

Rapoo C500

RAPOO C500 USB Computer Camera Instruction Manual

Model: C500

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your RAPOO C500 USB Computer Camera. The RAPOO C500 is a high-performance webcam designed for clear video conferencing, online teaching, and live broadcasting, featuring 4K resolution, autofocus, and dual noise-reduction microphones.

2. PRODUCT FEATURES

- **4K UHD Resolution:** Delivers exceptionally sharp and clear videos at resolutions up to 3840x2160 at 30 frames per second (fps) with a 4K 4MP CMOS Sensor.
- **Autofocus:** Ensures your videos are always sharp and crystal clear, automatically adjusting focus to suit your needs.
- **Built-in Dual Noise-Reduction Microphones:** Captures clear audio while minimizing background noise, ideal for conferencing and video calls.
- **80-Degree Wide Angle Lens:** Provides a broad field of view, suitable for individual use or small group meetings.
- **Plug and Play Connectivity:** Simple USB connection for immediate use without requiring additional drivers.
- **Five-layer Coated Lens:** Enhances image quality and durability.
- **Protective Magnetic Ring:** Offers additional protection and stability.
- **Versatile Mounting Options:** Can be placed on a monitor, laptop, or mounted on a tripod.

3. PACKAGE CONTENTS

Please check the package contents upon unboxing to ensure all items are present:

- RAPOO C500 USB Computer Camera

- USB-C to USB-A Cable
- Instruction Manual (this document)



Figure 3.1: RAPOO C500 Webcam product packaging, showing the camera and its features.

4. SETUP INSTRUCTIONS

4.1 Connecting the Webcam

1. Locate the USB-C port on the back of the RAPOO C500 webcam.
2. Connect the USB-C end of the provided cable to the webcam.
3. Connect the USB-A end of the cable to an available USB port on your computer. The webcam is plug-and-play and should be automatically recognized by your operating system.



Figure 4.1: Connecting the USB-C cable to the webcam.

4.2 Mounting the Webcam

The RAPOO C500 offers flexible mounting options:

- **On a Monitor or Laptop:** Unfold the clip/stand and place it securely on top of your monitor or laptop screen. Adjust the angle for optimal viewing.
- **On a Tripod:** The webcam features a standard tripod thread on its base. Attach it to a compatible tripod for stable placement on a desk or other surface.
- **On a Desk:** The integrated stand allows the webcam to sit stably on any flat surface.



Figure 4.2: Webcam mounted on a computer monitor.



Figure 4.3: Webcam mounted on a tripod.

5. OPERATING INSTRUCTIONS

5.1 Using with Video Conferencing Software

Once connected, your RAPOO C500 webcam is ready for use with popular video conferencing applications such as Zoom, Skype, Microsoft Teams, Google Meet, and others.

1. Open your preferred video conferencing application.
2. Navigate to the application's settings or preferences, typically found under "Audio & Video" or "Devices".
3. Select "RAPOO C500" as your video input device.
4. Select "RAPOO C500" or a similar entry as your microphone input device. If you are using an external microphone, ensure you select that device instead.
5. Adjust any video or audio settings within the application as needed. The webcam's autofocus feature will automatically adjust for clarity.

Figure 5.1: Webcam in use with a laptop.

5.2 Optimal Performance Tips

- Ensure adequate lighting in your environment for the best video quality.
- Position the webcam at eye level for a natural appearance during calls.
- Keep the lens clean to prevent blurry images.

6. MAINTENANCE

To ensure the longevity and optimal performance of your RAPOO C500 webcam, follow these maintenance guidelines:

- **Cleaning the Lens:** Gently wipe the 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 wipe the body of the webcam. Do not use liquid cleaners directly on the device.
- **Storage:** When not in use, store the webcam in a clean, dry place away from direct sunlight and extreme temperatures.
- **Cable Care:** Avoid bending or twisting the USB cable excessively to prevent internal damage.

7. TROUBLESHOOTING

If you encounter issues with your RAPOO C500 webcam, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Webcam not detected by computer.	Loose USB connection, faulty USB port, or driver issue.	<ul style="list-style-type: none">• Ensure the USB cable is securely connected to both the webcam and the computer.• Try connecting to a different USB port on your computer.• Restart your computer.• Check Device Manager (Windows) or System Information (macOS) to see if the webcam is listed.
No video output or blurry image.	Insufficient lighting, dirty lens, or incorrect software settings.	<ul style="list-style-type: none">• Ensure adequate lighting in your environment.• Clean the webcam lens with a soft, lint-free cloth.• Verify that "RAPOO C500" is selected as the video input in your application settings.• Allow the autofocus to adjust; if issues persist, check for any manual focus options in your software.

Problem	Possible Cause	Solution
No audio or poor audio quality.	Incorrect microphone selection, software volume settings, or environmental noise.	<ul style="list-style-type: none"> • Verify that "RAPOO C500" is selected as the microphone input in your application settings. • Check the microphone volume levels in your operating system and application settings. • Ensure you are speaking clearly towards the webcam. • Minimize background noise in your environment.
Webcam freezes or crashes.	Software conflict, outdated drivers, or system resource issues.	<ul style="list-style-type: none"> • Close other applications that might be using the webcam or consuming significant system resources. • Ensure your operating system and video conferencing software are up to date. • If available, check the Rapoo website for updated drivers for the C500. • Restart your computer.

8. SPECIFICATIONS

Feature	Detail
Brand	Rapoo
Model Number	C500
Video Capture Resolution	4K (3840x2160) at 30fps
Photo Sensor Technology	CMOS (4MP)
Focus Type	Auto Focus
Lens Type	Wide Angle (80-Degree)
Microphone	Built-in Dual Noise-Reduction Mics
Connectivity Technology	USB
Colour	Black
Special Feature	Low Light Performance
Video Capture Format	MP4
Image Aspect Ratio	16:9
Supported Image Format	JPEG
Item Weight	550 Grams
Country of Origin	China
Compatible Devices	Laptop, Desktop Computers

9. WARRANTY INFORMATION

The RAPOO C500 USB Computer Camera comes with a **2-year limited warranty** from the date of purchase. This warranty covers manufacturing defects and workmanship under normal use. It does not cover damage caused by misuse, accident, unauthorized modification, or external causes.

Please retain your proof of purchase for warranty claims. For detailed warranty terms and conditions, please refer to the official Rapoo website or contact customer support.

10. SUPPORT

For further assistance, technical support, or warranty inquiries, please contact Rapoo customer service or visit our official website:

- **Manufacturer:** Shenzhen RAPOO Technology Co. Limited
- **Address:** 22, Jinxiu Road East, Pingshan District, Shenzhen, China
- **Official Website:** www.rapoo.cn
- **Importer (India):** Supertron electronics PVT ltd