

Avaya HC010

Avaya HC010 Webcam/Huddle Camera User Manual

Model: HC010

1. INTRODUCTION

This manual provides detailed instructions for the setup, operation, and maintenance of your Avaya HC010 Webcam/Huddle Camera. The HC010 is designed to deliver high-definition video and clear audio for various communication needs, including video conferencing and online collaboration. Please read this manual thoroughly before using the device to ensure optimal performance and longevity.

2. PACKAGE CONTENTS

Verify that all items are present in your product package:

- Avaya HC010 Webcam/Huddle Camera
- USB Cable

If any items are missing or damaged, please contact your vendor or Avaya support.

3. PRODUCT OVERVIEW

The Avaya HC010 Webcam features a compact design with integrated microphones and a privacy shutter. It offers Full HD (1080p) resolution and a wide field of view for effective video communication.



Figure 3.1: Front-side view of the Avaya HC010 Webcam, showing the lens, Avaya logo, and HD1080P label.



Figure 3.2: Direct front view of the Avaya HC010 Webcam, highlighting the camera lens and integrated microphones.



Figure 3.3: Top-side view of the Avaya HC010 Webcam, illustrating the privacy slider mechanism located above the lens.



Figure 3.4: Side view of the Avaya HC010 Webcam, showing the USB cable connected to the device.

Key Features:

- **Video Resolution:** 1080p30 or 720p30 for clear video quality.
- **Digital Zoom:** Up to 4x digital zoom capability.
- **Field of View:** 85-degree horizontal field of view.
- **Focus:** Auto-focus functionality.
- **Audio:** Dual 360-degree microphones for enhanced audio capture.
- **Connectivity:** Standard USB connectivity for plug-and-play operation.
- **Mounting:** Integrated tripod mount and versatile clip for monitor attachment.
- **Privacy:** Built-in privacy shutter.

4. SETUP INSTRUCTIONS

Follow these steps to set up your Avaya HC010 Webcam:

1. Mounting the Camera:

The HC010 features an adjustable clip that allows it to be securely placed on top of a monitor, laptop screen, or a flat surface. Adjust the clip to fit your desired location. The camera also includes a standard tripod mount for alternative placement.

2. Connecting to Your Computer:

Connect the provided USB cable to the USB port on the back of the HC010 camera. Then, plug the other end of the USB cable into an available USB port on your computer. The camera is plug-and-play and typically does not require additional driver installation on most operating systems.



Figure 4.1: The Avaya HC010 Webcam mounted on top of a computer monitor, actively participating in a video conference call.

3. Software Configuration:

Once connected, your operating system should recognize the camera. Open your preferred video conferencing or recording application (e.g., Zoom, Microsoft Teams, Google Meet, OBS Studio). In the application's settings, select "Avaya HC010" as your video and audio input device. Adjust any specific video or audio settings within the application as needed.



Figure 4.2: A user engaged in a video call, with the Avaya HC010 Webcam positioned on their monitor, demonstrating typical usage in a home office setting.

5. OPERATING INSTRUCTIONS

5.1 Using the Privacy Shutter

The Avaya HC010 includes a physical privacy shutter. To cover the camera lens and ensure privacy, slide the shutter mechanism located above the lens to the closed position. Slide it back to the open position when you are ready to use the camera.

5.2 Video and Audio Control

Most video and audio settings, such as digital zoom, pan, tilt, and microphone sensitivity, are controlled through your video conferencing software or operating system settings. The HC010's auto-focus feature automatically adjusts for clear image quality.

- **Digital Zoom:** If supported by your software, you can digitally zoom in or out of the video feed.
- **Pan and Tilt:** Digital pan and tilt functions may be available through your software to adjust the camera's view within its 85-degree field of view.
- **Microphone:** The dual 360-degree microphones are designed to capture clear audio. Ensure the microphone is enabled in your application settings.

6. MAINTENANCE

To ensure the longevity and optimal performance of your Avaya HC010 Webcam, follow these maintenance guidelines:

- **Cleaning the Lens:** Gently wipe the camera lens with a soft, lint-free cloth. For stubborn smudges, use a lens cleaning solution specifically designed for optical surfaces. Avoid abrasive materials or harsh chemicals.

- **Cleaning the Body:** Use a soft, dry cloth to clean the camera body. Do not use liquid cleaners directly on the device.
- **Storage:** When not in use, store the camera in a clean, dry place away from direct sunlight and extreme temperatures. Utilize the privacy shutter to protect the lens from dust and scratches.
- **Cable Care:** Avoid bending or twisting the USB cable excessively. Always grasp the plug when disconnecting, not the cable itself.

7. TROUBLESHOOTING

If you encounter issues with your Avaya HC010 Webcam, refer to the following common problems and solutions:

- **Camera Not Detected:**
 - Ensure the USB cable is securely connected to both the camera and your computer.
 - Try connecting the camera to a different USB port on your computer.
 - Restart your computer.
 - Check your operating system's device manager to see if the camera is listed. If there's an error, try updating or reinstalling drivers (though typically not required for plug-and-play devices).
- **No Video Output:**
 - Verify that the privacy shutter is open.
 - Ensure the camera is selected as the video input device in your video conferencing application.
 - Check if any other application is currently using the camera, which might prevent your desired application from accessing it.
- **No Audio Input (Microphone Not Working):**
 - Confirm that "Avaya HC010" is selected as the microphone input device in your application's audio settings.
 - Check your operating system's sound settings to ensure the microphone is enabled and not muted.
 - Adjust the microphone input level in your system or application settings.
- **Poor Video Quality:**
 - Ensure you have adequate lighting in your environment.
 - Clean the camera lens as described in the Maintenance section.
 - Check your application's video settings to ensure the resolution is set to 1080p or 720p, and not a lower setting.
 - Verify your internet connection stability if experiencing quality issues during online calls.

8. SPECIFICATIONS

Feature	Detail
Brand	Avaya
Model Number	HC010
Max Screen Resolution	FHD (Full High Definition)
Video Capture Resolution	1080p

Feature	Detail
Rear Webcam Resolution	1080 MP
Photo Sensor Technology	CMOS
Digital Zoom	4x
Horizontal Field of View	85 degrees
Focus Type	Auto-focus
Microphone	Dual 360-degree microphones
Connectivity Technology	USB
Hardware Platform	Laptop, Desktop
Color	Black
Special Feature	Low Light Performance, Privacy Shutter
Item Weight	8.1 ounces (approx. 230 grams)
Product Dimensions (LxWxH)	19.69 x 19.69 x 11.02 inches (approx. 50 x 50 x 28 cm)

9. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official Avaya website or contact your authorized Avaya reseller. Keep your purchase receipt as proof of purchase for warranty claims.

For further assistance, visit the [Avaya Support Portal](#).

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for

conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question