



"Camera is Not Present or Already in Use"

This document is written with the assumption there is a general understanding of basic commands in Windows® in order to perform the procedures detailed below. When possible, we try to describe the entire process in full detail. For assistance with these procedures, please consult the Microsoft Windows manual or on-line help system.

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Introduction

This error message can be caused by several different factors. The diagnostics in this document can also be used to solve the following problems:

- black image in the preview screen
- colored or distorted images in the preview screen

The following information contains the series of steps used to isolate the issue. In effect, they are a series of steps involving a logical progression towards isolating the cause of a symptom. In other words, these diagnostics are a process of elimination.

Verify Connections

A Labtec USB video camera connects to a computer using a USB port. Before beginning troubleshooting, please check to make sure the device is properly connected to the USB port. If you are using a USB hub with the camera, please verify the hub is a powered one. If you suspect the USB hub is not powered or is defective, plug the camera directly into the computer's USB port. Since USB devices can be hot plugged, it is OK to unplug and then re-plug a USB device while the system is on.

It is also a very good idea to verify other USB devices work in the port you are attempting to use. If another device doesn't work in the USB port you are trying to use, it indicates there is a hardware problem with the port. If the USB ports are attached to the motherboard, check the BIOS to see if the ports are enabled. If the USB port is on a PCI USB card, check if Windows detects the card properly. If you

are unsure how to check the USB hardware, please contact your motherboard or PCI USB card manufacturer.

Check for a BIOS/USB update

Most motherboard manufacturers and USB PCI card manufacturers periodically release updates for their products that may resolve some USB issues. Please check with your computer/motherboard or USB PCI card manufacturer for the latest version available.

Labtec has documented issues with some USB chipsets that can cause detection issues and image quality problems. For information on troubleshooting USB issues, click [here](#).

Install the Latest Version of DirectX

Before continuing with diagnostics, please make sure you are using the latest release of DirectX.

1. Unplug the camera.
2. Uninstall the camera software using Add/Remove Programs in the Windows Control Panel.
3. Click "Start", "Settings", and "Control Panel".
4. Double click the Add/Remove Programs icon.
5. Highlight the Labtec camera software and click the Add/Remove button. (Change/Remove if you are using Windows XP.)
6. Install the latest DirectX version from Microsoft. You can download the latest release [here](#).
7. Reinstall the camera software.

Check for Other Video Capture Devices

When other video capture devices are installed, they may load drivers into memory that may conflict with the Labtec USB Video Camera software. Many computer systems come pre-loaded with other video capture devices that may interfere with the ability of the camera software to communicate with the camera. To check for other Video Capture devices, please do the following steps one at a time.

Windows 95, 98 and Me

1. Click "Start," "Settings," then "Control Panel".
2. Double click the "Multimedia" icon. (Windows Me users, double click the "Sounds and Multimedia" icon.)
3. Click the Devices tab. (If you are using Windows 95, click the Advanced tab.)
4. Click the plus (+) sign next to "Video Capture Devices." There should be an entry for Microsoft WDM Image Capture. If there are other devices, disable them using the instructions in the section titled, *"Disabling Other Capture Devices in Windows 95, 98 and Me."*
 - a. If the WDM Image Capture device is present, place a check mark in the "Do not map through this device" box.
 - b. Click the "Apply" button.

NOTE: In order to use the camera in Windows 95, you must be running OSR2 with the USB Supplement.

Windows 2000 and XP

1. Click "Start," "Settings," then "Control Panel".
2. Double click on the "System" icon.
3. Click on the Hardware tab.
4. Click the Device Manager button.
5. Click the plus (+) sign next to "Imaging Devices." There should be an entry for the Labtec camera. If there are other devices, disable them using the instructions in the section titled, *"Disabling Other Capture Devices in Windows 2000 and XP."*
6. Click the plus (+) sign next to "Sound, video and game controllers."
7. Double click on the entry for "Legacy Video Capture Device." There should be an entry for "Microsoft WDM Image Capture."
8. If the WDM Image Capture device is present, highlight "WDM Image Capture" and click the "Remove" button.
9. Click the "Apply" button.

Disabling Other Capture Devices in Windows 95, 98 and Me

1. Highlight the device you wish to disable.
2. Click the Properties button.
3. In the "Devices Properties" window, choose the bubble that says, "Do not use this video capture device".
4. Click the Apply button. Windows will inform you that these changes may not take effect until you have rebooted the computer.
5. Click the OK button, close the Multimedia Properties window and reboot the computer.

Disabling Other Capture Devices in Windows 2000 and XP

1. Highlight the device you wish to disable.
2. Click on Remove.
3. Confirm the removal. You will need to reinstall the software for the device in order to re-enable the device.

Try the camera in another application

Some camera issues may be application specific. Try using the camera in a different application to identify such an issue. You can capture images through the following applications outside the Labtec camera application:

- Windows Imaging®, which can be found in the Accessories program group
- Microsoft NetMeeting®, which is installed with the camera software or is available for download from the Microsoft® Website
- LVIDCAP.EXE. You can access this program by right clicking on the camera software installation CD in My Computer or Windows Explorer and choosing Tool - LVIDCAP.EXE
- In Windows® Millennium and Windows® XP, you can access the camera through its own icon in My Computer or Windows Explorer® or in the Windows Movie Maker® Application found in the Accessories program group.

NOTE: The camera will only function in one program at any time. Before accessing the camera, please be sure to close all other programs that may access the camera.

If the camera works in a third party application, then the issue is with the Labtec camera application. Make a note of your findings, as this information will be helpful when you call Labtec Customer Support. However, if the camera still does not

function in other applications, please continue on with the steps listed in this document.

Verify That the Device Has Been Loaded in the Device Manager

When the Labtec video camera is correctly detected by the system, it will load 2-3 entries in the Device Manager, depending on the camera being used. To verify that the camera's hardware is being properly detected, please do the following:

1. Click the "Start" button.
2. Click on "Settings", then "Control Panel".
3. Double click on the "System" icon.
4. Click on the "Device Manager" tab. Windows 2000 users, click on the Hardware Tab, then the Device Manager button.
5. Click on the plus (+) sign next to "Imaging Device". A properly installed camera will load an entry in this section entitled "Labtec USB Video Camera". If this entry does not exist, or is listed with a yellow exclamation mark (!), remove it and proceed to the next step.
6. Next click on the plus (+) sign next to "Universal serial bus controller". A properly installed camera will load an entry in this section entitled "Labtec USB Camera". If this entry does not exist, or is listed with a yellow exclamation mark (!), remove it and proceed to the next section.
7. (For cameras with a built in Microphone.) Click on the plus (+) sign next to "Sound, Video, and Game Controllers". A properly installed camera will load an entry in this section entitled "Labtec USB Microphone". If this entry does not exist, or is listed with a yellow exclamation mark (!), remove it and proceed to the next step.

Run the Technical Support Tools

You can resolve some camera issues by using the Technical Support Tools. To use these tools, click "Start", then "Run." Type the following in the command line:

```
"C:\Program Files\Common Files\Labtec\QCDriver\Install\Setup.exe" techsupt
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After the Camera Support window appears, run the following tools in the order listed.

1. Re-enumerating the camera
2. Uninstall camera driver file
3. Install Windows files
4. Exit Camera Support Tools

After you run the Technical Support Tools, reinstall the camera software from the CD or from the web download, whichever is more recent.

Run the Camera Application Repair option

The repair utility searches the system checking for corrupted files, registry entries, and drivers. If there are any corruptions, the repair utility will automatically make corrections and recopy files.

NOTE: If the software is installed from the CD, the CD needs to be in the CD-ROM drive. The CD is not necessary if the software is installed from the download.

1. Click on "Start," "Settings," then "Control Panel." (Windows XP Default view users, click "Start," then "Control Panel.")
2. Double click on the "Add/Remove Programs" icon.
3. Highlight the camera application by clicking on it.
4. For Windows 98 and Windows ME, click on "Add/Remove." (Windows 2000 and Windows XP users, click on the "Change" button).
5. Click "Next" when the "Windows Installer" message and the "Labtec WebCam - InstallShield" windows appear.
6. Select the radio button for "Repair" from the "Program Maintenance" windows and click "Next."
7. Click the "Install" button when the "Ready to Repair the Program" window appears. This procedure will take several minutes.
8. Click "Finish" when the "InstallShield Wizard Completed" window appear.
9. Restart the computer for the changes to take affect.

Change the Video Hardware Acceleration

Changing the video hardware acceleration can enhance the performance of the Labtec video camera.

1. Right click on the Windows Desktop and choose "Properties."
2. Click on the "Settings" tab when the Display Properties appear on the screen.
3. Click on "Advanced." Depending on the video driver installed, there should a tab titled either "Troubleshoot" or "Performance," which should have a slider to adjust the video acceleration. NOTE: If you do not see either of these tabs, or have trouble finding the "Hardware Acceleration," please contact the video card manufacture for more information.
4. Try adjusting the Hardware Acceleration. If the Hardware Acceleration is set to "Full," adjust the slider to "None," or vice-a-versa.
5. Click "Apply," and "OK."

Run the Labtec video camera to see if the symptom still persists.

Checking for IRQ conflicts

Although the USB uses PCI, and PCI can share up to 4 devices, Labtec has seen detection issues resulting from the USB Host Controller sharing the IRQ with other devices. Try moving the Host Controller to its own IRQ. If you would like information on how to do this, please consult your computer documentation or system manufacturer. Labtec is aware that it may be difficult to change the IRQ's, as some systems share the IRQ between many devices. We are also aware that some computer vendors such as Compaq and Dell do not support the changing the IRQ for the Host Controller. In these cases, the only option available is to purchase a USB Upgrade Card. Any card should work, provided the chipset is not an ALI, VIA or SIS chipset. Cards that feature a Lucent or Opti chipset have been found to work well with the Labtec video cameras.

Re-installing Key Windows Files

In Windows 98, Labtec has seen this error message resolved by reinstalling key Windows files that effect multimedia applications. The following steps should only be used when all of the above suggestions have been exhausted. You may wish to print this document out, as the following steps can be time consuming.

The first step is to rename the files you will reinstall.

1. Click on "Start", "Find", "Files or Folders."
2. Enter KSCLOCKF.AX in the Named field and click Find Now.
3. When the file is found, right click on it and choose "Rename."
4. Remove ONLY the extension and replace it with OLD. e.g. KSCLOCKF.OLD
5. Repeat steps 2-4 for the following files:
 - VFWWDM.DRV
 - KSXBAR.AX
 - KSWDMCAP.AX
 - KSVPINTF.AX
 - KSTVTUNE.AX
 - KSPROXY.AX
 - KSINTERF.AX
 - KSDATA.AX
 - VFWWDM32.DLL
 - KSUSER.DLL
 - STREAM.SYS
 - KS.SYS

Then reinstall these files from the Windows CD-ROM using the System File Checker. To do this:

1. Click on 'Start'.
2. Choose 'Run'.
3. Type SFC on the Command line.
4. Click 'OK'. This will bring up the windows application 'System File Checker'.
5. Select 'Extract one file from installation disk'.
6. Type in KSCLOCKF.AX and Click 'Start'.
7. In the 'Restore From' box, browse to the CD drive where the Windows CD-ROM is located.
8. Click 'OK'. A message should appear that the file was restored successfully.
9. Repeat with the following files:
 - VFWWDM.DRV
 - KSXBAR.AX
 - KSWDMCAP.AX
 - KSVPINTF.AX
 - KSTVTUNE.AX
 - KSPROXY.AX
 - KSINTERF.AX
 - KSDATA.AX
 - VFWWDM32.DLL
 - KSUSER.DLL
 - STREAM.SYS
 - KS.SYS
10. Restart the camera software and try the camera.