

## **My PW513 video doesn't look right**

Do you have the latest firmware for PW513?

Please note AVerMedia has been optimized the best video quality and should resolve all potential issues on the specific using scenario on the latest firmware

Firmware\_0.0.8000.46 (Dec 20, 2021).vPlease go into the below page to ensure you have the latest firmware of PW513:

<https://www.avermedia.com/us/product-detail/PW513>

The most likely cause of “not good” video quality can be due to one or more of the following:

-USB Bandwidth — Too many active USB devices being used at the same time can affect the overall quality of your video. Try disconnect or turn off any USB devices not in use. Also, please connect your PW513 on the USB3 port by using our type C to A cable in the box. We do not recommend using an extension cable. When you use an extension cable, it can severely degrade the signal integrity and affect the overall performance of your PW513 webcam.

-CPU/GPU utilization — Too many processes running on your CPU can affect the overall quality of your video stream. Terminate any applications or processes you may not be using.

Try these tips to ensure the camera is fine:

Verify if the “doesn't look right” video only happened in the specific software you are using. You can close all the video conferencing software, and test PW513 works fine in Windows 10/11 Camera Application or FaceTime in macOS.

macOS: <https://youtu.be/SXhwOHjL8NA>

Windows: <https://youtu.be/MN1AEF-eXU0>

in case the issue still persists, we would recommend you contact us:

[TechnicalSupport@avermedia.com](mailto:TechnicalSupport@avermedia.com)

along the screenshot or video that you will be in good hands with our Support Team.