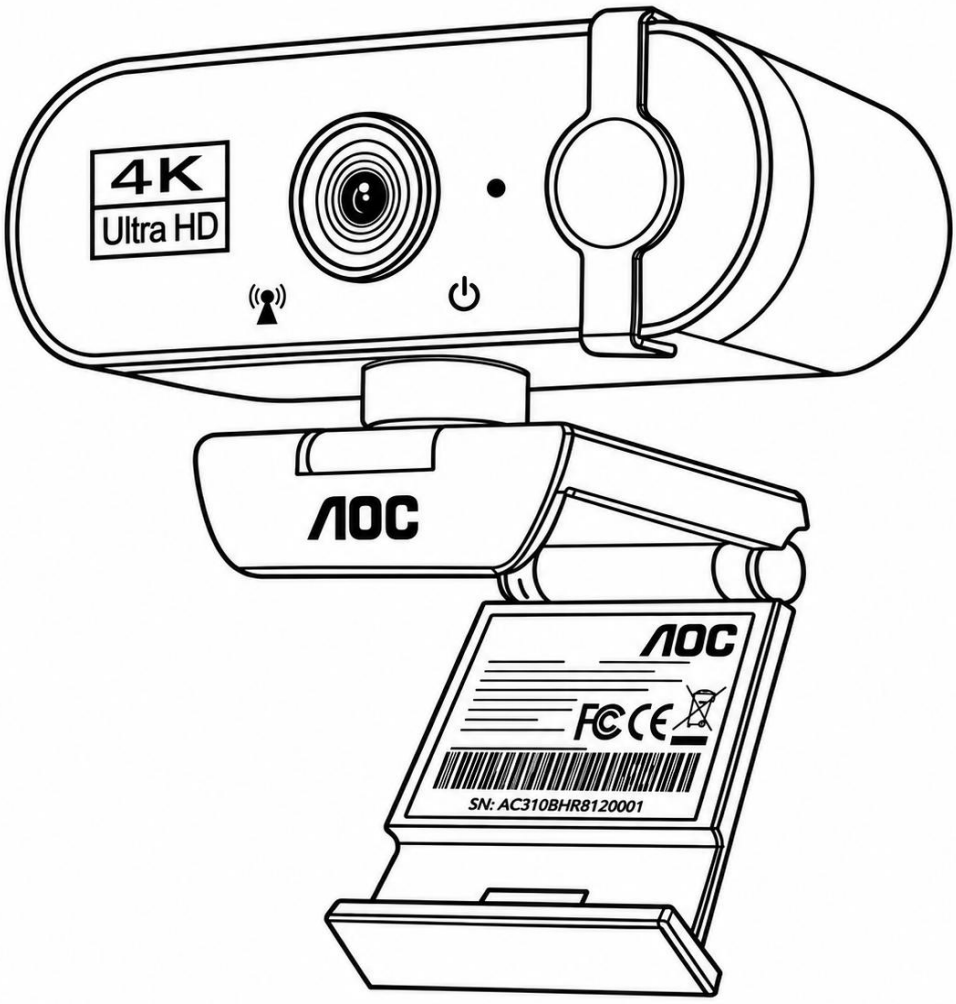
AC310 4K WEBCAM

User Guide

Quick Start | Setup | Video & Audio | Troubleshooting | Support



NEED HELP?

Use this guide for installation, USB connection, camera and microphone setup, video settings, compatibility, troubleshooting, care, and product specifications.

Customer Support: aoc-after-sales@customerafter-sales.com

Scan for User Guide

1. Know Your AC310



Product Overview

Product: AOC AC310 4K Webcam
Video: Up to 3840 × 2160 @ 30 fps
Image sensor: High-resolution CMOS color sensor
Field of view: 80°
Focus: 5 cm to infinity
Connection: USB-A with supplied USB-A to USB-C adapter
Mounting: Flexible clip/base + 1/4" tripod screw hole

1.1 Quick Start – 3 Steps

1	**Mount the webcam —** Place it on the top edge of the display and press the lower support/base outward and downward against the back of the screen.
2	**Connect by USB —** Plug into a USB-A port, or use the supplied USB-A to USB-C adapter when needed.
3	**Open and test —** Open your camera or conferencing app and select the AOC webcam and microphone if required.

1.2 What Is in the Box

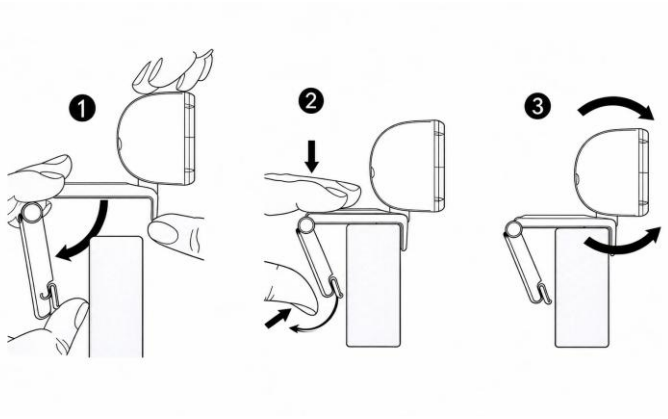
Item	Qty	Notes
AC310 Webcam	1	4K webcam with integrated clip/base
USB-A to USB-C Adapter	1	For compatible USB-C ports
User Manual	1	Product instructions

1.3 Main Parts

Part	Function
Camera Lens	Captures video
Microphone	Captures audio
Power Indicator Light	**Red light:** remains on while the webcam is connected. **Green light:** turns on when the camera is active.
Privacy Cover	Physically covers the lens
Flexible Clip / Base	Mounts the webcam on a display
USB Cable	Connects to the computer
1/4" Tripod Screw Hole	Supports compatible tripod mounting

2. Set Up and Use Your Webcam

2.1 Install Your Webcam



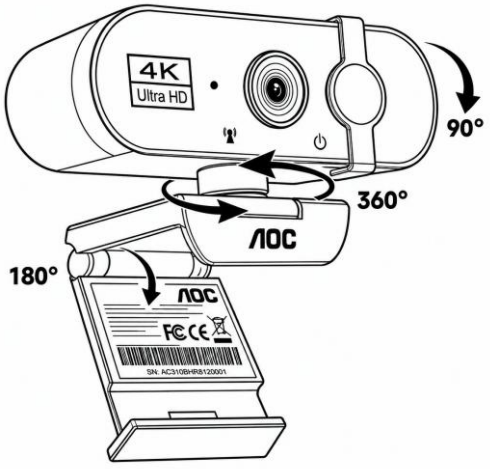
1. Open the mounting clip and place the webcam on the top edge of the display.

2. Press the lower support outward and press it downward until it rests firmly against the back of the display.

3. Adjust the webcam angle to achieve the desired viewing position.

TIP:
Make sure the lower support is fully extended and firmly positioned against the back of the display for a secure fit.

2.2 Multi-Angle Adjustment



90° Tilt | 360° Rotation | 180° Clip Adjustment

1. Tilt the webcam up or down up to 90° to adjust the vertical viewing angle.

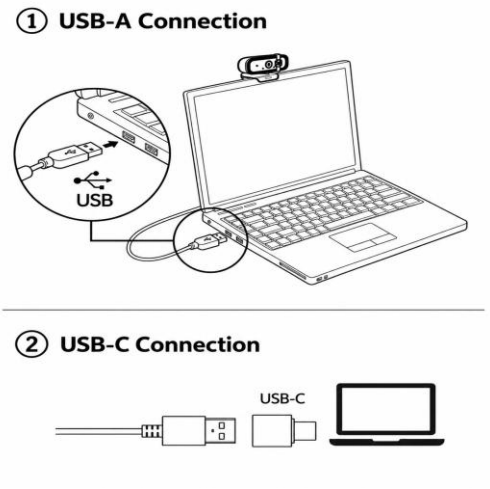
2. Rotate the webcam left or right up to 360° to point the camera in the desired direction.

3. Adjust the mounting clip up to 180° to fit different display angles and mounting positions.

TIP:
Adjust the webcam gradually and make sure the mount remains secure and stable before use.

NOTE:
Do not force the webcam or mounting clip beyond the specified adjustment range.

2.3 USB-A / USB-C Connection

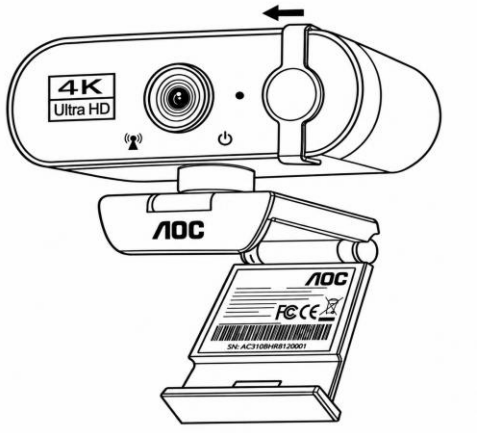


① USB-A Connection
Plug the webcam directly into an available **USB-A port** on your computer.

② USB-C Connection
Connect the webcam to the supplied **USB-A to USB-C adapter**, then plug the adapter into an available **USB-C port**.

NOTE:
Wait a few seconds for the computer to recognize the webcam after connection.

2.4 Use the Privacy Cover



Slide the privacy cover to control camera access.

Open the Camera

Slide the privacy cover to the left until the lens is fully exposed.

Close the Camera

Slide the privacy cover back until the lens is fully covered.

NOTE: Use the privacy cover when the webcam is not in use to help protect your privacy.

3. Video, Audio and App Settings

3.1 Supported Video Resolutions

4K UHD	2K QHD	Full HD	HD	VGA
3840 × 2160 @ 30 fps	2560 × 1440 @ 30 fps	1920 × 1080 @ 30 fps	1280 × 720 @ 30 fps	640 × 480 @ 30 fps

3.2 Why Video May Not Appear in 4K

The AC310 can output video at up to 3840 × 2160 at 30 fps. The resolution available in a specific application may be limited by the application, operating system, USB connection, computer performance, and—in video calls—the conferencing service or network conditions.

NOTE: Some conferencing applications may limit video call resolution even when the webcam supports 4K.

1	**Check the app —** Open the video settings in your camera or conferencing application.
2	**Choose resolution —** Select the highest supported resolution available.
3	**Confirm system limits —** Make sure the computer, application, connection, and network conditions support the requested resolution.

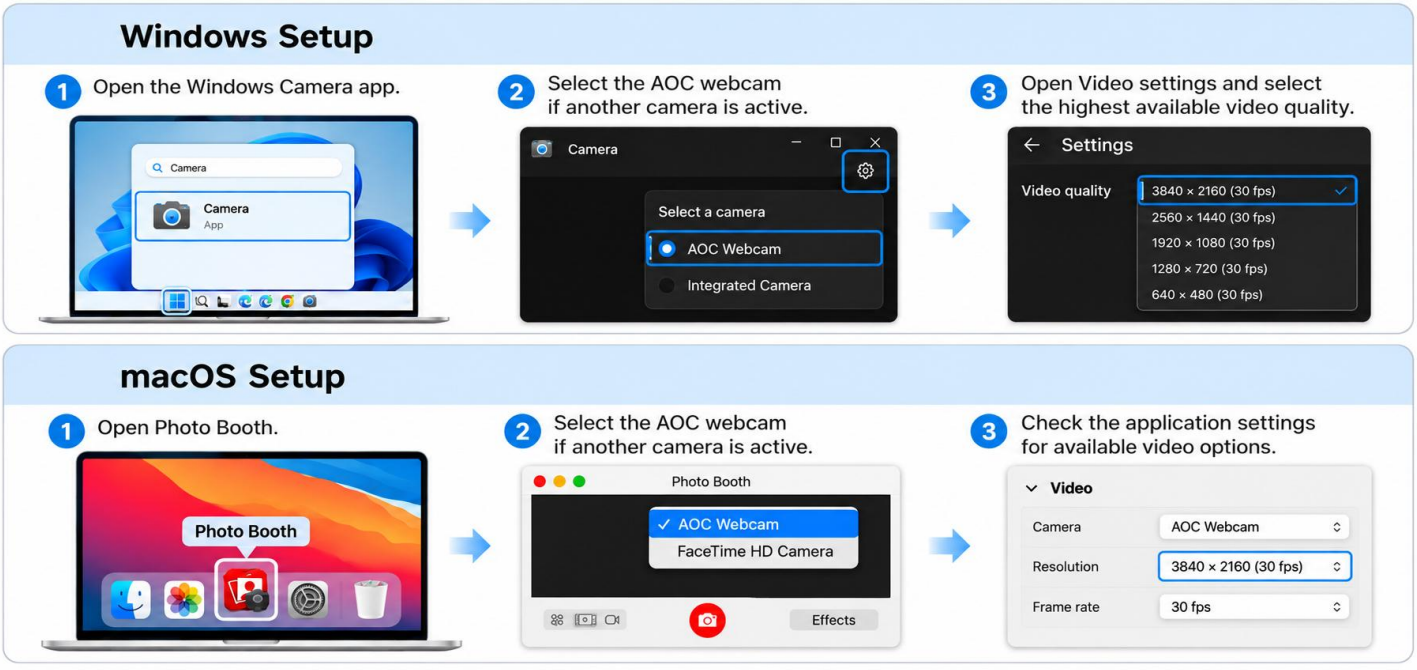
3.3 Camera and Microphone Access

CAMERA	MICROPHONE
Allow camera access. If another camera opens, select the AOC webcam manually.	Allow microphone access and select the webcam microphone as the input device.

3.4 Windows and macOS Setup

Open the built-in camera application and select the AOC webcam if another camera is active.

NOTE: Screens are examples only. Available options may vary by operating system and application version.



3.5 Compatible Applications

The AC310 is compatible with commonly used camera and video conferencing applications such as **Switch 2, Zoom, Microsoft Teams, Skype, FaceTime, Windows Camera, and Photo Booth.**

NOTE:
Available camera and microphone options may vary by application. If another device is selected automatically, open the application's **Video or Audio** settings and select the **AOC webcam** manually.

4. Troubleshooting and FAQ

4.1 Quick Problem Solver

Start with the matching problem below. Complete the steps in order and test the webcam after each step.

Webcam is not detected / no video 1. Make sure the privacy cover is open. 2. Disconnect and reconnect the webcam, or try another compatible USB port. 3. Allow camera access and select the AOC webcam in the application. 4. Restart the computer and test again.	**Video appears blurry or out of focus** 1. Clean the lens with a soft microfiber cloth. 2. Keep the subject within the supported focus range. 3. Improve the lighting and reposition the webcam. 4. Check the video resolution in the application.
Image is too dark, too bright, or colors look inaccurate 1. Check the lighting around the subject. 2. Avoid strong backlighting or direct light facing the camera. 3. Check the brightness, exposure, or color settings available in the application. 4. Restart the application and test again.	**Video flickers, freezes, lags, or looks choppy** 1. Close other applications that may be using the webcam. 2. Connect the webcam directly to a compatible USB port. 3. Try a lower video resolution if needed. 4. Restart the application and test again.
Microphone is not detected / does not work 1. Allow microphone access in the operating system and application. 2. Select the webcam microphone as the input device. 3. Confirm that the microphone is not muted. 4. Restart the application and test again.	**Microphone has echo, background noise, or audio dropouts** 1. Keep the webcam at a suitable distance from the speaker. 2. Reduce nearby background noise. 3. Check the microphone input and audio settings in the application. 4. Test the microphone in another compatible application.
Webcam disconnects or stops working during use 1. Make sure the USB connector is fully inserted. 2. Try another compatible USB port. 3. Connect the webcam directly to the computer instead of an unpowered USB hub. 4. Restart the computer and test again.	**Camera does not work in an application** 1. Close other applications using the webcam. 2. Allow camera access for the application. 3. Select the AOC webcam in the application's camera settings. 4. Restart the application.

NOTE:

WHEN TO STOP TROUBLESHOOTING
Stop using the product and contact Customer Support if the webcam, cable, connector, or housing is visibly damaged; becomes unusually hot or wet; produces smoke or an unusual odor; or if the next step would require disassembly or unauthorized repair.

4.2 Frequently Asked Questions (FAQ)

1. **Q:** What computers, operating systems, and video applications are compatible with the AC310?
   A: The AC310 is compatible with supported Windows, macOS, and ChromeOS computers. It can be used with common camera and video conferencing applications such as Switch 2, Zoom, Microsoft Teams, Skype, FaceTime, Windows Camera, and Photo Booth. Available camera functions and video settings may vary by operating system and application.

2. **Q:** What should I do if the computer does not recognize the webcam, the webcam does not start, or there is no video?
   A: 1. Check the indicator light: **red = connected; green = camera in use**.
   2. If no light appears, reconnect the webcam or try another USB port.
   3. If there is still no video, open the privacy cover, allow camera access, and select the **AOC webcam** in the application settings.

3. **Q:** Does the AC310 require drivers or special software?
   A: No dedicated AOC driver is required for basic operation, as the webcam uses standard USB video and audio drivers provided by supported operating systems. Connect the webcam to a compatible USB port and wait a few seconds for the computer to recognize it. Then select the AOC webcam in your camera or video application if needed.

4. **Q:** Is the AC310 plug-and-play with both USB-A and USB-C computers?
   A: Yes. Connect the webcam directly to an available USB-A port. For a compatible USB-C port, use the supplied USB-A to USB-C adapter. Wait a few seconds for the computer to recognize the webcam after connection.

5. **Q:** What is the supported focus range?
A: The AC310 supports a focus range from approximately **5 cm to infinity**. For a clearer image, keep the subject within the supported focus range and make sure the lens is clean.

6. **Q:** How do I change the video resolution and other image settings?
A: Open the **Video** or **Camera Settings** menu in the application you are using and select the available video options. Depending on the application, available settings may include resolution, brightness, exposure, and color. Available image controls may vary by operating system and application.

7. **Q:** What should I do if the wrong camera opens?
A: If your computer has a built-in camera, the application may select it automatically. Open the application's camera settings and select the **AOC webcam** manually.

5. Specifications, Compatibility, Care and Support

5.1 Technical Specifications

Specification	AC310
Video resolution	3840 × 2160 @ 30 fps; 2560 × 1440 @ 30 fps; 1920 × 1080 @ 30 fps; 1280 × 720 @ 30 fps; 640 × 480 @ 30 fps
Image sensor	High-resolution CMOS color sensor
Field of view	80°
Focus range	5 cm to infinity
Automatic brightness adjustment	Supported
Automatic color compensation	Supported
Microphone	Built-in
Privacy cover	Integrated
Connection	USB-A; supplied USB-A to USB-C adapter
Mounting	Flexible clip/base; 1/4" tripod screw hole

5.2 Compatibility

Basic webcam compatibility and application compatibility may vary by operating system and software.
• Compatible with computers that support standard UVC/UAC USB video and audio devices, including supported versions of Windows, macOS, and ChromeOS.

5.3 Care and Safety

• Use the webcam on a stable surface or securely mounted display.
• Keep the webcam, USB connector, and cable away from water and moisture.
• Do not use or store the webcam in extremely hot or cold environments.
• Clean the housing with a soft, dry cloth; clean the lens with a microfiber cloth or lens cleaner.
• Do not use strong or corrosive cleaning agents.
• Keep ventilation openings free from obstruction.
• Do not pull, crush, step on, or place excessive pressure on the USB cable.
• Do not disassemble, modify, or attempt unauthorized repair.

5.4 Support and Product Information

Customer Support	aoc-after-sales@customerafter-sales.com
Prepare for Support	Model AC310, Amazon order number, computer model, operating system, application being used, issue description, and steps already tried
Product / Origin	AOC AC310 4K Webcam | Made in China
Document	AOC310-UG-US-EN | Version 1.0 | Effective October 2026