

A3369 FAQ

Module	Questions	Answers
Setup	How do I install PowerConf C200?	Option A: Mounting on a Computer Monitor or Laptop Unfold the clip so it fits over the top of your monitor or laptop screen. For a secure fit, adjust the clip by pressing it against the back of your device. Adjust the webcam up or down to find an optional position to frame. Option B: Mounting on a Tripod With the clip folded in, mount the webcam onto a tripod with a ¼ inch thread (not included).
Setup	How do I set up PowerConf C200?	Step 1: Connect to a Computer - Plug the USB-C connector from the included USB-C cable into the USB-C port on the webcam. - Plug the USB-A connector into an available port on your computer. If there is no USB-A port on your computer, you need to use a USB-A to USB-C adapter (not included) to make the connection. Step 2: Select the Webcam Go to the settings of the connected device and software, and then select PowerConf C200 as the camera and microphone inputs. Note: The LED will only light up when the privacy cover is open and the webcam is being used by the software.
Connection	Does PowerConf C200 support Bluetooth connectivity?	No, PowerConf C200 does not currently support Bluetooth.
Connection	Can I connect multiple PowerConf C200s to my computer at the same time?	Multiple PowerConf C200s can be connected to 1 computer at the same time.
Software	What can I do with the AnkerWork software?	1. Update the webcam's firmware by going to Device Mode > Inspection Update. 2. View the webcam's FAQs and get in contact with technical support by clicking the question mark. 3. Go to Device/Image Settings to customize settings. 4. Reduce background noise and enhance vocals by selecting the microphone pickup angle via the Audio settings.
Software	Does the AnkerWork software support virtual background settings?	No, the AnkerWork software does not currently support virtual background settings. However, you can set virtual backgrounds via a third-party software that supports this feature.
Software	Does the AnkerWork software support video recording?	No, the AnkerWork software does not currently support video recording. However, you can record your videos via a third-party software that supports this feature.
Software	Does PowerConf C200 support manual white balance settings via the AnkerWork software?	No, the AnkerWork software does not currently support manual white-balancing. However, auto white balance can be enabled, which can automatically adjust color balances based on different light conditions to ensure true-to-life colors and skin tone.
Software	Do I need to download the AnkerWork software to use PowerConf C200?	You are highly recommended to downloading the software. With the AnkerWork software, you can customize the settings of the screen, field of view, and more. The software will also instantly alert you to firmware updates for PowerConf C200 to further enhance your experience.
Software	Can I customize the image settings (like saturation and brightness) for PowerConf C200?	Yes, you can adjust the brightness, sharpness, saturation, and contrast through the AnkerWork software to get the image quality you want.
Software	What do I do if the AnkerWork software I installed before cannot detect PowerConf C200?	If you installed the AnkerWork software to use with other Anker products before you purchased PowerConf C200, it is possible that the AnkerWork software you currently have is not compatible with PowerConf C200. We suggest uninstalling the older version and reinstalling the newest version.

Function	Does PowerConf C200 support 60 fps?	No, PowerConf C200 only supports 30 fps. The frame rate will be affected by third-party software and network bandwidth, but the camera will auto-adjust to ensure the frame rate remains constant.
Function	Does PowerConf C200 support AI-Frame features?	No, PowerConf C200 is not AI-Frame enabled. But you can manually zoom in/out and adjust the frame based on your own preferences on AnkerWork's software by going to Device > Angle and Frame > Switch.
Function	Will PowerConf C200's picture quality be affected by other connected devices or third-party software?	When PowerConf C200 is connected to a third-party conferencing software, the quality of the video image may be affected. For example, the maximum resolution for Zoom is 720p and 360p for Microsoft Teams. PowerConf C200 will only display image quality in 720p and 360p, respectively, despite it being capable of supporting up to 2K resolution. The quality of the video image can also be influenced by the network bandwidth and processing mechanisms used by third-party softwares.
Function	How do I improve the microphone's vocal pickup on my PowerConf C200?	Improve your microphone's vocal pickup ability by speaking within 3 m of the webcam and regularly updating the firmware. You can also select the angle of the device microphone pickup to reduce background noise outside that range and ensure better vocals.
Function	Does PowerConf C200 support Windows Hello?	No, PowerConf C200 does not currently support Windows Hello.
Function	Can I still use PowerConf C200's microphones when the privacy cover is on?	Yes, the microphones can still be used when the privacy cover is on.