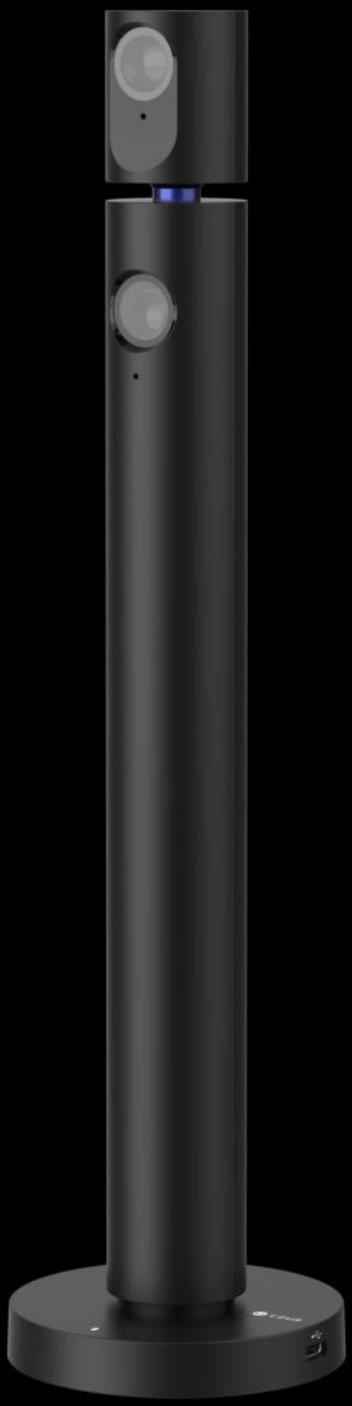
CZUR

CZUR Halo Webcam User Guide



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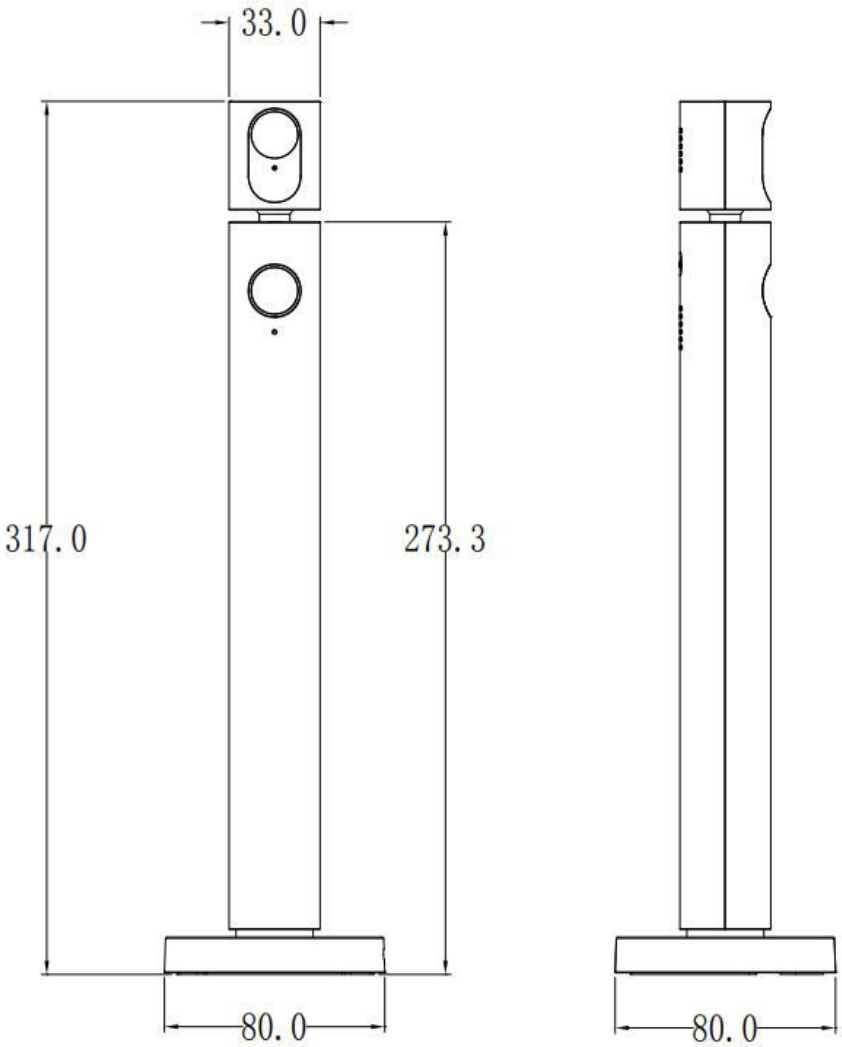
Chapter I Product Introduction

1.1 Overview

CZUR Halo Features：

- Dual HD Camera
- Excellent Flexibility
- Low Power Consumption
- High Frame Rate
- Sleek Design

1.2 Product Dimensions



Unit: mm

1.3 Product Details

① and ② are the Vertical Bar and Base respectively.

③ and ④ are Base Cam and Top Cam respectively with excellent flexibility

- Top Cam Horizontal Rotatable ⩽ 270°, 90° field of view
- Top Cam Vertically Rotatable ⩽ 90°
- Base Cam Vertically Rotatable ⩽ 180°, 90° field of view

The Dual Cameras support HD Live Streaming, Photographing, Online Meeting, and Video Recording.

⑤. MIC: collect sounds during video recording.

⑥. Indicator light: Solid white indicates that the device is powered on.

⑦. USB Type-C Port: connects to a PC/Mac.

⑧. Ventilation holes.

1.4 Product Parameters

The product can be switch between single-camera and dual-camera.

Basic Parameters:

1. Top Cam: 2MP 1080p@30fps
2. Base Cam: 2MP 1080p@30fps
3. Focus mode: fixed-focus.
4. Source of light: Natural light.
5. Color of indicator light: Power indicator light (white).
6. Power supply mode: USB power supply.
7. Port: Type-C port.

1.5 Packaging and Accessories

CZUR Halo, Type-C cable, Quick Start Guide, Warranty Card.

Chapter II Operation Guides

Halo can work with most video software such as OBS, Zoom, Teams, and many more.

2.1 Install CZUR Camera (Optional)

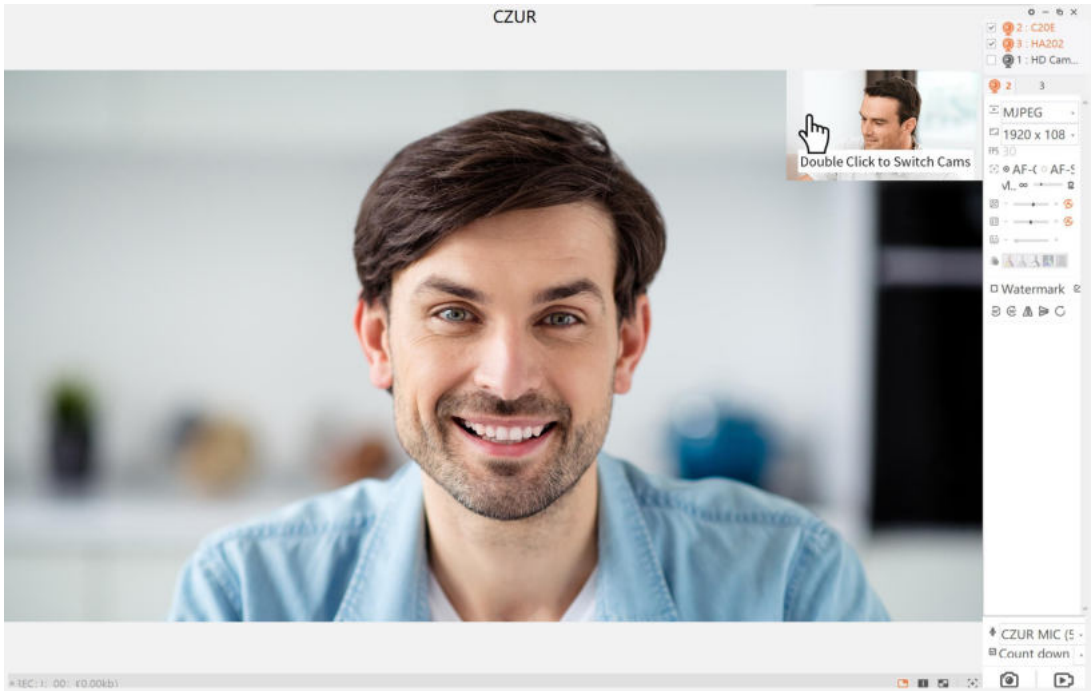
Note: "CZUR Camera" is CZUR developed software for Halo, while you can choose NOT to download "CZUR Camera" if you don't want.

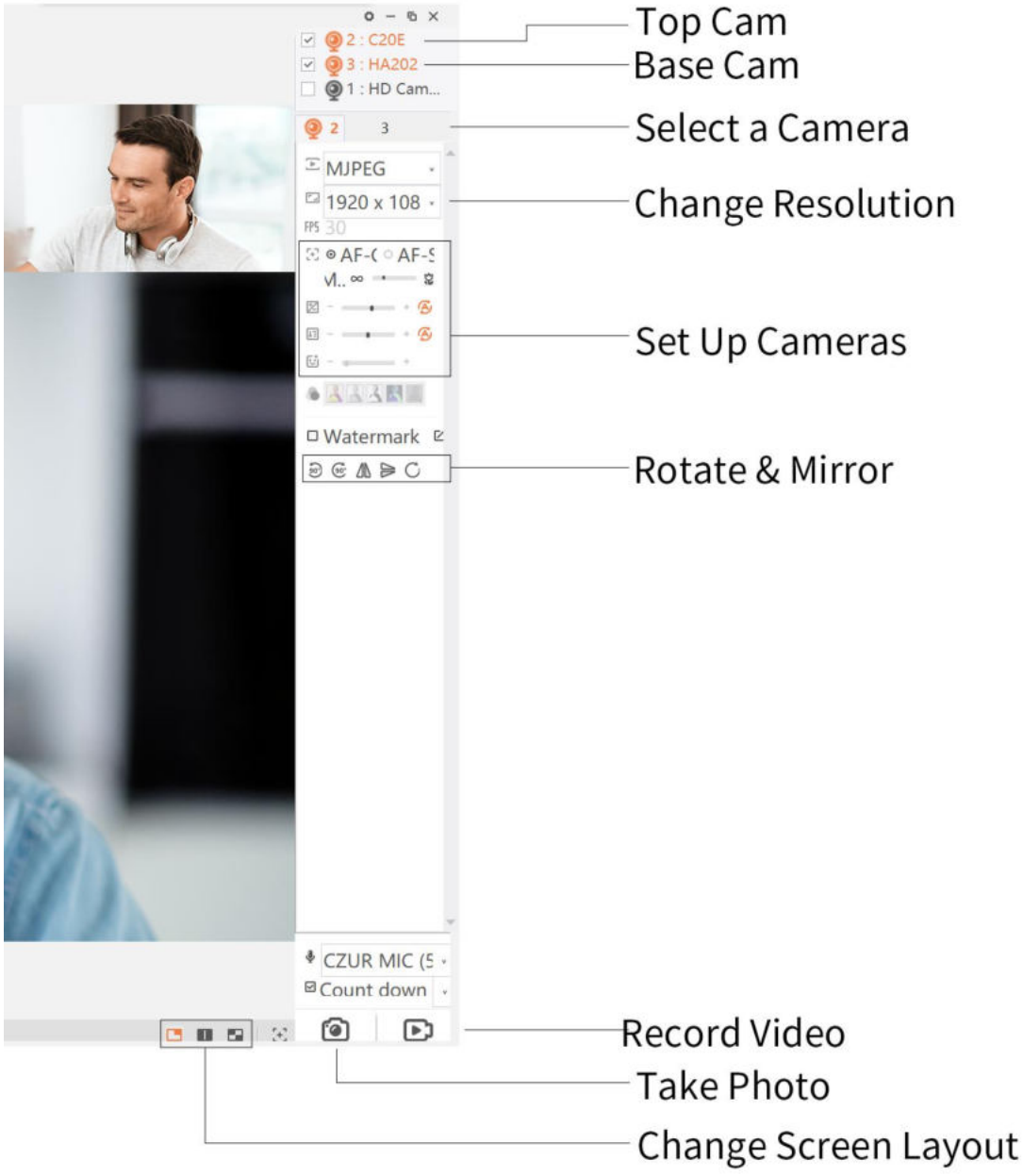
Compatibility: Win7/Win8/Win10, 32-bit/64-bit system, and MacOS 10.11 to MacOS 11 (Big Sur).

Dowanload:

- Visit www.czur.com
- Click "Download Software" at right top corner of CZUR's website
- Click "Halo Camera" to start download

2.2 How to Use




2 : C20E
3 : HA202
1 : HD Cam...
2
3
MJPEG
1920 x 108
FPS 30
Watermark
CZUR MIC (5
Count down
Top Cam
Base Cam
Select a Camera
Change Resolution
Set Up Cameras
Rotate & Mirror
Record Video
Take Photo
Change Screen Layout

Chapter III FAQ and Troubleshooting

1. The images taken by the device are blurred. What can I do?
   Check whether the camera lens is stained or scratched. Clean it with a lens wipe.
2. The power indicator does not work. What can I do?

Check whether the Type-C cable is plugged into the device, whether the USB Type-A port is properly connected to the computer, whether the computer is powered on and its USB ports work well.

3. The software cannot be installed or an error occurs. What can I do?
   1) The software supports Win7/Win8/Win10, 32-bit/64-bit system, and MacOS 10.11 to MacOS 11 (Big Sur).
   2) Check the anti-virus software, firewall, or prohibit startup on your computer. Temperately turn off the anti-virus software or add trust or lower the security level.
   3) If you download the software on the official website, make sure that the software has been downloaded successfully and then install it.

4. There is no image displayed on the software interface and the device can not take photos normally. What can I do?
   1) Reconnect the Type-C cable or restart the software on the computer.
   2) Use other USB ports on the computer, for the performance of each USB port of a computer is different.
   3) Turn off anti-virus software, security guards, or defensive back-end software.
   4) Check if the "Device Manager" of the computer recognizes the "Hxxxx" device. If a yellow exclamation mark/unknown device appears, right click to update the driver, or disable it first and then enable it, and then restart the software.
   5) Go to the "Device Manager" of the computer to disable other "scanner", "monitor", or "camera" drivers.

6) Restart your computer or use another computer.

Chapter IV Service and Statement

4.1 After Sales Services and Warranty

1. All after sales policies of this product are subject to national laws and regulations. You may return the device within seven days after receiving the device if there is quality issue. We offer one-year warranty.
2. Consumables and external parts of the device are not covered by the warranty.
3. For subsequent upgrades or version updates of the product CZUR reserves the right to the final interpretation of the terms.
4. Exceptions to Warranty
    1) The max working temperature of the product is 40°C.
    2) Failures or damages caused by incorrect installation or use of the product in environments not in compliance with the requirement as specified for this product (for examples, using the device in environments that are too hot or too humid).
    3) Damages caused by using components not from our company or when the users attempt to replace components by themselves.
    4) Damages caused by natural disasters, accidents, or human factors.
    5) Damages caused by inappropriate storage (including damages caused by rats or liquid infiltration).
    6) Failures or damages caused by unauthorized repairs, modifications, or abuse carried out by users.
    7) Damages caused by repairs carried out by unauthorized repair centers.

8) Other errors and failures caused by software installation or software settings, or problems and failures caused by computer viruses.

4.2 Contact

Feel free to contact us at Support@CZUR.COM