

Interface description

This manual is suitable for various types of cameras.
(The appearance may be different due to different batches.
The details are subject to the receipt. This manual is only for
the installation instructions of this series of equipment)

Dual-lens WIFI Outdoor PTZ Speed Dome Wireless IP Camera TX-Q20-RW27



Before operating this unit, please read these instructions
carefully, and save them for future use.

Operation Instructions

Power On: Place or install the device as required. Screw the
bulb camera into the matching lamp socket and power it on;
connect other models to the corresponding adapter.

Power Off: Disconnect the power to stop operation.
Note: Refer to the corresponding voltage and current
parameters for different models.

VIDOME

Software installation

APP Download and Installation

Users can search "VIDOME" on APP store or Google Play,
or scan the QR code below to install the APP.



VIDOME APP



APP download

Step 1

If you are prompted to open certain permissions (such as
location, message notification, etc.) during APP installation,
click Allow (agree).

Step 2

Account register: Open the APP, click
"Sign up", enter your email or phone
number to create an account.

Account login: On the login interface,
enter the account/ phone number/email,
and the corresponding password and
click the "OK" button to log in.

Third-party login: APP supports third-
party login. Click the third-party social
software icon, jump to the APP to
complete the authorization and log in.



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Bluetooth adding process with network

***Before adding a camera, please make sure that the Bluetooth function
of the mobile phone has been turned on, and do not turn off the Bluetooth
during the adding process. If a prompt box pops up during the adding
process to enable Bluetooth or Bluetooth authorization, please follow
the steps in the prompt to enable it.

Step 1

After the camera is
powered on, open
the "VIDOME" APP
and click the "+" icon
in the upper right
corner to enter the
interface of adding
devices.

Step 2

The APP will automatically
search for a new device
and click the "Pair"
when it finds the device.



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Step 3

Select the WiFi that
the camera needs to
connect to, enter the
password, and click Next;



Step 4

After the network is
configured
successfully, the
system prompts you
to enter the device
name. Click Next.



Or you can add camera by WiFi configuration

Step 1

Open the APP, click the
"+" icon Or click the "Add
device" to enter the scan
code interface;



Step 2

Select the device type,
Select "IP Camera"



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Step 3

Select Wi-Fi connection
by QR code



Step 4

Check whether the device
is powered on and has
a prompt tone



Step 5

Select the WiFi that
the camera needs to
connect to, enter the
password, and click Next;



Step 6

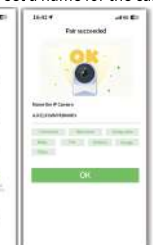
Point the camera at the
QR code that appears
on the screen of the phone



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Step 7

After the network
configuration is successful,
set a name for the camera.



If wireless camera configuration fails, please
follow the APP guide to reconfigure.

Help FAQ

Q1: Why is the pairing network unsuccessful?

1. Please make sure that the distance among the camera, the router and the mobile phone should be close enough when configuring the network.
2. Please ensure that the camera supports dual band WiFi. If not, only 2.4G WiFi can be connected.
3. Please check whether the WiFi name and password are correct.
4. Please long press the reset button for 5 seconds and try again after restoring the camera to the factory settings.

Q2: Why is there no playback?

1. Make sure that the TF card has been inserted into the camera and try to turn on/off the camera.
2. Enter the camera settings menu to check the storage status 'in good condition' (if the status is abnormal, click to 'Format the memory card').

Q3: Why is the camera offline?

1. It may be caused by router WiFi signal interference or network reasons. Power off and restart the optical modem, router or camera.
2. The camera may be too far away from the WiFi router, try to get the camera next to the WiFi router.
3. Whether the WiFi password has been changed, try to reset the camera and try pairing again.

Q4: Why my phone does not have an alarm push function or two way audio?

1. Check your mobile phone permission settings, and make sure that enable the notification permission of "VIDOME" App.
2. Open your phone's Settings>Apps and Notifications, select Apps and Notification Management respectively, find the "VIDOME" app, and turn on all permissions.



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After Service

1. Thanks for your purchase and support, we appreciate all your valuable feedback.
2. If you have any questions about our products, please feel free to contact us.

FCC Caution:

This device complies with part 15 of the FCC Rules.
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. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm and the radiator of your body. Use only the supplied antenna.

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