You must log in as admin to set the home zoom level or presets 3 through 16; however, anyone can use the remote to set presets 1 and 2.

Zoom to the desired level, then hold down the P-Store button while pressing either Preset 1 or Preset 2.



## Using the Remote Control

The remote provides basic camera control.

### Quick Reference

What do you need to do?	Button(s)
Power on or standby	<b>Power</b> (button at top right)
Select the camera to control (if this remote controls more than one)	<b>IR 1, IR 2, and IR 3</b> buttons
Discover the camera's IP address	<b>OSD</b> button (top left) – press and hold for 3 seconds
Return the camera to its home zoom position	<b>OK</b> button
Move the camera to a preset zoom	<b>Preset 1</b> and <b>Preset 2</b> buttons (lower left)
Change zoom	<b>Zoom Out</b> and <b>Zoom In</b> buttons

### Details

The remote provides the following functions:

**OSD** (On-Screen Display) – Press and hold for 3 seconds to display the camera's IP address and MAC address on the near-end display. Press momentarily to dismiss the information.

**Power indicator** – Shows power on, IR transmission, and battery level.

**Power** – Switch the selected camera on or off.

**Arrow buttons** – Non-functional, so they're perfect for fidgeting.

**OK** – Return to the camera's home zoom level.

**Zoom Out** and **Zoom In** – Change the zoom.

**P-Store** – Preset store. Hold while pressing Preset 1 or Preset 2 to store a preset.

**Preset 1** and **Preset 2** – Zoom the camera to a preset zoom level. Presets may include color settings if defined through the web interface, which provides access to 16 presets.

**IR 1, IR 2, and IR 3** – In multi-camera installations, selects the camera to be controlled.



### Storing a Preset Using the Remote

Zoom to the desired level. Then hold down the **P-Store** button while pressing **Preset 1** or **Preset 2**.

## Troubleshooting and Care

When the camera doesn't behave as you expect, check the indicator light on the front before you do anything else.

Use this table to determine whether it's time to call Vaddio Technical Support.

What is it doing?	Possible causes	Check and correct
Nothing. The light on the front is off and no video is available.	At least one of the cables is bad.	Check using known good cables.
	The wall outlet is not active. (Check by finding out if it powers something else, such as a laptop or phone charger.)	Use a different outlet.
	The camera or its power supply is bad.	Contact your reseller or Vaddio Technical Support.
The light on the front of the camera is off but the web interface and video are available.	The status light is turned off.	You can turn it on again using the LED soft DIP switch on the System page, or using the Telnet command <b>camera led on</b> .
The camera is not responding to the remote and the light is yellow.	A firmware update is in progress.	Wait a few minutes, and try again when the light turns blue.
The camera does not respond to the remote, but the web interface is available.	The remote is not using the same IR channel as the camera.	Push the Camera Select 1 button on the remote.
	The batteries in the remote are dead.	Put new batteries in the remote.
The camera responds to the remote but the web interface is not available.	The camera is not using the IP address you browsed to.	Press the Data Screen button on the remote to see camera information.
Video is available but the camera does not move.	ConferenceSHOT FX cameras must be manually positioned.	Check the System screen to verify the camera model. This is normal behavior for fixed cameras.
No H.264 video stream.	IP streaming is not enabled.	Enable IP streaming: Streaming page in the web interface.
No USB video stream.	USB streaming is not enabled.	Enable USB streaming: Streaming page in the web interface.

## Status Light

The light in the camera's base indicates its current state.

- Blue – Camera is active
- Purple – Standby mode or booting
- Yellow – Firmware update is in progress
- Blinking blue – USB cable is disconnected
- Blinking purple – Error

### Caution

*Do not remove power or reset the camera while the indicator is yellow, showing a firmware update in progress. Interrupting a firmware update can make the camera unusable.*

### Note

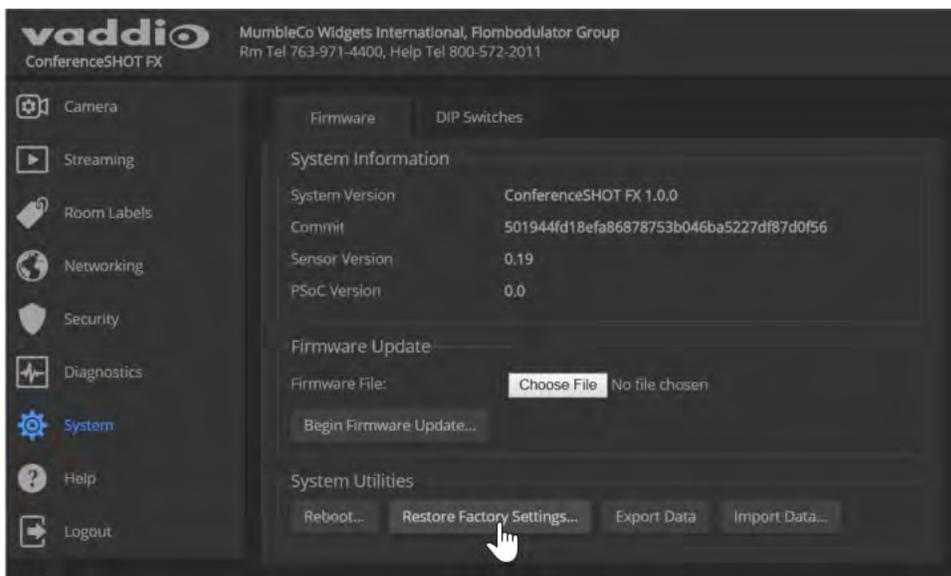
*The camera may be powered up and sending video even if the status light is off.*

## Restoring Default Camera Settings

Factory reset clears most settings and returns soft DIP switches (on the DIP Switches tab of the System page) to their default positions.

**Using the switches on the back of the camera:** Set all DIP switches DOWN and cycle the power to reload the default camera settings. Then return all DIP switches to the desired settings.

**From the web interface:** Log on using the admin account, go to the System page's Firmware tab, and click Restore Factory Settings.



## Operation, Storage, and Care

For smears or smudges on the product, wipe with a clean, soft cloth. Use a lens cleaner on the lens. Do not use any abrasive chemicals.

Keep this device away from food and liquids.

Do not operate or store the device under any of the following conditions:

- Temperatures above 40°C (104°F) or below 0°C (32°F)
- High humidity, condensing or wet environments
- Inclement weather
- Severe vibration
- Between converging tectonic plates
- Dry environments with an excess of static discharge

Do not attempt to take this product apart. There are no user-serviceable components inside.

## Compliance Statements and Declarations of Conformity

Compliance testing was performed to the following regulations:

FCC Part 15 (15.107, 15.109), Subpart B	Class A
ICES-003, Issue 54: 2012	Class A
EMC Directive 2004/108/EC	Class A
EN 55022: December 2010	Class A
EN 55024: November 2010	Class A
KN22 2008 (CISPR 22: 2006)	Class A
KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)	Class A
IEC 60950-1:2005 (2nd Edition); Am 1: 2009 + Am 2: 2013	Safety
EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013	Safety

### FCC Part 15 Compliance

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference including interference that may cause undesired operation of the device.

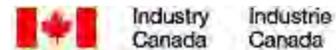


Changes or modifications not expressly approved by Vaddio can affect emission compliance and could void the user's authority to operate this equipment.

### ICES-003 Compliance

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.



## European Compliance

This product has been evaluated for electromagnetic compatibility under the EMC Directive for Emissions and Immunity and meets the requirements for a Class A digital device. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Standard(s) To Which Conformity Is Declared:



**EMC Directive 2004/108/EC**

**EN 55022: December 2010**

**EN 55024: November 2010**

EN 61000-4-2: 1995 + Amendments A1: 1998 + A2: 2001

EN 61000-4-3: 2006 + A1: 2008

EN 61000-4-4: 2004 + Corrigendum 2006

EN 61000-4-5: 2006

EN 61000-4-6: 2009

EN 61000-4-8: 2010

EN 61000-4-11: 2004

**KN22 2008 (CISPR 22: 2006)**

**KN24 2008 (CISPR 24: 1997 + A1: 2000 + A2: 2002)**

EN 61000-4-2

EN 61000-4-3

EN 61000-4-4

EN 61000-4-5

EN 61000-4-6

EN 61000-4-8

EN 61000-4-11

**IEC 60950-1: 2005 (2nd Edition); Am 1: 2009 + Am 2: 2013**

**EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 + A2: 2013**

Conducted and Radiated Emissions

Immunity

Electrostatic Discharge

Radiated Immunity

Electrical Fast Transients

Surge Immunity

Conducted Immunity

Power Frequency Magnetic Field

Voltage Dips, Interrupts and Fluctuations

Conducted and Radiated Emissions

IT Immunity Characteristics

Electrostatic Discharge

Radiated Immunity

Electrical Fast Transients

Surge Immunity

Conducted Immunity

Power Frequency Magnetic Field

Voltage Dips, Interrupts and Fluctuations

Safety

Safety

## Warranty Information

See Vaddio Warranty, Service and Return Policies posted on [support.vaddio.com](http://support.vaddio.com) for complete details.

**Hardware\* warranty:** Two (2) year limited warranty on all parts and labor for Vaddio manufactured products. Vaddio warrants its manufactured products against defects in materials and workmanship for a period of two years from the day of purchase, to the original purchaser, if Vaddio receives notice of such defects during the warranty. Vaddio, at its option, will repair or replace products that prove to be defective. Vaddio manufactures its hardware products from parts and components that are new or equivalent to new in accordance with industry standard practices.

**Exclusions:** The above warranty shall not apply to defects resulting from improper or inadequate maintenance by the customer, customers applied software or interfacing, unauthorized modifications or misuse, mishandling, operation outside the normal environmental specifications for the product, use of the incorrect power supply, modified power supply or improper site operation and maintenance. OEM and special order products manufactured by other companies are excluded and are covered by the manufacturer's warranty.

**Vaddio Customer Service:** Vaddio will test, repair, or replace the product or products without charge if the unit is under warranty. If the product is out of warranty, Vaddio will test then repair the product or products. The cost of parts and labor charge will be estimated by a technician and confirmed by the customer prior to repair. All components must be returned for testing as a complete unit. Vaddio will not accept responsibility for shipment after it has left the premises.

**Vaddio Technical Support:** Vaddio technicians will determine and discuss with the customer the criteria for repair costs and/or replacement. Vaddio Technical Support can be contacted by email at [support@vaddio.com](mailto:support@vaddio.com) or by phone at one of the phone numbers listed on [support.vaddio.com](http://support.vaddio.com).

**Return Material Authorization (RMA) number:** Before returning a product for repair or replacement request an RMA from Vaddio's technical support. Provide the technician with a return phone number, e-mail address, shipping address, product serial numbers and original purchase order number. Describe the reason for repairs or returns as well as the date of purchase. See the General RMA Terms and Procedures section for more information. RMAs are valid for 30 days and will be issued to Vaddio dealers only. End users must return products through Vaddio dealers. Include the assigned RMA number in all correspondence with Vaddio. Write the assigned RMA number clearly on the shipping label of the box when returning the product. All products returned for credit are subject to a restocking charge without exception. Special order product are not returnable.

**Voided warranty:** The warranty does not apply if the original serial number has been removed or if the product has been disassembled or damaged through misuse, accident, modifications, use of incorrect power supply, use of a modified power supply or unauthorized repair.

**Shipping and handling:** Vaddio will not pay for inbound shipping transportation or insurance charges or accept any responsibility for laws and ordinances from inbound transit. Vaddio will pay for outbound shipping, transportation, and insurance charges for all items under warranty but will not assume responsibility for loss and/or damage by the outbound freight carrier. If the return shipment appears damaged, retain the original boxes and packing material for inspection by the carrier. Contact your carrier immediately.

**Products not under warranty:** Payment arrangements are required before outbound shipment for all out of warranty products.

# Index

## A

- admin login 4, 11
  - default 4
  - editing 11
- anatomy of the camera 2

## B

- bandwidth 10
- baud rate setting (DIP switch) 17
- bit rate (IP streaming setting) 10
- browser compatibility 3

## C

- cable connectors 2
- Camera page (web) 14
- camera select 20
- camera standby position 18
- capabilities 1
- cheat sheet 5, 20
  - web interface 5
- cleaning 23
- color codes for status light 22
- compatibility, browsers 3
- connectors 2
- Constant Bit Rate 10
- Controls page (web) 18

## D

- default IP address 3
- default settings, restoring 22
- device name, USB 9
- DHCP 7
- diagnosing issues 21
- diagnostic logs 13
- Diagnostics page (web) 13
- DIP switches 2, 17
  - location 2
  - soft 17
- directional controls 20

## E

- Ethernet port 2

## F

- factory defaults, restoring 22
- fault isolation 21

- focus 20
- Frame Rate (IP streaming setting) 10

## G

- getting help 13
- guest access 11

## H

- Help page (web) 13
- hostname 7

## I

- inactive sessions (web interface) 11
- indicator light 17, 22
  - enabling/disabling 17
  - meaning of colors 22
- information, conference room 12
- IP address 3, 7, 20
  - default 3, 7
- IP streaming 9-10
  - resolutions and frame rates 9
  - settings 10
- IR remote 20

## L

- labels, room 12
- light, status indicator 17, 22
  - color scheme 17
  - enabling/disabling 17
  - meaning of colors 22
- locations of connectors 2
- log files 13
- low-power (standby) state 18

## M

- manual focus 20
- Max Bandwidth (IP streaming setting) 10
- muting 18
  - video 18

## N

- navigation buttons, hiding/showing 4
- network configuration 3, 7
  - default 7
- network port 2
- Networking page (web) 7
- NTP server 8

## O

operating environment 23

## P

page 7, 9, 11-14, 18

Camera 14

Controls 18

Diagnostics 13

Help 13

Networking 7

Room Labels 12

Security 11

Streaming 9

System 12

pan/tilt/zoom 20

passwords 11

power on/power off 20

presets 20

setting 20

pro A/V status light color scheme 17

product capabilities 1

product returns and repairs 26

## Q

quick reference 5, 20

remote control 20

Vaddio IR Remote Commander 20

web interface 5

## R

ready state 18

remote control 19-20

resolution 9-10

IP streaming 9-10

USB streaming 9

restoring default settings 22

room information 12

Room Labels page (web) 12

## S

Security page (web) 11

settings, default, restoring 22

soft client control, enabling/disabling 9

soft DIP switches 17

solving problems 21

speed 14

standby (low-power) state 18

static IP address 7

status light 17, 22

color scheme (DIP switch) 17

meanings of colors 22

off/on (soft DIP switch) 17

storage environment 23

Streaming page (web) 9

streaming settings 9

supported web browsers 3

switch location 2

switch settings 12, 17

baud rate (soft DIP switch) 17

in web interface 17

reading from web interface 12

status light color scheme (soft DIP switch) 17

status light off/on (soft DIP switch) 17

USB stream format 17

System page (web) 12

## T

technical support 13

temperature, operating and storage 23

time zone 8

troubleshooting 21

## U

UC conferencing status light color scheme 17

USB device name 9

USB port 2

USB stream format (DIP switch) 17

USB streaming 9

user login 3, 11

default 3

editing 11

## V

Vaddio IR Remote Commander 20

Variable Bit Rate 10

video mute 18

Video Quality (IP streaming setting) 10

virtual DIP switches 17

visual parts identification 2

## W

warranty 26

web browsers supported 3

web interface 4, 7, 9, 11-14, 18-19

Camera page 14

Controls page 18

Diagnostics page 13  
Help page 13  
navigation button labels 4  
Networking page 7  
Room Labels page 12  
Security page 11  
Streaming page 9  
System page 12

**Z**

zoom presets 19  
    storing 19  
    using 19  
zoom speed 20

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