

## Frequently Asked Questions

### HP VGA Web Cam

#### EW193AA



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#### **1. I am having trouble with the installation process?**

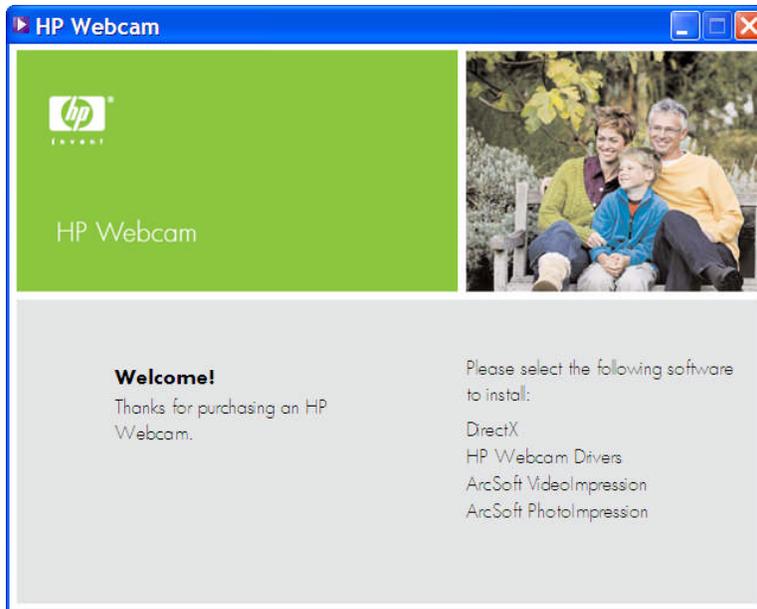
A successful installation of the HP VGA Webcam requires that you install all of the software **FIRST**, before you plug the HP VGA webcam into the USB port. It also requires that you **RESTART** your PC after the software installation. After the PC **RESTART**, plug the VGA Web cam into the USB port.

#### **2. The “Found New Hardware Wizard” is not able to find the software necessary for installation.**

Exit the “Found New Hardware Wizard” by hitting the cancel button. Unplug the VGA webcam from the USB. Insert the software CD into the drive tray. Follow the software installation instructions. Once all software is installed (direct X, HP Web Cam drivers, ArcSoft VideoImpression, ArcSoft Photo Impression), close the HP Webcam window and **RESTART** the PC. After restarting the PC, plug in the VGA Webcam and run ArcSoft Video Impression to capture a new video.

#### **3. How do I do install the software?**

After inserting the CD into the drive tray, you will be prompted to select a language for installation. Select your language and click “ok”. Next, the following screen will appear and you will return back to this screen after each software component is installed. Move the mouse over each software component and click on the software listed to complete the install process. Please be patient as the install process installs each software component individually and you must manually select each software component. After installing all 4 software components, close the window and **RESTART** your PC. After the PC has restarted, plug in the VGA Webcam and run ArcSoft Video Impression software to capture a new video.



#### **4. How do I un-install the software and any incomplete installations?**

Before trying the install process again, de-install any software components and **RESTART** your PC. On Win XP, select **START, Control Panel , Add or Remove programs**. On VISTA, select **START, Control Panel, Programs and Features**. Remove the ArcSoft Video Impressions and ArcSoft Photo Impression software by clicking the “change/remove” button. Select “remove” when prompted by the install Wizard.

#### **5. How do I test that the webcam is working after the installation?**

Make sure the HP VGA Webcam is plugged into the USB port. Run ArcSoft VideoImpression software. You can access via the start menu, programs or there may be a shortcut installed on your desktop. Select the option to “Create a New Video” and “Capture from Device”. You will see a green light on the camera and the video from the camera displayed in the tool.



## 6. I am having trouble using the webcam with SKYPE

Have you installed the latest version of SKYPE? If you are using an older version, check for updates. If this is a new SKYPE install, please make sure to check the audio microphone and video settings. They should be set to “HP USB Device” or “VGA USB Webcam”

## 7. I am not seeing the video when I run SKYPE; I see a blank screen with static.

After placing the call, make sure the video setting selected is “VGA USB Webcam”.

## 8. The microphone on the webcam does not seem to work with SKYPE.

On the toolbar, select Call, audio settings. The option screen shown below will appear. Check to make sure the microphone device selected is “USB Audio Device”, select save before retrying your call. Additionally, you can increase the volume of the microphone by moving the volume slider towards “high”.

