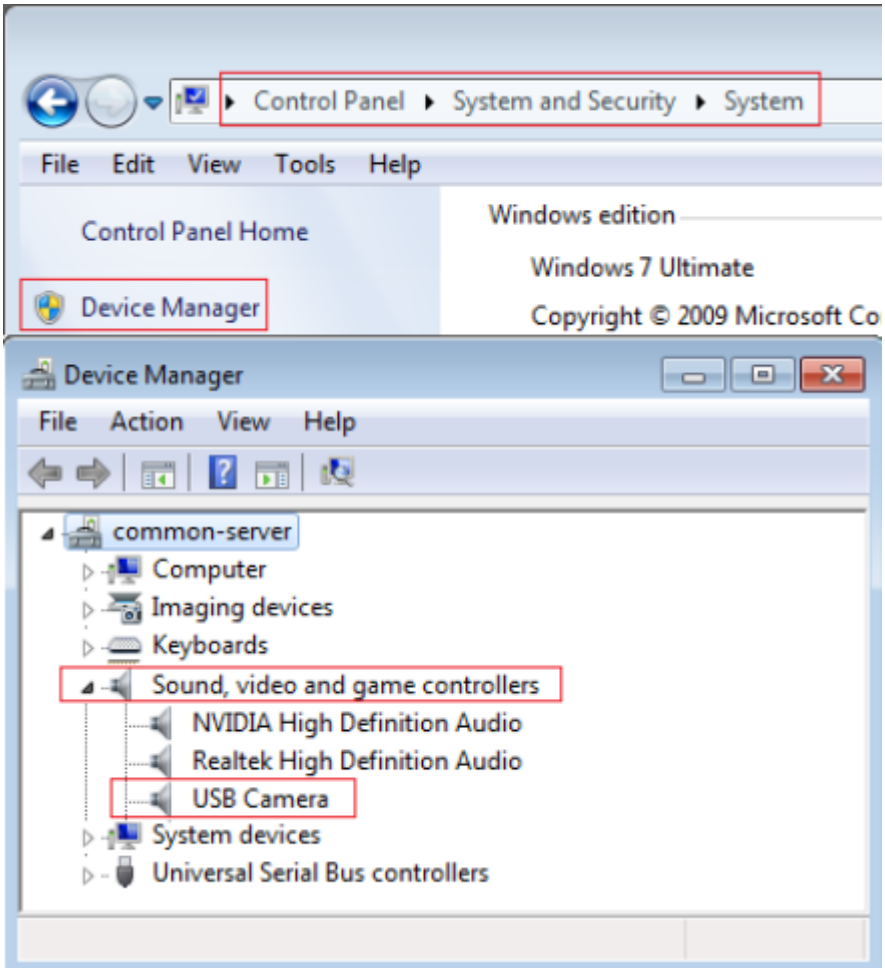
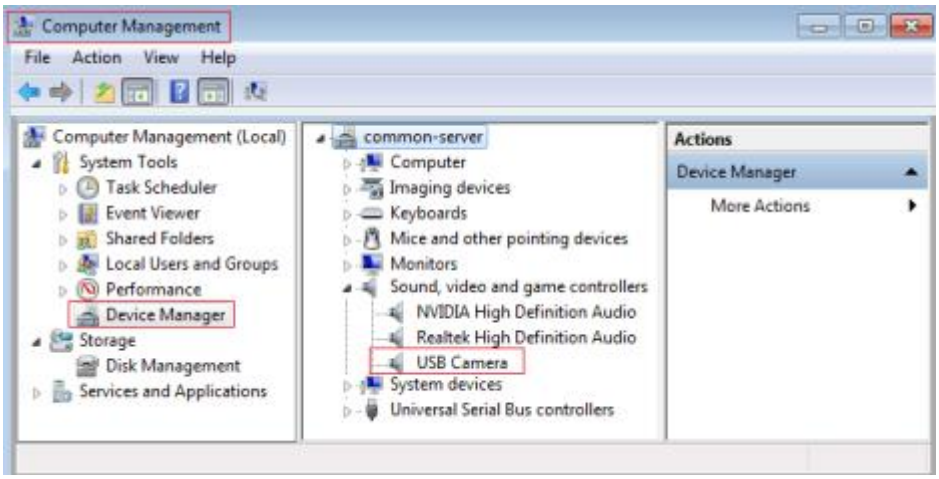
Q1: How do I know if the webcam was recognized or installed by computer?

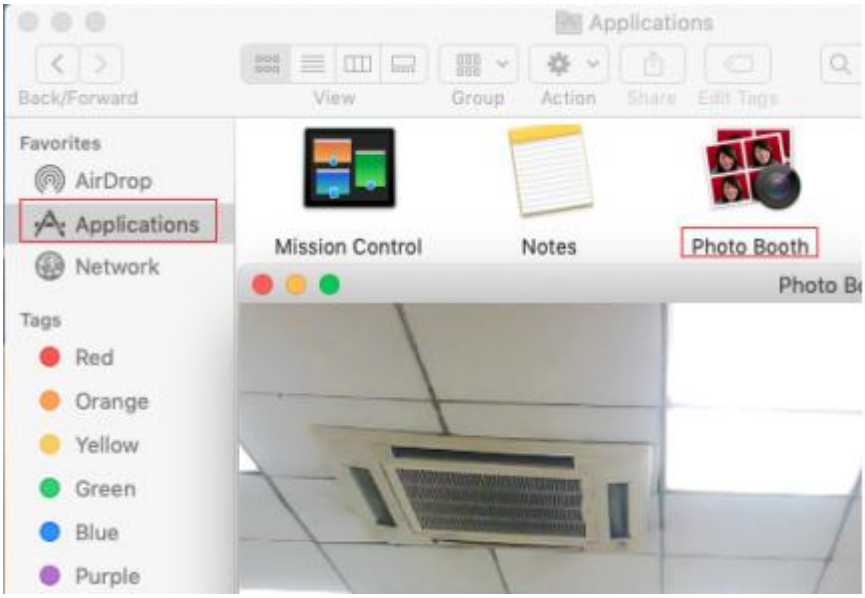
A1: Once the webcam was connected to the computer, it will take about 1 minute to be installed.

-For Windows, you can goto Control Panel> System and Security>System>Device>Manager >Sound, video controllers>USB Camera or goto Computer Mangement>Device Mangager>Sound, Video Controllers>USB Camera to check.





-For Mac: Goto Finder>Applications>Photo Booth to check.



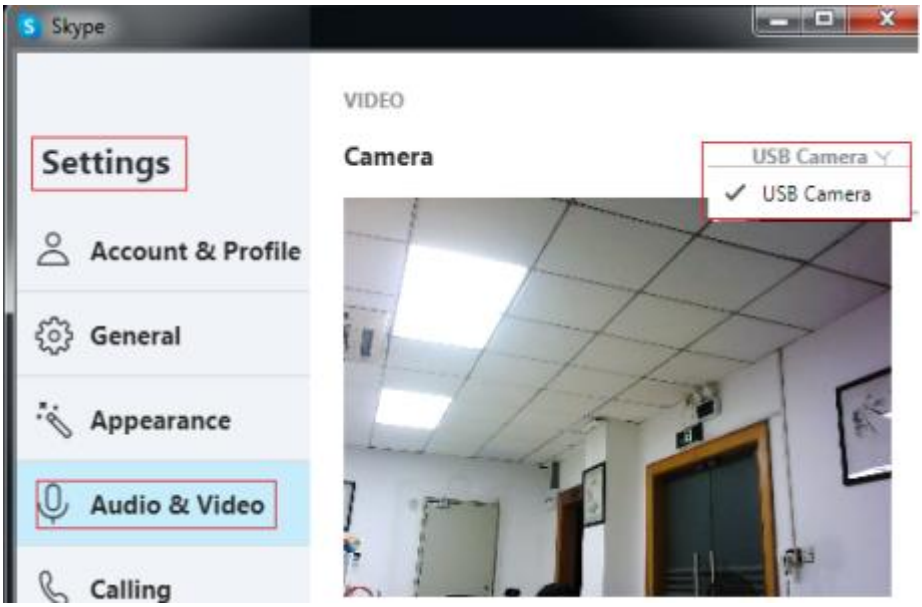
Q2: How do I know if the video call application is using the webcam?

A2: Goto the option settings of application to check the audio and video device. Make sure the USB Camera is selected in the audio and video settings.

Q3: Why the webcam did not work on skype, facebook?

A3: Usually, the skype will use integrated camera built-in your computer by default. You need goto its option settings of audio and video to change it to the USB camera.

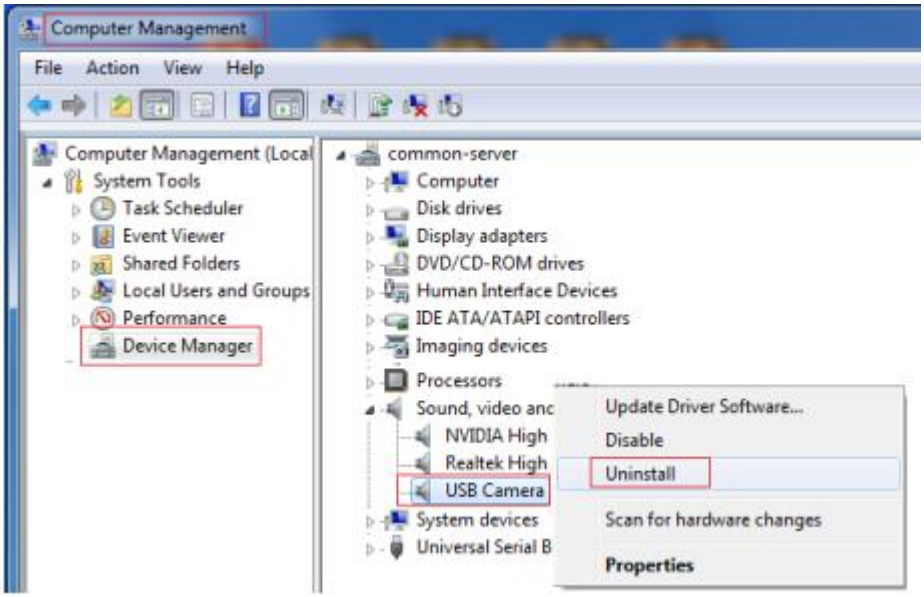
Take Skype as an example. Goto Settings>Audio&Video to enable the USB Camera.



Q4: Why does microphone still not work even though it's recognized?

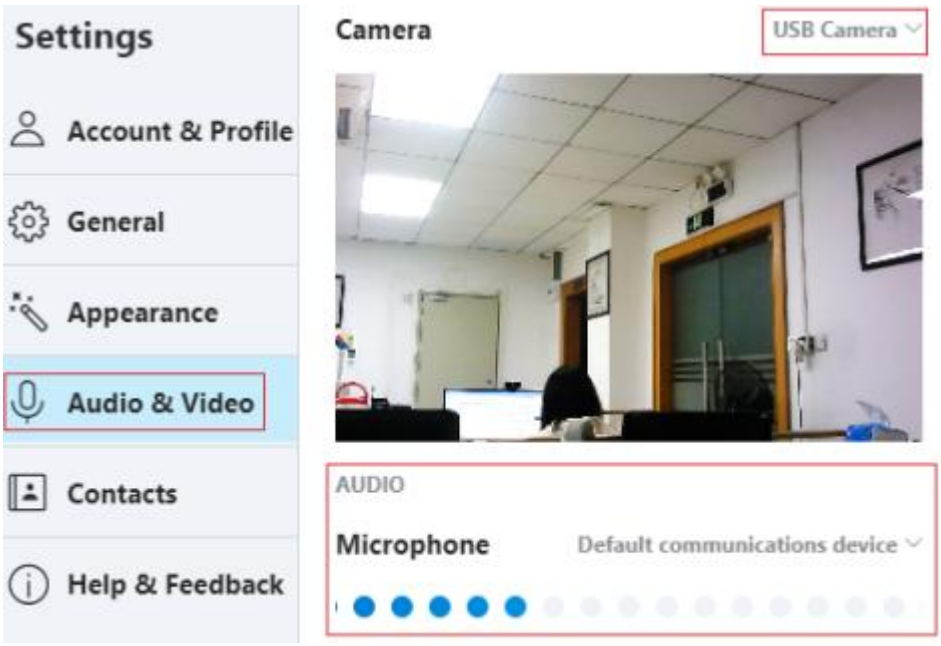
A4:- Please go to Computer Management> Device Manager to find out USB Camera.

Then right click it and select Uninstall device to uninstall it .



-Unplug webcam from USB port and plug it in again. Webcam will be automatically installed with new driver, then you can check if microphone works well now.

-Please goto Video settings on application and set USB microphone as the audio resource. Take Skype as an example: Goto Audio&Video settings to set it.



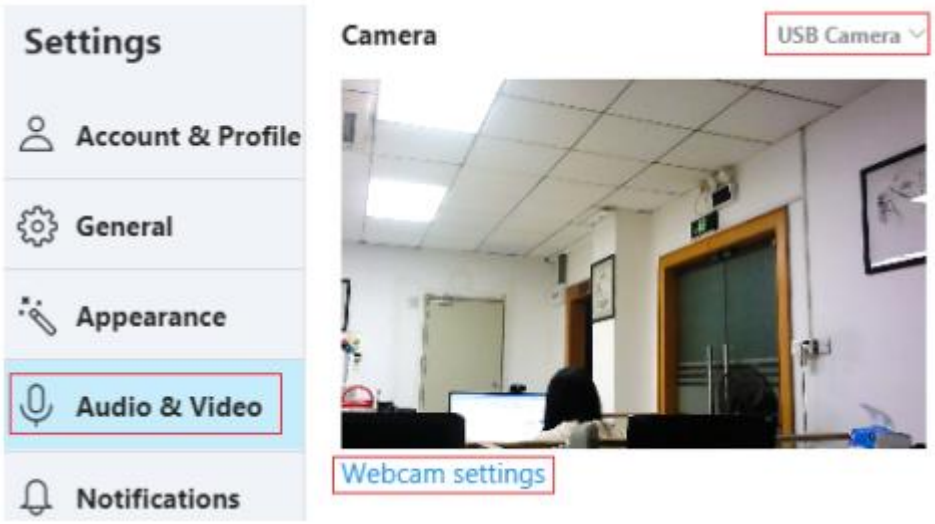
Q5: Why does webcam video keep flicking and cutting in/out on the bottom?

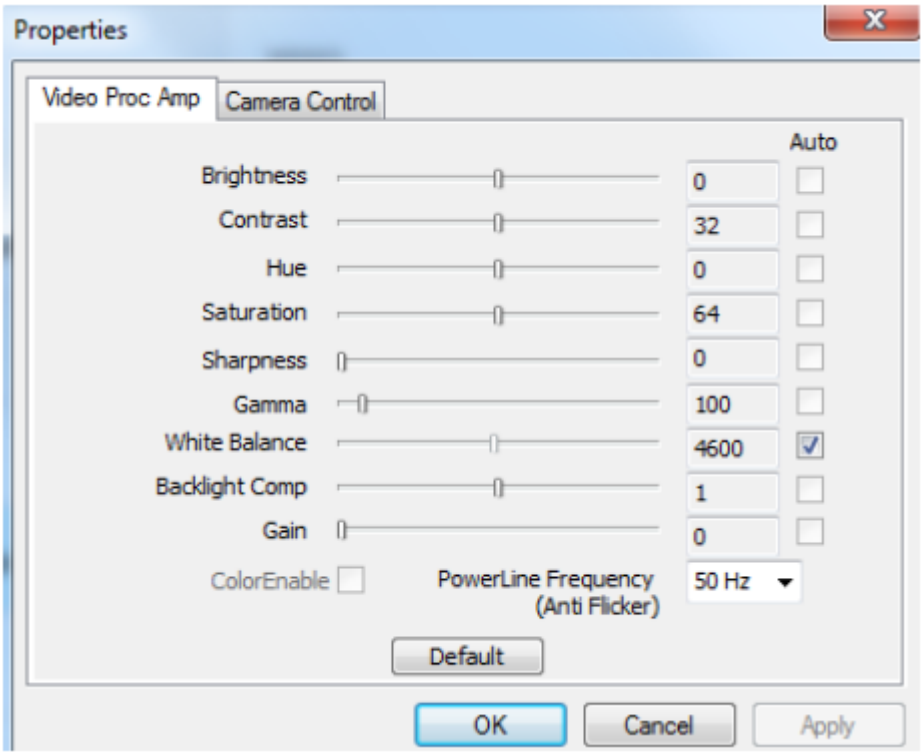
A5: Power for webcam might be not stable. Please plug it into other USB ports on your computer and recommand you to use the back usb port of your computer which get the power from mainboard of your computer directly that will be much more stable.

Q6: How to adjust video parameters of webcam?

A6: You can set video parameters on software which you used for the webcam.

Take Skype as an example: Goto Audio&Video settings>Webcam Settings to configure it.





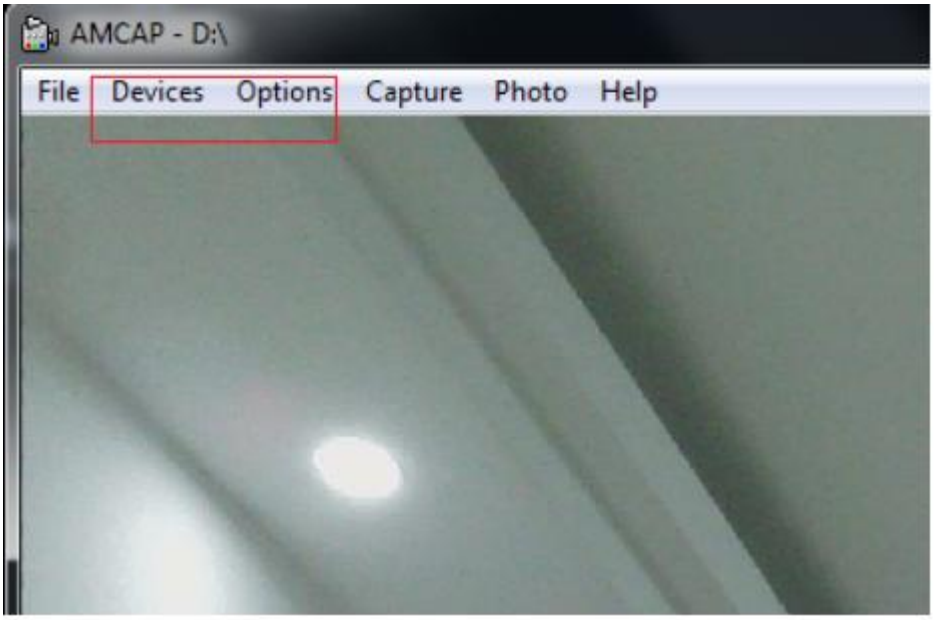
Q7: How to access webcam with application built-in computer?

Check whether your webcam can work in your computer by below applications:

Mac OS: Goto Finder>Applications>Photo Booth to access.

Windows OS: 1) Download the application named amcap.exe online.

2) Run amcap.exe, select Device->USB Camera/Options->Preview to access.

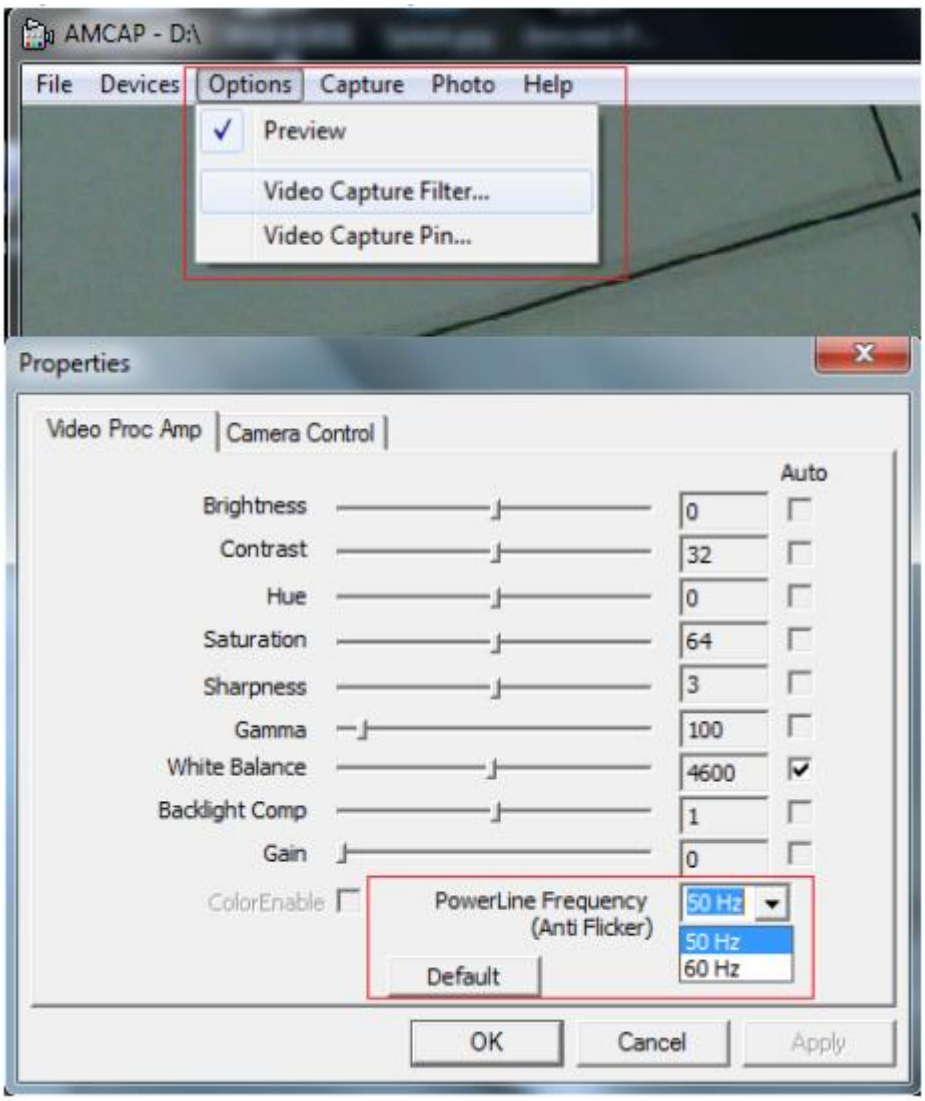


Q8: How to enable anti-flicker feature for your webcam?

Both the online chat application like skype and local application like amcap.exe can enable the anti-flicker feature for your webcam by the options of 50Hz or 60Hz to make it adapt better to your light.

1) Skype: Goto Audio&Video settings> Webcam Settings to set it.

2) Amcap.exe: Run amcap.exe, goto Options->Video Capture Filter to set it.


AMCAP - D:\
File
Devices
Options
Capture
Photo
Help
Preview
Video Capture Filter...
Video Capture Pin...
Properties
Video Proc Amp
Camera Control
Auto
Brightness
0
Contrast
32
Hue
0
Saturation
64
Sharpness
3
Gamma
100
White Balance
4600
Backlight Comp
1
Gain
0
ColorEnable
PowerLine Frequency
(Anti Flicker)
50 Hz
50 Hz
60 Hz
Default
OK
Cancel
Apply