

FAQ Statements

Question	Answer
How to set up ROCWARE webcam?	<p>To set up ROCWARE webcam, please follow these steps:</p> <p>Step1: Plug one end of the provided cable into the USB port on the webcam.</p> <p>Step2: Plug the other end of the provided cable into an available port on your computer.</p> <ul style="list-style-type: none">• Plug-and-play support will let your computer instantly recognize the webcam.• If your computer does not instantly recognize the webcam, try plugging into a different USB port or restart the computer. <p>Step3: Open the app you want to use with the webcam.</p> <ul style="list-style-type: none">• The LED indicator will light up blue when the webcam is in use by an app. <p>You may need to manually select this webcam and its built-in microphones for your PC system or software.</p> <p>A) Windows</p> <ol style="list-style-type: none">1. Go to Settings > Privacy > Camera and turn on “Allow apps to access your camera”.2. Turn on each of the listed apps where you want to use the camera. After you open the Camera app, you may need to switch to the Full HD Camera. <p>B) macOS</p> <ol style="list-style-type: none">1. Go to the Apple menu > System Preferences > Security & Privacy, then choose Camera from the list on the left side.2. Locate the app(s) you want to enable camera access for and check the box alongside that app name to enable camera access for that application. <p>C) Software (Zoom or more)</p> <p>Go to Settings > Video > Camera and choose this webcam.</p> <p>If you still have any concerns or issues about the setup process, please contact ROCWARE customer service for further assistance.</p>

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How to change the audio modes on the ROCWARE RC28 webcam?	<p>Hi-Fi Mode (activated by default): Go to the “Audio” section and ensure “Audio On”, “Audio Algorithm”, and “Audio Hi-Fi” are all turned on.</p> <p>Noise Reduction Mode: Go to the “Audio” section, turn on “Audio Algorithm” and turn off “Audio Hi-Fi”.</p> <p>Original Sound Mode: Go to the “Audio” section and turn off “Audio Algorithm”.</p> <p>For software download & detailed instructions, please visit: www.rocware.com/pages/rc28.</p>
How to change the field of view (FOV) on the RC28 webcam?	Press and hold the touch button on the back of the webcam for 1.5 seconds to switch between 85°, 75°, and 65°.
How to know if the webcam is being recognized by the system?	Desktop computer will default to ROCWARE webcam when connected. For Windows, check Device Manager's Camera section to see if webcam is recognized. For Mac, look for webcam in the camera list at the top of the desktop.
How to use the webcam in chatting software, like Skype or FaceTime?	Most video chatting software programs allow to choose the webcam for image recording. Please pick the ROCWARE webcam from the list of available settings.
How to adjust the webcam when it is in Portrait mode?	Press and hold the button on the back of the webcam for 8 seconds to switch between landscape and portrait modes.
What can I do if the images or video are abnormal color? How to adjust image parameters such as brightness or contrast?	<p>For Windows/Mac: Using the ROCWARE Webcam Settings Software, you can adjust the image parameter you want according to your needs.</p> <p>Download the ROCWARE Webcam Settings Software from: www.rocware.com/pages/xxxx (Note: “xxxx” is the product model of the device).</p> <p>For example: Download the ROCWARE Webcam Settings Software of RC28, please visit website: www.rocware.com/pages/rc28.</p>
How to use the privacy cover?	Please switch slide to open/close the privacy cover.
What should I do if the screen shows “HD Camera Upgrade”?	Please contact us at www.rocware.com .