Introducing JVC’s PTZ Peace of Mind Program

At JVC, support of our new PTZ cameras is the highest priority. That’s why we created the “Peace of Mind” program and have assigned our most experienced support members to it. Whether you have questions about the camera or workflow, our team of remote production experts will be there to guide you. An expert JVC team member will personally respond to all emails sent to:

ptzsupport@us.jvckenwood.com

To ensure Peace of Mind with your PTZ purchase, we have created an in-warranty program unmatched by any others in the industry. Should your camera fail during the warranty period, JVC will send you an advance replacement within 48 – 72 hours.

Peace of Mind Advance Replacement Process:

- Provide a credit card that will be authorized for the cost of the replacement camera*
- JVC will ship via 2nd Day Air a replacement camera
- JVC will supply a return shipping label for return of the defective camera

* Should the defective camera be missing components or not received within 30 days of receiving the replacement, JVC will charge the credit card for the replacement cost of each component at MSRP.

Meet the Team

Dwayne Kersey
Product Support Engineer
Dwayne is the "youngest" associate with "only" 20 years at JVC
Professional but maybe the most popular member of our team.
Dwayne's knowledge of studio systems, field camera operation, and video production is well known by our customers. Being the certified network specialist, Dwayne also supports complex REMI video streaming workflows. Give him a call if you have questions about NDI, SRT, Remote VPN, or cellular bonding.

Lorenzo White
Professional Support Specialist
Lorenzo has been responsible for direct customer support since 1998 and helped thousands of customers over his 25 years of service. There’s a good chance you will be talking to Lorenzo when dialing the 800-Support number. Give him a call and he will walk you through the new PTZ camera setup or professional camcorder configuration.

Edgar Shane
General Manager, Engineering
Edgar built his first audio amplifier in 1976 and after receiving his MSEE in 1986 joined the electronics industry full-time and is still enjoying his career. Over the last 25 years with JVC Edgar worked closely with our factory in Japan on the new products development, REMI video streaming workflows optimization, and ENG/Studio solutions. Edgar often demonstrates CONNECTED CAM™ and PTZ products in his live online webinars available on YouTube.

General Questions?
Quotes? Demo Requests?
Click Here.

Or Scan:
**JVC PTZ Products**

**KY-PZ200N/KY-PZ200**
HD PTZ Remote Camera (NDI®|HX*)

The HD KY-PZ200N and KY-PZ200 cameras provide optimal streaming image quality and performance for remote production over the internet and SRT streaming, H.265/H.264/MJPEG encoding and VITC (Vertical Interval Timecode) multi-camera synchronization technologies. The HD KY-PZ200N and 200 models are available in black or white variations to best match the ambiance of the venue/project.

- NDI®|HX*
- SRT Streaming
- UVC enables cameras to be used as a webcam
- H.265/H.264/MJPEG encoding
- Multicamera synchronization using VITC (Vertical Interval Timecode)
- RTMP/RTMPS/RTSP/HTTP streaming protocols
- 20x optical zoom

*KY-PZ200N only

**KY-PZ400N**
4K PTZ Remote Camera (NDI®|HX)

4K KY-PZ400N cameras provide optimal streaming image quality and performance for remote production over the internet and are equipped with NDI®|HX and SRT streaming, H.265/H.264/MJPEG encoding, and VITC (Vertical Interval Timecode) multi-camera synchronization technologies. With integrated NDI®|HX technology from NewTek®, the 400N offers a high-quality, low-latency IP video transmission standard that is ideal for streaming in an ever-evolving media landscape.

- NDI®|HX
- SRT Streaming
- Extra wide 71-degree horizontal angle of view
- 12x Optical Zoom + 8x digital zoom
- H.265/H.264/MJPEG encoding
- Multicamera synchronization using VITC (Vertical Interval Timecode)
- RTMP/RTMPS/RTSP/HTTP streaming protocols

**KY-PZ510N/KY-PZ510**
4K PTZ Remote Camera (NDI®|HX3*)

The multi-award winning KY-PZ510N 4K PTZ cameras feature NDI®|HX3 support and 4K60P HEVC Secure Reliable Transport (SRT) streaming, perfect for studios, classrooms, corporate settings, event facilities, sports venues and houses of worship. The cameras also feature enhanced SMART auto-tracking that follows one person and can select one of multiple people within its super-wide 80-degree field of view. Each KY-PZ510 model also incorporates Vertical Interval Time Code (VITC) with Network Time Protocol (NTP) for multi-camera synchronization for seamless live event production.

- NDI®|HX3*
- 4K60p H.265/HEVC Streaming
- Super-Wide 80-degree Field of View
- Multi-Slice Encoding Technology
- UVC enables cameras to be used as a webcam
- H.265/H.264/MJPEG encoding
- SMART Auto Tracking*
- Multicamera synchronization using VITC (Vertical Interval Timecode)
- RTMP/RTMPS/RTSP/HTTP streaming protocols
- 20x optical zoom

*KY-PZ510N only

**RM-LP5G**
Compact Joystick PTZ Controller

This compact joystick controller connects to your network and provides complete IP control of cameras in your facility or anywhere in the world through the Internet.

- 5 camera / 5 preset PTZ camera operation with 2-axis joystick and zoom bridge controls
- Supports VISCA, UDP, PELCO P/D control protocols over RS422, RS485, RS232 and IP
- 4-color LED multi-screen display supports easy setup and operation

The RM-LP5G is only offered in a bundle with 2 or more CONNECTED CAM™ PTZ cameras for the special low price of $300

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