



Troubleshooting Image Quality Issues

This document is written with the assumption you have a general understanding of basic Windows® commands in order to perform the procedures detailed below. When possible, we try to describe the entire process in full detail. However, different system configurations often require different procedures to perform these actions. For assistance with those procedures, please consult the Microsoft Windows manual or online help system.

Sensor Information

The Labtec Webcam features a CMOS sensor. This sensor determine, to a large degree, the quality of the image captured. Generally, cameras with a CMOS sensor capture good quality images, although a camera with a CCD sensor can capture better quality images.

General Information

Aside from the sensor, many other factors can affect the image quality of your video camera. Before beginning diagnostics, please make sure you are using the latest release of software. You can download the latest release from the [Software Download Page](#).

If you are experiencing grainy images, first try adjusting the focus ring located around the lens. This will allow you to focus the video camera on objects at different distances.

If you are still experiencing a distorted, fuzzy or grainy image, you may need to change the settings for your display adapter. For optimal image quality, please make sure the video display adapter is set to display at least 16-bit high color or higher. To change the color palette:

1. Right-click on the Windows Desktop, and choose "Properties."
2. Click on the "Settings" tab.
3. In the dialog box labeled Color Palette, verify the video mode is set to 16-bit (high color) or 24-bit (true color).

Another factor that can influence the image quality is the lighting; it is best to use the camera in a well-lit location. If you cannot do anything to improve the lighting situation, try enabling the option for "Low Light Boost."

1. Open the camera software.
2. At the bottom right hand corner of the camera image box, click on the arrow next to the camera icon.
3. Choose "Advanced Camera Settings".
4. Under the Image Enhancement box, place a check mark in the "Low Light Boost" option.

If that does not improve the image quality, try adjusting the other image settings, such as contrast, saturation brightness, gain and white balance. Click OK when you are done.

If the above suggestions do not help, please contact Labtec Customer Support.