



Frequently Asked Questions

I connected the camera via USB cable to my computer. I installed the S-Eye software but I do not see any camera footage. How to solve this?

Please make sure that you plugged in the USB cable into the correct port on the camera. You should connect it to the blue port titled "UVC", and not to one of the two black USB ports.

If that still does not help, make sure that on the top-right corner of the S-Eye software the correct camera is selected. In other words, make sure that for example you did not select your laptop's webcam as input device, but really the 4K camera.

I try to use the mouse delivered with the camera, but I cannot make it work. How can I use the mouse?

First of all, you can only use the mouse in combination with the configuration of using the camera while directly connected to a monitor using the HDMI cable.

You can lift of the top (grey) part of the mouse. Then you first of all need to make sure that you put in one working battery (AA).

Next to the battery compartment you see a plastic block. You can pull this out and you will see this is a USB dongle. Put that dongle in one of the two black USB ports of the camera.