

# Welcome to Logitech Support

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## Getting Started - Logitech StreamCam

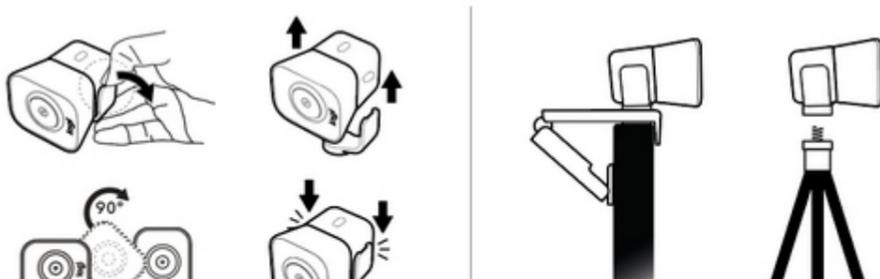
To get Full HD at 60 FPS we recommend the following computer specifications:

- USB-C 3.1 port
- 2017 or later
- 7th gen Intel i5 or better
- Dedicated graphics card
- 8GB RAM

You can download Logitech Capture software for your StreamCam from [logitech.com/product/capture](https://logitech.com/product/capture)

- Supported OS: Windows 10, BETA for macOS 10.14 and 10.15

Rotate and Mount StreamCam

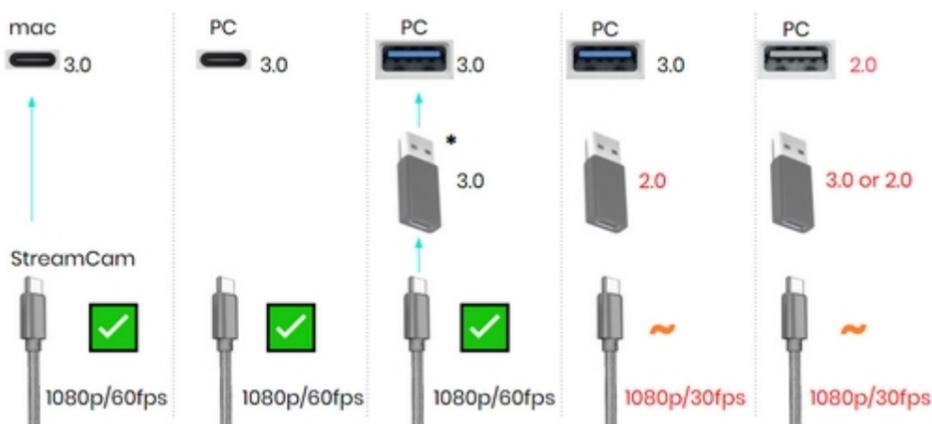


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### How to mount and rotate Logitech StreamCam

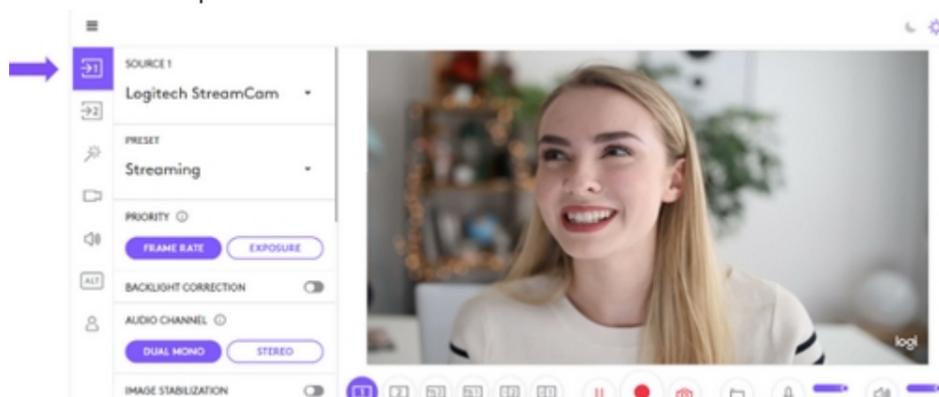


### StreamCam Connectivity



### Starting Logitech Capture

1. Select Logitech StreamCam for Source 1
2. Select Source 2:
  - Logitech StreamCam #2
  - Display or
  - Window Capture



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## Accessing your Camera Settings

Image Adjustment settings are located on the video source tab. Auto Focus and White Balance settings are also located here.



Resolution & Frames Per Second settings are located on the camera tab.

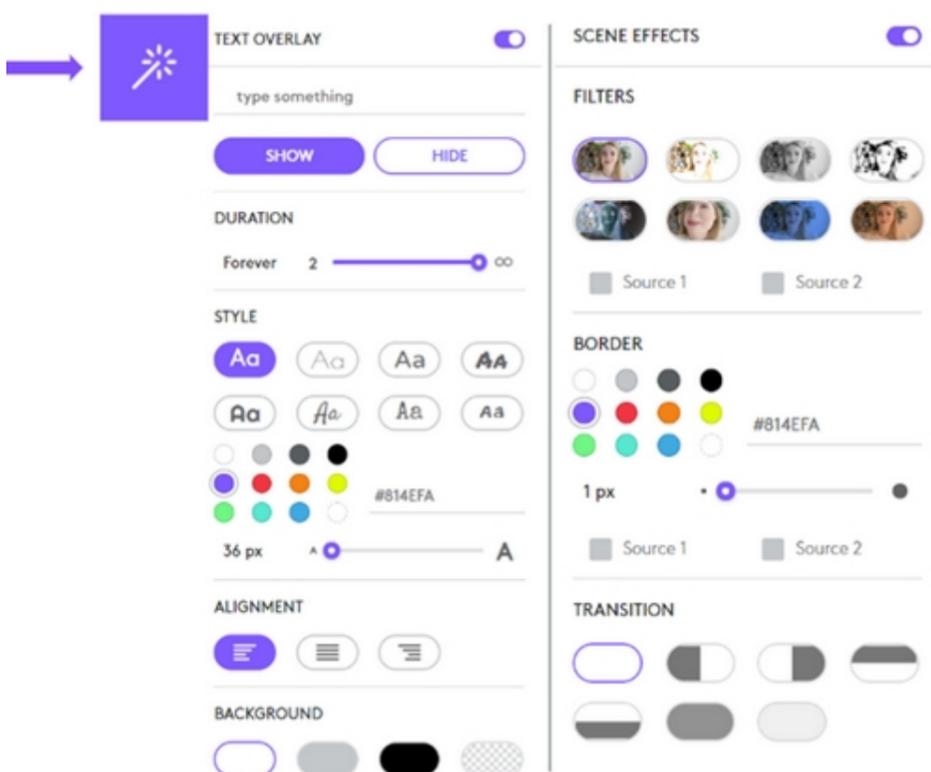


Select your Audio Input if using an external microphone.



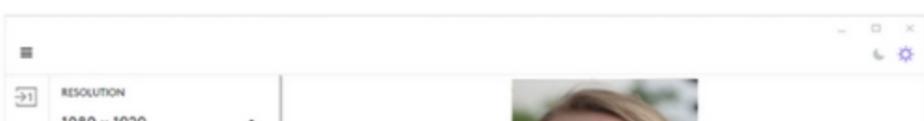
## Exploring Effects

Navigate to the new **Effects Tab**. You can apply **Live Text Overlays** and customize font and placement. You can also add **Scene Effects** such as filters, borders and scene transitions to your sources. These effects can add personal touches to your video to make it unique.

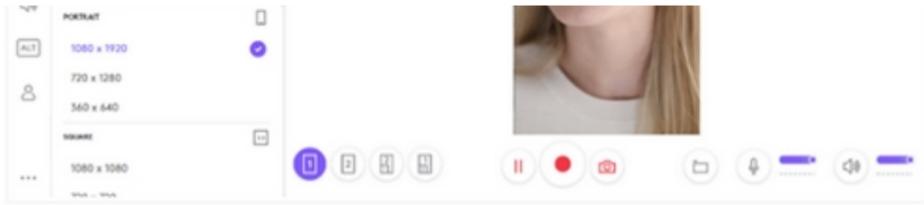


## Vertical Video

Simply rotate StreamCam 90° to switch into **Portrait**. Access this mode for other sources in the resolution settings. Vertical video is ideal for creating videos that will be viewed on mobile devices.

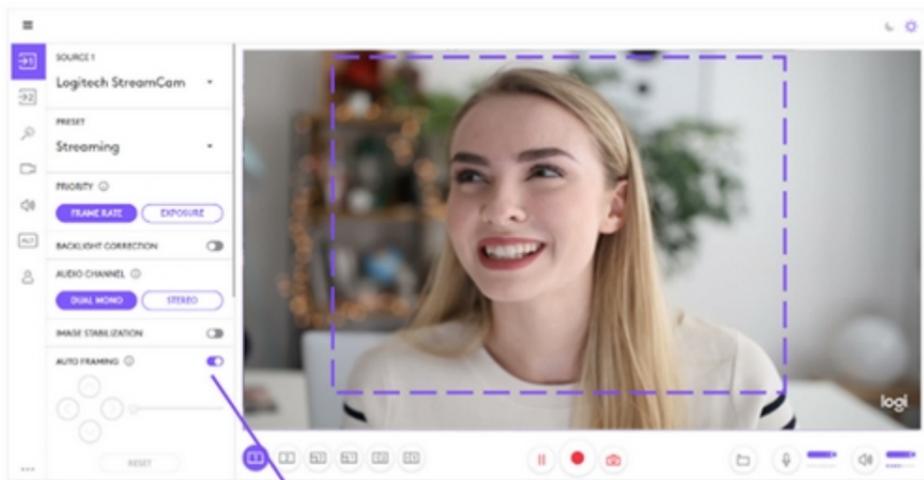


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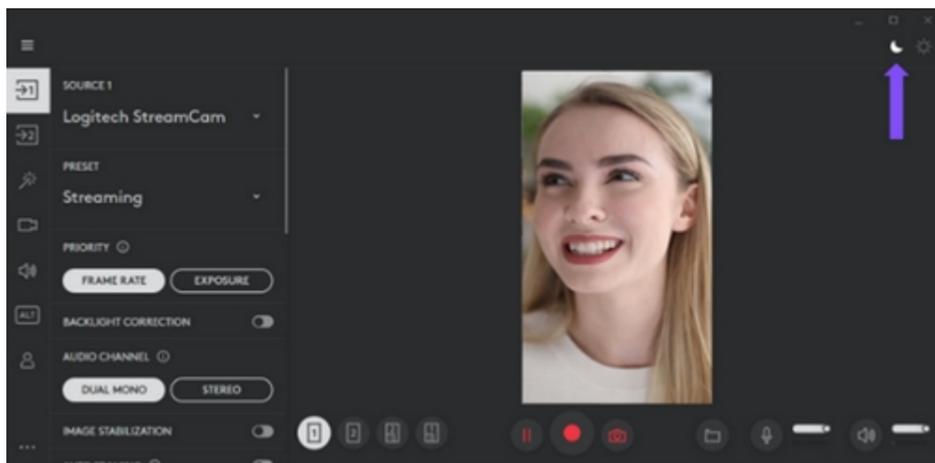
## Auto Framing

Activate **Auto Framing** by switching the toggle on. With facial tracking, Logitech Capture will automatically frame your face front and center. Note: Manual controls for Zoom, Pan and Tilt will be disabled.



## Dark Mode

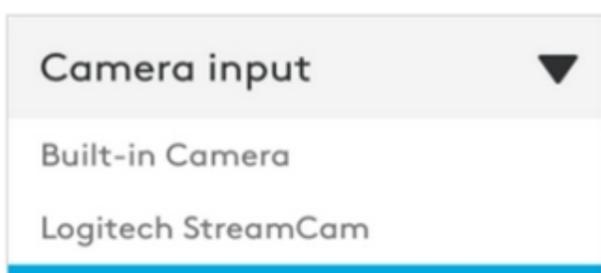
You can choose to work in **Dark Mode** by clicking on the moon icon at the top right.



## More Features

Virtual Camera (Windows only)

Add Logitech Capture as a camera source to your favorite streaming platforms such as YouTube, Facebook Live, or Twitch via OBS or XSplit.



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Keyboard Shortcuts let you trigger actions without the mouse.



Profiles let you save your custom configurations.

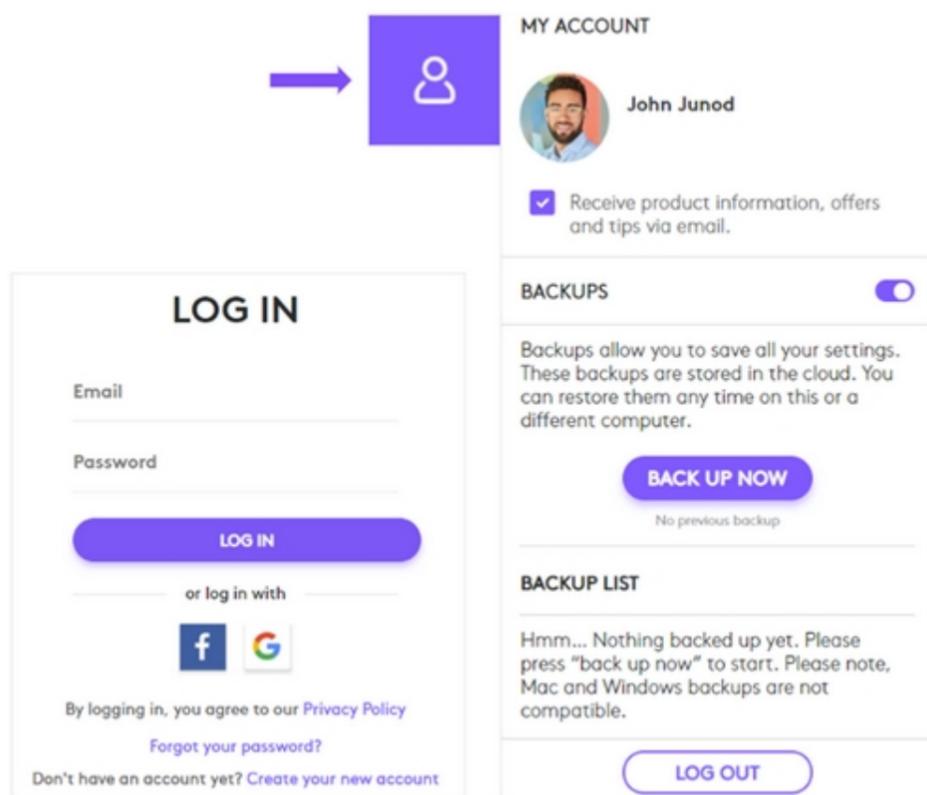
### My Account

You can log into Logitech Capture with:

- Facebook
- Google
- Create a new Logi account

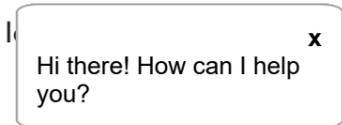
This feature lets you back up your profiles to the cloud and unlock additional effects such as:

- Font styles
- Filters
- Scene transitions



### Logitech Capture 2.0 Limitations

Description	Explanation
<p><b>Win+Mac</b></p> <p>When upgrading from Capture 1.x to Capture 2.x, saved settings will be lost.</p>	<p>Capture 1.x Settings Profiles cannot be transferred to Capture 2.x and will be lost as these are not compatible.</p> <p><b>NOTE:</b> Capture 2.x settings can now be backed up and restored online.</p>
<p><b>Win+Mac</b></p> <p>The app is designed for viewing on resolutions 720p and up.</p>	<p>The minimum window size in the design is currently 1250x618 which is just under 720p. If you use a smaller monitor resolution (ex. 1024x768) the app might not look good.</p>
<p><b>Mac</b></p> <p>No virtual camera</p>	<p>Virtual Camera is not supported on macOS at this time.</p>



## Mac

Minimized/Hidden windows will not be selectable as Window Sources.

## Windows

UWP apps cannot be captured exclusively.

## Windows

Chromium-based apps cannot be captured exclusively.

## Win+Mac

Cannot uninstall files from users not currently logged in.

## Windows

Hotkeys will stop working if the user is currently focused on an app with elevated privilege.

## Mac

Caps Lock cannot be used in hotkeys.

## Win+Mac

Online backups are OS-specific.

## Windows

Skype doesn't accept a virtual camera.

## Mac

When Capture is using a Logitech camera, it may not work well if other apps start using the same camera.

## Windows

Cannot do a backup if you have too many profiles.

windows are minimized.

In Mac, there are many special windows that might be hidden for various reasons. Even fullscreen (maximized) windows are considered hidden — the macOS API does not distinguish between various kinds of "hidden" windows. In this regard, we hide all hidden windows from the list.

On Windows, UWP apps are displayed in Capture as [APPLICATIONFRAMEHOST].

It is not possible to do exclusive window capture here, so the application falls back to screen region capture.

- If there is anything in front of the UWP app, it will also get captured.
- If the UWP app is minimized, the region of the screen behind it gets captured.

Chromium-based apps will not be captured exclusively.

- Examples of Chromium-based apps are Slack, Discord, Google Chrome

This is a similar limitation with Windows. Any local files from other users on Mac cannot be cleaned up by the uninstaller.

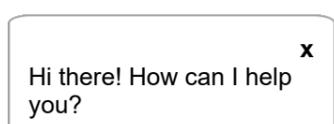
When the user is focused on apps like XSplitt (which run as admin), it is not possible for the hotkeys to propagate to non-admin apps like Capture.

Caps Lock is a special button and cannot be supported to date.

Can't save the settings on macOS and use the same settings on Windows.

You can use Logitech Capture as a camera source in Skype classic <https://www.skype.com/en/get-skype/>. However, this feature is not compatible with other versions of Skype.

Capture's video feed may freeze or slow down if another application accesses the same camera as Capture in a different resolution/frame rate.



You can back up a maximum of six profiles.

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