Your Camera

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About the Webex Desk Camera

The Webex Desk Camera is a USB web camera for video conferencing, video streaming, and video recording. The camera provides up to 4K Ultra HD video and high-definition audio.

With multiple options for resolution and frame rate, the camera meets the use cases with Webex App, Webex Meetings, Cisco Jabber, and all popular third-party video conferencing and video streaming apps. The autofocus, face detection, and 10x digital zoom enhance your video experience for meeting and video streaming.

The camera has a privacy shutter. You can use it to turn off the video stream and block the camera lens when the device isn't in use.
The camera has two Omni Directional Microphones with noise-canceling features, providing audio input for calls, meetings, and recordings.

The camera supports Windows Hello for secure login to your system.

The adjustable clip with a tripod screw thread offers mounting flexibility on a laptop, an external display, a tripod, or a desk stand in various open office spaces, huddle rooms, and home offices. The two USB cables shipped with the camera allow easy connection to computers or devices with fully functional USB-A or USB-C ports.

The Webex Desk Camera app works with the camera and allows you to record videos, take snapshots, customize the camera settings, and upgrade the firmware.

For more technical specifications, see Webex Desk Camera Data Sheet.

## New and Changed Information

The following information is new or changed for each firmware release.

**Table 1: New and Changed Information for Firmware Release 2.4(1)**

<table>
<thead>
<tr>
<th>Feature</th>
<th>New or Changed Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Added Best Overview and Saturation setting</td>
<td>Configure the Video Image Settings, on page 18</td>
</tr>
</tbody>
</table>

**Table 2: New and Changed Information for Firmware Release 2.3(1)**

<table>
<thead>
<tr>
<th>Feature</th>
<th>New or Changed Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>Added procedures for controlling your video during meetings.</td>
<td>Stop or Resume Your Video During a Webex Call or Meeting, on page 14</td>
</tr>
<tr>
<td>Updated the camera firmware upgrade steps.</td>
<td>Upgrade the Camera Firmware with the Camera App, on page 25</td>
</tr>
<tr>
<td>Updated the camera app update steps.</td>
<td>Update the Camera App (Version 2.2), on page 28</td>
</tr>
<tr>
<td></td>
<td>Update the Camera App (Version 2.3 and Later), on page 29</td>
</tr>
</tbody>
</table>

## Camera Hardware

The figures below show the front, back, and bottom of the camera. Use this information to familiarize yourself with the hardware features before you use your camera.
## Table 3: Hardware Components on the Front

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RGB camera</td>
<td>Supports video stream and static snapshots.</td>
</tr>
<tr>
<td>2. LED indicator</td>
<td>Indicates the camera status:</td>
</tr>
<tr>
<td></td>
<td>• Solid green for 1.5 seconds: camera is booting.</td>
</tr>
<tr>
<td></td>
<td>• Solid green: RGB camera is in use.</td>
</tr>
<tr>
<td></td>
<td>• Off: RGB camera is in standby mode or the shutter is closed.</td>
</tr>
<tr>
<td>3. IR camera</td>
<td>Supports Windows Hello via the IR sensor.</td>
</tr>
<tr>
<td>4. IR LED</td>
<td>Indicates the IR camera status:</td>
</tr>
<tr>
<td></td>
<td>• Flash red: The IR camera is in use by Windows Hello.</td>
</tr>
<tr>
<td></td>
<td>• Off: The IR camera is not in use.</td>
</tr>
<tr>
<td>5. Microphones</td>
<td>The audio input channel of the camera. You can mute the audio or adjust</td>
</tr>
<tr>
<td></td>
<td>the input volume from the Webex Desk Camera app.</td>
</tr>
<tr>
<td>6. Shutter</td>
<td>Turns the video stream on or off and blocks the camera lens when closed to</td>
</tr>
<tr>
<td></td>
<td>protect privacy.</td>
</tr>
</tbody>
</table>
Additional Help and Information

If you have questions about the functions available on your camera, contact your administrator. The Cisco website (https://www.cisco.com) contains more information about the camera.

For Help articles, go to https://cisco.com/go/webexcamhelp.

Cisco One-Year Limited Hardware Warranty Terms

Special terms apply to your hardware warranty and services that you can use during the warranty period. Your formal Warranty Statement, including the warranties and license agreements applicable to Cisco software, is available on Cisco.com at this URL: https://www.cisco.com/go/hwwarranty.
Set Up Your Camera

Setup Overview

Connect your Webex Desk Camera to your computer so that you can use it with the video conferencing and video streaming apps.

Install the Webex Desk Camera app to record videos, take snapshots, configure the camera settings, and maintain your camera.

Related Topics

- Connect Your Camera, on page 8
- System Requirements of the Camera App, on page 10
- Install the Webex Desk Camera App, on page 11

Best Practices

Keep these limitations in mind when you set up and use your Webex Desk Camera.

- Your device needs a dry and well-ventilated space. Webex Desk Camera operates at 32° to 104°F (0° to 40°C).

- Don't expose the device to water or liquids as they could damage your camera.

- Keep the USB drivers on your computer up to date.

- Make sure the USB port that you connect your camera to provides both power delivery and data transfer.

- Use the camera in appropriate lighting. A bright backlighting or front lighting may cause underexposure or overexposure on your video image. If you can't change the lighting, then you manually adjust the brightness with the Webex Desk Camera app.
• The privacy shutter on your camera turns the video stream on and off. Slide the shutter right or left to turn the video stream on and off, instead of disconnecting and reconnecting your camera.

• When using your camera with an application on your computer, close the other applications that may use the camera at the same time. Your camera supports one application on Windows, and more than one application on Mac OS at a time.

• For optimal performance of the Best Overview feature, make sure that you're centered in the frame before you enable this feature.

• The camera has an IR sensor for Windows Hello. Don't block the sensor.

• Gently wipe your camera with a dry and soft cloth on the surface and the front panel. Rough materials may scratch the front panel and affect image clarity.

## Connect Your Camera

Your camera gets power from the computer through the USB cable. It's shipped with a USB-A and a USB-C cable. Use the cable that fits the USB port on your computer.

You can mount your camera on your computer, on a display screen, on a desk stand or on a tripod, and participate in a video call or meeting.

### Procedure

**Step 1**

Open the camera clip.

**Step 2**

Adjust the camera.

a) Place your camera on the top edge of your computer display and close the clip until the camera is steady. Refer to the bottom arrow of the previous figure.

b) Lift the back end of the camera to adjust the angle. Refer to the top arrow of the previous figure.
Step 3  Connect your camera to your computer with one of the provided USB cables.

*Figure 5: Connection for the Camera Mounted on a Computer*

You can also mount your camera on a tripod, as needed. If you have a separate tripod, refer to its manual for information about how to mount your camera on the tripod.
System Requirements of the Camera App

The following list shows the computer system requirements for using the Webex Desk Camera app. You should confirm that your computer meets or exceeds these requirements before you install the camera app.

- Minimum operating system requirements:
  - Windows 10 with Universal C Runtime
  - Mac OS X 10.12

- CPU: i5@2.4 GHz / i7@1.9 GHz Intel processor, or a processor with the equivalent processing capabilities
- RAM: 8 GB or more
- Hard drive space for media file storage
- USB 2.0 port (4K resolutions require a USB 3.0 or USB-C port.)
Install the Webex Desk Camera App

The Webex Desk Camera is designed to function out of the box with the default settings. You can customize the settings with the Webex Desk Camera app to meet your network or video image requirements.

Before you begin

The Webex Desk Camera app supports Windows and Mac OS. Make sure that your computer meets or exceeds the minimum requirements. For the system requirements, see System Requirements of the Camera App, on page 10.

Procedure

Step 1

Download the app installer for your computer operating system. Do any of the following actions:

- Go to Cisco Accessory Hub and download the installation file from Accessory Apps.

Select the version compatible with your operating system to download.
• Go to Cisco Software Download and download the latest version that is compatible with your operating system. Login is required for downloading.

**Step 2**
Double-click the executable file to start the installation.

**Step 3**
Follow the onscreen instructions to complete the installation.

**Related Topics**
- Update the Camera App (Version 2.2), on page 28
- Use Your Camera with the Camera App, on page 17
Use Your Camera with Webex Apps

• Use Your Camera for Webex Meetings and Calls, on page 13
• Stop or Resume Your Video During a Webex Call or Meeting, on page 14
• Set Your Camera as the Default Video Device for Webex App, on page 14
• Set the Microphone on Your Camera as the Default Microphone for Webex App, on page 15

Use Your Camera for Webex Meetings and Calls

You can use your camera with Webex and Webex Meetings for video sessions so that other participants can see you. You can select your camera either before you join a meeting or during a meeting.

Before you begin

• Close any apps that may use your camera.
• Connect your camera to your computer.

Procedure

Step 1
Choose your camera as the video input device.

a) Click the dropdown arrow on the \[\text{Start video}\] or \[\text{Stop video}\] button.
b) Choose \text{Cisco Webex Desk Camera}.

Step 2
(Optional) Choose the microphone integrated in your camera as the audio input channel.

a) Click the dropdown arrow on the \[\text{Mute}\] or \[\text{Unmute}\] button.
b) Choose \text{Microphone (Cisco Webex Desk Camera)}.

Related Topics

Use Your Camera with Webex
Specify the Media File Directory, on page 24
Stop or Resume Your Video During a Webex Call or Meeting

You use the privacy shutter on the camera to turn your video stream on or off during a Webex call or meeting. When you close the shutter, the video stops and the meeting participants see your profile picture. The video resumes when you reopen the shutter.

You can also control your video from the meeting app. When you stop the video, your camera stops broadcasting and the camera LED turns off. Turn the video back on, and the camera starts to broadcast your video again.

Procedure

Step 1
To turn off your video, do one of the following actions:
• Slide the shutter to the left.
• Click Stop video from Webex or Webex Meetings.

Step 2
To resume your video, do one of the following actions:
• Slide the shutter to the far right.
• Click Start video from Webex or Webex Meetings.

Set Your Camera as the Default Video Device for Webex App

You can configure Webex App to use your Webex Desk Camera as the default camera for video calls or meetings.

Before you begin
Connect your camera to your computer.

Procedure

Step 1
Click your profile picture and choose Settings > Video.

Step 2
Choose Cisco Webex Desk Camera from the Camera dropdown list.

Step 3
Check the Enable HD check box to make your video clearer.

Note
Webex App automatically adjusts the video resolution based on your internet connection speed and your computer capabilities.

Step 4
(Optional) Click Change Virtual Background and choose a blurred or virtual background to use.

Step 5
Click Save.

Related Topics
Set the Microphone on Your Camera as the Default Microphone for Webex App, on page 15
Use Your Camera with Webex

Set the Microphone on Your Camera as the Default Microphone for Webex App

You can configure your Webex App to use the microphone on your camera as the default audio input device for calls and meetings.

Before you begin
Connect your camera to your computer.

Procedure

**Step 1** Click your profile picture and choose **Settings > Audio**.
**Step 2** Choose **Microphone (Cisco Webex Desk Camera)** from the **Microphone** dropdown list.
**Step 3** (Optional) Adjust the input level by dragging the **Volume** slider left or right.
**Step 4** Click **Save**.

Related Topics
- Use Your Camera with Webex
- Set the Microphone on Your Camera as the Default Microphone for Webex App, on page 15
Set the Microphone on Your Camera as the Default Microphone for Webex App
Use Your Camera with the Camera App

- Record a Video, on page 17
- Take a Snapshot, on page 18
- Configure the Video Image Settings, on page 18
- Flip the Video Image, on page 22
- Use Digital Zoom, on page 22
- Mute the Microphones, on page 23
- Adjust the Microphone Volume, on page 23
- Specify the Media File Directory, on page 24

Record a Video

You can record videos of on-site events or meetings with the Webex Desk Camera app. The recordings are saved as AVI files in the Media folder.

Note

If you close the shutter, the recording stops.

Procedure

Step 1  Open the Webex Desk Camera app.
Step 2  Click Record to start recording.
Step 3  Click Pause to pause recording.
Step 4  Click Resume to continue recording.
Step 5  Click Stop to stop recording.
Step 6  Click to view your recording files in the media folder.

Related Topics

Install the Webex Desk Camera App, on page 11
Take a Snapshot

Use the Snapshot feature on the Webex Desk Camera app to save static images. The captures are saved as BMP files in the Media folder.

Procedure

- **Step 1** Open the Webex Desk Camera app.
- **Step 2** If needed, adjust the settings to optimize the image.
  
  For information about the camera configuration, see Configure the Video Image Settings, on page 18.

- **Step 3** Below the video frame, click Snapshot to take a picture from the live video.
- **Step 4** Click to view the pictures you take.

Related Topics

- Install the Webex Desk Camera App, on page 11
- Specify the Media File Directory, on page 24
- Record a Video, on page 17
- Configure the Video Image Settings, on page 18
- Flip the Video Image, on page 22
- Use Digital Zoom, on page 22

Configure the Video Image Settings

The Webex Desk Camera is designed to function out of the box. You can also adjust the video image settings to meet your network or video image requirements.

**Note**

Because of the limitations of Mac OS, the camera settings are reset to the default if you reconnect the camera with the camera app closed. Keep the camera app open to persist your customization when you reconnect the camera.

**Before you begin**

- Install the Webex Desk Camera app on your computer.
- Open the camera shutter. You can't change the settings with the shutter closed.

**Procedure**

**Step 1**
Open the Webex Desk Camera app.

**Step 2**
Configure the parameters on the Basic and Advanced tab as you need.

The following table describes the video image parameters available on the Basic tab.

*Table 6: Video Image Settings on the Basic Tab*

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best overview</td>
<td>Best Overview makes sure that you're always properly framed in your video. Enable this feature to allow the camera to automatically frame you. If you want to customize the field of view setting or use the zoom feature, disable this feature.</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>• For optimal performance of the Best Overview feature, make sure that you’re centered in the frame before you enable this feature.</td>
</tr>
<tr>
<td></td>
<td>• This feature supports a resolution of up to 1920x1080.</td>
</tr>
<tr>
<td>Default: Off</td>
<td></td>
</tr>
</tbody>
</table>
**Configure the Video Image Settings**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resolution</td>
<td>Choose a resolution for the video recordings and static pictures you take with the camera app. A higher resolution rate provides a higher image clarity, results in higher CPU utilization on your computer, and requires more storage to save the recorded videos and snapshots. &lt;br&gt;&lt;br&gt;<strong>Note</strong> We recommend that you use the default resolution for video conferences or set it to match your conferencing application. &lt;br&gt;&lt;br&gt;Default: 1280x720 &lt;br&gt;Options: 4096x2160 (USB 3.0 required, and unavailable in Best Overview mode.) 3840x2160 (USB 3.0 required, and unavailable in Best Overview mode.) 1920x1080 1280x720 864x480 640x360 512x288 448x240 320x180 256x144</td>
</tr>
<tr>
<td>Frame rate</td>
<td>Choose a frame rate from the drop-down list. The frame rate is measured with frames per second (fps). A higher frame rate provides a smoother video display, results in higher CPU utilization on your computer, and requires more storage to save the recorded video files. Choose the frame rate that suits your network and computer. The available options vary with the resolution that you specified and the USB port specification on your computer. &lt;br&gt;&lt;br&gt;<strong>Note</strong> Don't set the frame rate to 60fps when using the camera for video conferencing. Otherwise, the video quality degrades. &lt;br&gt;&lt;br&gt;Default: 30 &lt;br&gt;Options for USB 3.0: 15, 30, 60 &lt;br&gt;Options for USB 2.0: 5, 10, 15, 30</td>
</tr>
</tbody>
</table>
**Parameter** | **Description**
--- | ---
Field of view | The field of view determines the width of the view that you can see from the camera. The higher degree you set, the wider the image.
When Best Overview is enabled, the field of view is set to 81. You can't change it. If you disable Best Overview, the field of view restores to your last setting.
Default: 81
Options: 65, 70, 75, 81

Brightness | Adjust the brightness of the camera image to suit the available light.
Drag the slider left to decrease the brightness or right to increase the brightness.
The camera uses facial detection when it sets the correct auto exposure. But if your place is brightly backlit or front lit, then it may under or overexpose your image. Adjust the Brightness setting if you're silhouetted or overexposed in a video call.

The following table describes the video image parameters available on the Advanced tab.

**Table 7: Video Image Settings on the Advanced Tab**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto focus</td>
<td>Enables or disables automatic focus. In autofocus mode, the camera adjusts</td>
</tr>
<tr>
<td></td>
<td>the lens to focus on the subject within the camera view.</td>
</tr>
<tr>
<td></td>
<td>If the autofocus mode is turned off, you can manually adjust the focus.</td>
</tr>
<tr>
<td></td>
<td>Drag the slider left to make the lens focus closer, and right to focus</td>
</tr>
<tr>
<td></td>
<td>further.</td>
</tr>
<tr>
<td>Auto white balance</td>
<td>Enables or disables automatic white balance.</td>
</tr>
<tr>
<td></td>
<td>When auto mode is on, the camera examines the lighting condition and</td>
</tr>
<tr>
<td></td>
<td>determines the colors to render the image.</td>
</tr>
<tr>
<td></td>
<td>When the auto mode is off, you can use the slider to adjust the white</td>
</tr>
<tr>
<td></td>
<td>balance manually and get your intended image colors.</td>
</tr>
<tr>
<td>Contrast</td>
<td>If necessary, adjust the contrast value to improve the image clarity.</td>
</tr>
<tr>
<td></td>
<td>Drag the slider left to decrease image contrast or right to increase</td>
</tr>
<tr>
<td></td>
<td>contrast.</td>
</tr>
<tr>
<td>Saturation</td>
<td>A proper saturation setting makes your image look vivid.</td>
</tr>
<tr>
<td></td>
<td>Drag the slider left or right to set your desired color tone.</td>
</tr>
<tr>
<td>Sharpness</td>
<td>Adjusts the sharpness level. A proper sharpness level renders the image</td>
</tr>
<tr>
<td></td>
<td>details clearly. Drag the slider left to smooth the image or right to</td>
</tr>
<tr>
<td></td>
<td>sharpen the image.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Manual anti-flicker</td>
<td>Some artificial lighting, like fluorescent lights, causes flickers in video images. By default, the camera automatically detects the flickering light in the environment and minimizes the flickering impact on image quality. If the default auto mode doesn't eliminate the flickers, toggle the switch on and try with the available options to optimize the image quality. Default: Off Options for manual mode: 50 Hz, 60 Hz</td>
</tr>
</tbody>
</table>

**Related Topics**

- [Reset the Camera Settings](#), on page 27

**Flip the Video Image**

Flip the image if you need your video image to be in a horizontally reversed view.

The setting works on video recordings and snapshots as well.

**Procedure**

**Step 1** Open the Webex Desk Camera app.

**Step 2** Click at the top-right corner of the video frame.

**Related Topics**

- [Install the Webex Desk Camera App](#), on page 11

**Use Digital Zoom**

Use digital zoom when you need a closer look at a person or item. When zoomed in, you can use the onscreen arrow tool to navigate around the image.

**Before you begin**

Make sure that the Best Overview feature is disabled. You can't use the zoom feature when Best Overview is enabled.

**Procedure**

**Step 1** Open the Webex Desk Camera app.

**Step 2** Hover the mouse over the video frame.
Mute the Microphones

By default, your camera microphones are On. Mute your microphones if you don't want the meeting participants to hear you.

When the microphones are muted, recordings taken with your camera are silent.

If you use your camera with a meeting application, make sure that you select Webex Desk Camera as the audio channel on the meeting app settings.

Procedure

Step 1 Open the Webex Desk Camera app.
Step 2 Below the live video frame, click Mute.
Step 3 To resume the audio, click Unmute.

Related Topics

Install the Webex Desk Camera App, on page 11
Adjust the Microphone Volume, on page 23

Adjust the Microphone Volume

Adjust your microphone volume if you sound too loud or too quiet during a meeting. You can't adjust the volume when muted.

Procedure

Step 1 Open the Webex Desk Camera app.
Step 2 Click the downward arrow (˅) on the Mute button.
Step 3 On the Microphone gain window, move the Input volume slider left to decrease or right to increase the volume.

Related Topics

Install the Webex Desk Camera App, on page 11
Mute the Microphones, on page 23
Specify the Media File Directory

You can specify a location on your local drive to save your pictures and recordings. By default, media files are saved to the Media folder on your local drive at

```
...\Users\<user_ID>\Documentation\Cisco Camera\Media
```

**Procedure**

**Step 1** Open the Webex Desk Camera app.

**Step 2** On the Advanced tab, click Change under Media file location.

**Step 3** Choose the desired folder and click Select Folder.

**Related Topics**

- Record a Video, on page 17
- Take a Snapshot, on page 18
- Install the Webex Desk Camera App, on page 11
CHAPTER 5

Maintain Your Camera

- Firmware Upgrade, on page 25
- Reset the Camera Settings, on page 27
- Camera App Update, on page 28
- View Camera Information, on page 30
- Camera Logs, on page 30
- Troubleshoot Your Camera, on page 33

Firmware Upgrade

You can upgrade the camera firmware from:
- Cisco Accessory Hub
  Upgrade the camera either online or with a local firmware file.
- Webex Desk Camera App
  Upgrade the camera with a local firmware file.

Upgrade the Camera Firmware with the Camera App

If you have installed the Webex Desk Camera app version 2.3, the camera app checks for firmware update when you start it. If an update is detected, the Updates button shows a number 1 or 2. You click Updates > Start update to download and install the new firmware. For camera app update, see Update the Camera App (Version 2.2), on page 28.

If you’re using the Webex Desk Camera app version 2.2, upgrade your firmware with the following steps.

Before you begin
Close any apps that may use your camera.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Open the Webex Desk Camera app.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Click Cisco Webex Desk Camera &gt; Camera information from the menu bar.</td>
</tr>
</tbody>
</table>
Step 3  Click **Download firmware** to download and save the latest firmware to your local drive.
If your current firmware is up to date, the **Download firmware** button is inactive.
You can also download the firmware from [Cisco Software Download](#). Login is required for downloading.

Step 4  Navigate to **Basic > Firmware**.

Step 5  Click **Select file** and choose the downloaded firmware file from your local drive.
If you select a wrong firmware file, click **Remove** and select the correct file.

Step 6  Click **Upgrade** to start the upgrade.

**Note**  Keep your camera connected to your computer during the upgrade.

Step 7  When the upgrade completes, wait about 30 seconds for your camera to reboot.

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**Related Topics**

- [Install the Webex Desk Camera App](#), on page 11
- [Upgrade the Camera Firmware on Cisco Accessory Hub](#), on page 26
- [View Camera Information](#), on page 30

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**Upgrade the Camera Firmware on Cisco Accessory Hub**

The Cisco Accessory Hub enables you to upgrade the camera firmware through your Google Chrome web browser. The tool automatically checks your camera model and current firmware version, and gives you the option to upgrade your camera if there is a newer version available. You can also upgrade your camera with a local firmware file using Cisco Accessory Hub.

**Note**  Visit Cisco Accessory Hub with the latest version of Google Chrome or Microsoft Edge.

**Before you begin**

Close any apps that may use your camera.

**Procedure**

1. **Step 1**  Connect your camera to your computer.
2. **Step 2**  Go to [Cisco Accessory Hub](#) in your web browser.
3. **Step 3**  Click **Connect**.
Step 4  Select Cisco Webex Desk Camera from the prompted device list and click Connect.

Step 5  Follow the onscreen instructions.

Note  Keep your camera connected to your computer during the upgrade.

Step 6  When the upgrade completes, wait about 30 seconds for your camera to reboot.

Related Topics
- Upgrade the Camera Firmware with the Camera App, on page 25

**Reset the Camera Settings**

Perform a factory reset if you want to return the camera to the original settings. This can resolve some technical issues.
Camera App Update

Keep your camera connected to your computer during the reset.

Procedure

Step 1  Open the Webex Desk Camera app.
Step 2  Click Reset settings.

Related Topics
  - Install the Webex Desk Camera App, on page 11
  - Mute the Microphones, on page 23

Camera App Update

Keep your camera app up to date to have the latest features.

The update process varies with versions. Follow the update steps for your camera app version.

Update the Camera App (Version 2.2)

When an app update is available, the Update button displays in the upper-right corner of the app.

You can view the current app version from Cisco Webex Desk Camera > About Cisco Webex Desk Camera on the menu bar.

Note

The update installation closes the application.

Procedure

Step 1  Click the Update button to download the installer file to your local drive.
Step 2
Double-click the executable file to start the installation.

Step 3
Follow the onscreen instructions to complete the installation.

**Update the Camera App (Version 2.3 and Later)**

The camera app check for updates when you start it. When an app update is detected, the camera app downloads the update in the background. The **Updates** button displays the number of available updates. A number 1 indicates that there’s an update for either the camera app or for the camera firmware. A number 2 indicates that the updates for both the camera app and the camera firmware are available.

**Procedure**

**Step 1**
Click the **Updates** button.

**Step 2**
Click **Update and restart application**.
If the camera app shows that your firmware is up to date, you can also click **Check for update** to manually check if there's an available update.

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**View Camera Information**

Access the Camera information screen to read information about your camera, including the firmware version, the serial number, and the USB cables. Administrators may ask for this information when they troubleshoot an issue.

**Procedure**

**Step 1** Open the Webex Desk Camera app.

**Step 2** Click **Cisco Webex Desk Camera** from the menu bar.

**Step 3** Click **Camera information**.

**Related Topics**
- Install the Webex Desk Camera App, on page 11
- Upgrade the Camera Firmware with the Camera App, on page 25
- Upgrade the Camera Firmware on Cisco Accessory Hub, on page 26

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**Camera Logs**

You can use the camera logs to diagnose and troubleshoot issues with the camera such as dropped frame rates or poor video quality.

There are several ways you can capture the camera logs:

- Collect camera logs with the Webex Desk Camera app.
- Send camera logs with Webex or Webex Meetings.

**Related Topics**
- Collect Logs with the Camera App, on page 30
- Collect Camera Logs with Webex App, on page 32
- Collect Camera Logs with Webex Meetings, on page 32
- Collect Camera Logs with Cisco Accessory Hub, on page 31

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**Collect Logs with the Camera App**

Collect the camera logs if you encounter problems with your camera or the camera app. The collected log files are saved as compressed files at the following locations:
• For Windows:
  C:\Users\<user_ID>\AppData\Roaming\Cisco Webex Desk Camera
• For Mac OS:
  Macintosh HD:\Users\<user_ID>\Library\Application Support\Cisco Webex Desk Camera

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Open the Webex Desk Camera app.</td>
</tr>
<tr>
<td>Step 2</td>
<td>On the Basic tab, locate Camera logs.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Click Collect to start logs collection.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Click Open to open the directory where the log files are saved.</td>
</tr>
</tbody>
</table>

Related Topics
- Install the Webex Desk Camera App, on page 11
- Collect Camera Logs with Webex App, on page 32
- Collect Camera Logs with Webex Meetings, on page 32
- Collect Camera Logs with Cisco Accessory Hub, on page 31

Collect Camera Logs with Cisco Accessory Hub

If you encounter issues when using your camera, use the Cisco Accessory Hub to get camera logs for troubleshooting. The camera logs are saved to the download directory specified in your web browser.

Note
You can only use Cisco Accessory Hub with Google Chrome version 68 and later.

Procedure

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1</td>
<td>Connect your camera to your computer.</td>
</tr>
<tr>
<td>Step 2</td>
<td>Go to <a href="https://upgrade.cisco.com/accessories">https://upgrade.cisco.com/accessories</a> in your web browser.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Follow the onscreen instructions until the camera serial number and firmware version display.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Click Get camera logs at the bottom.</td>
</tr>
</tbody>
</table>

Related Topics
- Collect Logs with the Camera App, on page 30
- Collect Camera Logs with Webex App, on page 32
- Collect Camera Logs with Webex Meetings, on page 32
Collect Camera Logs with Webex App

If you encounter issues when using your camera with Webex App, you can use the Send logs feature within Webex App to capture camera logs are for troubleshooting.

The logs saved at:

- For Windows:
  
  C:\Users\<user_ID>\AppData\Local\CiscoSpark\Accessories\current_log.txt

- For Mac OS:
  
  /Users/<user_ID>/Library/Logs/SparkMacDesktop/Accessories/current_log.txt

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click your profile picture.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Choose Help &gt; Send logs.</td>
</tr>
</tbody>
</table>

Related Topics

- Collect Logs with the Camera App, on page 30
- Collect Camera Logs with Webex Meetings, on page 32
- Collect Camera Logs with Cisco Accessory Hub, on page 31

Collect Camera Logs with Webex Meetings

If you encounter issues when using your camera with Webex Meetings, use the Send Problem Report feature within Webex Meetings to capture camera logs for troubleshooting.

Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Click Help &gt; Send Problem Report.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Choose a problem type and the meeting or session where you are having issues.</td>
</tr>
<tr>
<td>Step 3</td>
<td>Provide some details by adding a description.</td>
</tr>
<tr>
<td>Step 4</td>
<td>Click Send Report.</td>
</tr>
</tbody>
</table>

Related Topics

- Collect Logs with the Camera App, on page 30
- Collect Camera Logs with Webex App, on page 32
- Collect Camera Logs with Cisco Accessory Hub, on page 31
Troubleshoot Your Camera

The following sections provide troubleshooting information for common camera-related issues. Use this information to troubleshoot your camera before you contact Cisco technical support.

My Computer Doesn't Recognize the Camera

**Problem**
You can't see Webex Desk Camera in the camera list of your conferencing app. The camera doesn't display in the camera, audio, or video device list in Device Manager (Windows) or Hardware (Mac OS).

**Solution**
- Check if the USB connection is loose or disconnected. Dirt and debris can build up in the USB port so check if the port is blocked.
- Unplug your camera from your computer and reconnect it.
- Try a different USB port. Make sure that the USB port is fully functional. The camera doesn't support USB ports that only deliver power.
- Confirm that the USB cable or the connector isn't damaged. Try a different USB cable.
- If your camera is connected to a USB adapter, make sure the USB port of the adapter provides both power delivery and data transfer.
- Check if the USB drivers on your computer are up to date. Update them if there's a new version available.
- If you are using a computer with Mac OS, make sure that the Webex Desk Camera app is allowed to use the camera and the microphone. Do the following actions to configure the settings:
  1. Go to *Apple* menu > *System Preferences* > *Security & Privacy* > *Privacy*.
  2. Enable *Cisco Webex Desk Camera* on the *Camera* and *Microphone* panels respectively.
- If you connect the camera to the Thunderbolt port on a Lenovo computer, keep the port driver updated. Go to Lenovo Support for the driver update.

  **Note**
  Frame rate drop occurs when using the camera on the Thunderbolt port.

- Restart your computer.

**Related Topics**
- [Camera Logs](#), on page 30
- [I Can't See My Preview on Webex App or Webex Meetings](#), on page 34
- [Accessory Hub Can't Detect the Camera](#), on page 35
- [Webex App or Webex Meetings Can't Connect to the Camera](#)
- [Video Quality is Poor](#), on page 34
I Can't See My Preview on Webex App or Webex Meetings

Problem
The camera is connected and is configured correctly, but the video doesn't preview on Webex App or Webex Meetings.

Solution
• Close any other applications that are using the camera. Then, go to Webex App or Webex Meetings and do the following actions:
  1. Select another camera in the camera list. For example, select the system integrated camera.
  2. Select Webex Desk Camera again.
• Slide the privacy shutter to the far right side to open it.
• Disconnect and reconnect your camera.

Related Topics
  Camera Logs, on page 30
  Accessory Hub Can't Detect the Camera, on page 35
  Webex App or Webex Meetings Can't Connect to the Camera
  My Computer Doesn't Recognize the Camera, on page 33
  Video Quality is Poor, on page 34

Video Quality is Poor

Problem
Your video quality that the meeting participants see is poor or subpar.

Solution
• Check if the lens gets dirty. Clean it with a soft cloth.
• Check your self-view image quality on the meeting app or on the camera app.
  • If the self view looks good, then the problem may be with the network bandwidth. Work with your network service provider to test your network performance and enhance the bandwidth.
    The network bandwidth determines the video resolution in Webex meetings or calls. If the bandwidth allows, the default resolution is 720P@30fps for Webex App or Webex Meetings, and 1080P@30fps for Webex Room devices.
  • If the quality of your self view looks bad, then adjust the resolution in the Webex Desk Camera app.
    For information on how to adjust video resolution, see Configure the Video Image Settings, on page 18.
Accessory Hub Can't Detect the Camera

Problem
Cisco Accessory Hub doesn't detect the camera.

Solution
• Check your Google Chrome version and update it to version 86 or later. Earlier versions aren't supported.
• Enable Experimental Web Platform features on Chrome. Follow these steps:
  1. Enter chrome://flags/ in your Chrome browser window.
  2. Scroll down and locate Experimental Web Platform features, and enable it.
  3. Restart Chrome.

Related Topics
Camera Logs, on page 30
I Can't See My Preview on Webex App or Webex Meetings, on page 34
Accessory Hub Can't Detect the Camera, on page 35
Webex App or Webex Meetings Can't Connect to the Camera
My Computer Doesn't Recognize the Camera, on page 33
Video Quality is Poor, on page 34
Product Safety and Security

Safety and Performance Information

External Devices

We recommend that you use good-quality external devices that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals. External devices include headsets, cables, and connectors.

Depending on the quality of these devices and their proximity to other devices, such as mobile phones or two-way radios, some audio noise may still occur. In these cases, we recommend that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of external devices, cables, and connectors.

Caution

In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

UL Warning

The LAN/Ethernet cable or other cables attached to the device should not be extended outside of the building.
The device is an accessory and uses with UL Listed product Webex Desk Hub, please contact Cisco for further information.

If you use the device with an external monitor, then the monitor should not exceed 6.84Kg or you risk an injury.

**Product Label**

The product label is located on the bottom of the device.

The product label is located on the camera clip surface.

**Compliance Statements**

**Compliance Statements for the European Union**

**CE Marking**

The following CE mark is affixed to the equipment and packaging.

![CE Mark](image)

**Compliance Information for Japan**

VCCI Compliance for Class B Equipment

Japan JATE Compliance CD-DSKPL

“5.2/5.3GHz is limited to indoor use only in Japan”

**FCC Compliance Statements**

The Federal Communications Commission requires compliance statements for the following:

**FCC Part 15.19 Statement**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna

• Increase the separation between the equipment or devices

• Connect the equipment to an outlet other than the receiver's

• Consult a dealer or an experienced radio/TV technician for assistance

Cisco Product Security Overview

This product contains cryptographic features and is subject to U.S. and local country laws that govern import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product, you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations can be found at https://www.bis.doc.gov/policiesandregulations/ear/index.htm.

Important Online Information

End User License Agreement

The End User License Agreement (EULA) is located here: https://www.cisco.com/go/eula

Regulatory Compliance and Safety Information


