Canon

Webcam Driver

User Manual

This document should be read before using the network camera.

ENGLISH

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Introduction

This document explains Webcam Driver (hereafter referred to as “this software”) settings and operations. Carefully read this document before use to ensure correct use of this software.

Precautions for Use

Third Party Software

This product contains third party software modules. For license conditions, refer to the text file provided with the installer.

Note

- Distributions that include commercial distributions may require third party licenses.

Software under LGPL

If you would like to acquire the source code licensed under LGPL, please contact us using one of the following methods:

(1) To receive an e-mail with the URL to download the source code, access <https://global.canon/en/oss/scd/index.html> and complete the request form; or

(2) To receive the source code by post, send us a letter in writing to the address below with the following information.
In the case you have chosen (2), WE MAY CHARGE YOU for the delivery cost.
(i) Your Address (Country/Region, ZIP code, Address, Your name) [mandatory]
(ii) Your e-mail address (for the purpose of possible communication with us) [optional]
(iii) Product Name/Application Name [mandatory]
(iv) Product/Application Software Version [optional]
If you do not specify a version, we will send source code corresponding to the latest version.
– Address:
Open Source Promotion Division, Canon Inc.
30-2, Shimomaruko 3-chome, Ohta-ku, Tokyo 146-8501, Japan
– For Canon's privacy policy, refer to Canon Global Website <https://global.canon/>.

License Agreement of Software

For the license agreement of the software, refer to the text file provided along with the installer.

Trademarks

- Microsoft and Windows are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries.
- Windows is legally recognized as the Microsoft Windows Operating System.
- All other company or product names used in this manual are trademarks or registered trademarks of their respective holders.

User Manual

The assumed reading format of this document is on a computer screen.

Notes

1. Any unauthorized reproduction of this guide is prohibited.
2. The contents of this guide are subject to change without any prior notice.
3. This document has been prepared with the utmost attention to accuracy. If you have any comments, however, please contact a Canon sales representative.
4. Canon shall assume no liability for any outcome of using this product, notwithstanding items 2 and 3 above.

Requirements

This manual was written under the assumption that the network cameras (hereafter "cameras") and the computer are installed, and that the necessary settings are completed.

Software Screenshots

The software screenshots samples shown in this document are for illustration only. The screenshots may differ from the actual screens displayed. Descriptions use Windows 10 for sample screens.

Symbols Used in This Guide

Symbol	Meaning
Note	Supplementary descriptions and reference information.

Webcam Driver

This product is a software for using camera videos distributed via IP in web conferencing tool.
By registering a camera on the same network to this software, the camera's video and audio can be used in the web conferencing tool.
Before using this software, install the cameras and the computer, connect to the network, and make the necessary settings.

Operating Environment

For the latest information on this product (firmware and software, user manual, operating environment, etc.), please refer to the Canon website.

System Requirements

Recommended Computer Environment

OS	Windows 10 64-bit Windows 11
CPU	Intel Core i7-8700 or greater
Memory	8 GB or more
Display	Resolution 1920 × 1080 or higher

Supported Cameras

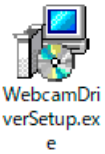
Refer to "Webcam Driver Compatible Cameras" provided on the website together with the user manual.

Limitations

- Although communication via HTTP proxy is supported, this feature depends on the environmental variables and network settings of the computer on which it is running.
- HTTP proxy authentication is not supported.
- The computer will not automatically go into sleep or suspend mode while this software is communicating with a camera. It is, however, possible to manually put the computer into sleep or suspend mode during communication.
- When launching this software, sometimes the following message appears: “Do you want to run this file?” Click [Run] to continue launching the software.
- If multiple IPv4 addresses (other than AutoIP) are set on the same computer when using multiple network cards, normal communication may not be possible. If this happens, it is necessary to temporarily switch to a single IPv4 address.
- Check the Canon website for the latest operating environment information when applying a service pack or updating the operating system.

Installation

1 Double-click [WebcamDriverSetup.exe] in the installation package.



The installation screen appears.

2 Follow the instructions on the screen and when the installation complete window appears, click [Close].

Double-click on the software added to the desktop to start.

Note

- To use this software on a computer with an active Windows firewall, it must be registered as an allowed application for communication via the firewall. If not registered, the software will be blocked by the firewall when launched, but can be started by granting access in the [Windows Security Alert] dialog.

Registering Cameras

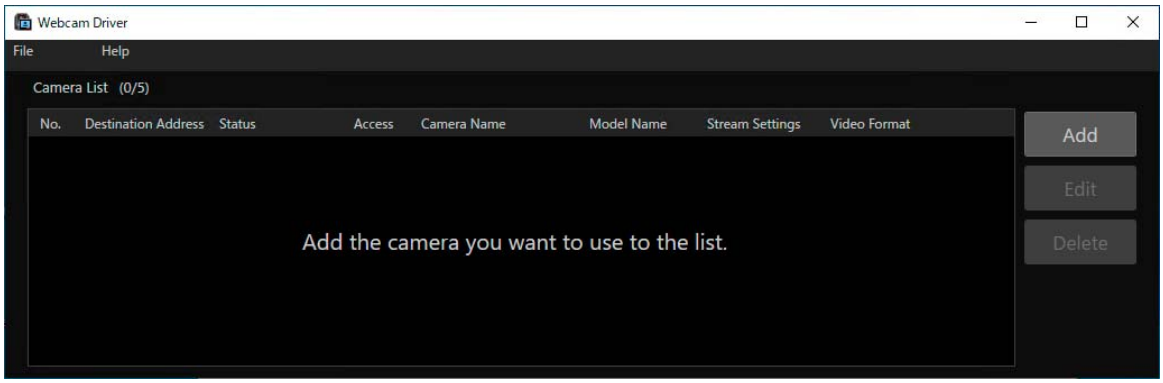
Before registering the camera in this software, perform initial settings such as user settings and network connection.
Up to five cameras can be registered, even during stand-by.

1 Click [Start] > [Webcam Driver] to start this software.

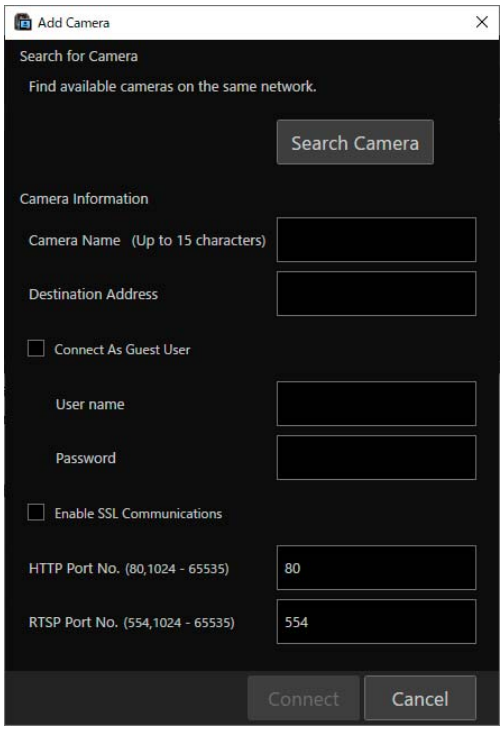
Note

- Make sure to exit all the unnecessary applications before using this software.
- It is also possible to double-click the [Webcam Driver] icon on the desktop to start this software.
- If [User Account Control] dialog box is displayed, click [Yes].

2 Click [Add].

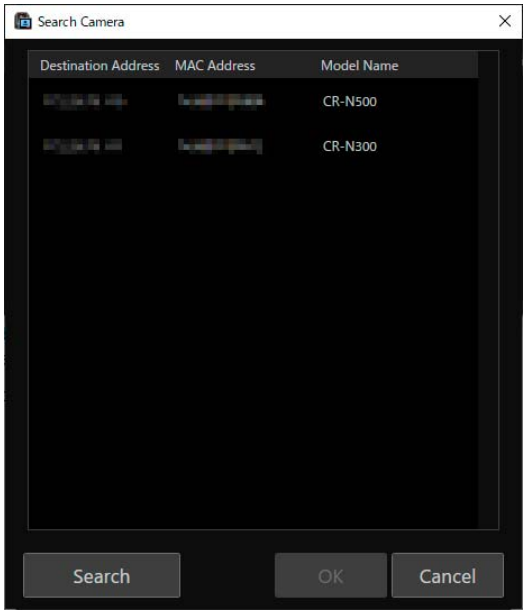


3 Click [Search Camera] in the [Add Camera] dialog.



Cameras on the network are searched and displayed in the [Search Camera] dialog as a list.
It is possible to specify and register a camera by directly entering all the items without searching.

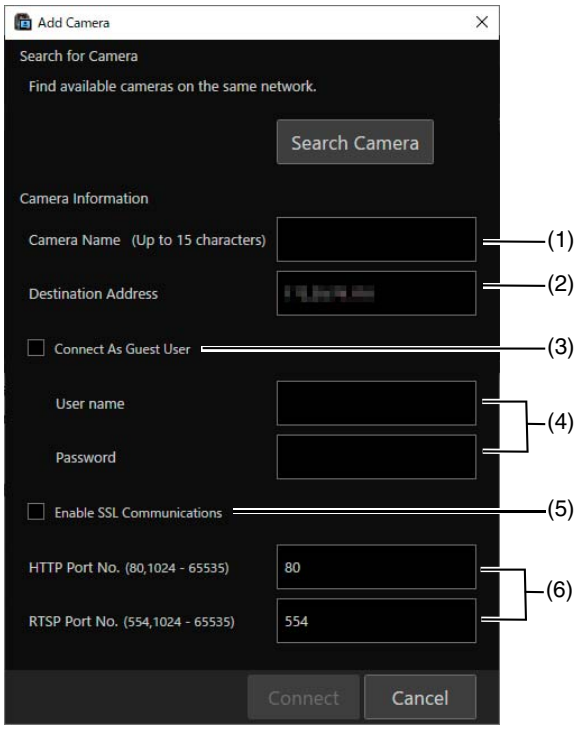
4 Select a camera to register, then click [OK].



Note

- To search for a camera again, click [Search].

5 Enter the following items in the [Add Camera] dialog.



(1) [Camera Name]
Name the camera to be displayed in this software. Enter any name within 15 characters. The camera name entered here can be changed later.

(2) [Destination Address]
The IP address of the connected camera is automatically entered. If the IP address is changed on the camera's Settings page, change the destination address in the [Edit Camera] dialog (P. 10).

(3) [Connect As Guest User]
Check this checkbox to omit entering the user name and password.

(4) [User name], [Password]

Enter the user name and password of either the camera administrator or registered user.

(5) [Enable SSL Communications]

Check [Enable SSL Communications] to connect to the camera via HTTPS. Configure settings to enable SSL communication by the camera to be registered.

(6) [HTTP Port No.], [RTSP Port No.]

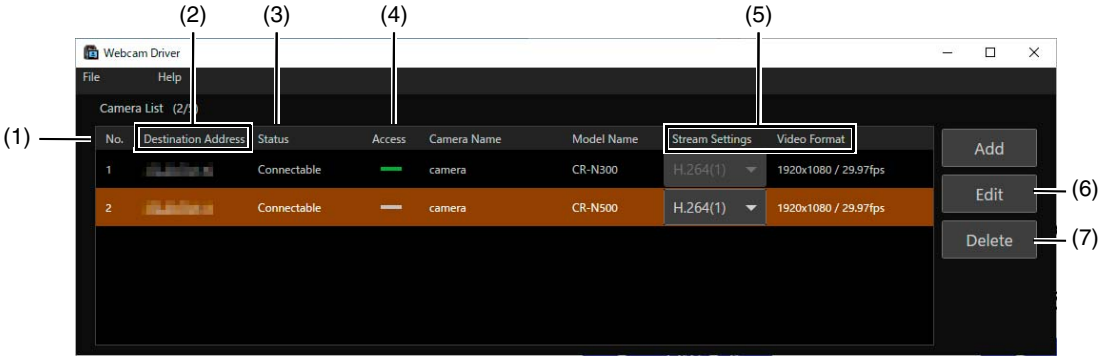
Enter the camera port number.

Note

- The camera name set on the Camera Settings Page will remain the same even if it is changed on this software. Also, the camera name registered on this software will remain the same even if it is changed on the Settings Page.
- To change the camera name, edit [Camera Name] in the [Edit Camera] dialog.
- Configure camera settings such as user privileges on the Camera Settings Page. For further details, see the camera Operation Guide.

6 Click [Connect].

The camera is registered and displayed in [Camera List] on the main screen.
In the main screen, it is possible to check the camera's basic information and connection status, and change the stream settings.



(1) [No.]

Displays the camera number. This number identifies the camera in the web conferencing tool.

(2) [Destination Address]

Displays the IP address of the camera. Click the address to launch a web browser and open the camera's Settings page.

(3) [Status]

The camera status is displayed as follows.
[Connectable]: Camera is connected
[Connection error]: Camera is disconnected, or is in stand-by status
[RTSP authentication error]: An error occurred in the RTSP authentication
[Connection limit exceeded]: More than the maximum number of connection for the camera have been attempted
[Error]: Other types of errors

(4) [Access]

The connection status when displaying the camera video with the web conferencing tool is shown as follows.

: Connected and video is displayed normally

: Connected but video frame omission has occurred

: Not connected

(5) [Stream Settings] / [Video Format]

When the video stream number to be distributed is selected, the video size and the bit rate of the video stream set on the camera's Settings page are displayed. The video codec supports only H.264. To change the stream settings, disconnect from the web conferencing tool.

(6) [Edit]

Camera information can be edited. Select the camera for editing the information from [Camera List] and click [Edit] to open the [Edit Camera] dialog. Edit camera information and click [Connect].

(7) [Delete]

Camera registration can be deleted. Select a camera to be deleted from [Camera List] and click [Delete].

Connection to the Web Conferencing Tool

The camera registered to this software can be selected as a device to be used in the web conferencing tool.
To use the camera with this software in the web conferencing tool, settings must be made in the web conferencing tool.
Select [Canon Webcam Driver (Audio *)] and [Canon Webcam Driver (Video *)] in the microphone and camera settings of the web conferencing tool. [*] represents [No.] in the main screen. Check the [No.] of camera to be used.

Note

- When using this software to display camera videos in the web conferencing tool, always keep this software activated.
- Disconnection of the camera and the web conferencing tool must be made from the web conferencing tool.

Image Adjustment/Camera Control Functions

For cameras connected to the web conferencing tool using this software, it is possible to control the camera and adjust the image from the web conferencing tool. Controllable items vary depending on the web conferencing tool, and model and settings of the camera.

Troubleshooting

Before contacting the dealer from where the product was purchased or a Canon's sales representative, check the following items.

Note

- For the troubleshooting of the camera itself and the camera settings, refer to the respective operation guide.

Problem	Solution
Camera video is not displayed by the web conferencing tool.	• Make sure that the camera's power is on, and confirm that the status of the camera is [Connectable] with this software. • Check in the camera's Settings page whether RTP is set to be used. • Check if the camera settings are made correctly. • Check that the camera's stream setting is set to H.264. • If the same camera is registered to this software more than once, make sure that the same stream is not selected. • Check if the same camera is used by multiple web conferencing tools. • Check that the video distribution privilege is granted to the authenticated user, when the camera was registered with this software.
Video frame omission has occurred/motion in the video is not smooth/video has delay/stream is not generated as set.	• Exit unnecessary applications and services. • If videos from multiple cameras are used simultaneously, reduce the number of cameras used at the same time. • Adjust by reducing the video size, and lowering the frame rate and bit rate of the H.264 in the camera's Settings page. • Check the behavior using a computer with higher performance.
No audio output.	• To output audio from this software, the microphone must be connected to the camera. Confirm the audio input settings in the camera's Settings page. • Check the audio settings in the camera's Settings page. • Make sure microphone settings for the web conferencing tool are set correctly. To use a microphone connected to a camera, select [Canon Webcam Driver (Audio *)].
Image adjustment and camera control cannot be performed in the Web conference tool.	Use the camera's Settings page to check whether the user account, to which the camera is registered, has been granted the privilege to control the camera.
appears over the icon on the desktop.	The mark appears due to the Windows feature since this application changes driver settings.

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