

# FAQ's

## **New G HUB Camera Controls and Features**

Logitech G HUB will now be the primary software for many of our Logitech Camera devices and will be updated in the future instead of Logitech Capture. Support for Logitech Capture will discontinue in 2022.

With G HUB, you can create settings that allow you to configure video features including filters, color adjustment, exposure, zoom, and more. Additionally, G HUB is the nerve center of other Logitech peripherals also compatible with G HUB.

G HUB is developed and refined to work in harmony with your camera.

## **Webcam settings are grayed out in G HUB**

In G HUB, when you select your webcam from the carousel, you'll see that each webcam has a CAMERA and a VIDEO tab on the main configuration page. The presets under each mode are grayed-out and not configurable. You can create your own settings, however, for both camera and video modes.

### **CAMERA**

Camera mode comes with three presets:

DEFAULT

STREAMING

VIDEO CALL

To create your own zoom, focus, and exposure settings, you will need to create a new camera mode. Here's how:

On the CAMERA tab dropdown menu, click ADD NEW CAMERA MODE

Adjust the settings under New Camera Mode to suit your requirements.

Click on the NEW CAMERA MODE text above the webcam picture to rename the new mode. Type a name to identify the new settings. In the example, we've named the new camera mode PODCAST MODE.

### **VIDEO**

Your webcam also has video filters with predetermined settings on G HUB. Some of the presets your webcam might have are:

NONE

BLACK & WHITE

CARTOON

SICKNESS

ZOMBIE

These presets are non-configurable, and the steps to create a filter with a different configuration are similar to those to create a new camera mode. To add a new video filter:

On the VIDEO tab dropdown menu, click ADD NEW FILTER.

Make changes to the filter to suit your requirements.

NOTE: Anti-flicker relates to the screen refresh speed of your monitor or TV. If you see flickering during your recordings or when streaming video calls, try switching to the other value.

Rename your filter by clicking on the NEW VIDEO MODE text above the camera and type a name that helps you identify the new filter.

How to uninstall Logitech Capture software

Here's how to uninstall Logitech Capture software:

Windows:

Navigate to the Control Panel > Programs and Features > Select Logitech Capture and uninstall it.

Restart your computer to complete the uninstall.

macOS:

You can use the Uninstaller app to remove the Logitech Capture from your Mac computer. You can find the Uninstaller app by doing one of the following:

Use Spotlight Search by typing  + Space and then search for Logi Capture Uninstaller

or

Go to Finder > Applications > Utilities > Logi Capture Uninstaller

Restart your computer to complete the uninstall.

## **Logitech Capture is missing from the Camera list on my preferred app or browser on Windows 10**

Logitech Capture can be used as a virtual camera with different apps or browsers like Zoom, MS Teams, and Google Chrome on your Windows 10 computer. Two known scenarios could affect an app or browser from showing Logitech Capture in the camera list.

Please read over the scenarios below and follow the steps to make Logi Capture appear as a virtual camera in your app or browser.

I recently installed Logitech Capture and have never used it as a virtual camera.

If a third-party app or website requiring a camera is already running and then install Logitech Capture, you will need to restart the third-party app or refresh the website. If you refresh the website and Logitech Capture is not showing, you will need to quit and relaunch your browser.

I have Logitech Capture installed on a computer with multiple Windows user accounts.

All Windows user accounts can use Logitech Capture on the same computer, but only by one account at a time. If Logitech Capture is missing from the camera list from a third-party app or website, you will need to quit Logitech Capture from the Windows user account that last used it.

You will need to restart your computer if you cannot log in to the Windows user account that last used Logitech Capture.

## **Does the Logitech StreamCam have a privacy cover?**

Logitech StreamCam does not come with a privacy cover. However, we have created an STL file that you can use to 3D print a privacy cover for StreamCam. You can download the STL file.

If you don't have access to a 3D printer, see if there are any companies in your area that offer 3D printing services or use an online service such as Treatstock.

## **How can I record system audio in Logitech Capture on macOS 11 (Big Sur)?**

The Logitech Capture app uses the Audio Capture Engine (ACE) component to record your system audio. System audio is any audio that comes from your computer and not your microphone, like sound effects or music.

For Intel Macs on macOS 11 (Big Sur), the following steps need to be taken to properly install ACE and record system audio with Logitech Capture.

Launch Logitech Capture and click Install on the pop-up titled LOGITECH CAPTURE ACE REQUIRED to proceed.

Enter your macOS Username and Password.

You will be prompted with a new pop-up titled System Extension Blocked. Click Open Security Preferences to open your Security & Privacy System Preferences.

On the Security & Privacy window, click the lock in the lower left-hand corner and then click on Allow. If you don't see the Allow button, please restart your Mac and return to the Security & Privacy in System Preferences.

You will now be prompted to restart your computer. You must restart your computer before ACE is activated and Logitech Capture can be fully used.

## **Logitech Capture Software compatibility with macOS 11 (Big Sur) and Apple M1**

Logitech Capture is not compatible with Apple M1 Macs on macOS 11 (Big Sur). Currently, Logitech Capture is only compatible with Intel Macs on macOS 10.14, 10.15, and 11 (Big Sur). You will need to use Logitech Capture version 2.06 or higher if you are on macOS 11 (Big Sur).

## **Why does Logitech Capture Software record four audio tracks?**

Whenever you record a video using Logitech Capture, it will create four audio tracks. This is a multitrack audio feature designed especially for video editing.

The difference and the uses of four audio tracks:

Track 1 is used for the full combined audio

Track 2 is used for the microphone

Track 3 is used for system sound audio

Track 4 is for Windows Media Player

## How many profiles can I back up?

You can back up a maximum of six profiles.

NOTE: Profiles are not compatible between Windows and macOS

## Why do I get a warning message when I record?

If you see a warning message while you record, it's because your video is at risk of lagging or dropping frames due to not enough processing power in your computer. We recommend that you:

- Close all other applications that are running.

- Connect your laptop to its power source.

- Lower the resolution and frames per second (FPS).

Please review the recommended computer specifications to make sure your computer is adequate for recording at higher resolutions and frame rates.

You can turn off these notifications by navigating to the About menu and switching the Performance Warnings toggle OFF.

## What is Auto Framing and how does it work?

Auto Framing is an exclusive feature to Logitech StreamCam and uses smart facial tracking technology to zoom, pan, and tilt so that you are perfectly centered in the frame. It also follows your face if you move during your recording. To enable Auto Framing, switch the toggle ON.

**NOTE: Manual controls for zoom, pan, and tilt are disabled when Auto Framing is turned on. Auto Framing will not zoom in when there are multiple faces in the frame.**