

FAQ

Microphone and audio issues with my Logitech webcam

To troubleshoot your webcam microphone, do the following:

- [Verify that you can hear sound through your speakers](#)
 - [Test the microphone in Windows Sound Recorder](#)
 - [Make sure the microphone is selected in the Logitech Webcam Software \(LWS\)](#)
 - [Determine if the microphone drivers are loaded properly in Windows Device Manager](#)
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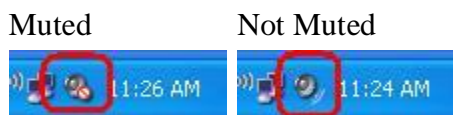
Verify that you can hear sound through your speakers

First confirm that you can hear sound through your audio output device (speakers / headphones) by doing the following:

1. Play a sample .wav or .mp3 file.

NOTE: Sample files can be found in the My Documents/My Music/Sample Music folder on your computer.

2. Make sure your audio output device is functioning properly and isn't muted either on the device itself or through the Windows operating system.



3. If your computer audio is currently muted, to un-mute:
 1. Click on your audio icon shown above.
 2. Uncheck the box next to "Mute" by clicking in it.



3. Close the Volume panel by clicking anywhere on your screen.

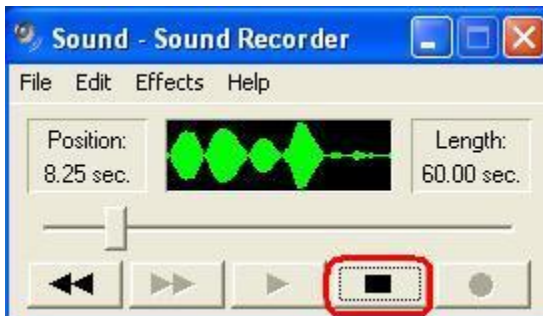
Test the microphone in Windows Sound Recorder

NOTE: Before following the next steps, connect your webcam to an alternate USB port and make sure it is detected by your operating system. For instructions, see the [Determine if the microphone drivers are loaded properly in Windows Device Manager](#) section below.

1. Launch Windows Sound Recorder:
 1. **Windows XP:** Start > All Programs > Accessories > Entertainment > Sound Recorder
 2. **Windows Vista:** Start > All Programs > Accessories > Sound Recorder
2. Click the **Record** button and speak into the microphone on the webcam.



3. You should see the green line move, indicating the application is picking up sound. Click the **Stop** button when you're done recording.



4. Click the **Play** button to play back the recording.



5. If there is no sound at playback, check if the Logitech webcam microphone is selected. Here's how:
- Click **Edit** and then select **Audio Properties**.

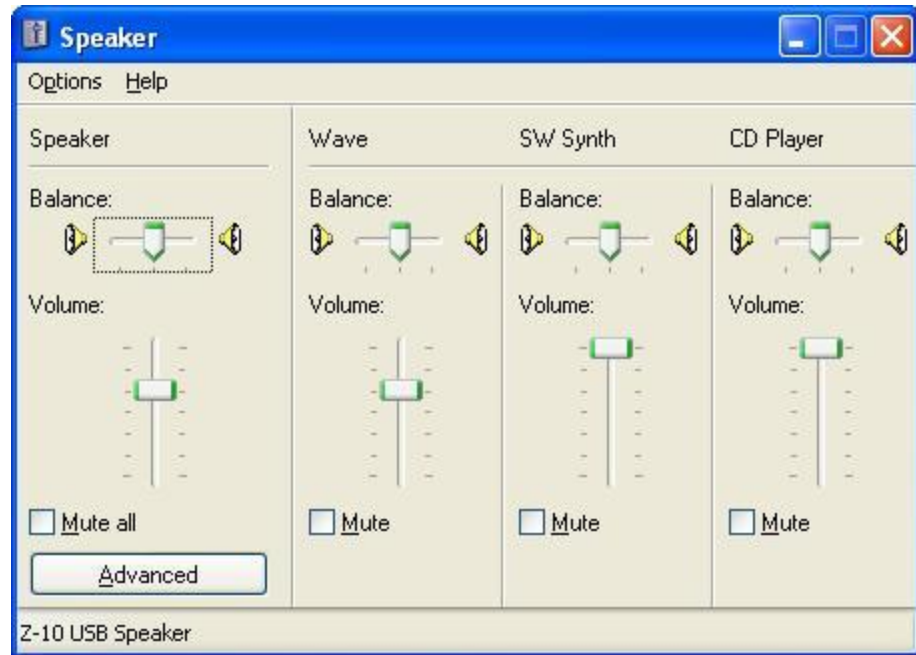


- Make sure your webcam's microphone is listed as the "Default device" under **Sound recording**. If it isn't, select it from the drop-down menu and repeat Steps 2-4 to verify it is working correctly.

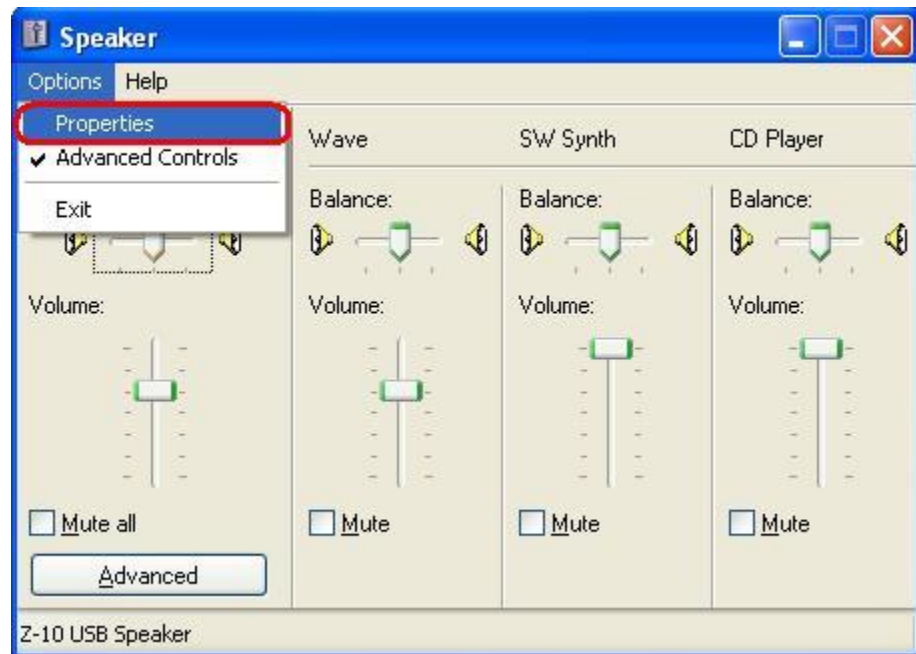
NOTE: The next few images show the Webcam 250 for reference only.



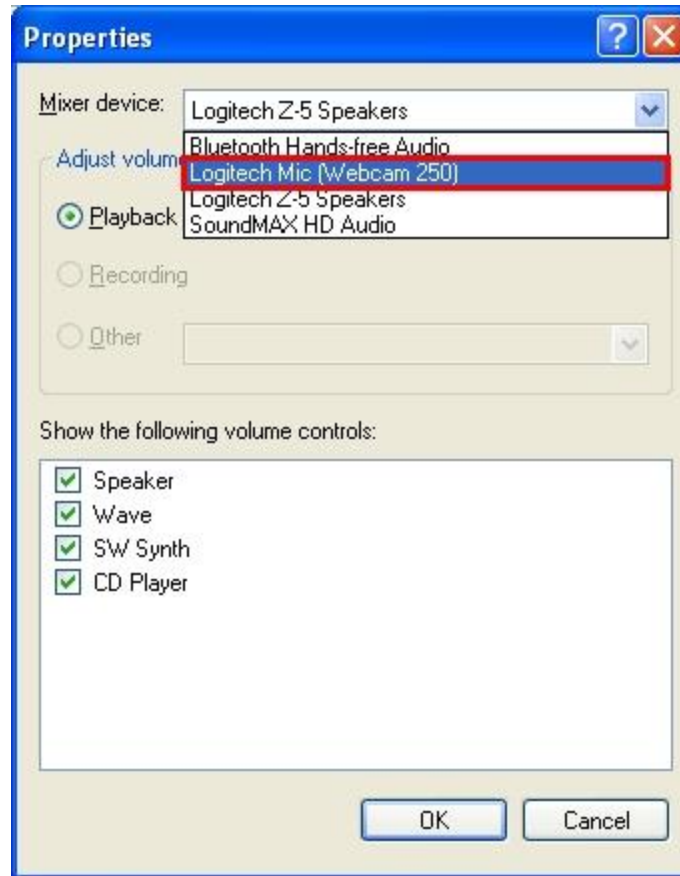
6. Follow the instructions below that reflect your situation:
 - If the microphone is working and you're able to hear your audio recording, continue to the [Make sure the microphone is selected in the Logitech Webcam Software \(LWS\)](#) section below.
 - If the microphone isn't a selectable option, skip to the [Determine if the microphone drivers are loaded properly in Windows Device Manager](#) section below.
 - If the microphone is selectable but you're unable to record audio, make sure the microphone isn't muted. Here's how:
 - Open the Volume Control panel (Start > All Programs > Accessories > Entertainment > Volume Control).



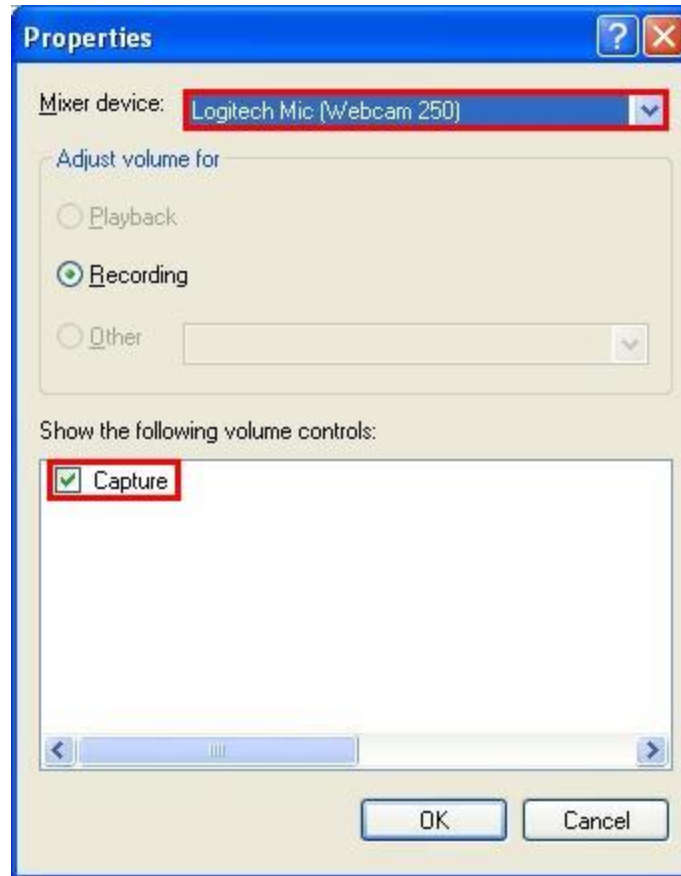
- Click **Options** and then select **Properties**.



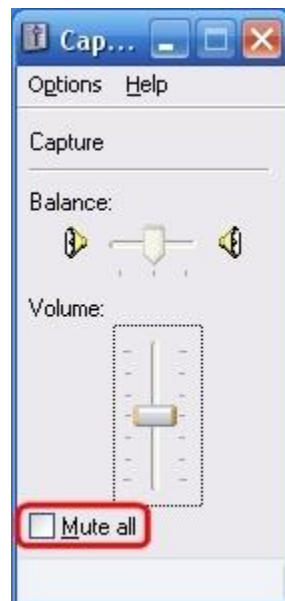
- Under **Mixer device**, select "Logitech Mic".



- Under **Show the following volume controls**, check the box next to "Capture" (if it isn't already selected) and then click **OK**.



- Uncheck the box next to "Mute all" by clicking in it..



Make sure the microphone is selected in the Logitech Webcam Software (LWS)

- [LWS 1.x](#)
- [LWS 2.x](#)
- **LWS 1.x**
 1. Launch LWS (Start > Programs > Logitech > Logitech Webcam Software > Logitech Webcam Software).
 2. On the LWS menu, click the **Change Settings** option.



3. Select **Audio Settings**.

NOTE: Webcam 250 is shown for reference only.



4. Verify that your webcam microphone is listed in the **Select Microphone** drop down.



5. If the microphone is not listed, click the **Audio Tuning Wizard** (gears) button and follow the steps provided.
6. Make sure the audio mute button in the LWS menu isn't engaged (as shown below).



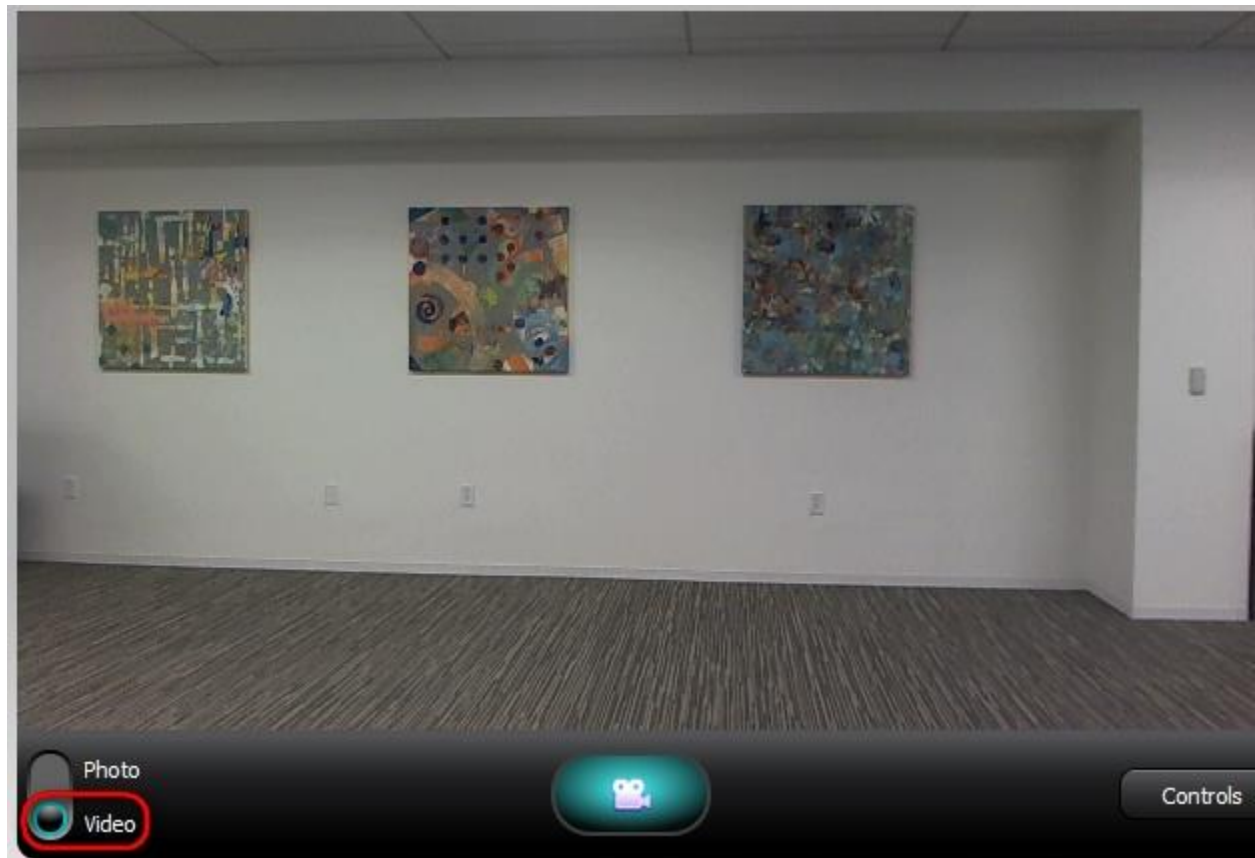
7. Create a sample video recording and then play back the file to verify that sound was recorded.

- **LWS 2.x**

1. Launch LWS (Start > Programs > Logitech > Logitech Webcam Software).
2. On the LWS menu, click the **Quick Capture** option.



3. Select the **Video** option to adjust your audio settings.



4. Verify that the Logitech microphone is selected in the **Select Microphone** drop-down menu.



NOTE: If your webcam microphone is functioning in the LWS software and the issue is with a 3rd party Instant Messenger application, see the applicable article below:

- [Knowledge Base article 20377](#) (AOL Instant Messenger)
- [Knowledge Base article 20376](#) (Skype)
- [Knowledge Base article 20375](#) (Windows Live Messenger)
- [Knowledge Base article 20374](#) (Yahoo! Instant Messenger)

If the Logitech webcam microphone wasn't a selectable option in the Audio Tuning Wizard, continue to the next section.

Determine if the microphone drivers are loaded properly in Windows Device Manager

- **Windows XP:**
 1. From the **Start** menu, select **Control Panel**.
 2. Double click the **System** icon.
 3. Click the **Hardware** tab.
 4. Click the **Device Manager** button.
 5. Within Device Manager, expand the "Sound, video and game controllers" option.
 6. Verify that the entry for "Logitech microphone" is listed without a yellow "!" or red "x".
- **Windows Vista or Windows 7:**
 1. From the **Start** menu, select **Control Panel**.
 2. Be sure that you are in "Classic View". You can select this option in the upper left corner.
 3. Double click the **System** icon.
 4. Under **Task** in the left hand column, click the **Device Manage** option.
 5. Within Device Manager, expand the "Sound, video and game controllers" option.
 6. Verify the entry for "Logitech microphone" is listed without a yellow "!" or red "x".

NOTE: If no Logitech webcam microphone is listed or this entry displays a yellow exclamation mark or a red "x", you'll need to reload the drivers. To get the drivers, download and install the latest version of the Logitech Webcam Software that is compatible with your webcam.

Once the software and driver installation is finished, repeat the steps in the [Make sure the microphone is selected in the Logitech Webcam Software \(LWS\)](#) section.

Close

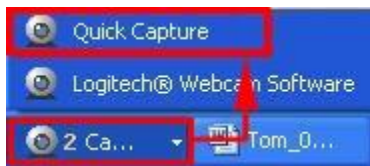
“Camera in use by another application” error message

This is usually caused by two applications trying to stream video at the same time.

To resolve this video-streaming issue:

1. Left-click on the Logitech Webcam Software (LWS) icon on the taskbar (shown below) to see if the Quick Capture application is running.

LWS 1.x



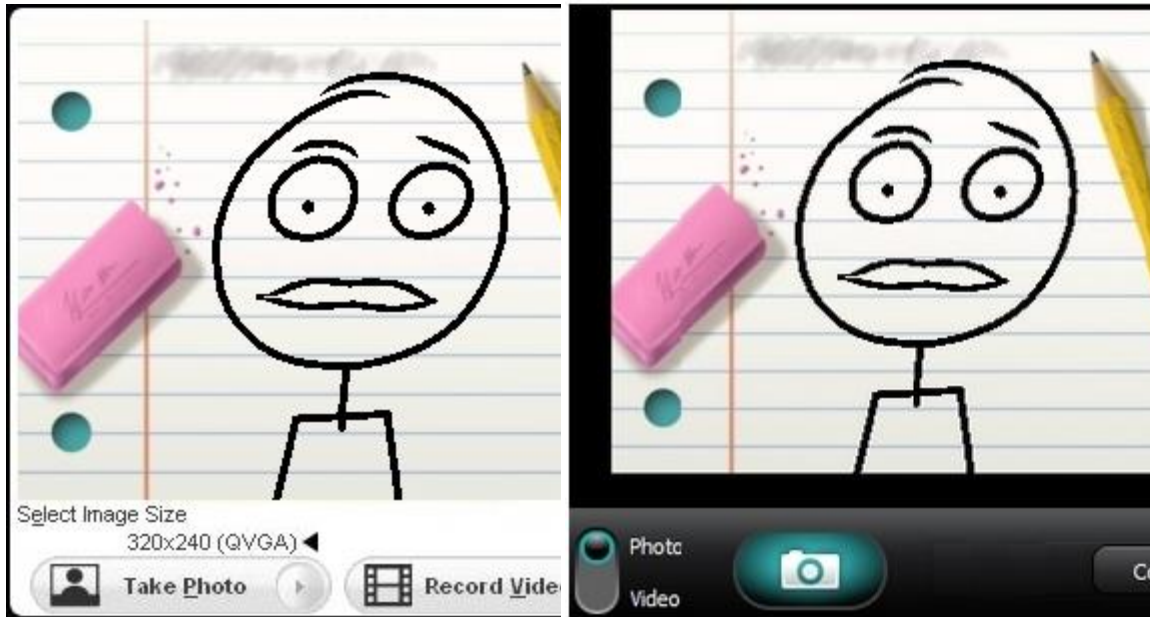
LWS 2.x



2. If Quick Capture is running, close the Logitech Webcam Software by clicking the "X" in the top right-hand corner.

LWS 1.x

LWS 2.x



3. Launch your video chat software (Skype, AIM, Yahoo, etc) and try to video chat. If you still get this error, proceed to Step 4.
4. Check your computer documentation to see if you have a third-party device, such as a TV capture card, that might be streaming video. If so, disable this device and check your chat client again.

You should now be able to stream video chat without receiving the "Camera in use by another application" error message.

Close

Improving image quality for the HD Pro Webcam C920s

To get better quality images using Logitech Webcam Software (LWS):

- Connect your camera directly to a USB port or your computer — don't use a hub or docking station.
- Make sure your USB 2.0 port is working at a high speed. See answer [3139](#) for help.
- Check that your system meets the recommended Dual Core CPU requirements.
- Avoid multi-tasking while capturing video, as this requires a lot of CPU usage.
- Get the latest driver for your camera.
- Improve the lighting conditions in the room.

To get better image quality when chatting over an IM application such as AIM, Skype, Vid, Yahoo! or WLM:

- Make sure you've met all of the requirements listed above.
- Check your internet connection speed (<http://www.speakeasy.net/speedtest>). You need at least 384kps for uploading and one megabit for downloading.

NOTE: Your internet speed may not be what your internet provider says it is, or you may be using the internet during a period of heavy traffic.

- Try using a different IM application — it may provide better results.
- Consider that the image quality problem could be with the sender's computer rather than your own.

NOTE: If you don't own a high-speed or USB 2.0 camera, your image quality may never be as good as a camera with USB 2.0 capabilities.

Close

Resolve issues when multiple C920s webcams are used simultaneously

If you have multiple C920s webcams connected and are using them simultaneously, you may experience the following issues:

- Unable to adjust settings on individual cameras
- Blue screen crash when launching OSB

These issues can be the result of a problem with the driver. You can switch from the Logitech drivers to generic drivers to resolve the issue.

NOTE: Because the use of Logitech Webcam Software (LWS) requires the Logitech drivers, you will not be able to use LWS if you plan to use multiple webcams simultaneously. In addition to the fix detailed below, we recommend the following software if you plan to use multiple C920s webcams simultaneously:

- Microsoft Camera App on Windows 8 and Windows 10 (installed by default on Windows 10)
- OBS or XSplit Broadcaster with Windows 7
- OBS or Quicktime with Mac

NOTE: You can always revert back to the Logitech drivers by reinstalling LWS from the Logitech website.

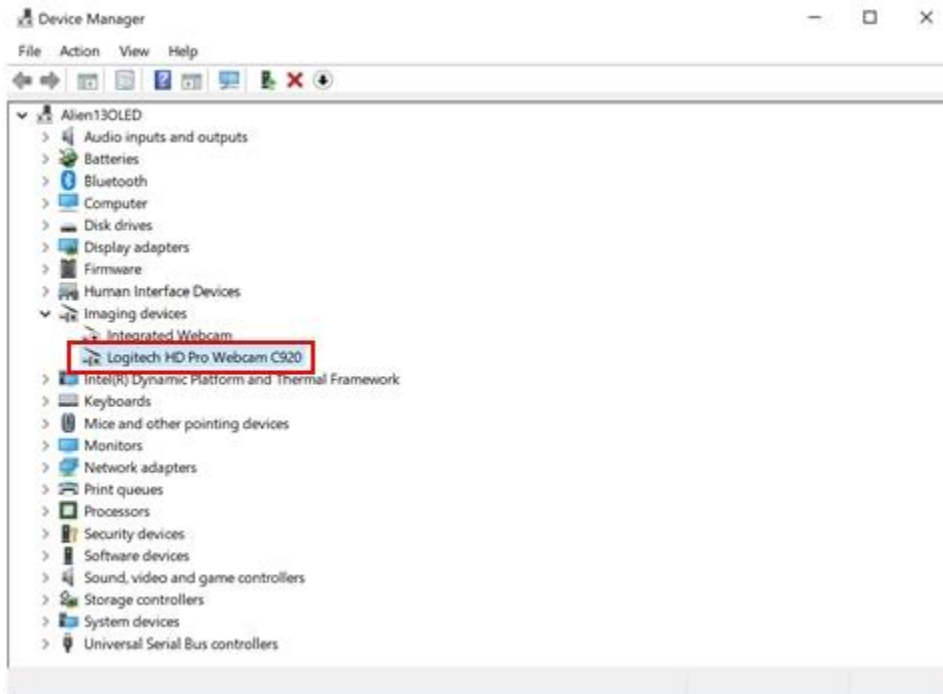
- [How to switch to the generic driver](#)
- [Watch the video](#)

How to switch from Logitech to generic drivers

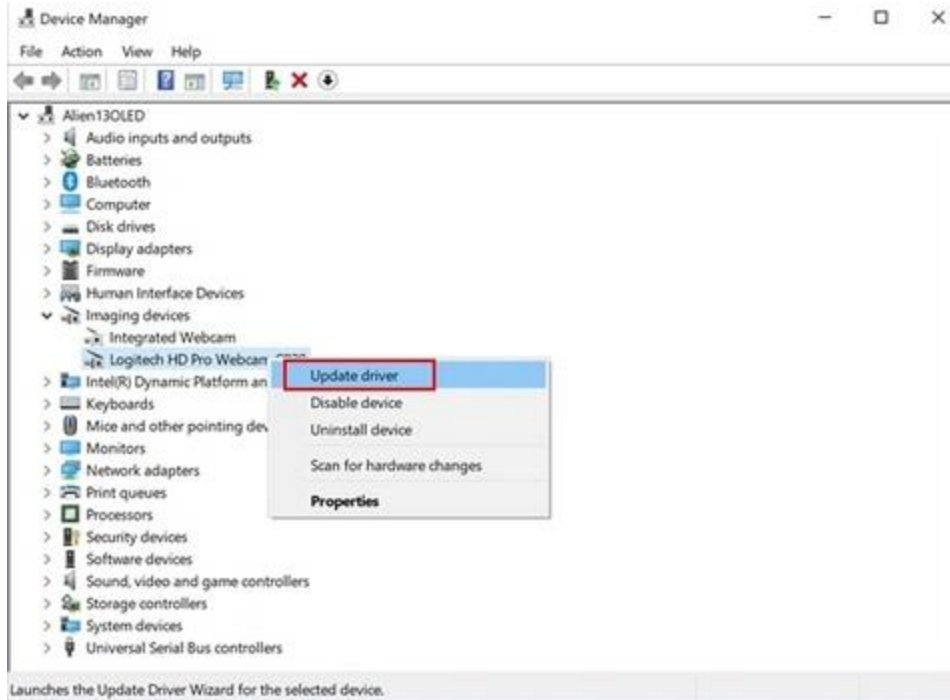
NOTE: You will need an Administrator account to perform the following steps.

IMPORTANT: Before you start, make sure your C920s webcam(s) are connected directly to a USB port on your motherboard and not connected to a USB hub as it can cause additional issues.

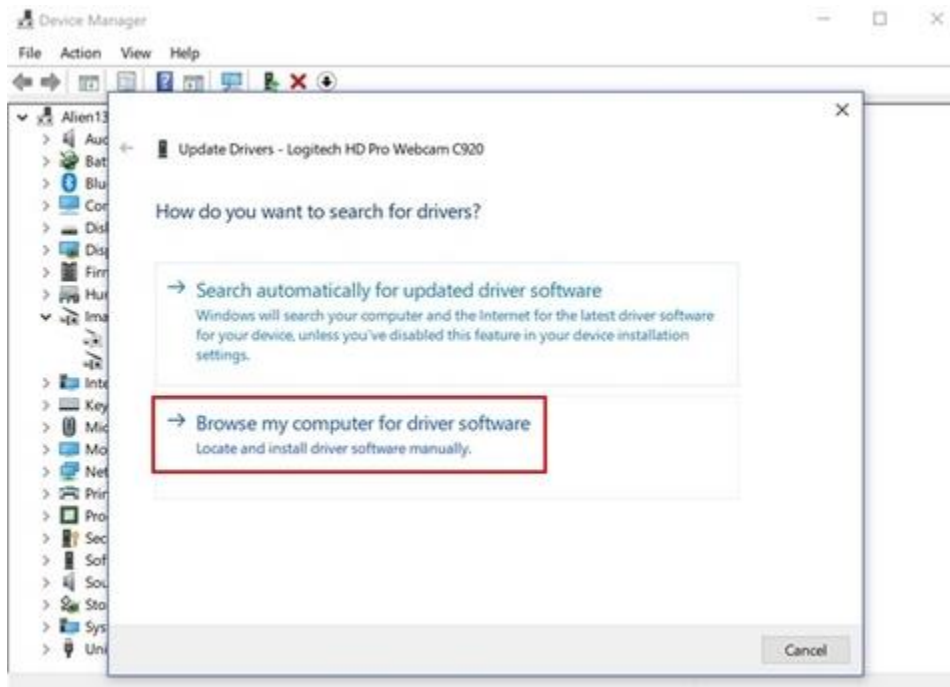
1. Open **Device Manager** — In the Windows search box (on the toolbar in Windows 10 and in the Start menu on older versions of Windows), type **Device Manager**.
2. In Device Manager, click **Imaging devices**, then **Logitech HD Pro Webcam C920s**.



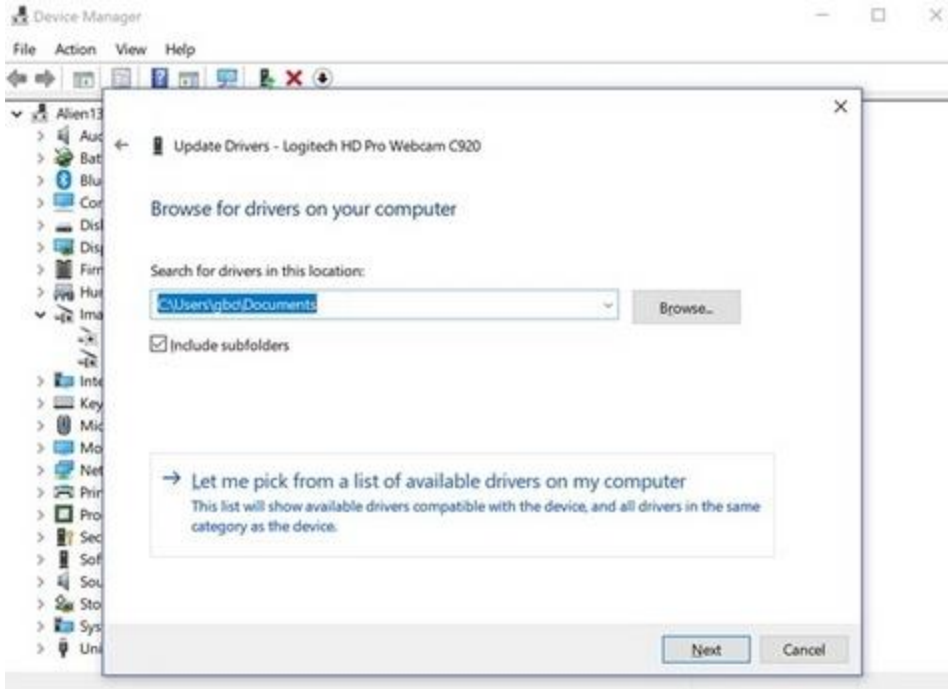
3. Right-click **Logitech HD Pro Webcam C920s**, then click **Update Driver**.



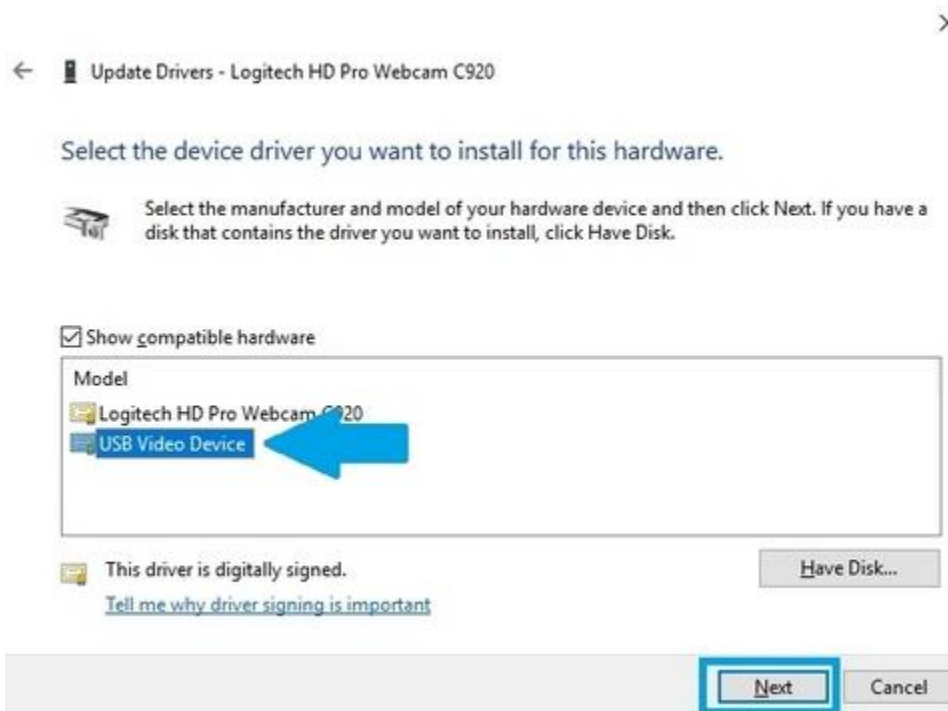
4. Select **Browse my computer for driver software**.



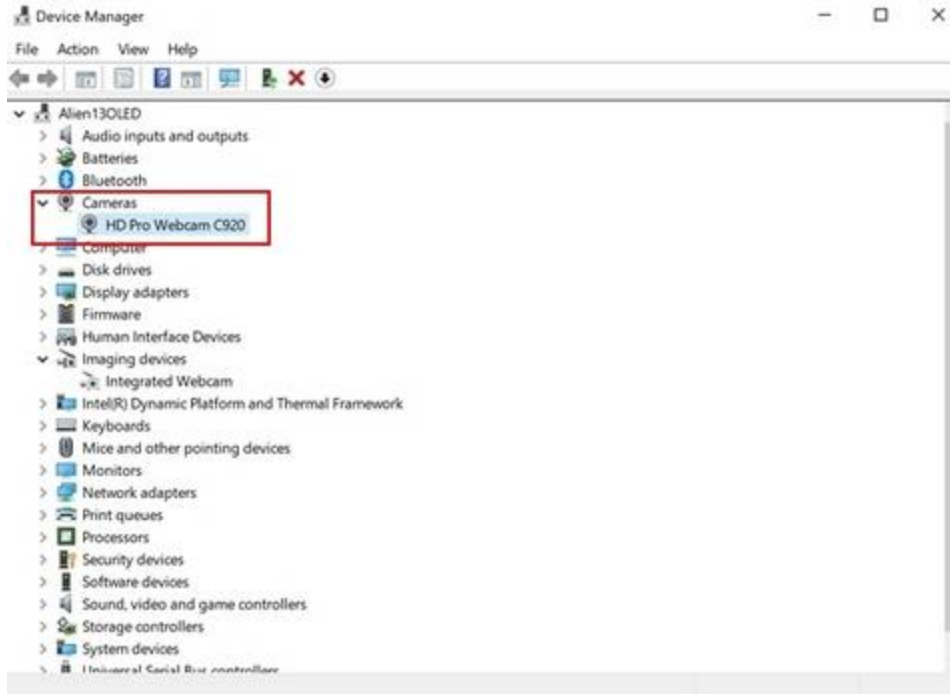
5. Select **Let me pick from a list of available drivers**.



6. Under "Select the device driver you want to install for this hardware", select the option to update the generic USB driver.



7. Once you have installed the generic driver, we recommend rebooting your computer. Windows will prompt you to reboot on the first driver, but you can wait until you have installed the drivers for all of your C920s webcams before you reboot.



NOTE: We highly recommend you install and use the Logitech Gaming Software (LGS) for controlling your C920s webcams. You can download the latest software [here](#).

VIDEO: Logitech G Multi Streaming How To

Close

How to identify your Logitech webcam

You can use the Logitech Support site to help you identify your Logitech webcam.

Here's how:

1. Locate your webcam's identification (ID) tag. This tag is usually near the connector-end of the webcam's USB connection cable.



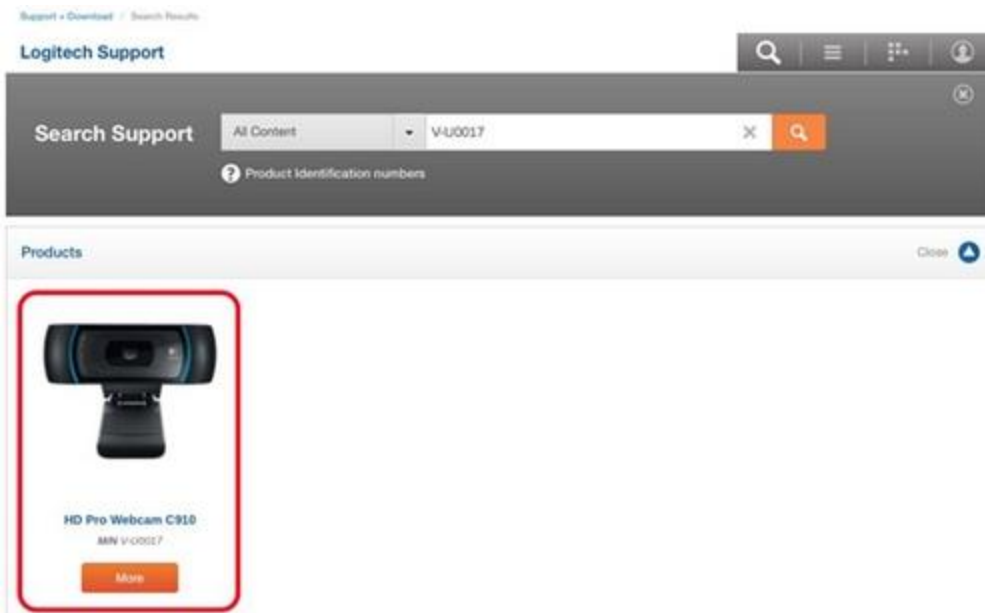
2. Look for the webcam's model number on the ID tag. The model number is typically labelled "M/N".



3. Visit the Logitech [Support](#) site, and enter the webcam's model number (M/N) in the **Search Support** text field, exactly as it appears on the webcam's ID tag. Tap or click the **Search** button.



4. The listing for your webcam's support page appears under the **Products** tab.



5. Tap or click on the product to go to its support page.

Logitech Support

Search Support

All Content

Product Identification numbers

HD Pro Webcam C910



View full-size



Downloads	Knowledge Base	Warranty	Community	Add to product list
Operating System	Software / Apps Required	Connectivity		
	No software or App is needed to use this product.			
Quick Start Guide				
Height: 34 mm or 1.34 inches		Width: 96 mm or 3.78 inches		Power:
Depth: 26 mm or 1.02 inches		Weight: 63 g or 2.32 ounce		
Model Number: V-U0017				

Not the right product? Search again

View full specifications

Download

Mac Close

Choose OS

Logitech Webcam Software with Vid HD Details Download

Windows Close

Knowledge Base How to

- Using Yahoo! Messenger with your C910 For Mac
- Using iChat with your C910 For Mac
- Making a High Definition video call with C910 and Vid HD
- Using Windows Live Messenger with your Logitech webcam
- Using AOL Instant Messenger (AIM) with your Logitech webcam

Page 1 of 2

Warranty 2 year limited hardware warranty Register your product

Webcam is not detected by computer

If your camera isn't detected by your computer, please try the following:

- Try a different USB port on your computer.
- Make sure the camera isn't connected to a USB hub or docking station.
- Make sure you're using the correct driver for your camera by selecting the Downloads tab on your product's support page.
- If your camera is connected to a USB 3.0 port (usually has a blue plastic insert), try using a USB 2.0 port instead.
- Try connecting the camera to a different computer.

NOTE: If your camera isn't detected by a second computer, it may be defective.

Logitech webcam not working with my Smart TV

Your Logitech webcam won't work with your Smart TV, as it was designed to be used with personal computers only.

NOTE: The Logitech TV Cam for Skype will work with some Panasonic Smart TVs (see answer [23127](#) for the list of supported TVs). The Logitech TV Cam HD will work with any TV that has an available HDMI input (see answer [40690](#) for more information).