



ClearVIEW™ HD-20SE, HD PTZ Camera Systems

New Product - Frequently Asked Questions



- Q) *When will the new ClearVIEW HD-20SE be available and shipping?*
A) ClearVIEW HD-20SE will be available for shipping on February 5th, 2015.
- Q) *When will it be on the Vaddio Price Guide?*
A) The camera will be on the January 15th Vaddio Price Guide.
- Q) *What the heck does SE stand for?*
A) Since the HD-20SE camera is the direct replacement for the ClearVIEW HD-18, HD-19 and HD-20 PTZ cameras and systems, this camera was considered a *Special Edition* as it provides an important technology refresh along with major performance improvements in auto-focus, color reproduction and overall image quality.
- Q) *What about the ClearVIEW HD-18, HD-19 and HD-20? How long will these cameras be available?*
A) Let's look at each ClearVIEW model separately. The End of Life (EOL) Notice and Last Time Buy (LTB) dates for the cameras are as follows:
- HD-18: The EOL notice went out on December 1st, 2014 and will be available until April 30th, 2015.
 - HD-19: The EOL notice went out on December 1st, 2014 and will be available until February 27th, 2015.
 - HD-20: The EOL notice went out on December 1st, 2014 and will be available until April 30th, 2015.
- As a camera manufacturer, we understand that EOL and LTB announcements can be somewhat disruptive to business. Please rest assured that Vaddio will make every effort to accommodate all of our channel partners and dealers through this process. Please do not hesitate to contact us with any questions of availability.
- Note: The HD-18 will remain available for use in the AutoTrak automatic camera tracking system as an IR reference camera only.
- Q) *How long will the HD-18/19/20 be supported after the EOL notice?*
A) These cameras will continue to be supported for a minimum of 3 years after the EOL notice was sent out. The 2-year warranty and 1-year advance replacement are still active for any camera sold.
- Q) *Will it have international certifications?*
A) Oui bien sûr. All Vaddio products are tested for radiated and conducted emissions as well as safety to ensure worldwide compliance. Please see our manuals for more details.
- Q) *Will the ClearVIEW HD-20SE be available in both black and white versions?*
A) Yes, a black and arctic white version will be available straight away in February.
- Q) *Does this camera have the ability to use the slot cards for the CCU interface and the HD-SDI output?*
A) Yes, the camera has a Slot Card bay that can be used with the EZIM CCU Slot Card and the HD-SDI Slot Card too.
- Q) *What are the options for mounting systems for the HD-20SE?*
A) The mounting accessories for the ClearVIEW include:
- Thin Profile Wall Mount
 - IN-Wall Mount
 - IN-Ceiling Half-Recessed Mount
 - Adjustable Extension Wall Bracket for the CONCEAL Mount (Camera system packages with Quick-Connects automatically ship with the CONCEAL Mounting System)
 - CeilingVIEW HD HideAway Motorized Camera Lift
 - Suspended Ceiling PTZ Camera Mount
 - Off-set Drop-down Mounting System



- Q) *Is the camera FULL HD and full frame rate?*
A) Yes, the ClearVIEW HD-20SE is a native 1080p/60 camera using the latest 1/2.8-Type Exmor® high-speed, low noise CMOS image sensor technology with 2.38 Megapixels total and 2.14 Megapixels effective.
- Q) *Will the ClearVIEW HD-20SE work in a low light environment?*
A) Throughout our testing, this camera has the best low light performance of any Vaddio camera to date sporting an impressive minimum illumination specification 0.3 Lux (color) and 0.03 Lux (B/W). With a larger lens (50mm diameter) and a wider field of view (63° on the wide end), the image sensor and ISP simply collect more light, more efficiently.
- Q) This is a 20X optical zoom camera, but what is the horizontal viewing angle?
A) The 20X optical zoom lens has a horizontal field of view of 63° on the wide end to 3.47° on the tele end, which lends itself well for small, medium and large rooms as well as myriad applications.
- Q) *Will the HD-20SE camera be included on the Vaddio PTZ Image Size Calculator?*
A) Yep, it is on Vaddio PTZ Image Size Calculator Rev. 8.5 and can be accessed at support.vaddio.com.
- Q) *What does the HD-20SE camera have for outputs and can it be used stand-alone?*
A) The video outputs include simultaneous HDMI, YPbPr and HSDS (differential video for use with Quick-Connect Interfaces). The HDMI out has a color space switch (YCbCr or sRGB) and can also output DVI-D. It can be used stand-alone or with Quick-Connects with Cat-5/5e/6 connectivity.
- Q) *OK, what Quick-Connect Interfaces can be used with the HD-20SE camera?*
A) The system configurations model numbers and basic contents are listed below:
- ClearVIEW HD-20SE Camera: (camera, IR remote, power supply and control adapter)
 - ClearVIEW HD-20SE QSR; (Camera, IR remote, Quick-Connect SR, CONCEAL mount, power supply and control adapter)
 - ClearVIEW HD-20SE QDVI; (Camera, IR remote, Quick-Connect DVI/HDMI-SR, CONCEAL mount, power supply and control adapter)
 - ClearVIEW HD-20SE QUSB; (Camera, IR remote, Quick-Connect USB, CONCEAL mount, USB cable, power supply and control adapter)
 - ClearVIEW HD-20SE QCCU; (Camera, IR remote, Quick-Connect Universal CCU, CONCEAL mount, power supply and control adapter)
- Q) *Which IR remote will be used with these cameras?*
A) The Vaddio IR Remote Commander is provided with each camera.
- Q) *Will there be any upgrade deals for those who have ClearVIEW HD-18/19/20 cameras and want to trade out for ClearVIEW-20SE cameras?*
A) You never know about the intentions of our clever marketing folks, so definitely maybe.
- Q) *Are there manuals and drawings yet?*
A) Tech Spec, Manuals and CAD drawings will be available for download on Jan 15th, 2015 from support.vaddio.com



The questions listed in this FAQ document were collected during online HD-20se and were thoughtfully answered by Vaddio's Camera Product Manager - me. As more questions about the HD-20se are collected, they will be added to this document while combining space and time into a single manifold of "spacetime" consisting of "events" that are described by a combined referential coordinate system. And for your reading enjoyment, all the legal stuff is provided below.

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