

Frequently Asked Questions

- **+Will GROUP allow 2-way viewing of all parties, even when 80% of the screen shows the presenter's screen (powerpoint, etc.)?**

GROUP will follow the capability of the video conferencing software. If your app supports this feature, GROUP will too.

- **+Why does it take so long for GROUP drivers to be loaded from Windows?**

When you connect a new device to a computer, the operating system (OS) may take a while to confirm which device has been connected, and to automatically determine the best drivers to install.

GROUP utilizes USB video class (UVC) drivers. It can take up to two minutes or more for the OS to make sure the best drivers for your ConferenceCam are selected and installed. Once the drivers are installed, the ConferenceCam is ready to be used with your favorite video and audio applications.

- **+I lost my Group power adapter. Where I can find a new one?**

Spare parts can be found at support.logitech.com under the Spare Parts section.

- **+What kind of batteries does the Group remote need?**

GROUP's remote uses two CR2032 batteries.

- **+Why does my Group camera keep going to sleep after 30 minutes?**

The camera is designed to go into sleep mode and point away from the room after a period of non-use. Although the camera is off when it is not streaming in an application, the sleep mode assures people in the room of privacy.

- **+Does Group come with a wall mounting bracket?**

Yes, a wall mounting bracket for the camera is provided with GROUP, that can also be used to elevate the camera when positioned on a table.

- **+How do I make GROUP my primary audio device for my computing system?**

To make GROUP the primary audio device:

- Go to **Control Panel > Sound**. Select **Logi GROUP** as the default communication device for playback and recording.
- **Mac OS X:** Go to **System Preferences > Sound**. Select **Logi GROUP** as the default device for sound input and output.
- In your video/audio calling application, check the audio settings and make sure that **Logi GROUP** is selected for both the speaker and microphone. Then, check the video settings and verify that **Logi GROUP** is selected for the camera.

• **+Does the speed of the computer affect the quality of the Group picture or is it all dependent on the internet speed?**

The video quality is affected by bandwidth, computer processor speed and the application. Please check with the application provider to determine appropriate computer and bandwidth recommendations.

• **+Can I purchase only the speakerphone or just the camera?**

You can purchase the camera as a standalone. The product is called PTZ Pro 2 and more information is available on our website. The speakerphone is only sold as part of the GROUP product.

• **+I can't answer and hangup my call on Logitech GROUP**

Unfortunately, some applications do not support call answer/end functions or far end camera control found on the Logitech GROUP speakerphone button panel and remote.

Please see [Software for Logitech GROUP](#) and [Supported client applications for Logitech GROUP](#) for more information about supported software and client applications.

• **+Is it possible to speed up the time it takes Windows to load the drivers for the GROUP?**

Yes, it is possible. When the ConferenceCam is connected, the drivers are checked for and loaded, and a window opens to show the progress. At the bottom of the dialog window, you can check a box to skip checking Windows Update. Windows will then skip this step and you'll only need to wait while the drivers are loaded from the operating system.

NOTE: It will take some time for all the drivers to be downloaded initially, but will go much faster any subsequent time you reconnect the camera or move ports.

• **+Is it possible to turn off the Group microphone and use the camera only, and to use a separate microphone for audio?**

It is possible to mute the microphone on GROUP. Or, you could then select another microphone connected to the computer in your application.

- **+What video conferencing software can you use with GROUP? Or does it have that built in?**

GROUP is built to work across a large variety of video conferencing applications, offering the best performance for audio and video in these applications. Logitech does not offer video conferencing software, although we offer applications and tools to optimize the hardware experience like our Camera Setting application.

- **+Can the Bluetooth name for Group be changed?**

Yes, the Bluetooth name can be changed on Group. There is an Admin tool available, which allows changing this name as well as disabling Bluetooth functionality. The Admin tool is available on any PC that has the Group connected. You just need to enter this URL in a browser while Group is connected. <http://localhost:4800/LogiAdmintool>

- **+My Group isn't recognized by my computer**

If you have plugged GROUP into a USB port from the hub, and even after several minutes the device is not recognized in the system or not showing up in your applications, please try the following to ensure whether it is a connection issue rather than problems with your hardware:

- Check your setup: Are all cables and connections plugged in tightly and correctly?
- Try a different USB port: Sometimes a USB port on your system may have an issue.
- Try a different computer: Does the GROUP work fine on another system?
- If GROUP is connected through a USB hub or extender on the computer side, try plugging directly into USB port: Some external hubs or extenders may not have adequate power or specifications to support GROUP.
- For Windows, open Device Manager to check that driver is properly installed
 - Device Manager in the Windows Operating Systems
 - You can access Device Manager by a) hitting the Windows Start then b) typing "Device Manager" in the search bar to the right of the start icon
 - Open "Imaging Devices" and confirm if Logitech GROUP is listed. If not listed:
 - Try a different USB port
 - Check if Windows Update is enabled.
 - Windows Update is a Microsoft Service which automatically downloads and installs updates over the internet to the operating system.
 - You can access Windows Update by selecting the Windows start icon and typing in Windows Update in the search field. Windows Update settings is controlled by the Administrator of your system, so if you are working in a professional environment, you may need to contact your IT department. (note: add images here)
- If Logitech Group is listed but has a yellow exclamation point, then try the following:

- In Device Manager, right-click on Group device with the yellow exclamation icon, and select Update Driver.
 - In the Update dialog, select Update Driver.
 - Select Search automatically for updated driver software
 - Select the Logitech Group driver that is listed
- If Logitech GROUP is listed without a yellow exclamation point, please then try the following to make sure the latest updated driver is installed:
 - In Device Manager, right-click on Group device, and select Update Driver.
 - In the Update dialog, select Update Driver.
 - Select Search automatically for updated driver software
 - Select the Logitech Group driver that is listed
- For macOS:
 - Select the apple icon at the top left of the screen.
 - Select “About this Mac” in the drop down menu, and then “System Report” in the pop-up box.
 - In the System Report, if the camera is properly recognized, it will be listed under “Camera” as “Logi Group.”
 - You may see Logitech Camera instead of GROUP as the video device. In order to select Group as your video device, select Logitech Camera. Unlike on a Windows computer, the webcam is labeled by the manufacturer name instead of the specific device name available within the USB descriptor.

If you have taken all these steps and still have an issue, you may have a faulty device or cable. If you have another GROUP and can try the cable (s) from that device, we recommend trying that first, and if the problem persists, please contact technical support.

● **+How wide is the Group lens angle?**

GROUP has a 90° field of view.

● **+Can I just use the Group camera Mic while video turned off?**

Yes. GROUP doesn't have a video mute function, but this can typically be done within the video conferencing app. And of course, if you're using an audio only app, you can use the mics on GROUP.

● **+Why isn't my country's language appearing on the display?**

Some language configurations are unfortunately not supported on this display. We therefore default to English when we cannot support the language strings.

- **+How do I connect GROUP?**

It's simple. GROUP, like our other ConferenceCam products, runs on USB connection -- and with GROUP, all connections run through a single hub. To connect GROUP, a) Connect the speakerphone and camera with the color coated cables provided to the connection ports on the hub b) Connect the power cable to the hub and plug in to power (the LCD will turn on and show a graphic asking you to plug into USB) c) Connect the USB cable from the hub to your computer. Your operating system (Windows, Mac, Chrome) will automatically recognize and ready the use of GROUP with your video conference application (note that it may take a few seconds for the audio and video to enumerate). Once enumerated, the speakerphone will play a sound and the camera head will pan and tilt to show that your system is ready to go.

If you have any issues with your GROUP being recognized, please see the section on basic troubleshooting for easy steps to resolve.

- **+Can I control my far-end camera with GROUP?**

Logitech offers far end camera control software for Microsoft Lync and Skype for Business.

NOTE: Far end camera control may be available for other video client applications (ex. Lifesize, Vidyo, Zoom). Please consult your video conferencing software vendor for details on compatible far end camera control solutions.

To enable far end camera control for Microsoft Lync and Skype for Business, you must have the following:

- Far end camera control software is installed on the computers on both ends of the conference
- Lync 2010, Lync 2013, or Skype for Business is installed and running on the computers on both ends of the conference
- Supported Logitech camera

NOTE: Far end camera control is available in point-to-point calls only.

- **+What are the LEDs for on GROUP?**

GROUP has LED indicators on the speakerphone, hub, camera, and expansion microphones*. LED operations for each component are as follows:

Speakerphone and Expansion Microphones*

- Blue, solid — active call

- Blue, flashing — call on hold (while on a call); Bluetooth device pairing
- Red, solid — microphone is muted

Hub

- Blue, solid — power

Camera

- Blue, solid — video streaming
- Blue, flashing — low light condition

*optional

- **+Can you mount the GROUP camera on a tripod?**

Yes, the GROUP camera has a standard tripod thread for easy mounting.

- **+How do you connect GROUP to a TV?**

GROUP is connected to a USB-enabled computer running video conferencing software, and the computer is then connected to the TV via HDMI or display port.

- **+My audio Bluetooth connection to GROUP disconnects when I start a call through USB.**

GROUP is designed to run either Bluetooth or USB, but not at the same time. USB has the priority, so if USB is started Bluetooth will disconnect automatically.

- **+Does GROUP support USB 3.0?**

GROUP is compatible with USB 3.0. The product itself supports USB 2.0.

- **+How do I pair my mobile device to GROUP using Bluetooth?**

If your device is NFC-enabled, touch the mobile device to the NFC icon on the speakerphone, which should enable Bluetooth acceptance on the mobile device.

OR

Hold down the Bluetooth button until the Activity light on the speakerphone starts blinking blue rapidly. Follow the instructions on your mobile device to pair with Bluetooth.

NOTE: When GROUP is paired and connected, the Bluetooth icon on the speakerphone will light up. When GROUP is paired but not connected, it will be grayed out.

GROUP cannot pair to Bluetooth while streaming to USB. If you attempt to pair to a mobile

device while in a USB call, an error beep will sound. Please wait until the USB call is complete before you pair with your mobile device.

- **+Can I use GROUP with a tablet?**

If the tablet is USB-enabled (comes with a USB port) such as Microsoft Surface Pro, you can utilize the full functionality of video and audio. If it is not USB enabled, you can utilize audio functionality through Bluetooth.

- **+Can you use the GROUP in a classroom setting?**

It really depends on the size of the room. Visit our [ConferenceCam page](#) at Logitech.com for recommended room sizes for our various products.

- **+Can the Bluetooth be disabled on GROUP?**

Yes, Bluetooth can be disabled using the Admin tool mentioned above.