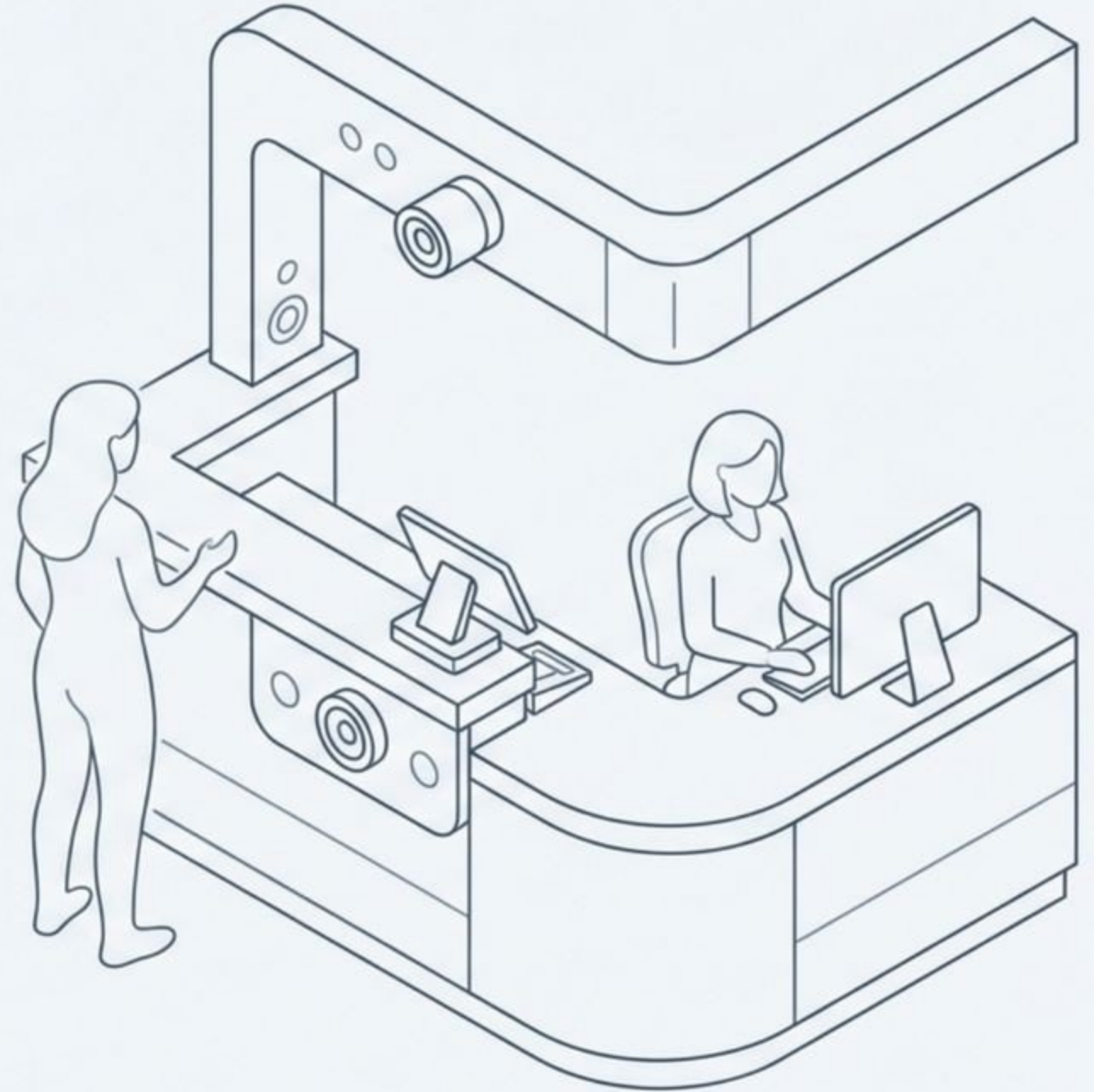


Service Desk Cameras

Discrete, Rugged, and High-Performance Solutions for Counter Surveillance.



2026/02/09

Overview

ACTi's service desk solutions, specifically the Q22 series, are designed for counter surveillance and desk security applications.



- **Form Factor:** The unit is ultra-compact—about half the size of a deck of cards and weighs under 0.5 kg.



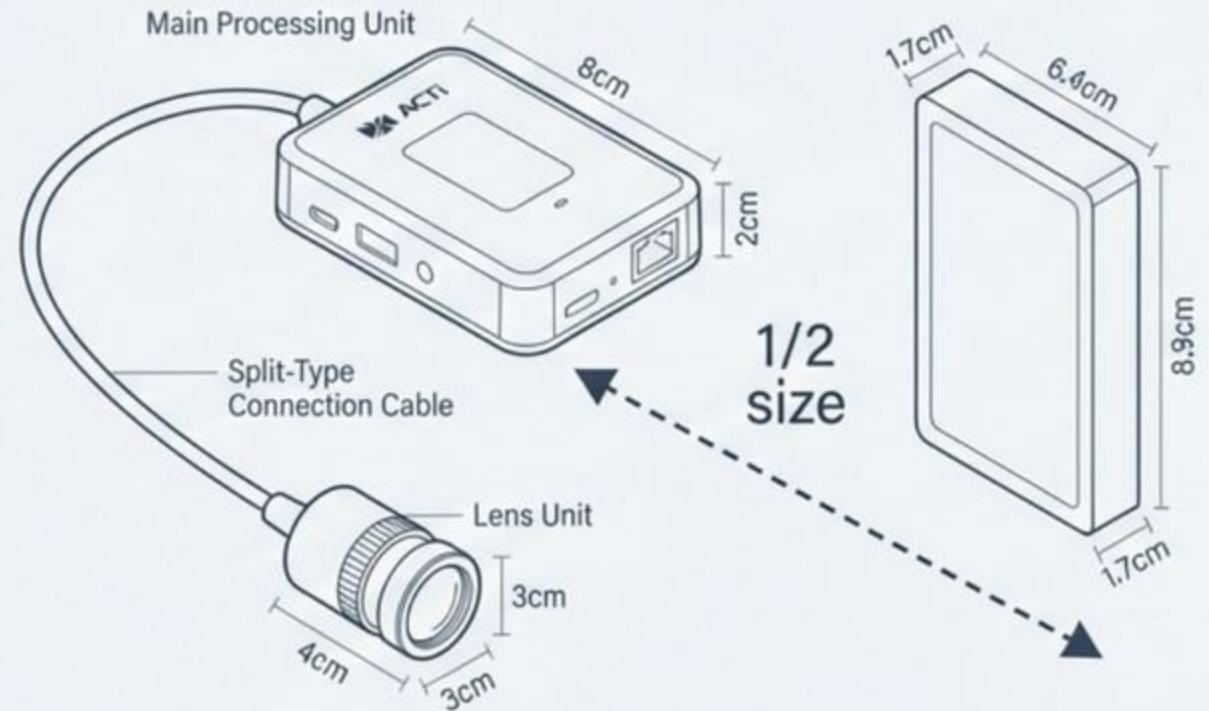
- **Durability:** Despite its size, it is a ruggedized unit protected by an IK10-rated casing.



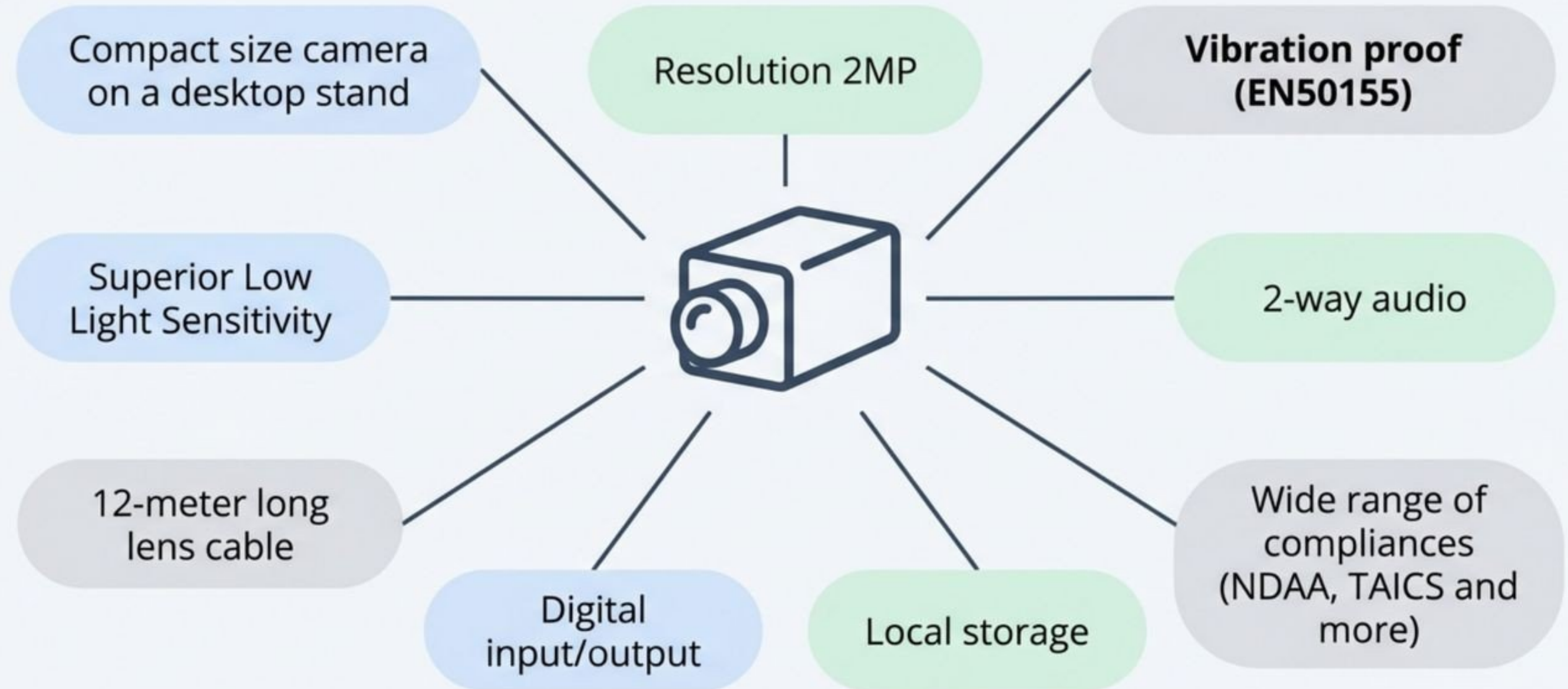
- **Purpose:** Ensures reliable video and audio evidence for critical employee-customer interactions, supporting compliance and dispute resolution.



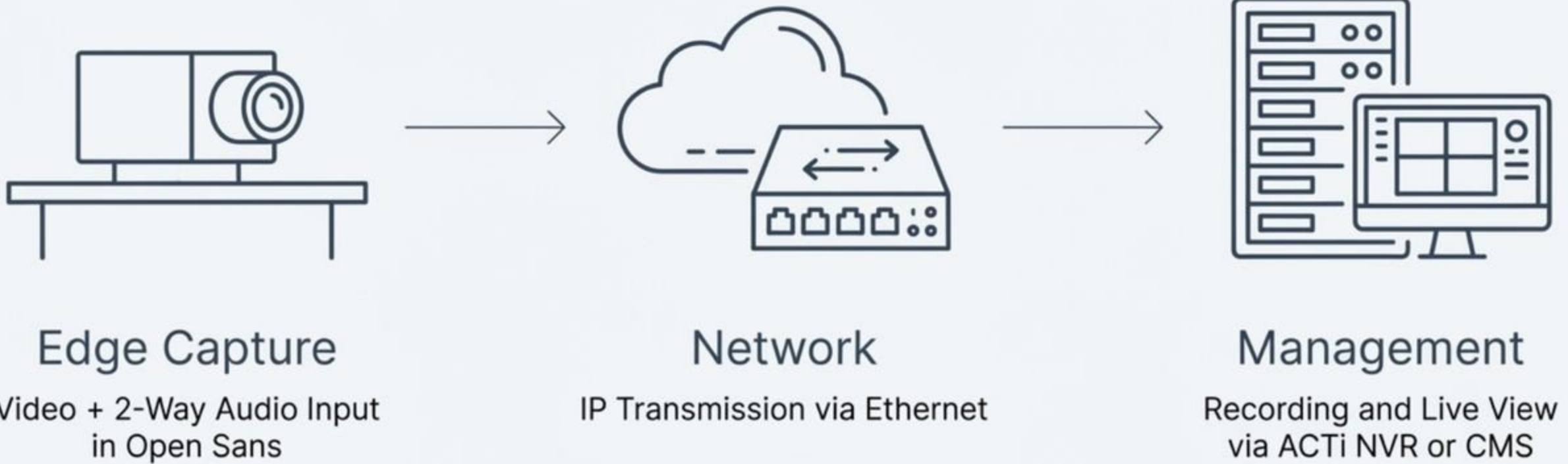
- **Mounting:** Features a flexible gooseneck bracket for varied setups and a magnetic desktop mount for stability against accidental shifts.



Features



Architectures



Applications



Retail & Banking (Counter Surveillance)

High-quality microphone for dispute resolution and recording critical employee-customer interactions.



Transportation (Bus/Train Ticketing)

Vibration proof (EN50155) compliance allows for installation in moving vehicles or ticketing booths where standard cameras fail.



Government & Service Centers

Compliance investigations and security evidence using clear 2MP resolution.



Industrial Checkpoints

Weatherproof (IP68) and Vandal proof (IK10) ratings allow deployment in harsh or semi-outdoor factory reception areas.

Solutions

Dispute Resolution & Evidence



- Combines 2-Way Audio with 2MP Video.
- Allows operators to listen in or record audio evidence during conflicts at service counters.

Mobile & Harsh Environment Deployment



- Leverages EN50155 Vibration Proof certification.
- Solves the 'video loss due to vibration' issue common in vehicle and factory surveillance.

Integration

Digital I/O: Connects to external panic buttons or alarm triggers for immediate event tagging.

Product Introduction

Product Matrix

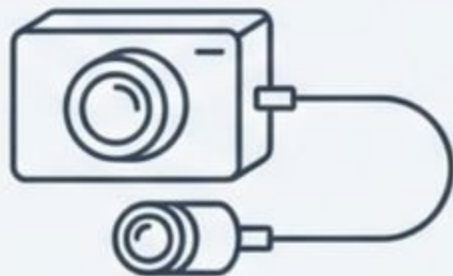
Photo	Model	Type	Resolution	Max fps	Audio	Environmental
	Q22	Fixed Box	2MP	30fps @ 2MP	2-way, Built-in Mic, Mic-in, Line-out	IP68 (Module/Lens), IK10, EN50155 (Vibration Proof)
	Q22-K1	Fixed Box	2MP	30fps @ 2MP	2-way, Built-in Mic, Mic-in, Line-out	IP68 (Module/Lens), IK10, EN50155 (Vibration Proof)

Product Introduction

Comparison & Bundles

Q22

The Base Model. Ideal for custom mounting solutions.



Includes: Camera Main Unit + Lens Unit.

Q22-K1

The Kit Version (All-in-one Counter Solution).



Includes Bundled Accessories:

- Gooseneck Bracket (PMA-1110): For flexible angle adjustment.
- Desktop Mount (PMA-0901): Magnetic base for high stability.

Shared Core Specs: Both feature Basic WDR, Superior Low Light Sensitivity, and 12-meter lens cables.

Summary



Rugged Design

Vandal proof (IK10) and Weatherproof (IP68) for durability in public spaces.

Evidence Quality

2MP resolution paired with high-quality audio for complete situational awareness.

Specialized Certification

EN50155 Vibration Proof rating enables use in transportation and industrial settings.

Installation Flexibility

Long 12m cables and magnetic mounting options (Q22-K1) adapt to any counter configuration.

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