STREAM WEBCAM

User Manual

Catalog

Thanks for purchasing our webcam!

Using 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

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.
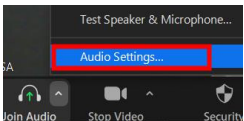
Video:

After entering ZOOM conference, turn on the camera and select USB Live Camera, after the light is on, it means the camera is on and working.
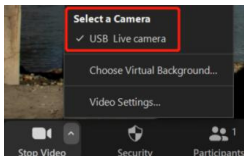
Audio:

After entering ZOOM conference, click Join Audio, enter Audio Settings, you can choose system microphone or USB device microphone.

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

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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.

⌘   Setting 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).
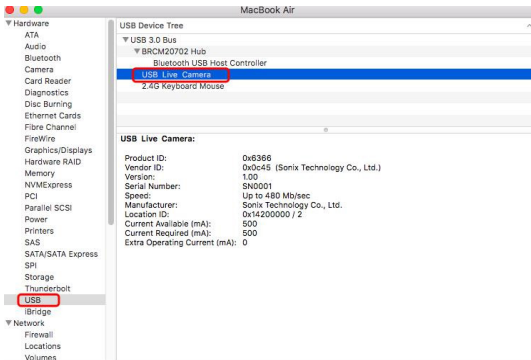
2). Audio Setting

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:
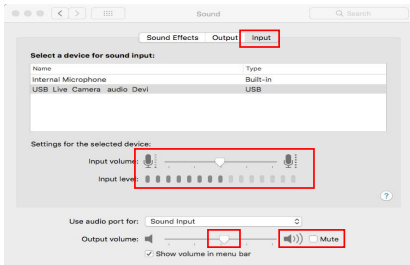
For video recording, please choose Photo Booth; For video calling please choose Face Time or Skype and other video software etc. For playing video, please use Quick Time.The Quick Time and Photo Booth are preinstalled on all Macs as a standard.

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):
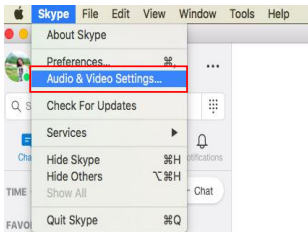
In the"**Audio/Video**" tab of Skype, Select "**USB Live Camera audio**"in the Microphone dropdown menu to get excellent audio quality. We recommend to set the volume to medium level,refer to the figure below. Select "**USB Live Camera**"in the Camera dropdown menu. Click "**Test**", then you will hear the test sound and see the microphone status bar is flashing.It is means that the audio setting is correct.
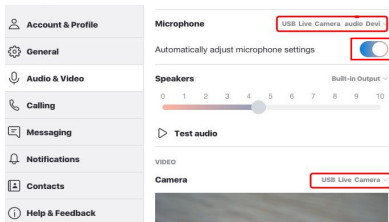
Remember to save your changes before closing the window.

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.

⌘   **Setting 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 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".**

②Audio 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.
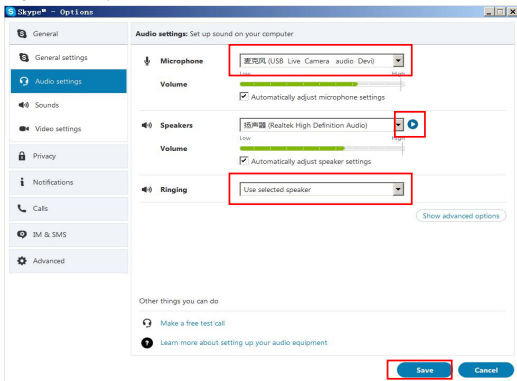
③Video Settings: Select "**USB Live Camera**"from the dropdown menu.
Remember to save your changes before closing the window.

Notes:

① In 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.
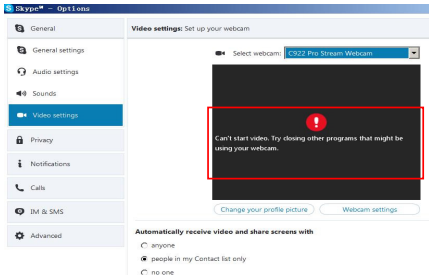
Frequently Asked Questions

1. 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.

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 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;

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 <User 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 feature 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.