

The Convey Video (TL S20) is a professional, hardware-based live captioning and translation system. Many languages and dialects can be selected for captioning and translations.

General Installation

HDMI and USB devices are accepted. Once your devices are connected and the Convey Video is turned on, the device will need to be selected from the Video Source menu.

Connecting the Video Source and Outputs

IMPORTANT: Power down the Convey Video before connecting or disconnecting any devices. The Convey Video will automatically detect new devices when it is started.

HDMI Connectors

To connect HDMI video:

HDMI Input into Convey Video: Using HDMI video cable, connect the cable to the HDMI In port on the back panel of the Convey Video.

HDMI Output from Convey Video: Using HDMI video cable, connect the cable to the HDMI Out port on the back of the Convey Video to HDMI In on a HDMI display.

Required Use of Multiple Devices

The output typically cannot be connected to the same device as the input. For example, laptops do not have an HDMI In port, but do have an HDMI Out port.

Displaying the stream or output into the same device as the input will cause video to show a video of itself, creating a visual echo. For more details, see the full manual.

Connecting USB Devices

Connect microphones or other USB devices to any USB port on the Convey Video. The system supports up to 5 USB 3.0 devices.

Connect the USB Mouse to use the menu system for configuring the device.

Connect a Microphone

Most USB microphones will work with Convey Video, but others may not work. To connect a standard microphone, use the included USB to XLR cable.

Clear audio must be sent to translation AI in order for the most accurate translations. Translations will take longer or may be inaccurate if the audio is not loud or clear enough. Microphone volume can be adjusted via the Mic Volume menu.

Power On

To power on the Convey Video:

1. Plug the power cord into the back of the Convey Video and then into any grounded outlet.
2. Plug the power cords from any video source(s), display(s), or other devices into any grounded outlet.
3. Turn on each of the connected units.
4. Press the power button on the front panel of the Convey Video.

NOTE: In order for the Convey Video to properly sync with the video signals, the sources should be turned on first.

After a moment, a Convey Video splash screen will appear, followed by the initializing of the ports, and ending with a copyright message.

After the startup process, the default input source will be shown.

If this process is different for you, recheck your installation and power on again. Call Williams AV for support if it is still unsuccessful.

Network Connection

A network connection to the Convey Video is required to access the translation AI. An IP address should be automatically assigned, but if it is not use the network settings menu to configure your connection.

Network Setup

1. Activate the menu system by clicking on the bottom middle of the display screen using a mouse. The Main Menu appears. Select the **Network** option. The Network Menu appears.
2. Select **Network Setup**.
3. Enter the required network information. Consult with your IT administrator if you need help with these entries.
4. Select **Apply Settings** to finish the network configuration.
5. Exit the menu system.

Billing Setup

You must link your device to a payment method for monthly billing before you can begin translating anything. To access the billing portal, navigate to portal.williamsav.com in your browser of choice.

Creating an Account

A login account will need to be created for your organization. This account can be used to manage multiple Williams AV devices and payment methods.

Logging In

Once an account has been created, you may use the credentials to log in. The username is the e-mail address linked to the account.

If you have forgotten the account's password, the password reset process can be started by clicking the Forgot Your Password link.

Managing Credit Card Information

At least one credit card will need to be on file before any systems can be added to the portal. This should be your first step after logging into your account for the first time.

To add a credit card, click the Add a Credit Card button and fill in your card's details in the pop-up window. Click Save when you are done.

Adding your Device

To add a product to your account, you must first have at least one credit card on file. At the top of your dashboard is the Manage My Devices area. To add a device, click the Add Device button at the bottom of this section.

A 9-character license key is required to register your system. This key is available on the outside of the shipping box, on a card inside the box, and at the top of the quick start menu on the device.

You will need to select a billing tier, based on the number of hours a month you will use the device for translation. Please see the billing portal for the most up-to-date information on available billing tiers.

See the full user manual if you have more questions on the billing process.

Language Selection

Two languages will need to be selected: one for the language the Presenter is speaking and one for the language that will be translated into. Several dialects of a the same language may be available (such as American English vs South African English).

Quick Start Menu

A quick start menu is available to adjust some settings of the Convey Video, including language. This menu is available when starting the device, or by connecting a mouse to the Convey Video and moving the mouse. Many of these options are options available in the full menu system. The full menu can be accessed by clicking on the bottom, centered edge of the screen or pressing Print Screen on a keyboard.

Speaker Selection - The speaker's language is the spoken language that will need to be translated.

Translator Selection - The translator's language is the language of the translation.

Video Source - Used to toggle between multiple video sources, including HDMI and USB.

Mic Volume - The microphone volume can be adjusted from this screen, which may be required to get accurate, fast translations.

Starting and Stopping Translation

Once your languages are selected, tap START. The translation (and billing for translation) will begin, and any audio sent through the audio input will begin to be translated.

Tap STOP to end the translation. The device is still considered translating even if the audio is silent. If there is a long pause in the audio being translated, you may wish to stop translation and resume when it is needed again. The system can also stop translation after an adjustable amount of time with silent audio via the Auto Off feature.

For Additional Information

This manual is a quick start guide for getting your Convey Video up-and-running. It covers basic cable connection and setup. Most features and customization options are not documented in this manual.

For additional information, feature instructions, warranty information and more, please download the full user manual from the Convey Video product page on Williams AV's website.

WILLIAMS AV

info@williamsav.com / www.williamsav.com
800-843-3544 / INTL: +1-952-943-2252