STREAM WEBCAM

Background Replacement

User Manual

If Skype downloaded from Windows app store can not work, please download the latest version from Skype Official Website.

Catalog

Congratulations!

Thank you for purchasing our webcam. Use this guide to set up and begin using your new webcam. This user guide will provide you with most of the information of the webcam you need to get. Alternatively, solutions to common problems can be found in the FAQ. If you have any problems to setting up webcam, please contact with your webcam supplier.

Application Guide

1.Setting up your webcam:

1).Connect webcam to your computer's USB port;

2).Open you video recording software;

√ For Windows XP/7/8/10 Please download Amcap software;

√ For Windows 8/10 search **"Camera"** in **"Start"** Menu of your computer;

√ For Mac Book use Photo Booth;

√ For Google Chrome OS, search **"Camera"** APP etc.

√ For smart TV or TV-BOX maybe have different names for video call application, please find the corresponding **"camera"** application.

√ For Linux or ubuntu system, please use related instructions of UVC.

Note:

1. The default voltage frequency of the webcam is 60HZ.

If the video flickers when the webcam is turned on,please set the voltage frequency corresponding with your country or region in the video application.

2.For XBox One user, please note that some countries need to modify the location to the other regions in order to use normally.

The LED lights up to indicate that the camera is running.

Note:

①If the USB cable of is not long enough, please use the TYPE A USB2.0 HUB extension cable.The total length of HUB extension cable plus camera USB cable should be within 5 meters.

②Please do not point the lens to the background with a large single color, the light should not be too dark or too bright, or have other reflective objects such as mirrors. Otherwise it will affect the use effective.

③If you are using a desktop computer, please do not connect the camera to the USB port on the front of the computer. In this case, the camera can not work properly due to insufficient power supply

3).Focus adjustment:

For Manual focus webcam:

Depending on the distance between you and the webcam, the video signal from the webcam may not be in focus, you may need to manually adjust the lens focal length. Please turn the focus ring on the webcam as shown below until you see a clear image.

Auto-focus webcam:

Alignment reference, wave in front of the camera, the webcam will automatically adjust the focus to the clearest state;

2.Computer can't detect webcam

1).Mac book can't detect webcam

In rare cases, Mac OS 10.6 or above does not detect the USB Live Camera or the detected camera name is inconsistent, please restart your computer and re-plugging the camera,or connect the camera to another USB interface. If the camera is still not detected, Maybe the MAC system does not load the driver of the USB Live Camera. please follow the steps below to reset the PRAM:

①Turn off the computer.

②Find the following buttons on the keyboard:Command, Option, P, and R. You will need to press these buttons simultaneously in step 4.

③Re-start your computer.

④Press the Command-Option-P-R three keys at same time before the screen turn into the gray screen.

⑤Press and hold the above buttons until the computer restarts and you will hear the startup sound again.

⑥Release these keys.

If your computer still can't detect the camera via above method, please upgrade the Mac OS system.

2).Windows system computer can not detect the camera:

If the Windows system does not detect the camera device or camera device name is inconsistent with the camera name in Device Manager, please try the following:

Step1. Remove the webcam> Reconnect the webcam to computer(or use another USB plug), then webcam is detected or restart the computer;(If you are using a desktop computer, please do not connect the camera to the USB port on the front of
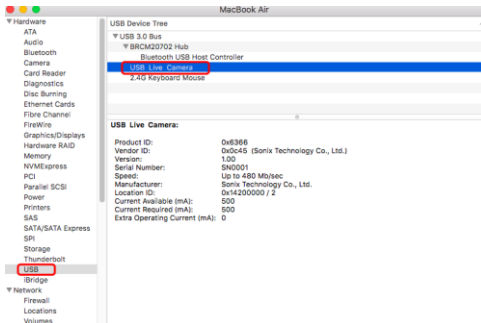
the computer.)

Step2. If your computer has installed with the other camera before, and step 1 above is invalid,please do as follow:

For Windows XP SP2 and Windows 7/8/10 systems: Right-click on the **"My Computer" > "Manage" > "Device Manager" >** open **"Sound, Video and Game Controllers**, **"Audio Inputs and Outputs"** and **"Cameras"**,uninstall "**USB Live camera**" and "**USB Live camera audio**" in the above three options. Then remove the camera and reconnect it to the computer, the computer reloads the camera and installs the driver automatically.After that **"USB Live Camera"** will appear in **"Device Manager".** Then you can initiate a video call now.

**3.For Mac OS X Users:**
1).Installation

The Webcam will be automatically installed when you conncet it to a Mac; no additional software is required. To check whether the webcam is detected or not,you may click the "**Apple**" menu(in the top left corner of your screen)and then click "**About this Mac**".Click on "**System Report**" from the pop-up window that appears. The System Information window for your Mac will appear. Navigate to the "**USB**" Section and check to see whether the webcam is listed as a connected device(Show as "**USB Live Camera**" like the photo below).

2). Audio Setting

Failure to set up the audio device properly(including the microphone and speaker) this will cause the camera can not record audio,even the computer can not play the sound;

① In Mac OS X, open "System Preferences" > select " 🔊 Sound" >"Input" > "Select Sound Input Device" >select "USB Live Camera audio" as the default sound input device (microphone). Move the volume slider to the desired input volume;

②In Mac OS X, open "**System Preferences**" > "🔊**Sound**" > "**Output**"> "**Output Volume**" > uncheck **Mute** in this menu and adjust the

Input volume to a medium level. If you're using an external speaker, make sure the audio "Output" option is the audio output device you're using to avoid cannot play the sound. Refer to the picture as below:
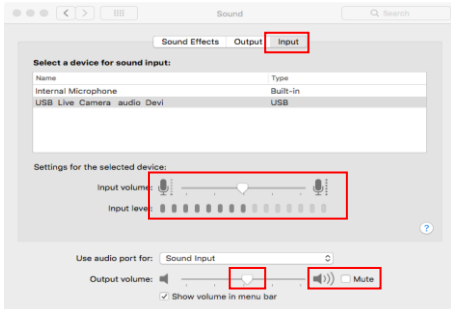
For video recording, please choose Photo Booth; For video calling please choose Face Time or Skype and other video software etc. For playing video, please use Quick Time.The Quick Time and Photo Booth are preinstalled on all Macs as a standard.

3). Photo Booth

If your Mac has a built-in camera already, you may open Photo Booth, click the "**Camera**"on the top left of your screen,and choose the "**USB Live Camera**"to use this webcam(like in the photo below).

Start recording your videos or capture photos.

4). FaceTime

As long as you are using a Mac that is compatible with Apple's Face Time (Mac OS V10.6 or above), just follow the Mac installation instructions. Your system should detect the webcam automatically in FaceTime.

Open FaceTime, click "Video"on the top left of your screen and choose "**USB Live Camera**"as the default camera device for the system (like in the picture below).


If you need better sound quality, please select **"USB Live Camera audio"** as the default microhpne device for the system, otherwise will use the built-in microphone of your computer.

5).Skype use for Mac OS X

Before running the Skype, make sure that any other applications that are using the webcam are closed. Otherwise Skype will not recognize the webcam. It is highly recommend to update your Skype to latest version in skype.com official website.

Once you have installed Skype and started it up, select "**Audio &Video Settings**..."from the Skype menu(in the top left corner of your screen):
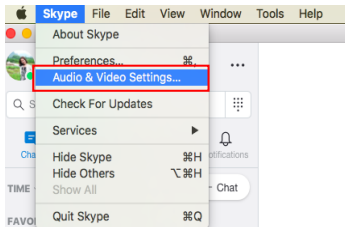
In the"**Audio/Video**" tab of Skype, Select "**USB Live Camera audio**"in the Microphone dropdown menu to get excellent audio quality. We recommend to set the volume to medium level,refer to the figure below. Select "**USB Live Camera**"in the Camera dropdown menu. Click "Test", then you will hear the test sound and see the microphone status bar is flashing.It is means that the audio setting is correct.
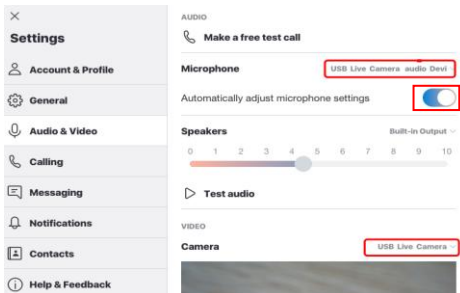
Remember to save your changes before closing the window.
Note:

Failure to set up the audio device properly(including the microphone and speaker) this will cause the camera can not record audio,even the computer can not play the sound.

When the "Automatically Adjust Microphone" option is turned on, it may cause the sound to be interrupted during a voice call, or sometimes the sound is not clear. It is recommended that you turn off the "Automatically Adjust Microphone" option. Set the "Volume" adjustment bar to medium or higher lever. You can adjust it later to meet your volume preferences.

4.For Windows Users

The USB Live Camera is compatible with most Windows operation system included Windows XP(SP2)/7/8/10.

1). Installation

The webcam will automatically be installed when you connect it to your computer.

Click："**Control Panel" > "Device Manager" > "Sound, video and game controllers" and "Audio inputs and outputs"**,it will appear**"USB Live Camera Audio"**;

Click **"Image Device" [It is called"Cameras"in Windows10]** it will appear **"USB Live Camera**".It is indicating that the camera has been installed successfully.

2). Audio Setting:

①Setting audio input device(Microphone):

For Windows system,right click **"Speaker"** at the buttom right corner of the computer **>** "**Recording devices**" **> "Recording"** tab **>** select "**USB Live camera**

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audio" **>** click "**Set as Default Device**" in the "**Default Device**" or "**Default Communication Device**", then click "**USB Live camera audio**" > "**Properties**" **>** "**Levels**" to set the setting " 🔇 " to " 🔊 ". Adjust the sound volume of "**USB Live Camera Audio**" to medium volume or high volume; Click the "**Listen**" tab, uncheck "**Listen to this device**"; click on the "**Advanced**" tab, it is recommended to select "**AM Radio Quality**", "**CD Quality**" or "**DVD Quality**".On the "**Exclusive Mode**" tab, please mark" √ "in"**Allow the applications to take exclusive control of this device**" and "**Give exclusive mode applications priority**".

②**Audio output setting (Speaker) device:**
For Windows XP SP2/7/8/10:Right click on the buttom right corner of the computer (right of the taskbar) **"Speaker" > "Playback devices" > "Playback,"** Select the built-in speaker of **"Realtek High Definition Audio" >** select **"Default device"** or **"Default Communication device"** in **"Set Default"**, and then click to select **"Realtek High Definition Audio"** configuration **> "Properties" > "Levels"** sets " 🔇 " to " 🔊 ", adjusts the speaker's sound to medium or high volume; check the **"Enhancements"** option, **"Disable all sound effects"**, then in the **"Advanced"** option,please don't select a frequency similar to the microphone. It is preferred for 24-bit,48000 Hz or higher sound quality.

3).Video setting:
There is no video recording tools in Windows XP SP2/7 system,please install video application tools such as AMCAP firstly. Select "Devices" in the AMCAP software ,select "USB Live Camera audio" for the default sound recording (audio input) device, select "USB Live Camera" as the default video device.
 For Windows 8/10,search **"Cameras"** program in the search box of the **"Start"** menu to set the **"USB Live Camera audio"** as default video device.

You may also need to set up the default device for the individual applications you use：

Select "**USB Live Camera**"and "**USB Live camera audio**" as the default device in the video application setting options;

We recommend to set the volume to medium level in "**Volume**"button of your computer. Use the video application **"Volume Up"**or "**Volume Down**"to adjust the volume.

4).Skype setting for Windows user
Open your Skype application,

①Select the"**Tools**"menu and go to"**Options**"In the"**General**"tab,make sure that your settings are as follows:

②Audio Settings:Select "**USB Live Camera audio**" for as default Microphone.

As for Speaker and Ringing setting,please select the default sound card of Windows.

Click "Test", then you will hear the test sound and see the microphone status bar is flashing.It is means that the audio setting is correct.

Note:

When the "Automatically Adjust Microphone" option is turned on, it may cause the sound to be interrupted during a voice call, or sometimes the sound is not clear. It is recommended that you turn off the "Automatically Adjust Microphone" option. Set the "Volume" adjustment bar to medium or higher lever. You can adjust it later to meet your volume preferences.
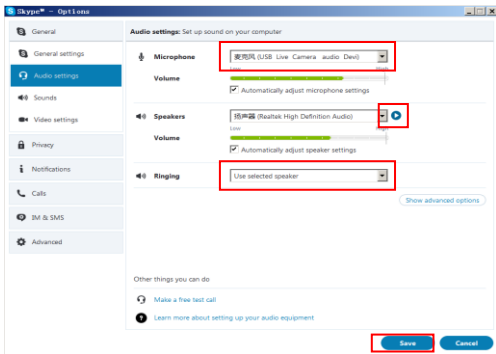
③Video Settings: Select "**USB Live Camera**"from the dropdown menu.

Remember to save your changes before closing the window.

Notes:

①In order to avoid the camera being occupied and unable to make a video call,please make sure you have closed other video application before you creat a new video calling.

②If the Skype version that preinstalled in Windows 10 or the Skype downloaded from the Windows APP Store does not capture the webcam image or the video is blurred and lags.Please uninstall the Skype and go to the Skype official website skype.com to download the desktop version instead.

5.Question & answer for Sound:

If the camera has been recognized by the system and installed the driver automatically, however the video call and video playback without sound, even noise or echo. Please refer to the following ways to solve the problem:

1).There is no sound in the video call; The sound is interrupted or there is no sound in video playing:

①When the "MIC IN" connector on the Windows computer's built-in sound card is not connected with an external microphone, the "**Stereo mix High Definition Audio**" is turned on or set it to the default sound input device (microphone) of the computer, it cannot be recorded normally, and the other party cannot hear our voice in video chatting. It is recommended to click on the "**Recording**" tab > "**Stereo mix High Definition Audio**" option > select "**Disable**".

②If you don't use a headset, please right-click on the lower right corner of the computer "**Speaker > "Recording devices" > "Recording"** tab and select "**USB Live camera audio" > "Properties" > "Listen".** If the "**Listen to this device"** is checked on the tab, the Microphone will interfere with the speaker frequency to produce a howling sound. Please uncheck "**Listen to this device"**.

③Maybe your microphone is closed or the volume is near to zero.

Right click on the speaker icon in the bottom right corner of the computer screen , "**Speaker**" > "**Recording device" > "Recording"** tab > select "**USB Live camera audio"** as "**Default device"** or "**Default audio device"**in "**Set as Defaut"**; "**Properties" > "Level"** sets " 🔇 " to " 🔊 " ,adjust the sound volume of "**USB LiveCamera Audio"** to medium or higher volume;

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Maybe the microphone volume setting in the video application is too low: right click on **"Speaker" >** click **"Volume Mixer"** to adjust the volume of the **"Device"** and **"Applications."**

④The microphone may be disabled: right click**"Speaker" > "Recording devices" > "Recording"** tab, right click on the blank area of the **"Recording" >** check **"Show disabled devices"** and **"Show disconnected devices" >** Tap **"USB Live camera audio" >** select **"Enable"**.

⑤Your computer missed some files in the system:

For example, check in Windows 7 64bit system, please right click on **"My Computer" > "Manage" > "Device Manager" >"Sound, video and game controllers"** If there is **"!"** appears in **"Live Camera Audio"**, the following files are missed in your computer: 1).drmk.sys, 2).portcl.sys,3).USBAUDIO.sys, 4).SysFxUI.dell, 5).WMALFXDSP.dll. Please install it in the corresponding system root folder according to the Microsoft official website prompt.

⑥Right click on **"My Computer" > "Manage" > "Device Manager" >"Sound, video and game controllers"** If there is **"?"** appears in **"USB Live Camera Audio"**, it is means that there is a problem with the PC sound card driver. Please find the corresponding sound card driver to reinstall it according to the model of the computer motherboard, or contact the computer system to solve this issue.

⑦ Windows 8 /10 systems, anti-virus software, and some browsers such as Google, Firefox, etc. with privacy settings may disable the microphone: please click the **"Start"** menu, then select **"Settings" > "Privacy" > "Microphone"** . In the **"Let apps use my microphone"** menu, if you turn off in this menu, the microphone will not work.

⑧ The speaker setting is wrong. If the **"Line out"** or **"SPK"** interface of the computer sound card does not have an external digital speaker, if you set the **"Realtek Digital Output "** to the default speaker (amplifier) of the computer, then you can't play the sound normally, and even cann't hear the other party when you are on a remote call. Please select **"Speaker(Realtek High Definition Audio)"** as the default device to play the sound normally in the **"Playback"** tab.

⑨When the "Automatically Adjust Microphone" option is turned on, it may cause the sound to be interrupted during a voice call, or sometimes the sound is not clear. It is recommended that you turn off the "Automatically Adjust Microphone" option.

⑩The speaker volume setting is low: click the speaker icon in the lower right corner of the computer " 🔊 " to increase the speaker volume.

⑪The speaker icon displays 🔇 to indicate that the system speaker is turned off, please click 🔇 icon to 🔊 ,then it will display sound normally.

⑫If your computer has installed with the other camera with built in microphone before, It may cause the Windows system can not detect "USB Live camera audio" and even some noise. Please follow the steps below:

For Windows XP SP2 and Windows 7/8/10 systems: Right-click on the **"My Computer" > "Manage" > "Device Manager" >** open **"Sound, video and game Controllers"**, **"Sound Inputs and Outputs"** and **"Image Device"** or **"Camera"**,uninstall "**USB Live camera**" and "**USB Live camera audio**" in the above three options. Then remove the camera and reconnect it to the computer, the computer reloads the camera and installs the driver automatically .After that **"USB Live Camera"** will appear in **"Device Manager"**. Then you can initiate a video call.

Note:

If all of the above steps can't solve the "**no sound in the microphone**" problem, please click **"Start"** menu **> "Search"**, enter **"Recorder" in** search bar, opening the

"Steps Recorder" window, click the **circular recording button** to start record, speak to the microphone, wait until the recording is finished, click the play button to hear if there is any sound, if there is no sound, please contact with camera supplier.

2).Microphone murmur or echo:

①If the laptop's built-in microphone is not disabled or the external microphone of the **"MIC IN"** connector of the desktop PC sound card is not disabled, **"Realtek HD Audio Manager"** may cause the **"USB Live camera"** microphone and speakers to produce noise and echo. It is recommended that all microphones be set to disabled except **"USB Live camera audio"** , or change the settings of the **"HD Audio Manager"** as follows：

For Windows 7/8 system, click the **"Start"** menu **>** **"Control Panel"** **>** **"Hardware and Sound"** **>** Open **"Realtek HD Audio Manager"** **>** **"Mic in at front panel(Pink)"** **>** Turn off the **"Long Distance Pickup (FFP)"** feature,(the button turns gray), the noise will be significantly reduced, and when **"Acoustic Echo Cancellation"** is turned on, (the button turns blue), the echo of the PC speaker can be reduced when using the microphone.

For Windows 8/10 system, click **"Realtek HD Audio Manager"** **>** **"Mic in at front panel(Pink)"** option in the lower right corner of the computer **>** Turn on the **"Noise Suppression"** function (the button turns blue), the noise will be significantly reduced, and open the **"Acoustic Echo Cancellation",**(Buttons turn blue), you can reduce the echo.

② The microphone and the external speaker are too close, the microphone frequency and the speaker frequency are prone to interference and whistle. Please do not put the microphone and speaker in the opposite direction.

③After the microphone is turned on, if there is a mobile phone microphone working nearby, it will be normal to cause interference with the speaker.

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④If there is more glass environment before the video call is turned on, the sound wave is returned by the glass, the speaker come with echo is normal. Please adjust the use environment.

⑤ Background sound is louder and there is an interfering sound of hissing during video communication.

In order to get better voice effects during communication, it is recommended that the sampling frequency of Microphone should be selected to be 44100HZ (CD sound quality) or 48000HZ (DVD sound quality): right-click **" Speaker"** icon at the lower right of the computer,**> " Recording devices" > "Recording" >** Set **"USB live camera audio"** as default device **> "USB live camera audio" > "Properties" >" Advanced" >** Select **"44100HZ (CD sound quality)"** or **" 48000HZ (DVD sound quality)"** ;
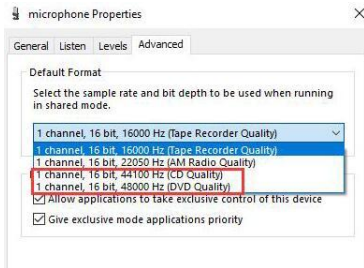
Speaker sampling frequency is recommended to select **"24-bit 192000HZ"** sampling rate or higher: right click at the bottom right of the computer **"Speaker" > "Recording device" > "Recording" >** Settings built-in speaker **"Realtek High**

Definition Audio" as the default device **>** Click **"Realtek High Definition Audio" >**
"Properties" > "Advanced" > Select **"24-bit 192000HZ"** or higher;
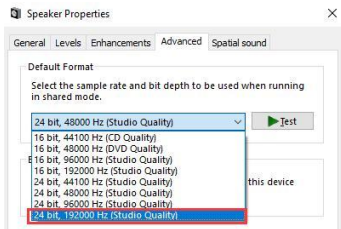
Click **"Control Panel" > "Hardware and Sound" > "Manage audio devices" >**
"Communications" > tune up other volumes when **"Windows detects**
communications activity".
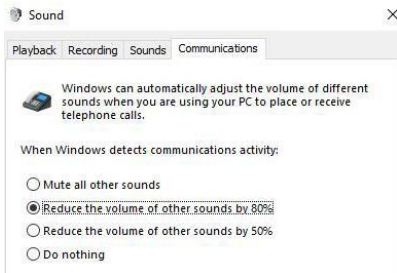
If the webcam microphone is murmur or echo in Mac OS computer, it is also caused by the above error setting.

6.Remote video communication:

Please download software that supports video communication firstly. Such as Mac OS, Windows, Chrome OS and Andrios, please download corresponding video software to your computer. Such as FaceTime, Skype, Google Hangouts, Facebook Messenger. When customer require multi-person video conferencing software, please download: Skype for Busniess, Cisco(WebEX), lifesize, intel, BlueJeans, Vidyo, ZOOM and broadsoft, and register for premium membership.

Other video applications also follow the audio and video setup methods of the Skype app.

Please set the video and audio settings in the video call application before your make video call to avoid no video or audio during your video calling.Such as Skype, FaceTime, Hangouts, Facebook Messenger, QQ, etc. As for the video device, set "USB Live camera" as the default device; and set "USB Live camera audio" as the default Microphone device;After you save the settings, click the Play button to check whether the Microphone and the speaker (loudspeaker) operate normally. In the video setting menu, you can change image quality (such as brightness, definition, contrast, color etc.),network bandwidth and voltage frequency.When bandwidth-saving setting is conducted, image quality may be decreased to improve the fluency of a video. If there is a need to restore default values, click the Default Restoring button.

Note:

Webcam image is worse than local preview video during video call, It may be that the network is congested, the video call program automatically compresses the image file or reduces the resolution of the image, or you have chosen a lower video resolution option.

7. Abnormal image during video communication

The other party cann't see our video when they initiate a video call.

①May be you have selected an audio call. Please re-initiate the video call.

②Webcam is disabled, such as: PC device manager or antivirus software disables the external webcam.

③The webcam did not connected to USB port properly or the webcam connected to front panel USB interface, please reconnect the camera to the rear USB interface of the desktop computer or laptop USB interface.

④The computer does not recognize the webcam device normally. Please refer to part 2 "**Computer can't detect webcam**" to solve the problem.

⑤Camera is occupied by other video applications:

For example, the PC has installed a virtual camera application "**Chromacam**" or "**AMcap**". In the camera setting of Chromacam software, the C922Pro camera is selected. When you initiates a video call in Skype, "**Chromacam**" is still running in the background and occupy the camera.Skype will prompts: "**Cannot open the video, Try to close other programs that may use the webcam**". Please click "**Settings**" > "**Camera**"in Chromacam software to disable the camera, then close Chromacam program (or close "**AMcap**" video preview). Now, you can invite a video call in Skype normally.

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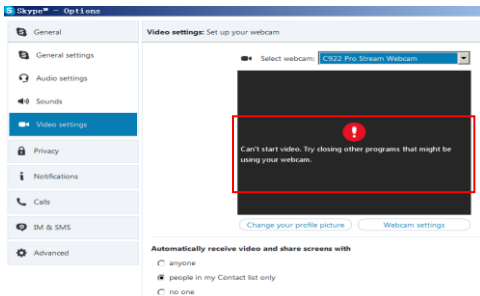
⑥For Windows 8/10 systems, anti-virus software, and some browsers such as Google, Firefox and other privacy settings may disable the camera.

For Windows 8 and Windows 10 systems may not work properly with the camera and microphone when the camera microphone settings are off: Go to the "**Start**" menu and select "**Settings** " **> Privacy** " **>** "**Camera or Microphone** ". If you choose to block access to your camera or microphone under "**Let apps use my camera hardware**" or "**Let apps use my microphone**" menu, some websites may not work. For example, you may not be able to join a video conference.

⑦If the Skype version that preinstalled in Windows 10 or the Skype downloaded from the Windows APP Store does not capture the webcam image or the video is blurred and lags.Please uninstall the Skype and go to the Skype official website skype.com to download the desktop version instead.

⑧When the video quality is abnormal or overexposed. Your computer may have a virtual camera application or other video tools adjusted the quality settings before. If

the Chromacam virtual video application is installed, please set the video settings in the Chromacam app. "Restore the default value to return to normal.

8.For XBOX ONE user
1).XBOX ONE hardware configuration requirements
①XBOX ONE or higher version;
②OS Version: **10.0.18362.2018** or above;

2).Steps for connecting the camera to the XBOX ONE:
①Connect the XBox One with your srceen and internet, insert the webcam to Xbox One USB port and turn on the Xbox one power supply. Set up your Xbox One premium account and sign in.
②Enter XBox One to download and install the game, then start the game, press the "X" button on the gampad. Log in to your account as prompted.
③Press the **"X"** button on the gampad to enter the home page, select **"Broadcast and Capture"**, press "A" button on the gampad to enter the **"Broadcast Settings"** option.
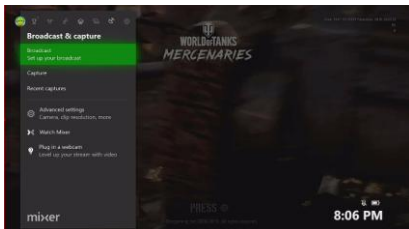
④Press the **"A"** button to enter the **"Broadcast">"Camera Options"> "Broadcast Camera"**, set the **"Chat"**, **"Microphone"**, **"Camera"** options to **"On"**.For full screen display settings, please Select **"Full Screen Camera"** to **"On"**. (When the lower XBox One full screen may cause the image blurred, it is recommended to turn off **"Full Screen"**);
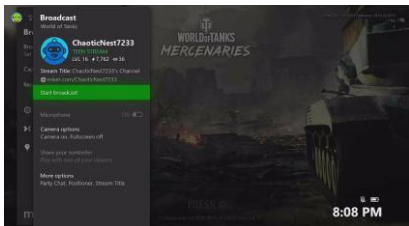

⑤Click the **"Move Camera Location"** option and press the **"A"** button on the gamepad to enter the "Camera Settings" interfacem,then image appears on the screen,it is mean that the camera settings are successfully;

⑥Setting the camera location on the screen.

⑦Press the **"B"** button twice to return to the **"Broadcast"** interface.

⑧Click **"Start up your broadcast"** to start your live broadcast. The live video will be displayed in the mixer live app.

9. Live webcast and some app live broadcasts: If live-broadcasting is desired to be performed directly in Facbook or YouTube without the use of OBS software, you will be required to download the version that is supportive of the newest Google Chrome browser (32-bit or 64-bit 65.0.3325.XXX version for PC or above) or the Firefox browser (32-bit or 64-bit 59.0.2 version for PC or above); then, register an account according to prompts, and log onto your Facebook or YouTube account to perform real-time live-broadcasting; prior to live-broadcasting, please correctly select **"USB Live Camera"**, **"USB live camera audio"** and the "speaker".

Note:

1). When you have installed Flash Player in Windows system, but you still can't use the camera and without image on the screen, please try the following steps:

①If the website you are visiting cannot use the webcam, try another browser.

②Close all other apps that use the webcam, such as Yahoo! Messenger. Then try accessing the webcam with the application that you want to use. Only one application can use a webcam at a time.

③Change the Flash settings: For more details please visit adobe official website: "troubleshoot webcam issues | Windows | Flash Player".

https://helpx.adobe.com/flash-player/kb/troubleshoot-webcam-issues-windows-flash.html

2)The live video application APP captures the video is blurred and lags. It is may be caused by H.264 decoding library version of the video application is too low. Or it may be caused by the video application APP not issuing the H.264 compressed video stream command. Please contact supplier for a new software upgrade.

10.Video Recording:

1). If you are using a Mac OS system computer, please open the Photo Booth video recording application that comes with the Mac OS system to start recording video, taking photos or testing the webcam. There are three icon buttons of the Photo Booth : "Continuously take four photos", "take a photo" and "video recording". In photo mode,the middle button act as a shutter button, press it to enter the photo countdown. In video capture mode, press it to start recording, press again to stop recording.

2).Windows XP/8/10 comes with a video preview recording tool, For Windows XP system, open **"My Computer"** > Double-click **"Video Device"** to start previewing; For Windows 8/10 system, search **"Camera"** in the search bar of **"Start"** menu, double-click "Camera" to preview, record a video and test the camera.

When you need to record a better quality video, you can download and install the Amcap video recording program:If you have more than one webcam installed, or if

the image does not appear immediately, open the **"Devices"** menu in AMcap and select **"USB Live Camera"** from the list. At the same time, make sure to select the microphone **"USB Live Camera Audio"**, and select **"Preview"** in the **"Options"** tab. The video signal of the webcam will be displayed on the AMcap screen. Please do not open multiple AMcap interfaces to avoid abnormal image display.

3).Instructions for use of AMcap_H264_V1.5 (please contact with seller or the product official website for download: **www.colorful.pro**)

The AMcap_H264_V1.5 video recording tool supports H.264 compressed webcam: the recorded video files are smaller, the picture quality is clearer, and the playback is smoother. H.264 compression only requires 15%~45% of disk space and network broadband traffic as JPEG compression. To play H.264 encoded video files, you need to download a player that supports H.264 decoding.

Preview video: Connect the webcam to your computer, open "**AMcap_H264_V1.5**", select **"Devices"** menu **>** select **"USB Live camera"** and **"USB Live camera audio"** device as recording devices. Open the **"Options"** and check **"Preview"** and **"H.264"** to preview the video. After taking pictures and recordings with "**AMcap_H264_V1.5**", the **"Capture Video"** folder and the **"Capture Photo"** folder are automatically generated. To open a video or photo folder, click on **"File"**.
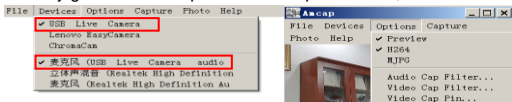
①**Video recording (capture):**

Open the AMcap program, open **"Options"** >"**Video Cap Pin…"**> **"Output Size"** menu to adjust the default resolution, and click **"OK"** to save settings.
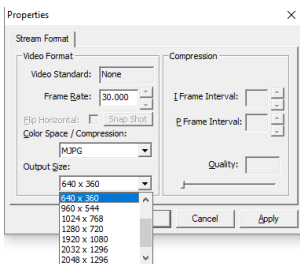
Open the **"Capture"** menu, set the video frame rate, select the **"Set Frame Rate"** option, enter the **"Choose Frame rate"** setting interface, and enter **"30"** f/sec in the **"Frame Rate"** option. Put **" √ "** on the **"Use frame rate"** option and press **"OK"** to complete the setting. Set the recording duration, open the **"Set Time limit"** option, enter the **"Capture Time Limit"** setting interface, enter the time duration and press **" √ "** in the **"Time Limit"** option, then press **"OK"** to complete the setting.

To record a video with sound, please select **"Capture Audio"** and then **"Start Capture"** to start recording H.264 encoded video, click **"Stop capture"** to stop recording. You can preview and record MJPG encoded videos by checking the **"MJPG"** option in the **"Options"** men. To play the video, open the **"File" > "Capture Video folder"**.
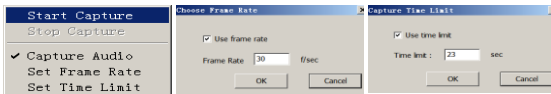
Note:

AMcap_H264_V1. 5 When the preview image is blurried: It may be that your computer configuration is low or the H.264 decoding library is old. You can select JPEG compression format to preview or record video in the "Options" menu; If the AMcap_H264_V1. 5 cannot record JPEG or H.264 compressed video, you can also download other Amcap versions to video preview and recording, or test the camera. It is not the reason of the camera.

②Take a photo:

Open the AMcap program, click the **"Photo"** option to take a photo, save the photo to the **"CapturePhoto"** folder, browse the photo, open the **"File" > "CapturePhoto"** folder.

Image adjustment: You can adjust the image effect you want according to different usage environments. In the **"Options"** menu, select **"Video Cap Filter..."** to adjust the parameters of the Proc Amp and choose the corresponding voltage frequency based on your region.
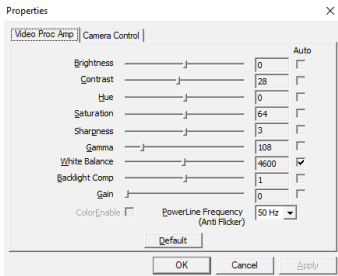
11.Video recording and preview question answer:

1).If the "AMcap_H264_V1.5" program fails, please check the "Help" document of "Tools":

①If you can not start the program, you can run the **install_filter_32.bat** or **(install_filter_64.bat)** with 32-bit or 64-bit as administrator privileges, install the **qcap decoder**, if the computer does not have the directx runtime library, please download the directx runtime library to installation.

②If the prompt is missing **XXX.dll**, please unzip **ffmpeg.rar** and put the missing **XXX.dll** in the **AMcap_H264** software folder directory.

③Different versions of AMcap with different functions and interfaces. If you cannot record, please turn off the **"Preview"** function before trying to record;

2). If the recorded file cannot be played:

①Please upgrade or replace other video players.

②If you are unable to record when recording a video, some AMcap versions cannot preview the video and record the video at the same time. When recording the video, cancel the "Preview" function and restart the recording of the video.

③Please try to close AMCAP after the recording video ends. Some versions of AMCAP must closed after recording to save the recording.

3).There is no sound in your recorded video:

①Make sure to select **"USB Live camera audio"** as the recording device in the **"Devices"** menu;

②AMcap does not choose **"Capture Audio"** before recording video;

③May be it is a player issue, please change the other video player.

④The PC system may be missing files or the sound card driver is abnormal. Please contact the PC device system vendor.

⑤According to the above method, the video sound problem has not been solved.

Please refer to the "**Sound Question Answer"** section.

4).Recording video color of AMcap is abnormal: Please check as below,

You may have opened multiple AMcap windows or set dual stream output;

May be your computer have a virtual camera application installed;

Or other video tools such as AMcap has adjusted the quality settings;

5). During use the webcam, there is echo with video application such as AMcap. You may have turned on the **"Audio In put Mixer Properties">"**Input" option **>** "Input Mix". Please turn off the "Input Mix".

12.Video playing:

After a video is recorded, it can be played it on QuickTime, Media Player, Potplayer, KMplayer, avplayer HD, VLC MediaPlayer, Plex, etc.

13.Background replacement: (Only works for Windows)

①Register with Personify for VIP premium membership.Download and install the Chromacam application. Set "**USB Live camera**"as Chromacam camera device; start video live-broadcasting recording application.Video live-streaming application, including: OBS,Mixer, XSplit Gamecaster, Skype, Hangouts, Goto Meet, BlueJeans, WeBex, Zoom, and the like.Set Chromacam as the virtual video device for the video application; then, you are enabled to delete or change video backgrounds in the background setting interface of the Chromacam application. For more functions of higher level, please pay to be upgraded to the Chromacam PRO application. Video background replacement works when running Xsplit and Mixer games live. (This application is only suitable for Windows 7 or higher versions);Some ordinary home use version camera may not support background replacement.

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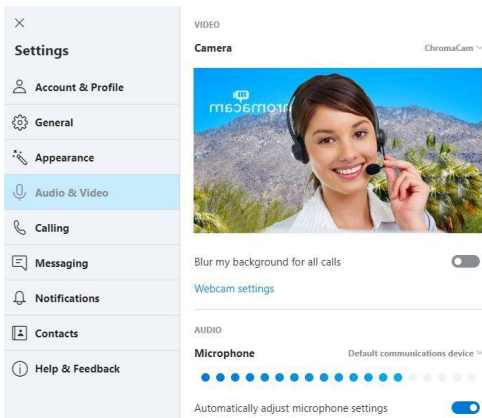
14. Do not touch the lens with your hands during use, for fear that It might be stained, and hence image effects are affected. If you touch the lens accidentally, use a dedicated cleaning cloth to scrub it carefully until it is wiped clean. As for stubborn stain, use a cleaning cloth wetted with alcohol to scrub it carefully.

15. Non-HDR webcam are not suitable for use in high-exposure scenes, such as those opposite to windows or other intense light sources; otherwise, such phenomena as partial overexposure, partial excessive brightness and color cast would occur; For high-exposure scenes, HDR webcam is recommended.
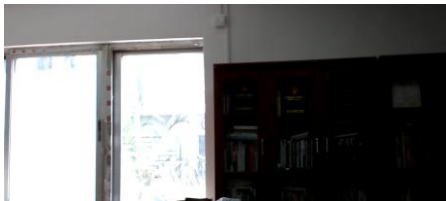
Figure1,Webcam that's do not support HDR shooting in a high exposure environment.
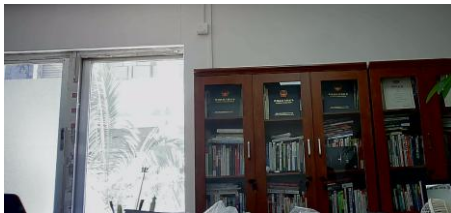

Figure 2: Our brand's webcam supports HDR shooting in high exposure environment.

16. In a stray light-rich backlight environment or a special scene with a single color,Auto focus performance degradation or inability to focus accurately is normal, so adjust the camera position or shake the camera.

Frequently Asked Questions

1.Troubleshooting for sounds, please refer to the relevant chapters of "Setting up your webcam" and "Question answer for sound " in the <User Manual>.It is including the following questions:

1).AMCAP cannot preview video and record sound.

2).I can't hear the other party's voice during communication.

3).During video calling, the voice of either or both parties is too small.

4).Speakers have whistling echo or interference during video call or standby

5).There is a sound interference during the video call.

6).It is poor sound quality and background sound during video calling.

7).You can also solve the problem according to the website on point 28 to point 32 of the FAQ.

2.Troubleshooting for video, please refer to the "Computer can't detect webcam","Video recording","Video recording question answer" in <User Manual> related chapters or check as below.

1).A video recorded using AMCAP can't be displayed.

2).The images of our side are invisible when the other side initiates video communication.Please refer to **"No image during video communication"and "Computer can't detect webcam" in <User Manual>.**

3.The camera was obviously functional(seen in the system report as a miscellaneous USB) but just won't turn on because it is not getting recognized as a camera by apps like Facebook,Hangouts etc. You may try as followings:

1).Quit all apps that may try to use the camera;

2).Open **Terminal**,found in the /**Applications/Utilities** directory in OS X;

3).Enter the following command strings exactly then hit return:

Sudo killall VDCAssistant

4).Still at the terminal,issue the following command as well:

Sudo killall AppleCameraAssistant

5).Enter the administrator password(the password you use to log in your mac or the admin password) when requested,this is required to execute a command with superuser privileges as prefixed by sudo.

6).Relaunch the app that was attempting to use the camera.

7).You can also solve the problem according to the website on point 28 to point 32 of the FAQ.

4.My webcam is not recognized on Mac, I'm using latest OS X.

Please refer to the page 4 of <User Manual>.

5.What's wrong if video communication is out of connection in a frequent manner or automatic logout occurs when a video is opened:

1).Connection is terminated as a result of network congestion;

2).The operating system and computer configuration do not satisfy the requirements of the camera;

3).An overlong USB extension cable of poor quality is used (it should be noted that the sum of the lengths of the extension cable and the USB cable of the camera is less than or equal to three meters);

4).The USB port of the computer is not a standard USB2.0 port (USB ports of some laptop computers or front USB ports of some computer cases are of USB1.1 standards);

5).The power supply for the USB port of the PC is insufficient; please change a USB

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port or another PC, and test.

6.It is blurred image during video calling.

1).The network bandwidth is congested, such that videos cannot be transferred fluently, or a bandwidth-saving mode is selected; the application decreases the image quality of videos;

2).The focal length is not adjusted well. For manual focus webcam, please gently rotate the lens ring until it clear. For auto focus webcam, please wave your hand in front of the webcam ,it will adjust the focus automatically.

3). The lens is dirty; please use a dedicated cleaning cloth wetted with alcohol to scrub its surface carefully.

4).Computer operating system and configuration do not satisfy the requirements of the camera.

5).Your video communication application does not support H.264 compression or does not support HD video calls;

7.Local preview image is lagging, image tailing and frame interruption

1).The encoding format of the video-previewing software has been set as YUV or YUY2, and thus high-definition images cannot be transferred through USB2.0 cables; please change the encoding format to H.264 or MJPEG encoding in the video-previewing software (e.g. Amcap);

2).An overlong USB extension cable (it should be noted that the sum of the lengths of the extension cable and the USB cable is less than or equal to three meters) of poor quality is used together with a nonstandard USB2.0 port (USB ports of some laptop computers or front USB ports of some computer cases are of USB1.1 standards), which defies transferring of high-definition images;

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3).Computer operating system and configuration do not satisfy the requirements of the camera.

8.What's wrong if the screen goes blank or black during local previewing of images:

1).If the camera you choose is provided with H.264 encoding, as PC systems are generally not supportive of H.264 decoding, the screen would go blank or black when previewing is conducted using the previewing software (e.g. Amcap) which is not supportive of H.264 decoding; please download a video previewing application supportive of H.264 decoding.

2).There is something wrong with the USB port; please change a USB port or another PC, and test;

3). The PC does not recognize the camera device. Please refer to the page 4 of <Us er Manual>.

4).The operating system and computer configuration do not satisfy the requirements of the camera.

5).The video preview feature of the application is not turned on, or the privacy featur e prohibits access to the camera.

9.What's wrong if video images are subjected to glare:

The lens is dirty; please use a dedicated cleaning cloth wetted with alcohol to scrub its surface carefully.

10.How to turn off USB Live Camera Audio built in the camera if its use is not desired?

Click **My Computer** icon ➤ Right-click ➤ **Attribute** ➤ **Device Manager** ➤ **Voice, Game**

and Video Controller ➤ USB Live Camera Audio ➤ Right-click ➤ **Disable**; then, the USB Live Camera Audio is turned off.

11.Is background change or live-broadcasting of games supported?
Background replacement or live-broadcasting of games is supported if game platforms permit. For example, this can be achieved after you register with the XSplit game platform for VIP premium membership.Background replacement may not be supported in ordinary home use version.

12.How to use an external camera when the PC has a Type C port:
As the external camera is of a Type A USB port, use a legitimate USB HUB for changing Type C port into Type A port to connect the external camera to the PC.

13.Is a video treated with H.264 encoding if no H.264 encoding format can be found from local previewing?
1). PC systems are generally not supportive of H.264 decoding, and it is required to download previewing software supportive of H.264 decoding. For example, as for Windows platforms, Amcap previewing software supportive of H.264 decoding can be downloaded to check the H.264 encoding format;
2).Video communication software may automatically switch among H.264, Mjpeg and other encoding formats based on network conditions;
3).Please check whether the model of the camera you purchase is supportive of H.264 format.

14.What's wrong if photographed pictures are subjected to color cast?
1).Please ensure that the light environment is free of unique tone or intense light,

such as walls, floors and other large-area non-standard light environments of green/blue/intense light. In such environments, photographed pictures are certainly subjected to color cast due to their impacts.

2).The video application is disordered or if you use a virtual application such as Chromacan and use another video application, please restore the default value;

15.What's wrong if images are subjected to geometric distortion and deformation?

1).Please check whether a special effect mode has been set for the video software;

2).The camera provided with aberration correction capabilities is basically free of geometric distortion and deformation; while the camera of a large wide-angle without aberration correction capabilities would be subjected to aberration and distortion at its edges, which is normal; please check whether the camera you purchase is the camera with an aberration-free lens.

16.What's wrong if remote positioning cannot be achieved?

Positioning maps need to be installed in the PC to achieve remote positioning, and this problem has nothing to do with the camera.

17.What's wrong if ripples are present in images?

1).Please change the voltage frequency of the camera based on local voltage frequency (50HZ or 60HZ), so as to make it consistent with the local voltage frequency.

2).The camera defaults to indoor mode. Please do not aim the camera at the light or outdoor directly.

18.Is the camera supportive of a Linux system?

The Linux system is supported if the Linux version of camera is supportive of UVC drive-free protocols; otherwise, it is not supported.

19.Why does the 1080P high-definition camera I purchase only offer an image quality of 720P or 640P?

1).The network bandwidth is congested, which cannot support 1080P high-definition transferring;

2).The version of the video communication software is not supportive of high definition of 1080P;

3).The image quality of the communication software is set to be 720P or 640P.

20.Can the camera operate on iMOVIE, QuickTime, Media Player, Potplayer, KMplayer, avplayer HD, VLC MediaPlayer or Plex?

iMOVIE, QuickTime, Media Player, Potplayer, KMplayer, avplayer HD, VLC MediaPlayer and Plex are video-editing software or video-playing software, instead of video communication software. For example, as for operation on Macbook, a video is first recorded using such video-recording software as photo booth, and then, the recorded video is edited using iMOVIE.

21.What's wrong if pictures are excessively dark?

1).Do not direct the camera towards high-brightness areas, or replace it with a product having HDR high-brightness suppression capabilities;

2).As for different light environments, brightness, contrast, gamma and other parameters may be adjusted from the video attribute of the video communication application or the video previewing and recording program.

22.What should be done if images from the camera installed with a zoom lens having a long focal length are obviously black at their edges, or the screen goes black without images:

For the zoom lens having a long focal length, its diaphragm is required to be matched synchronously with a long focal length; if it is matched with a short one, the problem of black edges would occur; thus, re-adjust the focal length.

23.What's wrong if there is the situation in which the camera can't achieve real-time distribution and live-broadcasting in Facbook or YouTube without OBS forwarding even though a Facbook or YouTube account has been properly registered?

Please download and install Google Chrome browser of 65.0.3325.XXX version or above to your PC (a corresponding version should be downloaded for a 32-bit or 64-bit PC system); then, register an account according to prompts, and then log onto your Facebook or YouTube account to perform real-time live-broadcasting; prior to live-broadcasting, please correctly select USB Live Camera, USB live camera audio and the speaker (loudspeaker).

24.The video call program cannot open the camera for video communication:
Please refer to the page 4 of **<User manual>.**

25.I cannot install the Amcap software from the website.
Please check that your antivirus software is not blocking access and that you have permission to install software on your computer.

26.**Windows reports a Code 39 error(Device Status)when the webcam is**

plugged in:

If other webcam have been installed on the computer and you are receiving a Code 39 error when you plug in the new webcam,do the following:

1).Right click **Menu > Run** and type in **"regedit"**(without quote marks).**File** >Export and save a copy of your current registry.Always save a copy before making changes to the registry settings.

2).Find the key:

HEKY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Class\ ｛6BDD1FC6-810F-11D0-BEC7-08002BE2092F｝

3).In the right hand panel,find and delete the **UpperFilters** and **LowerFilters** values.

4).Disconnect and reconnect the camera from the computer. The Error should be gone.

27.Troubleshooting webcam issues in Flash Player

If your webcam does not work and you cann't see images on browser,you may refer to this website:

https://helpx.adobe.com/flash-player/kb/troubleshoot-webcam-issues-windows -flash.html

28.Microphone troubleshooting for Mac OS

Please refer to this website:

http://www.onlinemictest.com/microphone-settings/mac-os-x/

29.Microphone troubleshooting for Win 10

Please refer to this website:

http://win10faq.com/fix-microphone-settings/

30.Microphone troubleshooting for Win 8

Please refer to this website:

http://www.onlinemictest.com/microphone-settings/windows-8/

31.Microphone troubleshooting for Win 7

Please refer to this website:

http://www.onlinemictest.com/microphone-settings/windows-7/

32.Microphone troubleshooting for Win Vista

Please refer to this website:

http://www.onlinemictest.com/microphone-settings/windows-vista/