NexiGo
Webcam Software
User Manual

Welcome to the NexiGo Family!
Thank you for downloading the NexiGo Webcam Control Software! This product is covered by our industry leading support team, if you have any issues just let us know. Our support email is cs@nexigo.com, and we are always here to help!

Yours Sincerely,
The NexiGo Team

Contact Information:
Brand: NexiGo
Website: www.nexigo.com
Manufacturer: Nexight INC
Email: cs@nexigo.com
Tel: +1(458) 215-6088

Introduction:
The NexiGo Webcam Software is designed specifically for our NexiGo webcams. Control every aspect of your webcam's settings including:

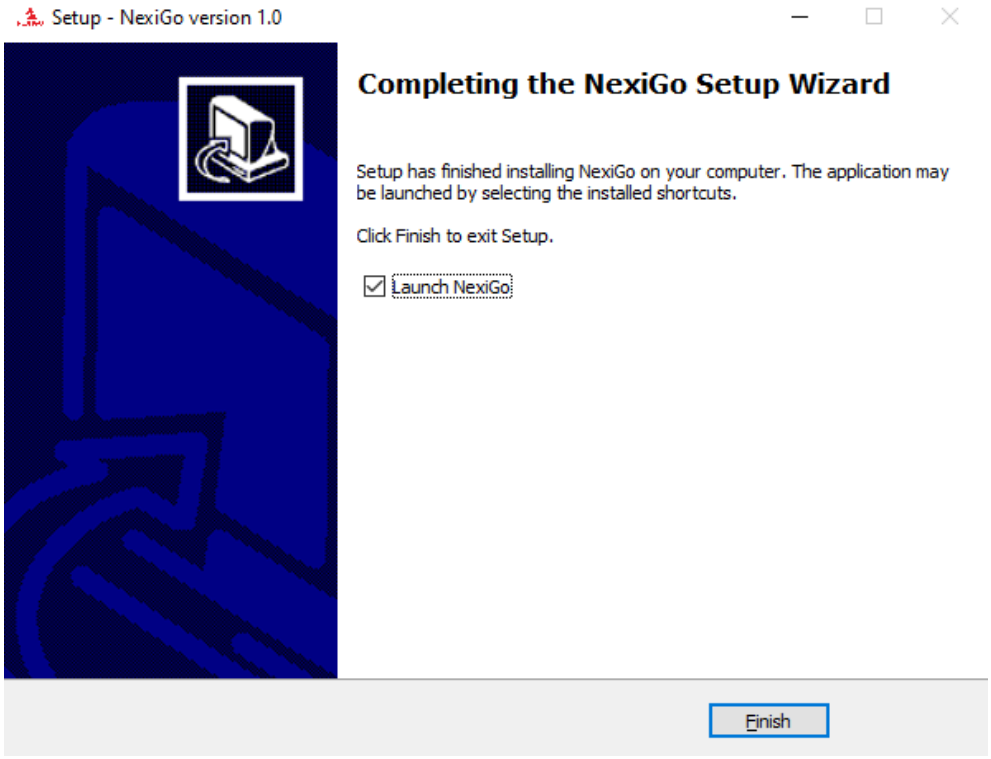
- Brightness
- Contrast
- Saturation
- Gamma
- Exposure
- Focus
- And more!

Find your perfect settings and save them as a **Preset Profile** so you never have to play with them again to get them just right. Pull your changes up in our **Preview** screen so you can see exactly what they are doing. Links in the program will direct you to helpful resources and will directly put you in touch with our support team if needed.

Installation Instructions

Windows:

1) Download the Windows version of our program from our website at: https://www.nexipc.com/pages/support-and-download. Save the installer file to any location you desire.
2) Run the **NexiGo Installer**. Once the program is installed and you have opened it, you may delete this installer file if you wish. Windows will prompt you with a security message stating it has stopped this program from running, select the link labeled “More info”, and then select the button labeled “Run anyway” to begin the installation. Another security message will then pop from the user account control service, select “Yes” to continue installation.
3) The **NexiGo Webcam Wizard** will appear. Hit next to start the installation or select a different location to install the files if needed.
4) On the next screen select whether you would like to make a desktop icon for the program. Then select next.
5) If everything looks correct go ahead and click “Install” to complete the installation process. Select whether you would like to have the program automatically start when the installer finishes, and then select “Finish” to finalize the installation process as shown in the image below



6) Scroll down to **Usage Instructions** for additional usage information.

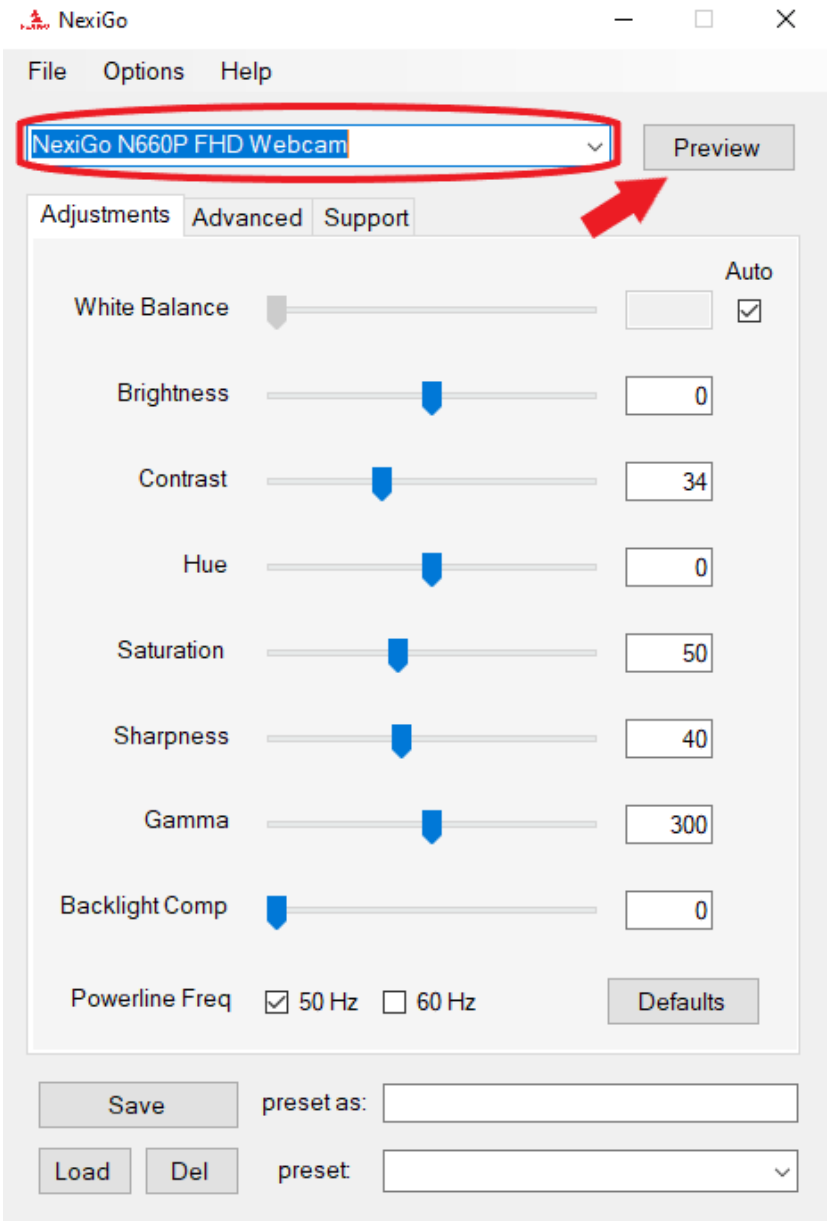
Mac:

Installation:

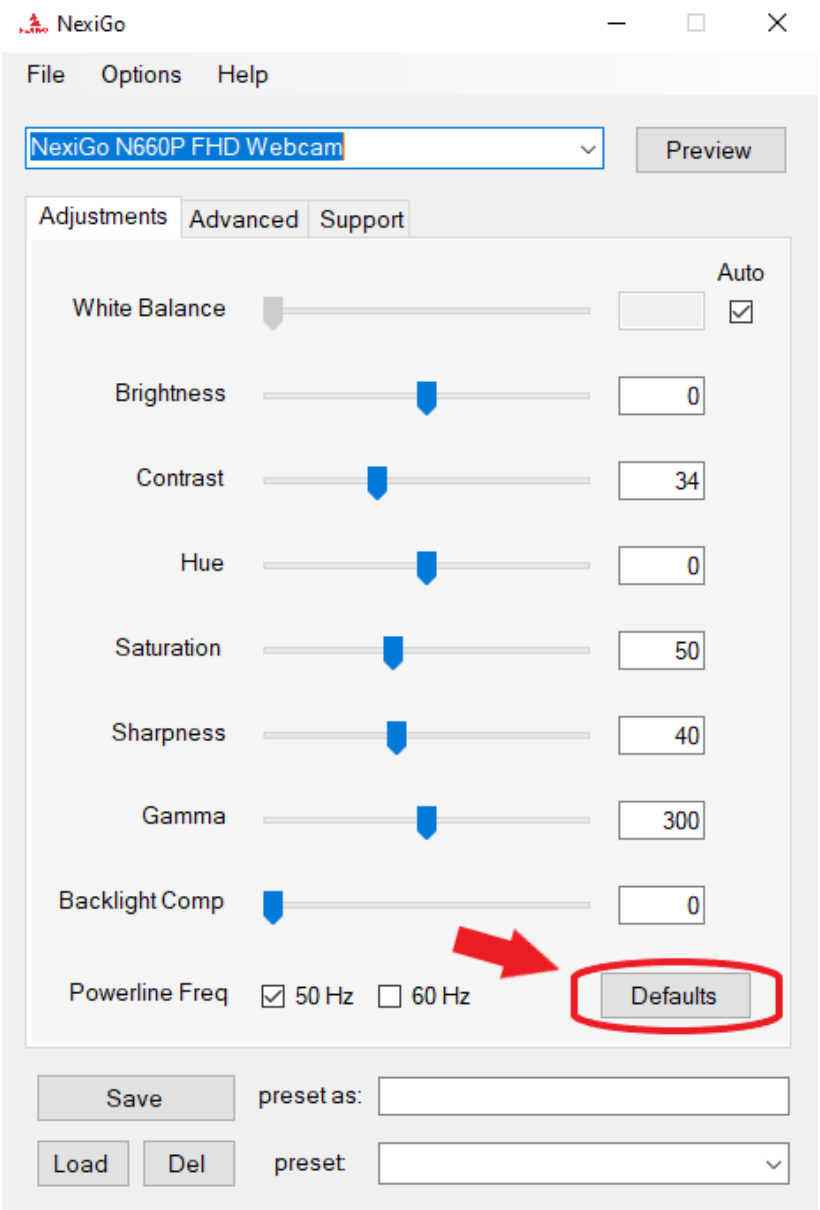
1) Download the Mac version of our program from our website at: https://www.nexipc.com/pages/support-and-download.
2) The Mac App Store page for the program will open. Download the program by clicking the Cloud icon.
3) Once the download is complete, the application is ready to launch. Scroll down to **Usage Instructions** for additional usage information.

Recommended Usage Instructions

At the top of the NexiGo webcam program screen select the NexiGo webcam that you have plugged into your computer. To verify that you have selected the correct camera you can press **Preview** in the upper right hand corner of the app. This will activate the camera and you will be able to see a playback of what the camera is currently capturing.



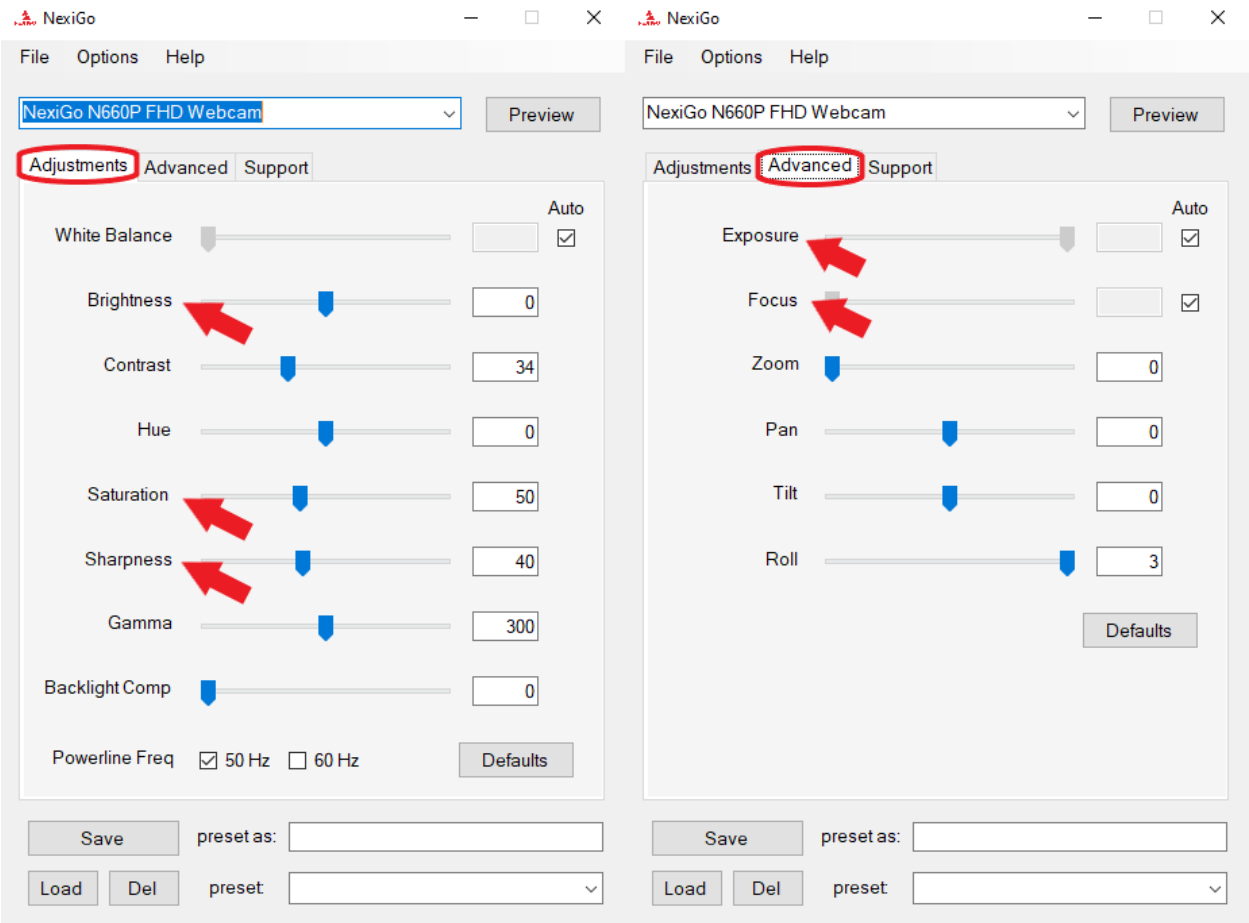
The preview that you see in the NexiGo app will be the image displayed to others in a video conferencing call or seminar. If the image characteristics are not to your liking, you may adjust the setting sliders to ranges that you would prefer. Adjustments made in the NexiGo app will carry over into other programs, with the exception of resolution and frame rate settings. These settings will not carry over and will need to be readjusted in most programs. Before making any other changes always make sure to reset the webcam to default settings first to see if a faulty setting is causing the issue with the image. The default settings button is located at the lower right corner of the application window in both Mac and Windows versions of the program.



The most commonly adjusted settings are:

1. **Brightness**
2. **Saturation**
3. **Sharpness**
4. **Exposure**
5. **Focus**

We recommend adjusting these settings first to see if you are able to achieve your desired look. If you cannot get the webcam to accurately reflect the appearance you are after you can read more about the specifics of each setting in the next section to apply more detailed adjustments.



Detailed Usage Instructions

The settings that you may change on your webcam vary. Not all settings can be edited on every webcam. If a setting is not able to be edited the slider will be greyed out. The different settings are listed below.

Adjustments Tab:

White Balance - The balance of the temperature of colors in an image. Increasing white balance can create brighter, more orange/yellow images. Decreasing white balance can create cooler, more blue/white images. **The automatic setting is recommended**.

Brightness - The measure of how dark or light an image is. Changing the brightness will change every part of the image, increasing or decreasing its brightness equally.

Contrast - The scale of difference between black and white. Lowering the contrast will reduce differentiation between light and dark tones, making things appear flat, dull, or foggy. Increasing the contrast will display a full range of tones from black to white with stronger colors and stronger lights.

Hue - The amount of the three primary and three secondary colors that display in an image. Lowering the hue will increase the red, orange, and yellow colors. Increasing the hue will increase the green, blue, and purple colors.

Saturation - The intensity of color in an image. Increasing the saturation will increase the intensity of colors. Decreasing the saturation will remove coloration.

Sharpness - The overall clarity in terms of both focus and contrast. Increasing sharpness will increase delineation between objects and individuals. Decreasing sharpness will smooth edges and blur the image slightly.

Gamma - In video, computer graphics, and image processing, the gamma symbol represents a numerical parameter that describes the nonlinear relationship between pixel value and luminance. In layman's terms, this is simply another way to change the relationship between your camera and the light. Decreasing gamma will make the image darker, increasing it will brighten the image. **It is recommended to adjust this last if you cannot fix your image preview**.

Backlight Comp (Compensation) - The mechanism where a camera can compensate for high backlight by enhancing automatic exposure control. Increasing backlight compensation will increase brightness in areas where light is not directly being captured. Decreasing backlight compensation will show a more realistic image.

Powerline Frequency - The alternating current that cycles either 50 or 60 times per second. Change this depending upon the setting in your region.

Advanced Tab:

Exposure - The amount of light that is captured through the lens of the camera, or how exposed the lens is to light. Changing the exposure will increase or decrease the brightness in places with existing light, without affecting darker areas as much. **The automatic setting is recommended**.

Gain - Gain is a way to measure the extra energy added to a signal. If no added energy is applied to a signal it is said to have no gain applied. What this will do in the real world is to make the image brighter or darker. If you increase the gain the image will become brighter, if you decrease the gain the image will darken. **Not all cameras can adjust this via the application**.

Focus - The distance at which your camera attempts to create the sharpest image. **Not all cameras can adjust this via the application**.

Zoom - The display image size/distance. **Not all cameras can adjust this via the application**.

Pan - The display moving left/right. **Not all cameras can adjust this via the application**.

Roll - Mirrors the image. Can also flip the image upside down and mirror again if needed. **Not all cameras can adjust this via the application**.

Support Tab:

Warranty Register - Link to register your NexiGo products to receive the additional warranty period provided when registering.

FAQ - Frequently Asked Questions link. If you are having any issues with your product please look here for solutions to the most common issues.

Customer Support - Link to contact us if you have an issue you need assistance with.

Newsletter - Link to our newsletter. Find out about all of our newest sales and product releases so you can always be the first to know.

Manuals - Product manuals for all of our models are available at this link.

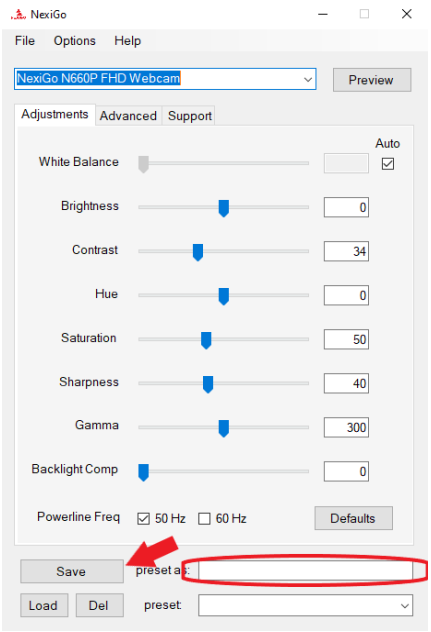
Beta Testing - If you are interested in obtaining a review sample of our products to write a review on your social media platform, you can sign up for this program at this link.

Preset Profiles

With the NexiGo webcam software you are able to save your settings profile to your computer. This way, when you finally find the exact look you are after you can save this as a profile. Then, even if your settings are messed up or reset you can easily restore the style you like with the click of a button.

To Set a Profile:

1) To set a profile, first make sure you have the NexiGo app open and the changes you want added to the profile have been selected in the app.
2) Please type a name for the profile in the **preset as:** box.
3) Click **Save** to save the profile.



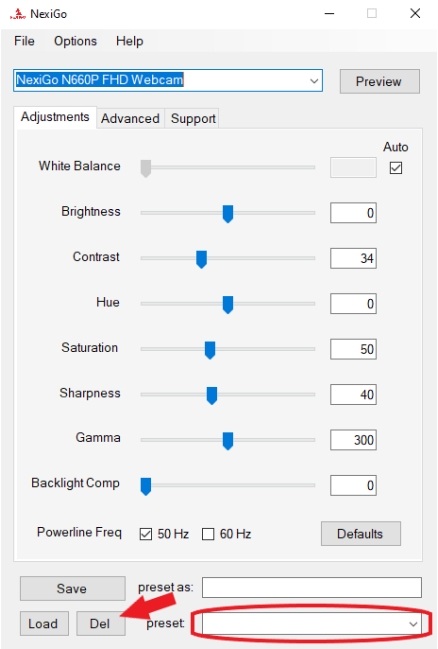
To Load a Profile:

1) To load the profile click the drop down arrow in the box labeled **preset**.
2) Select the profile you want to load from the list, and then click **Load** to load in the profile.



To Delete a Profile:

1) If the profile is no longer needed you can delete the profile by repeating step 2 from **To Load a Profile**, but instead of clicking **Load** please select **Del**. This will permanently delete this profile, so please make sure you have selected the correct profile before choosing to delete. A pop-up will appear asking if you really want to delete the profile, so you do not need to fear accidentally clicking the wrong box.



Frequently Asked Questions/Answers

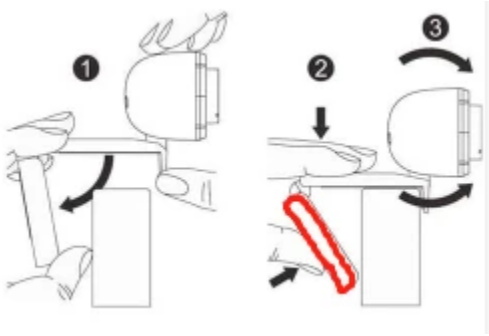
You can find our full FAQ at https://www.nexipc.com/pages/nexigo. The questions are copied below for ease of reference.

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How do I mount my webcam?

Please follow the steps in the picture instructions below:

1) Unfold the clip base and place the webcam on the top of your monitor
2) Hold the webcam firmly in place, then fold the support circled in red below toward the monitor until it touches the back of the monitor.



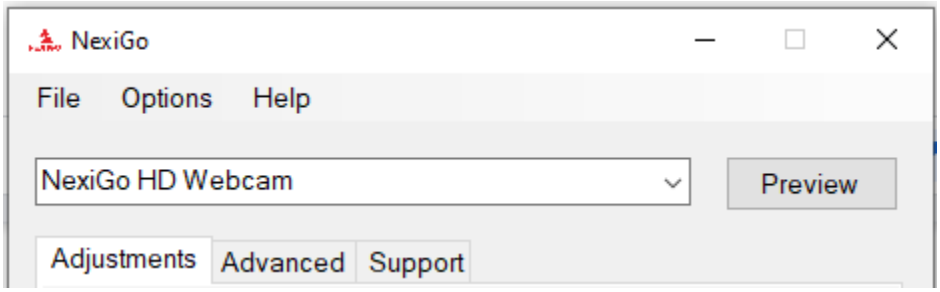
This mounting method is not intended to clip or cause any damage to your monitor. It will be held by gravity and should rest on the monitor without issue.

Basic Setup / Why is my webcam not recognized by the operating system?

Connect the webcam to any USB 2.0 (or greater) port. It will take a few seconds for the computer to recognize the webcam. There should be a pop-up notification, but this does not always occur. We recommend testing your webcam immediately when it arrives to be sure it is fully operational.

To ensure the camera has installed correctly:

Open the NexiGo webcam application, but make sure that any other applications that may use the camera are closed before doing so. Make sure that the webcam is already plugged in before you open the application.



You should see your webcam as an option in the dropdown menu next to the **Preview** button. Click on the **Preview** button to bring up the capturing image from your webcam. If you see an image here then your webcam is working properly.

IF THE IMAGE DOES NOT PULL UP UPON CLICKING PREVIEW:

Windows Users:

1) Plug the webcam into your computer. Go to Computer Management>Device Manager>Cameras, and then click the drop down arrow to expand the menu. Find your webcam, right-click it, and select "Uninstall device".
2) Once the webcam is uninstalled, unplug the USB cord from your computer.
3) Open the NexiGo Webcam Application as before, making sure that any other applications that may use the camera are closed before doing so. After you have done this, plug the webcam back into the USB port on your computer, not a dock or USB hub. Wait up to 1 minute and then click the Preview button again.

Mac Users:

1) Plug the webcam into your computer. Go to Apple Menu>System Preferences>Users & Groups, and then click the “Login Items” tab. Find your webcam and click on the "-" button to delete it from the list. If you are not able to locate the webcam in this list, move to step two.
2) Once the webcam is uninstalled, unplug the USB cord from your computer.
3) Open the NexiGo Webcam Application as before, making sure that any other applications that may use the camera are closed before doing so. After you have done this, plug the webcam back into the USB port on your computer, not a dock or USB hub. Wait up to 1 minute and then click the Preview button again.

Do I need any additional drivers or other software to make my webcam function?

Windows/Mac:

The webcam should be plug and play and requires no extra drivers if your computer is updated to the latest version of the operating system.

Please try to connect the webcam into other USB ports. Some USB ports do not provide enough power for the webcam and so may not allow it to activate or may not detect it. If you are using a USB hub or adapter, please plug the unit into the computer directly to test it and see if this may be affecting it. If you have already tried this, please try unplugging and then plugging the unit back into the USB port anyway once or twice. From our testing, this occasionally will fix the issue.

After checking these issues, please try using the webcam directly on the NexiGo webcam application. Sometimes the OS may say that the webcam is not installed properly when it is, so you can simply check to see if this is the case.

Other Operating Systems:
Unfortunately as we are unable to test on every single operating system or device that exists, we cannot verify if our webcams are supported fully by inbuilt drivers. However, the majority of standard UVC webcam drivers out there are compatible and should function fine.

How can I use my webcam in chatting software, like Skype or FaceTime?
The majority of video chatting softwares will have options to select which webcam you want to use to display an image. Please check the other questions on this page or check our manual for more information. If you require even more detailed information about how to use any of the programs, we would recommend you reach out to the technical support team of the video chat companies. They will be best suited to provide you with all the information you may require.

Links to some of the most common program support pages are below for your convenience:

Zoom Support
Skype Support
MS Teams Support
FaceTime Support

What programs are NexiGo webcams compatible with?
Our webcams are designed to be compatible with the majority of video chat and recording programs. This software is designed to show that your webcam is functioning properly. If the webcam is working properly in our software, any compatibility issues will be with the other software.

You can find a list of some recommended software here.

Currently our webcams do not work with the Windows Hello feature.

Does my webcam have speakers?
Currently we do not offer webcams with speakers. All of our webcams do have microphones, but audio playback would need to be provided by the computer or other device the webcam is plugged into.

Is my webcam mirrored?
If the camera is pointed toward you it will create a similar situation to a stage environment. The camera will see your left as its right as you are both facing each other. If this is not what you are referring to, and instead when the webcam is pointed at you what you see is your left on the left of the screen, then the image has been flipped in some way. Please reset any changes you may have made in any video altering software. If you have not made any changes to cause this, please reset the drivers for this camera by following the instructions above in the question "**Why is my webcam not recognized by the operating system?**"

Does this webcam work with Windows 7 / 8 / Vista / XP?

Older versions of Windows such as Windows 7, Windows Vista, or Windows XP are no longer supported by Microsoft so your PC may state that no driver is found.

Note: Windows does have issues with their drivers when Support ends. You can obtain some portions such as security downloads, but the drivers may not be available and we are unable to provide them if this is the case. You can attempt to contact Microsoft to see if they are able to provide those drivers.

To determine if the webcam will work on your system please test the webcam directly on the NexiGo webcam application. Make sure the webcam is plugged into the computer. Please open the NexiGo application, make sure your webcam is listed in the dropdown box, and then select the preview button. Hopefully you will see the webcam is working.

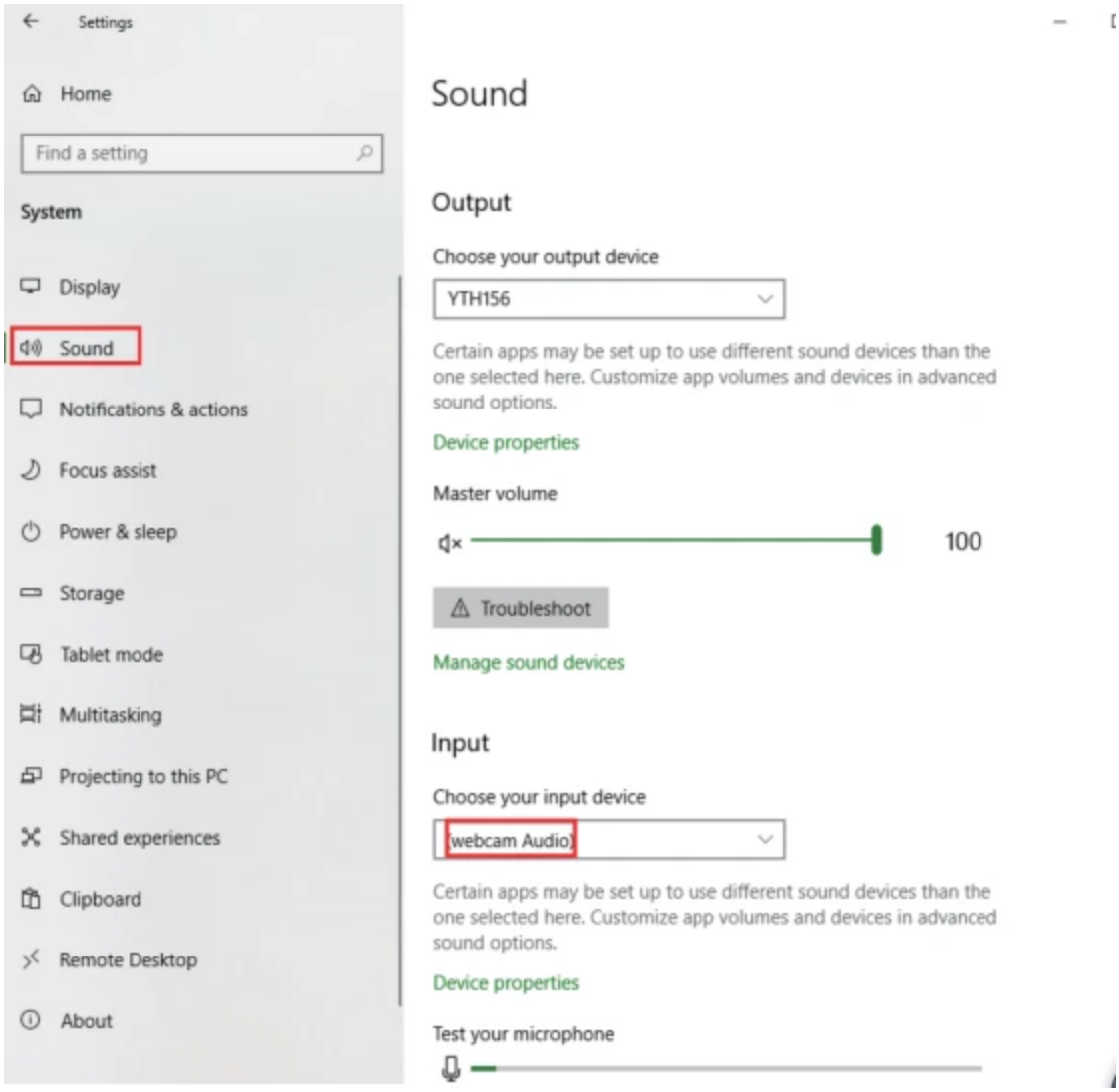
If this does not work, unfortunately this system may not have access to the driver package for this webcam due to the lack of support from Microsoft. As such you would need to upgrade your copy of Windows for this unit to be functional.

My webcam's microphone is not working. What can I do to fix this?

Windows Users:

1) Open the "Control Panel" and go to "Sound."
2) Under "Input" you can choose your input device. (Shown below)
3) Verify that "Microphone," "USB Microphone," or "NexiGo Microphone" is selected.
4) If it is, the bar underneath "Test your microphone" should be moving as you make any noise in front of the webcam.
5) If the bar is moving, then the microphone is working - please make sure the microphone is selected as the audio input device on the video chat software that you are using and it should function correctly. If not, you will need to contact the software's technical support team.
6) If there is no movement in this bar or very little movement, unplug the webcam and attempt to plug it into a USB port on the back of the system.
7) If this does not resolve the issue after 1-2 minutes, visit the link below for your operating system for further troubleshooting.

Windows 10
Windows 8
Windows 7
Windows Vista



Mac Users:

1) Open "System Preferences" and go to "Sound"
2) Under "Input" you can choose your input device.
3) Verify that "Microphone", "USB Microphone", or "NexiGo Microphone" is selected.
4) If it is, the bar underneath "Input volume" should be moving as you make any noise in front of the webcam.
5) If the bar is moving, then the microphone is working - please make sure the microphone is selected as the audio input device on the video chat software that you are using and it should function correctly. If not, you will need to contact the software's technical support team
6) If there is no movement in this bar or very little movement, unplug the webcam and attempt to plug it into a USB port on the back of the system.
7) If this does not resolve the issue after 1-2 minutes, visit the link here for further troubleshooting.

Why is the image quality only reaching 1280 x 720 or 640 x 360, not 1080p?

There are several possible reasons for this. The most likely are:

1) Insufficient processing power (CPU speed)
2) Insufficient network bandwidth
3) Video chatting software does not support 1080p
4) The appropriate resolution has not been selected

To resolve these issues:

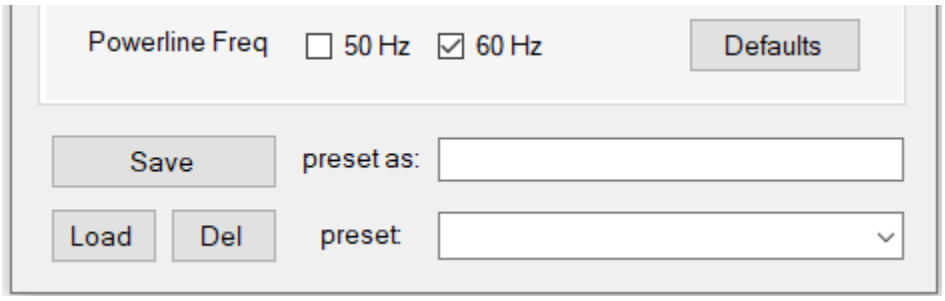
1) Close other programs that may be using up your CPU's processing power. This can be anything from other applications to excessive web browsing tabs. Verify that your computer specifications match the specification requirements of the software.
2) Verify that no other computers on your network are using an excessive amount of network bandwidth and that you are not downloading anything in the background. If this does not help, contact your internet service provider for a bandwidth test.
3) Contact the technical support team of the video chatting software you are using.
4) Change the resolution for the webcam in the software you are using.

Why are the images suffering from excessive glare?

The most common reason for this issue is a dirty lens. The best way to resolve this is to clean the lens with a clean dry cloth, microfiber preferably. Rub the lens vigorously but carefully to ensure any oils or dirt are fully removed, and then test the image in the NexiGo application again to ensure the issue is resolved.

Why does the feed from the webcam keep flickering and cutting out on the bottom?

The flickering effect can be resolved by altering Powerline Freq.
With your webcam plugged in and the NexiGo webcam application open change the powerline frequency from 60 Hz to 50 Hz (or vice versa depending upon which one is currently selected). This will hopefully resolve the issue.



<u>Other Potential Causes</u>:

1) Network congestion is interfering with webcam functionality. Check your network settings.

2) The operating system or the computer's specifications are not sufficient for the webcam requirements. In this case you will need to either update your operating system or upgrade your computer.
3) The power supply from the computer to the webcam is insufficient. Please test the webcam in another USB port on the computer or test it with another computer. If this does not resolve the issue, please contact us at cs@nexipc.com.

Is there a way to troubleshoot my microphone?

Windows Users:
Please follow the link for the version of Windows that is on your computer. Microphone troubleshooting for:
Win 10: Please refer to this website: http://win10faq.com/fix-microphone-settings/
Win 8: Please refer to this website:
http://www.onlinemictest.com/microphone-settings/windows-8/
Win 7: Please refer to this website:
http://www.onlinemictest.com/microphone-settings/windows-7/
Win Vista: Please refer to this website:
http://www.onlinemictest.com/microphone-settings/windows-vista/

Mac Users:
Microphone troubleshooting for:
Mac OS: Please refer to this website:
http://www.onlinemictest.com/microphone-settings/mac-os-x/

Why is my webcam image lagging behind reality?

There are a few possibilities why this may be occurring. Please check each of the below options to see if they are affecting your video.

1) The encoding format of the video-capture software has been set as YUV or YUY2, and thus high-definition images cannot be transferred through USB2.0 cables; please change the encoding format to H.264, H.265, or MJPEG encoding in the video-previewing software (e.g. AMCap).
2) An overlong USB extension cable is used (it should be noted that the sum of the lengths of any extension cable and the attached webcam USB cable must be less than or equal to three meters), one of poor quality is used, or this is being connected with a nonstandard USB 2.0 port (some USB ports on some laptops as well as front USB ports of some computer cases are of USB 1.1 standards rather than USB 2.0). Any of these issues would prevent transmission of high-definition images.
3) The computer’s operating system and/or hardware specifications do not satisfy the requirements of the camera or the webcam software being used.

Why is my webcam footage so dark?

There are a few possibilities why this may be occurring. Please check each of the below options to see if they are affecting your video.

1) Avoid directing the webcam at brightly lit areas like a window on a sunny day. Even when the room is brightly lit, if there is a brighter light that the webcam is pointed toward it will react to that light source and will attempt to correct for that level of brightness rather than the level in the room. This will make your images dark, but this can be avoided by simply moving the webcam so the bright light is not in view.
2) The webcam settings are turned to increase light sensitivity. You can change each of these settings in the NexiGo application to see if this is causing the image to be overly dark.

Firmware Updates

Some models of the NexiGo webcams do have firmware updates available, however the majority of them already have the latest firmware and do not require updates.

NOTE: If the wrong firmware is uploaded to a webcam it may break the webcam permanently. Contact our support team directly for information on firmware updates before installing them or your warranty may be voided.

The models that have potential firmware updates that may resolve issues are:

- N680
- N680E
- N680P
- N930AF
- N940
- N980P

If you have any of the above models and have attempted all the regular troubleshooting but are unable to rectify the issue, please contact our support team at cs@nexipc.com and describe the issue you are having in detail. If necessary, we can provide the firmware instructions to assist in resolving the problem.