How to Solve No Image Issue of WebCamera

Case1. The Device Cannot Deliver Image when Plugged in the Computer.

Check if the device could be previewed in other software. The device can only be previewed in one software at the same time.
Check if the Device Manager of the computer recognizes the device. If not, plug the device in another USB port. If the device is recognized, change a preview software, such as HIK IN, to test if the preview is normal.
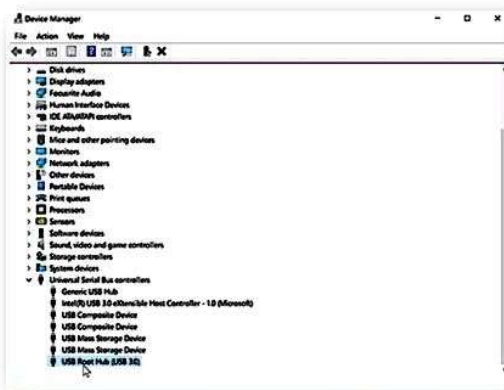
Case2. The Device Cannot Deliver the Image in Windows XP System, but Delivers the Image in Windows 7 and Above System.

Check if the resolution of the device is set as 2560*1440 or above. Due to the lack of decoding capability, the computer with Windows XP system may not be able to deliver the image, and you need to install the RsDecoder to help decoding. In this situation, please contact local support team to get RsDecoder.
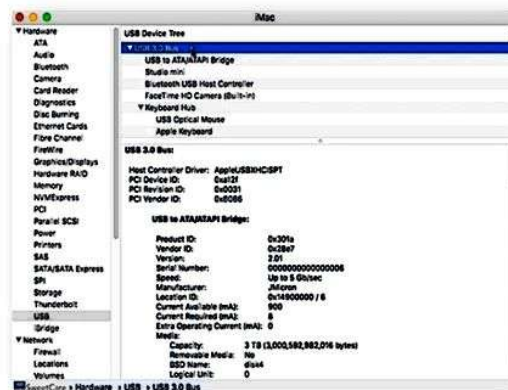
Case3. The Device Cannot Deliver Normal Image After Being Plugged in the USB 3.0 Interface in Windows 7 System.

USB 3.0 interface is required for 4K 3840*2160 video output, but the USB 3.0 interface of Windows 7 system cannot drive USB 3.0 product (since original Windows 7 system does not have USB 3.0 interface). It may cause Black & White Image, Color Distortion. It is recommended to set the resolution below 2560*1440 or update the operation system of the computer.

How do I know if my computer has USB 3.0 port?

Windows   Mac

For Windows:
1. Right-click the **Windows icon** *(bottom left)* and select **Device Manager**.
2. In the Device Manager window, select **Universal Serial Bus controllers**.
3. Locate the USB port by its type *(e.g. 3.0, 3.1)*. If there are no 3.0 or above ports, your computer is not USB 3 enabled.

For Mac:
1. Click the **Apple icon** *(top left)* and select **About This Mac**.
2. Within the **About This Mac** window, click **System Report**.
• *(optional)* For OS X 10.9 or below, click **More Info···**.
3. In the System Information window, click **Hardware** and select **USB**.
4. Locate the USB port by its type *(e.g. 3.0, 3.1)*. If there are no 3.0 or above ports, your computer is not USB 3 enabled.