

KNOWLEDGE BASE ARTICLES

- PrecisionHD USB Camera



 JUNE 2013

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Your Cisco product has been designed to give you many years of safe, reliable operation.

The articles in his Knowledge Base give advice on installation, interoperability, configuration, firewalls, and many other frequently asked questions.

Our main objective is to address your goals and needs. Please let us know how well we succeeded!

We recommend that you visit the Cisco web site regularly for updated versions of this guide.

The user documentation can be found on
[▶ http://www.cisco.com/go/telepresence/docs](http://www.cisco.com/go/telepresence/docs).

How to use this guide

The top menu bar, the entries in the Table of Contents, and the entries in the question lists are all hyperlinks. You can click on them to go to the topic.

The numbering of the questions is for reference only.

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Chapter 1

Introduction

About this guide

Several small articles related to the Cisco TelePresence PrecisionHD USB Camera are gathered in this Knowledge Base document. Most of the articles are in question-answer form and cover installation, interoperability, configuration, firewalls, and many other frequently asked questions.

For complete user guides for the products, please visit the web pages as described to the right.

Cisco TelePresence products covered in this guide

- Cisco TelePresence PrecisionHD USB Camera

User documentation

For all our products we have several guides suitable for various user groups.

You can download all the user guides for the Cisco TelePresence products from the Cisco web site, [▶http://www.cisco.com/go/telepresence/docs](http://www.cisco.com/go/telepresence/docs)

Select the following path in the right pane:

PrecisionHD USB Camera:

TelePresence Peripherals
> *Cisco TelePresence PrecisionHD USB Cameras*

Document categories

End-user guide:

Maintain and Operate | End-User Guides

CC software release notes:

Release and General Information | Release Notes

CC software licensing information:

Release and General Information | Licensing Information

Software

You can download the software for your product from the Cisco web site, [▶http://www.cisco.com/cisco/software/navigator.html](http://www.cisco.com/cisco/software/navigator.html)



Chapter 2

Questions and answers

490: How do I know that the PrecisionHD USB camera is successfully connected to my PC?

When you connect the PrecisionHD USB camera to your computer, the camera LED turns orange immediately and then turns green when the camera has been successfully connected. The camera LED is located on top of the camera housing.

Related questions:

504: What do the PrecisionHD USB camera LEDs mean?

491: Why is the PrecisionHD USB camera not connecting with the PC?

Make sure that your operating system has the latest updates. Recommended operating systems are:

- 32 bit OS - Windows 7, Windows XP SP2/SP3, Windows Vista SP1/SP2
- 64 bit OS - Windows 7, Windows XP SP1/SP2, Windows Vista SP1
- Apple Mac OS X 10.6.5 *
- Linux Ubuntu 10.04 (Lucid Lynx)*
- Linux Fedora 12 (Constantine) *
- Linux Debian 5.04 *

* Firmware upgrade is not available on these operating systems.

Related questions:

493: Do I need to install specific drivers for my PrecisionHD USB camera?

492: Which frame rate is supported by the PrecisionHD USB camera?

The PrecisionHD USB camera supports 30 frames per second up to HD resolution (720p30).

493: Do I need to install specific drivers for my PrecisionHD USB camera?

No, for a PC running one of the recommended operating system versions, the PrecisionHD USB camera works without installing a driver.

Related questions:

491: Why is the PrecisionHD USB camera not connecting with the PC?

494: Which applications can I use with the PrecisionHD USB camera?

The PrecisionHD USB camera works with a wide range of relevant applications and has been tested with the following applications:

- Cisco TelePresence Movi
- Cisco TelePresence Jabber Video
- Cisco TelePresence ConferenceMe
- Microsoft Office Communicator
- Microsoft Office Live Meeting
- Skype
- VLC

495: Why is the video on my computer screen not smooth when I am using the PrecisionHD USB Camera?

Make sure that:

- Your computer meets the requirements for using the camera
- There is enough bandwidth for your call
- There are enough CPU and memory resources available

496: Do I need to use an external microphone with the PrecisionHD USB camera?

No, the PrecisionHD USB camera has a built-in microphone.

497: I cannot see the PrecisionHD USB camera in Windows Explorer, why?

This feature is only supported on 32 bit Windows XP.

498: Can I use the PrecisionHD USB camera with Skype?

Yes, you can use the PrecisionHD USB camera with Skype.

Related questions:

494: Which applications can I use with the PrecisionHD USB camera?

500: How do I select the PrecisionHD USB camera in Skype?

499: How do I select the PrecisionHD USB camera in Microsoft Office Communicator 2007 R2 / Live Messenger?

Follow these steps:

1. Select *Tools > Set up Audio and video*.
2. Select *Custom* in the first screen and select *USB Audio Device*. If you have several cameras connected, select the PrecisionHD USB camera.
3. Click *Next*.
4. Select your speakers and *Next*.
5. Select the PrecisionHD USB camera (USB Video Device).

500: How do I select the PrecisionHD USB camera in Skype?

Some laptop computers have a built-in camera. You can configure Skype to use the PrecisionHD USB camera as follows on your PC:

1. Login to Skype
2. Go to *Tools > Options*
3. In the General section set audio and video devices as follows:
 - a. Audio
 - Select *Audio Settings* and then for Microphone device, select TANDBERG Audio from the drop-down list.
 - b. Video
 - Select *Video Settings* and then for the webcam select TANDBERG Video from the drop-down list.
 - Click *Save* if you are asked to save the webcam settings.
 - Verify that your PrecisionHD USB camera is working through the small self-view image; for example, by pointing to the camera.
4. Click *Save*.

If you have two or more cameras connected to your computer, you need to disable these in Windows to use the PrecisionHD USB camera.

Related questions:

498: Can I use the PrecisionHD USB camera with Skype?

501: Can I use the PrecisionHD USB camera with a USB hub?

We do not recommend using the PrecisionHD USB camera with a USB hub.

A bus-powered hub draws all its power from the host interface: many devices, including the PrecisionHD USB camera, require more power than this method provides and the device will not work.

503: How do I use the privacy cover on the PrecisionHD USB Camera?

Turn the privacy cover:

- Right to open it
- Left to shut it

504: What do the PrecisionHD USB camera LEDs mean?

The LED colors are:

- Yellow - indicates that the camera is enumerating or connecting.
- Green - indicates that the camera is connected and ready for use.
- Orange - indicates that the camera is streaming video.

Related questions:

490: How do I know that the PrecisionHD USB camera is successfully connected to my PC?

505: What happens if I plug the PrecisionHD USB camera into a USB 1.0 port?

When the PrecisionHD USB camera is connected to a USB 1.0 port, Windows displays the message; "The device can perform faster. This USB device can perform faster if you connect it to a Hi-Speed USB 2.0 port ..."

The PrecisionHD USB Camera is enumerated and connects, but fails to stream video and audio. (Enumeration is the technical term for the camera device to be discovered by the PC with proper USB communication established.)

506: What are the salient features of the PrecisionHD USB camera?

The PrecisionHD camera is a USB 2.0, High speed device whose main features are:

- Compatible with USB Video Class (UVC) 1.0
- Compatible with USB Audio Class (UAC) 1.1
- Supports a maximum bandwidth of 65 Mbps over USB.
- Maximum supported resolution: 1280x720.
- Default resolution: VGA (640x480).
- Video output formats: Mjpeg and YUV 422.
- Audio output: 48 KHz sampling-16 bit Mono.
- Supports Auto Focus, Auto Exposure and Auto White Balance.

507: How do I check that my system has recognized the PrecisionHD USB camera?

On a Windows system follow these steps:

1. Click on *Start-button* and select *Devices and Printers*.
2. Under *Devices* you should see TANDBERG HD. This is your PrecisionHD USB camera.

On a Mac system follow these steps:

1. Open *Photobooth* (click on magnifying glass in upper right corner and type "photobooth" followed by enter).
2. If you can see a picture from the camera it is installed and working. If you have more than one camera attached you can switch from one to the other using the CAMERA menu tab.

Related questions:

491: Why is the PrecisionHD USB camera not connecting with the PC?

509: Why do I only get the video image from my PrecisionHD USB camera when viewing it in Windows Explorer?

Windows Explorer only shows the USB Video Device, therefore there is no audio from the PrecisionHD camera when using Windows Explorer.

Related questions:

494: Which applications can I use with the PrecisionHD USB camera?

497: I cannot see the PrecisionHD USB camera in Windows Explorer, why?

510: Which approvals apply to the PrecisionHD USB camera?

This product is tested and approved for use in indoor office and residential environments according to North American and European standards. For other markets, contact your local distributor for more information.

For a USB extension cable, the following applies: The connecting cable can be extended by using a standard USB extension cable. The maximum recommended extension cable length is 2 meters / 9 feet.

511: What are the minimum system requirements needed to use the PrecisionHD USB camera?

To use the PrecisionHD USB camera with Cisco TelePresence Movi or Jabber Video:

Movi	HD (1280x720)	VGA (640x480)	CIF (352x288)
Windows XP	Core 2 Duo 2GB RAM Dedicated Graphics Card Good Internet Connection	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Intel Atom 512MB RAM Good Internet Connection
Windows Vista	Core 2 Duo 2GB RAM Dedicated Graphics Card Good Internet Connection	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Intel Atom 1GB RAM Good Internet Connection

To use the PrecisionHD USB camera with Microsoft Communicator:

MOC	HD (1280x720)	VGA (640x480)	CIF (352x288)
Windows XP	Core 2 Quad 2GB RAM Dedicated Graphics Card Good Internet Connection	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Intel Atom 512MB RAM Good Internet Connection
Windows Vista	Core 2 Quad 2GB RAM Dedicated Graphics Card Good Internet Connection	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Intel Atom 1GB RAM Good Internet Connection

To use the PrecisionHD USB camera with Skype/VLC:

Skype/VLC	HD (1280x720)	VGA (640x480)	CIF (352x288)
Windows XP	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Intel Atom 512MB RAM Good Internet Connection
Windows Vista	Core 2 Duo 2GB RAM Dedicated Graphics Card Good Internet Connection	Core 2 Duo 1GB RAM Dedicated Graphics Card Good Internet Connection	Intel Atom 1GB RAM Good Internet Connection

Related questions:

491: Why is the PrecisionHD USB camera not connecting with the PC?

516: Can I use the PrecisionHD USB camera with Windows 7?

Yes, the Cisco TelePresence PrecisionHD USB Camera works with Windows 7.

Related questions:

491: Why is the PrecisionHD USB camera not connecting with the PC?

517: How do I upgrade my PrecisionHD USB Camera?

1. Download the latest software from [the Cisco web site](#).
2. Connect your PrecisionHD USB camera to your computer.
3. Make sure the LED is green before you start the upgrade.
4. Run the upgrade software.

519: Which resolutions does the PrecisionHD USB Camera support?

16:9 formats

	width	height	30 fps	25 fps	15 fps
720p	1280	720	MJPEG	MJPEG	MJPEG
w4cif	1024	576	MJPEG	MJPEG	MJPEG
w448p	768	448	MJPEG	MJPEG	MJPEG
wcif	512	288	MJPEG	MJPEG/RAW	MJPEG/RAW
w180p	320	180	RAW	RAW	RAW
wqcif	256	144	RAW	RAW	RAW

4:3 formats

	width	height	30 fps	25 fps	15 fps
VGA	640	480	MJPEG	MJPEG	MJPEG/RAW
QVGA	320	240	RAW	RAW	RAW
CIF	352	288	RAW	RAW	RAW
160x120	160	120	RAW	RAW	RAW

Related questions:

492: Which frame rate is supported by the PrecisionHD USB camera?

522: Why cannot I undock my laptop from my docking station while the PrecisionHD USB Camera is connected to the docking station?

You should be able to undock your laptop from your docking station as long as no programs are running and accessing the PrecisionHD USB Camera. Please check that all programs accessing the PrecisionHD USB Camera, e.g. Cisco JabberVideo, are properly closed and exited.

Related questions:

663: Why do I get a warning that the PrecisionHD USB camera is busy when I try to upgrade it?

537: How do I manually control focus, brightness and white balance on the PrecisionHD USB Camera?

From CC1.1 release the PrecisionHD USB Camera allows you to manually change the focus, brightness and white balance.

Skype:

1. Connect your PrecisionHD USB camera to your computer.
2. Open Skype and log in
3. Select *Tools > Options*.
4. Select *Video Settings*.
5. Select *Webcam Settings*.
6. Click *OK* when you're done

Microsoft Office Communicator:

1. Connect your PrecisionHD USB camera to your computer.
2. Open Microsoft Office Communicator and log in
3. Select *Tools > Set Up Audio and Video*.
4. Adjust the Microphone and speaker settings.
5. Click *Next*.
6. Select *TANDBERG Video* from the Webcam list.
7. Select *Webcam Settings*.
8. Click *OK* when you're done

542: Why is the sound low and/or distorted when I am using a PrecisionHD USB Camera on Windows 7?

If you are using the PrecisionHD USB Camera versions 1.0 or 1.1 with Windows 7, a very high input gain is set for your microphone, which can cause sound to be distorted or unnaturally low. You can resolve this issue by either upgrading the camera software to version 1.2 or later, or lowering the recording volume for your microphone in the Windows settings.

561: How should the video room layout and lighting be?

Here are some tips for making the room better suited for video calls. Make sure that the background is not too cluttered. Avoid curtains, windows or doors, or distracting artwork in the background. Take into consideration that the participants are facing the screen as well as each other. The lighting should be even and bright. Avoid strong backlighting. The participants should not be placed in front of a window or other lighting sources. You should also avoid placing light sources directly over the participants, as this leads to distracting shadows on the participants face. You can improve lighting by having light colored, but not bright, walls, covering any windows with curtains, and ensuring that the source of lighting is out of the picture shot.

576: What are the limitations to using ConferenceMe with a PrecisionHD USB Camera?

The following are known limitations to using the PrecisionHD USB Camera with Cisco TelePresence ConferenceMe.

- ConferenceMe may not automatically select the PrecisionHD camera as the audio device. To rectify this problem:
 - a. Go to *Start Menu > TANDBERG > Configure ConferenceMe*.
 - b. For Audio input, select TANDBERG Audio.
- If your computer has more than one webcam connected, ConferenceMe cannot select the PrecisionHD USB Camera in any circumstance, therefore the above steps do not work. This issue is present in software versions up to and including CC1.1.0 and ConferenceMe 1.0(1.2).

Related questions:

494: Which applications can I use with the PrecisionHD USB camera?

653: Can I use the PrecisionHD USB with OS X?

Yes, the PrecisionHD USB have been tested successfully with OS X 10.6.4 (Snow Leopard) and OS X 10.7. (Lion).

654: Can I use the PrecisionHD USB with Linux?

Yes, the PrecisionHD USB have been tested successfully with Ubuntu 10.04, Debian 5.04 and Fedora 12.

663: Why do I get a warning that the PrecisionHD USB camera is busy when I try to upgrade it?

Please make sure you have closed all programs accessing the PrecisionHD USB Camera.

Programs like WebEx Connect, Messenger, Skype, Jabber Video, Movi etc. need to be closed in order to upgrade the software on the camera.

Related questions:

522: Why cannot I undock my laptop from my docking station while the PrecisionHD USB Camera is connected to the docking station?



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Go to: [▶http://www.cisco.com/web/siteassets/contacts](http://www.cisco.com/web/siteassets/contacts)

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