Elgato Facecam MK.2

Elgato Facecam MK.2 Instruction Manual

Model: Facecam MK.2

INTRODUCTION

The Elgato Facecam MK.2 is a premium full HD webcam designed for high-quality video capture. It offers 1080p 60fps uncompressed, HDR video, and deep DSLR-style controls through its Camera Hub software. This manual provides essential information for setting up, operating, and maintaining your Facecam MK.2.

Image: Elgato Facecam MK.2 mounted on a monitor, showcasing its sleek design and front-facing lens.

WHAT'S IN THE BOX

- Elgato Facecam MK.2

- Monitor mount with 1/4-inch thread
- USB-A to USB-C 3.0 cable (200 cm | 79 in)
- Quick Start Guide

IN THE BOX

System requirements
Windows 10 (64-bit) or newer, Intel or AMD CPU
macOS 12 or newer, Intel or Apple CPU

Facecam MK.2

Monitor mount with 1/4" thread

USB-A to USB-C 3.0 cable
(200 cm | 79 in)

Quick Start Guide

Image: The packaging contents of the Elgato Facecam MK.2, showing the webcam unit, monitor mount, USB-C cable, and quick start guide.

SETUP

1. **Mounting the Facecam MK.2:** Attach the monitor mount to the bottom of the webcam. The mount can be clamped onto a monitor or attached to a multi-mount via its industry-standard 1/4-inch thread.

2. **Connecting to your Computer:** Connect the supplied USB-A to USB-C 3.0 cable from the Facecam MK.2 to an available USB 3.0 Type A or USB 3.0 Type C port on your computer. For optimal performance and uncompressed video, a USB 3.0 connection is recommended. USB 2.0 is also supported but may result in compressed video.

3. **Software Installation:** Download and install the Elgato Camera Hub software from the official Elgato website. This software provides advanced controls for customizing your video settings.

Image: The Elgato Facecam MK.2 demonstrating its versatile low-profile mounting options for monitors and tripods, along with its integrated privacy shutter.

OPERATING INSTRUCTIONS

Pro Image Performance

The Facecam MK.2 delivers lifelike visuals with smooth motion at 1080p60fps. It captures uncompressed, HDR video, enhancing natural colors even in low-light conditions. The Camera Hub software provides deep DSLR-style controls, allowing you to customize settings such as ISO and shutter speed for precise image control.

PRO IMAGE
Look true-to-life on camera, even in motion.

FULL HD 60FPS   **DSLR-STYLE CONTROLS**   **FLASH MEMORY**   **HDR**   **PRIVACY SHUTTER**

Image: A visual representation of the Facecam MK.2's professional image capabilities, including Full HD 60fps, DSLR-style controls, HDR, and a privacy shutter.

HDR (High Dynamic Range) Enabled

HDR capability allows the Facecam MK.2 to seamlessly handle high-contrast lighting challenges, providing stunning clarity in 1080p60 resolution. This ensures your image remains balanced and detailed even with bright backgrounds or uneven lighting.

Camera Hub Software

The Camera Hub software provides extensive customization options. You can adjust exposure, ISO, shutter speed, and dynamic range to fine-tune your image. It also offers PTZ (Pan, Tilt, Zoom) controls to frame your shot perfectly.
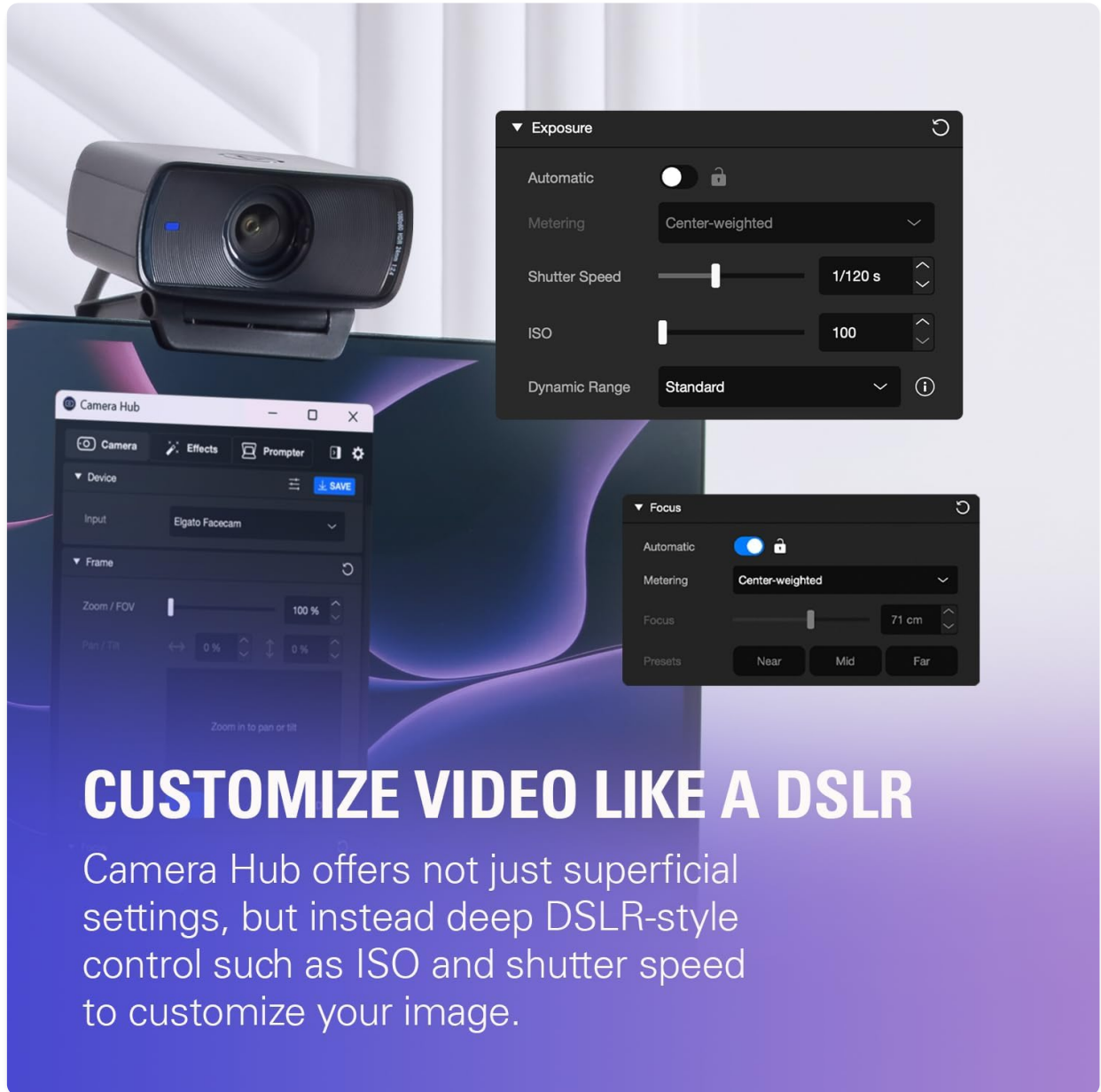
PTZ Control

Utilize the Camera Hub software to zoom, pan, and tilt your camera's field of view, allowing you to precisely frame your subject and adjust your shot in real-time.
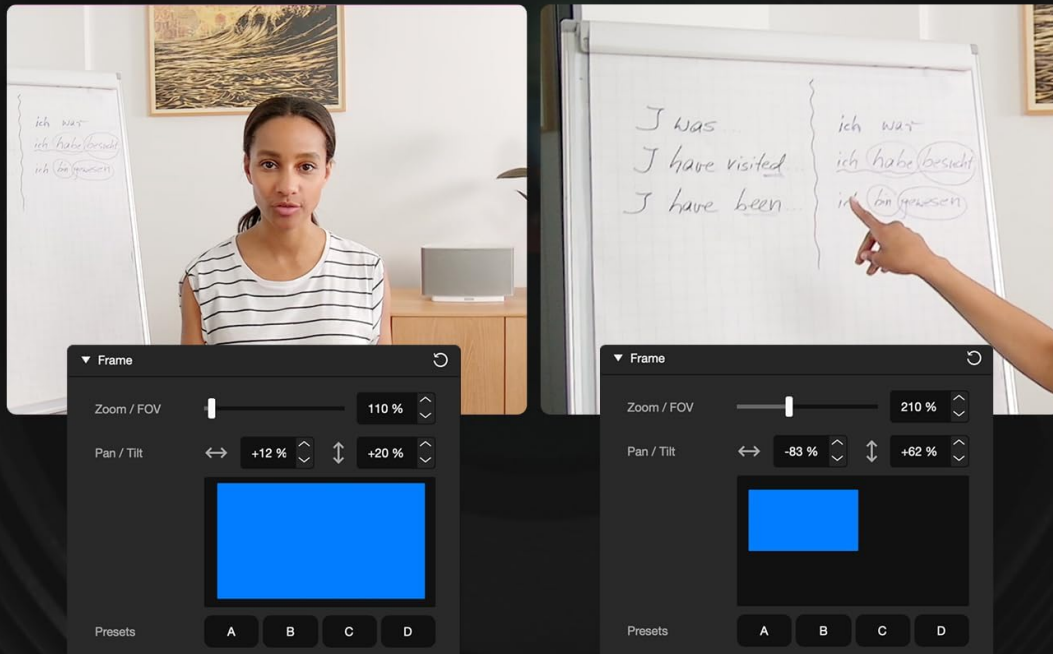
Image: The Camera Hub interface displaying controls for adjusting zoom, pan, and tilt to achieve the desired framing.

Built-in Privacy Shutter

The Facecam MK.2 features a convenient easy-slide shutter for built-in privacy. Simply slide the cover over the lens when not in use to ensure your privacy and peace of mind.

Uncompressed Video

The webcam captures uncompressed video, ensuring low-latency streaming and a cleaner image with enhanced detail and fidelity. Supported resolutions include 1080p60, 1080p30, 720p120, 720p60, 720p30, 540p120, 540p60, and 540p30.
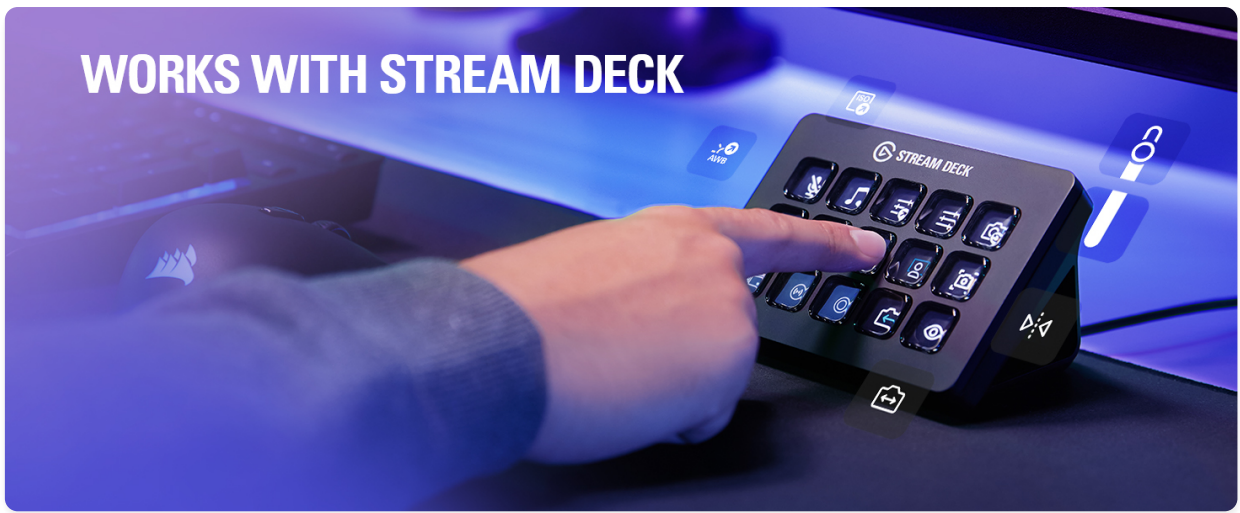
WORKS WITH STREAM DECK

Image: A graphic illustrating the difference between uncompressed video from Facecam MK.2 and compressed video from other webcams, highlighting the benefit of lower latency and higher detail.

Broad Compatibility

The Facecam MK.2 is compatible with a wide range of video and streaming applications, including OBS, Zoom, Microsoft Teams, and more, making it suitable for various uses from professional video calls to live streaming.
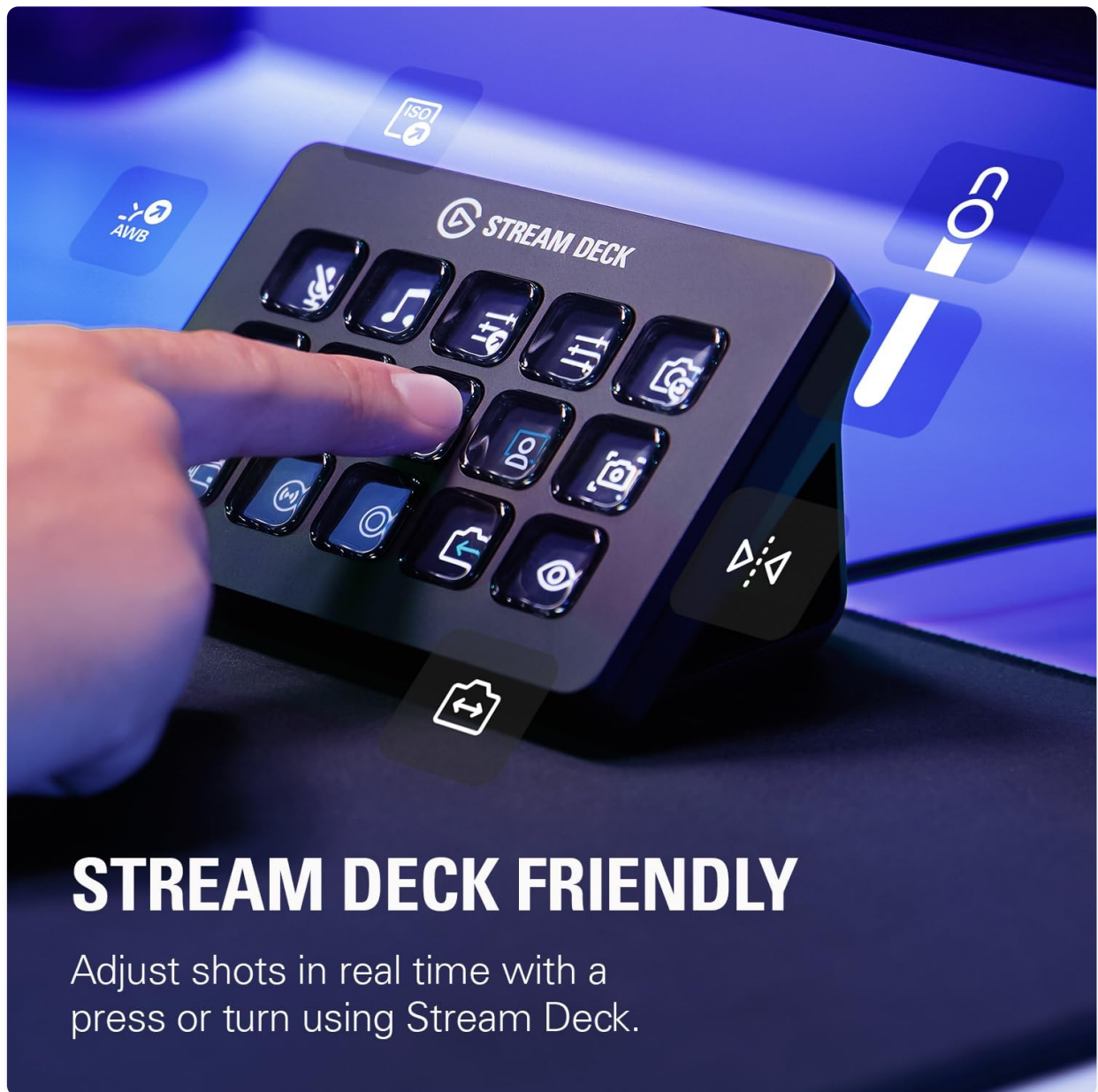

BROAD COMPATIBILITY

Compatible with the majority of video and streaming applications.

Image: Icons of popular streaming and video conferencing applications, indicating the broad compatibility of the Facecam MK.2.

Stream Deck Friendly

For users with an Elgato Stream Deck, the Facecam MK.2 offers seamless integration, allowing you to adjust camera settings and switch shots in real-time with a simple press or turn.

Image: A user interacting with an Elgato Stream Deck, demonstrating its use for real-time adjustments of webcam settings.

MAINTENANCE

- **Cleaning the Lens:** Use a soft, lint-free cloth to gently wipe the lens. Avoid abrasive materials or harsh chemicals that could scratch the lens.
- **General Cleaning:** Wipe the body of the webcam with a dry, soft cloth. Do not use liquid cleaners directly on the device.
- **Storage:** When not in use, engage the privacy shutter to protect the lens from dust and scratches. Store the webcam in a cool, dry place.

TROUBLESHOOTING

- **No Image/Video:**

  - Ensure the USB cable is securely connected to both the webcam and your computer.
  - Try connecting to a different USB 3.0 port.
  - Verify that the privacy shutter is open.
  - Check your operating system's privacy settings to ensure camera access is granted to your applications.

- **Poor Image Quality:**

  - Ensure you are connected to a USB 3.0 port for uncompressed video.
  - Adjust settings in the Elgato Camera Hub software (exposure, ISO, white balance, HDR).
  - Ensure adequate lighting in your environment.
  - Clean the camera lens.

- **Software Not Detecting Camera:**

  - Restart your computer.
  - Reinstall the Elgato Camera Hub software.
  - Check for firmware updates for the Facecam MK.2.
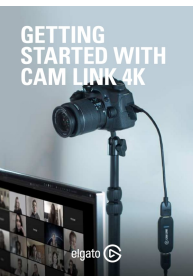
SPECIFICATIONS
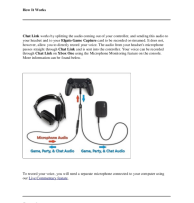
Max Screen Resolution	FHD
Brand	Elgato
Series	Elgato Facecam MK.2
Item Model Number	20WAC9901
Item Weight	3.17 ounces
Product Dimensions	2.4 x 3.35 x 1.5 inches
Color	Black
Photo Sensor Technology	CMOS
Video Capture Resolution	1080p
Maximum Aperture	2.8 f
Connectivity Technology	USB
Special Feature	Face Detection

WARRANTY AND SUPPORT

For warranty information and technical support, please visit the official Elgato website or contact their customer service. Keep your proof of purchase for warranty claims.

Elgato Support Website: www.elgato.com/support

Related Documents - Facecam MK.2

	Elgato Facecam Quick Start Guide and Technical Specifications Get started quickly with your Elgato Facecam webcam. This guide covers installation, usage, and technical specifications for the Elgato Facecam (Model 20WAC9901).
	Elgato Facecam 4K Quick Start Guide: Setup, Specs, and Usage Concise guide to setting up and using the Elgato Facecam 4K webcam. Includes installation steps, technical specifications, and compatibility information.
	Elgato Facecam 4K Quick Start Guide Quick start guide for the Elgato Facecam 4K webcam, covering installation, connection, software setup, and technical specifications. Learn how to mount, connect, and optimize your webcam for professional streaming and content creation.
	Getting Started with Elgato Cam Link 4K A guide to setting up and using the Elgato Cam Link 4K for high-quality video streaming and recording with DSLR cameras.
	Elgato Chat Link Setup and Usage Guide A comprehensive guide to setting up and using the Elgato Chat Link for capturing controller audio and voice for streaming and recording. Covers setup for various Elgato capture cards and software like OBS Studio and Streamlabs OBS, along with troubleshooting tips.
	Elgato 4K60 S+ Quick Start Guide: Setup, Recording, and LED Codes A concise guide to setting up and using the Elgato 4K60 S+ for PC and SD card recording, including detailed instructions, LED status explanations, and compliance information.