FC270S Webcam User Manual

Model: FC270S

User Manual

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1 Webcam Overview

1.1 Hardware Overview

Model	Description
Sensor	1920×1080P CMOS
Lens	4 layers
Video resolution/ frame rate	1920×1080, 30 FPS
Focusing range	5 cm to 5 m
Audio	2 omnidirectional microphone ; 4 omnidirectional microphone arrays; automatic noise suppression, automatic echo cancellation; 2 loudspeakers, 1 W x 2
Power supply	USB power supply

Note:

Do not use a USB HUB for power supply to prevent failure in using the Webcam.

1.2 Minimum System Requirements

Please be sure that you meet all of the system requirements below to avoid diculties during installation.

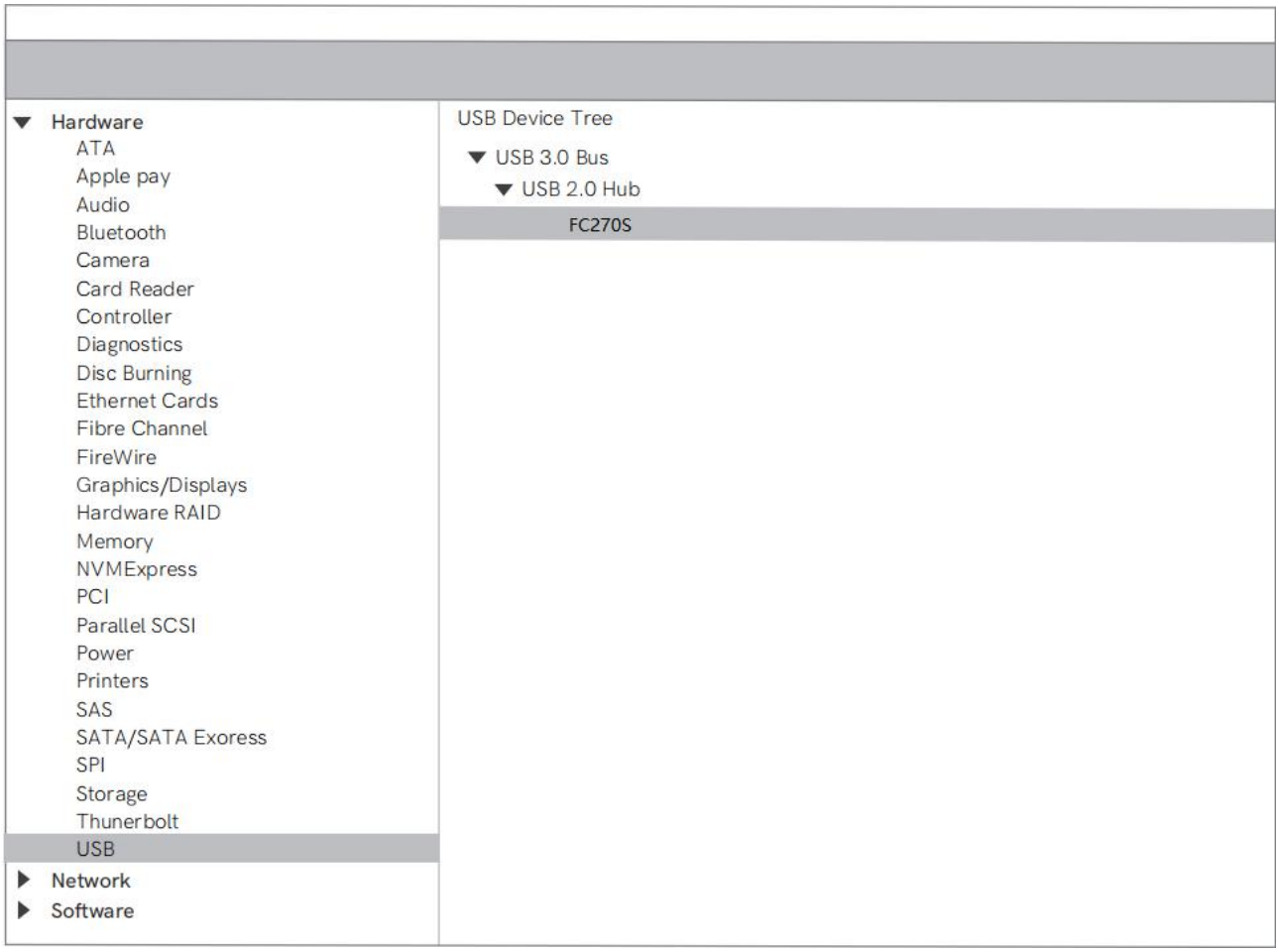
CPU	Memory	Operation System :
1.5GHz Processor or above	512MB RAM or above	Windows XP, Vista and 7/8/8.1/10 ; Requires Mac 10.4 or later
Connection	**Resolution**	**Video/Sound Card**
USB 1.1 Port or above	640×480 or higher recommended	16 bit or higher

2 Setting Up Your Webcam

2.1 For Mac OS X Users

The HD Webcam FC270S will be automatically installed when you connect it to a Mac; no additional software is required. You will need to open camera software such as Quick Time, Photo Booth, Skype or Face Time to start streaming the video. Quick Time and Photo Booth are preinstalled on all Macs as standard.

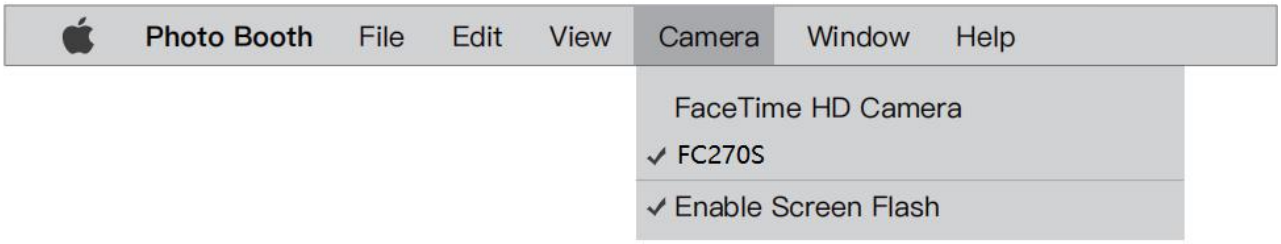
To check if the webcam is detected or not, you may click the Apple Menu (in the top left corner of your screen) and then click About this Mac. Click on System Report from the pop-up window that appears. The System Information window for your Mac will appear. Navigate to the USB Section and check to see if the webcam is listed as a connected device (Show as "FC270S"like the photo below).



2.1.1 Photo Booth

Your system should automatically detect the Webcam in the Photo Booth if it has no internal camera of its own. In rare cases where it does not, please try disconnecting the camera and reconnecting it once Photo Booth is already running, or you may try to restart your Mac.

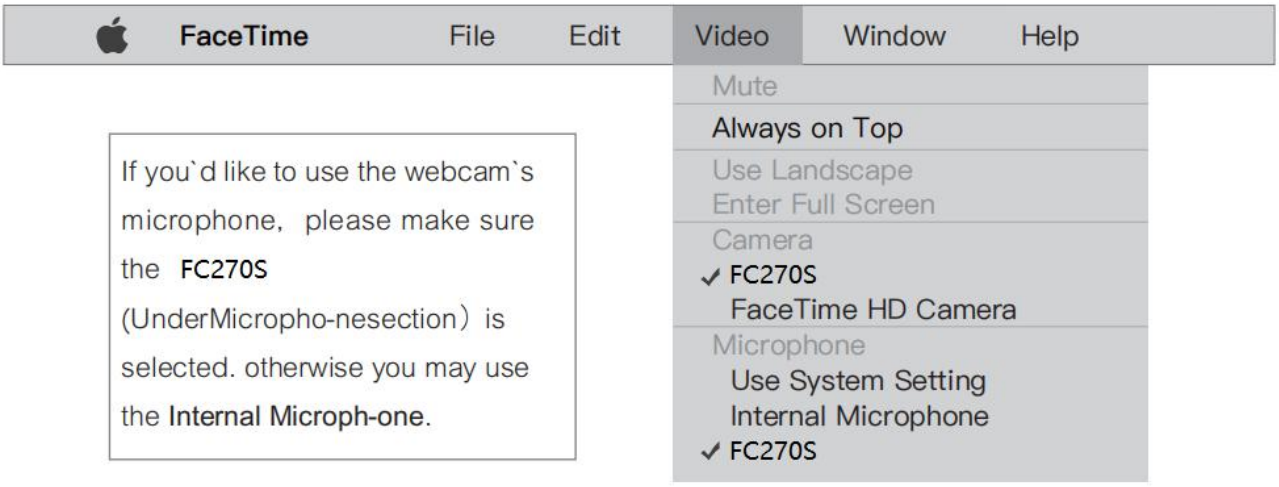
If your Mac has a built-in camera already , you may open Photo Booth, chick the Camera on the top left of your screen , and choose the "FC270S" to use this webcam. (like the photo below).



2.1.2 Face Time

So long as the Mac being used meets Apple's guidelines for running Face Time (having either OS X v10.5 installed or, on a small number of models, a built-in ISight camera on OS X v10.4), simply follow the installation instructions for Macs. Your system should automatically detect the Webcam in the Face Time.

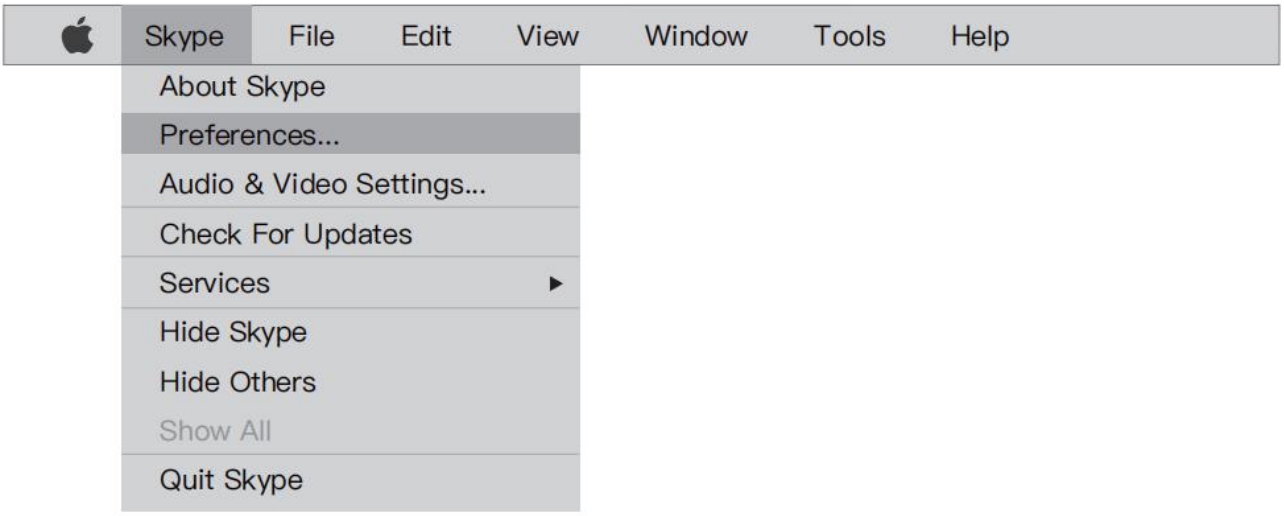
If your Mac has a built-in camera already, you may open Face Time, chick Video on the top left of your screen, and choose the "FC270S" to use this webcam(like the photo below).



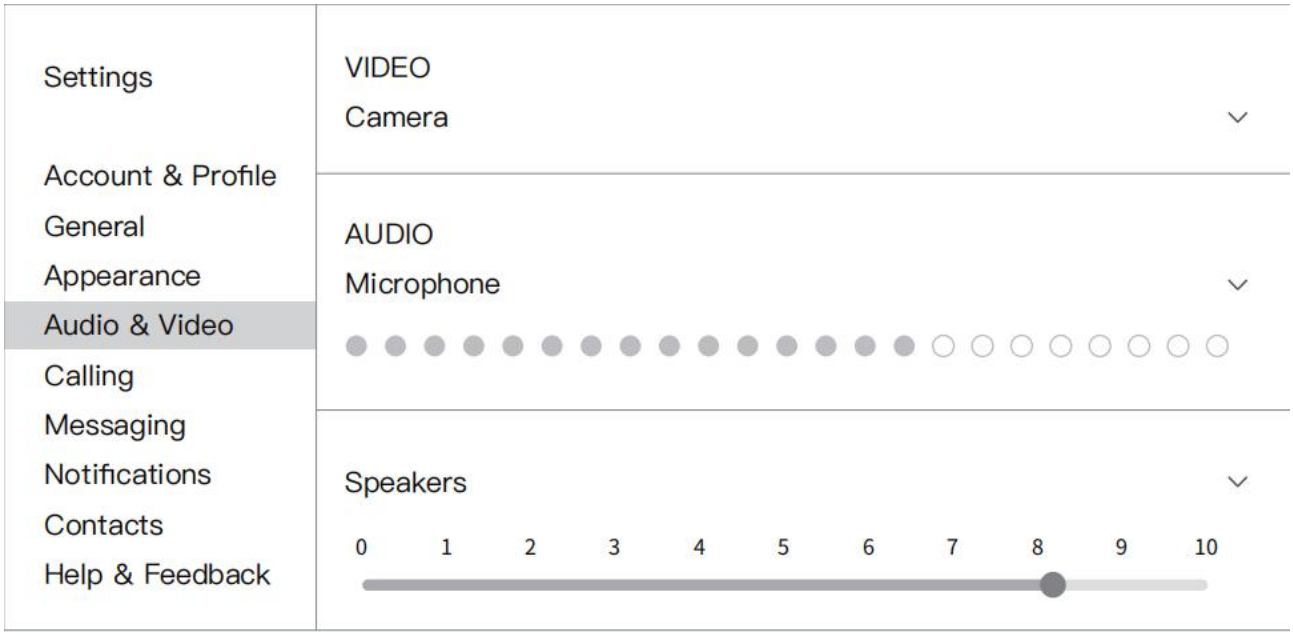
2.1.3 Skype

Before running the Skype, make sure that any other applications that are using the webcam are fully closed. Failure to do so will mean that Skype may not recognize the webcam. It is highly recommended to update your Skype to latest version.

Once you have installed Skype and started it up, select Preferences... from the Skype menu in the top left corner of your screen.



In the Audio/ Video tab , Select"FC270S" in the Microphone dropdown menu , select "FC270S" in the Camera dropdown menu . We recommend the users uncheck the box below the Microphone dropdown menu marked Automatically adjust microphone setting. This option, when checked, can sometimes cause sound interruptions during voice calls. Initially it is best to set the volume slider a little less than halfway along the bar. You can adjust this later to suit your preferences.
Remember to save your changes before closing the window.



Note: Do not use a USB HUB for power supply to prevent failure in using the Webcam.

2.1.4 Setting up audio

Please make sure that the FC270S webcam is selected as the input device in the application you are using to access this feature. You can also select it in the Mac's System Preferences – choose the Sound pane and go to the Input tab to designate the webcam's microphone ("FC270S") as your system default . You can manual adjust the Input volume of the webcam as you prefer.

2.2 For Window Users

The FC270S Webcam is compatible with most Windows operation system included: Windows vista / 2000 / XP / Vista /7 /8/8.1/10.

2.2.1 Setting up the microphone (Win 7 / 8 / 8.1 / 10 &Vista)

- Open your Control Panel from the Start menu and select the Hardware and Sound panel .
- In the Sound menu , click Manage Audio Devices and then the Recording tab along the top of the settings windows which appears.
- Make sure that "FC270S" is selected as the default device under Recording , and then click OK to save your changes.
- If the microphone is too quiet or too loud , you can adjust it with the Properties (Levels) setting in the same Recording panel.

2.2.2 Speaker Setup of FC270S

- Select Start > Control Panel > Hardware and Sound.
- Under the Sound tab, click Manage Audio Devices. Click the Playback tab on the top of the displayed setup window.
- On the Playback tab, click HD Webcam FC270S, and then click as the Set Default button. Click OK to save your changes.
- If the speaker is too quiet or too loud, you can make changes to the property (level) of the same recording panel.

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

3 FAQs-Frequently Asked Questions

3.1 Troubleshooting for Mac OS X Users

3.1.1 The webcam is not recognized when I connect it to my Mac. I am using OS X 10.4.2 or earlier

If you are using an earlier version of the OS X 10.4 software, please install the free Apple Software Update to 10.4.3 or later for the automatic webcam detection to work. We recommend updating to latest version if possible for full Face Time webcam support to be available as well.

3.1.2 The webcam is not recognized on Mac, I am using latest OS X.

Find if the "FC270S" is listed in the System Report , if not , you may try this way:

1)Quit all open 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 VDC Assistant

4)Still at the terminal , issue the following command as well: sudo killall AppleCamera Assistant

5)Enter the administrator 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

3.2 Troubleshooting for Windows Users

3.2.1 Webcam Not Recognized by the System

1)Right-click Start or the Windows icon in the lower left corner on the desktop.

2)Select Device Manager.

Locate the imaging device (displayed as audio controller, video and game on Win 7 or Vista operating system). Check whether the "FC270S"exists. If "FC270S" exists, select Enable.

If the device can't be located, check whether the Webcam is properly connected to the PC.

Try to insert the Webcam into another USB port. For example, insert the Webcam into a port on the rear of the PC.

3.2.2 Video Device Not Recognized" Error by Windows

Open Device Manager. Check whether "FC270S" is selected.

3.3 Others

3.3.1 Blurry Pictures/Videos:

Place the subject of the photograph within a range of 5 cm to 5 m away from the Webcam to obtain higher definition.

3.3.2 Nothing happens when I plug the webcam into the USB port:

Please try a different USB port. We recommend directly connecting webcams to a USB port on your computer, not through a USB hub.

3.3.3 Choppy Videos and Worse than Expected Frame Rate:

Note when light is insuffcient, the captured frame rate decreases. In this case, videos are blurry. To obtain the highest frame rate possible, use the Webcam in a place with suffcient lighting.

3.3.4 No Sound from FC270S:

See section 2.2.2 in this manual for the solution. Do not use a USB HUB for power supply.

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