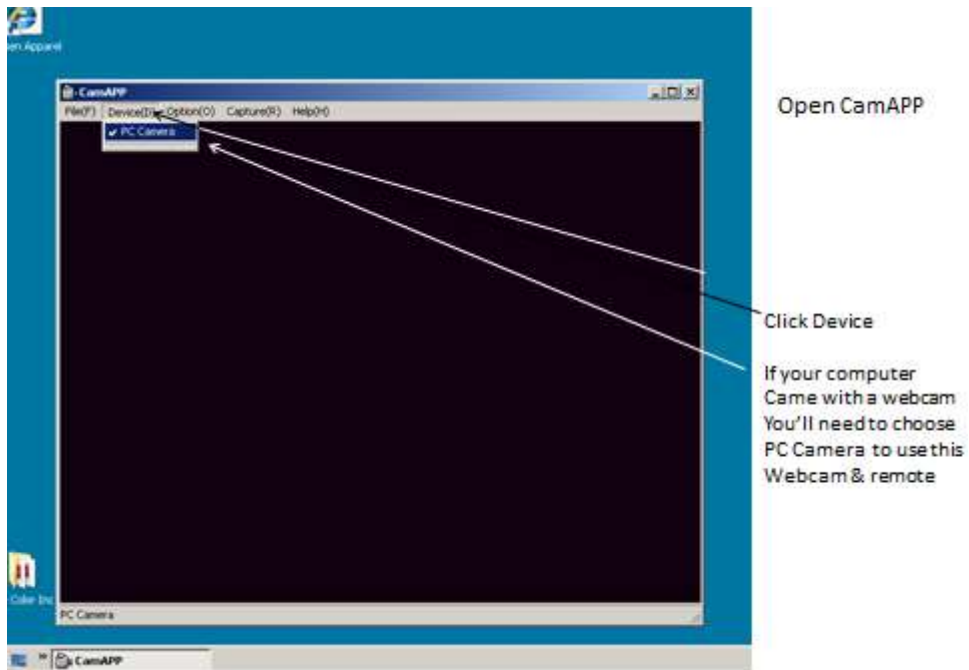
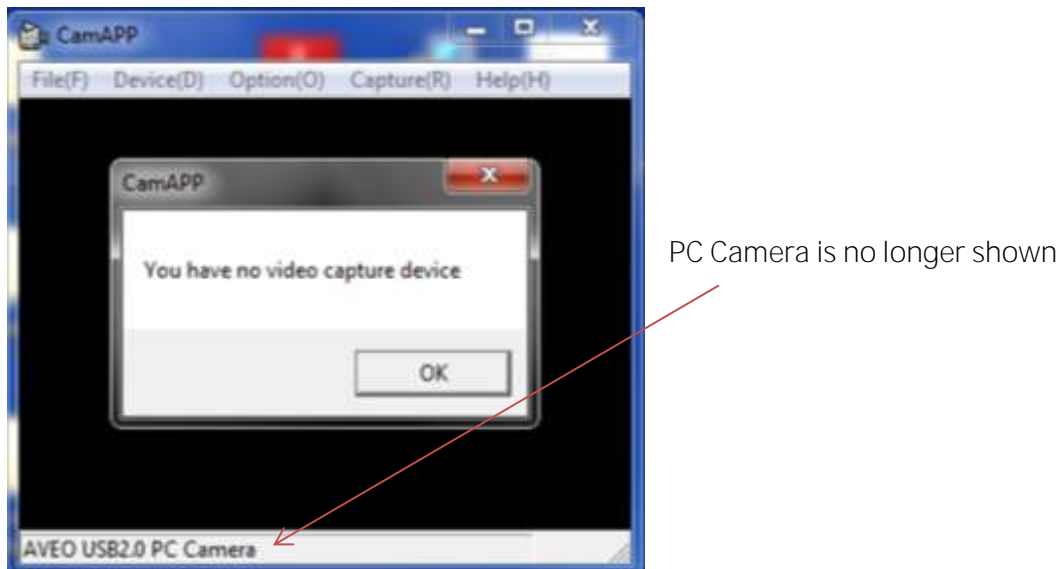


1st Step in Trouble Shooting; Choose Your Device



My Webcam has Stopped Working

When I open CamApp, "USB does not recognize that a device has been plugged in" or "You have no video capture device" displays in the window;



If you have updated to Windows 8 and are using a camera from a Trainer received in 2012 or earlier; discontinue your attempt and notify CameraHelp@twc.com you will need a (7.0) Camera..

Windows 7 and Below

First test the USB hub using a USB flash drive or another device requiring a USB hub to work, to ensure that the problem is with the computers USB hubs.

If this confirms the USB hubs are not functioning, follow steps below:

Solution 1_

1. Left click Windows logo in the lower left corner of the monitor

2. In column on the right choose “Control Panel”

3. Choose “Trouble Shooting”

4. Under “System and Security” choose “Fix Problems with Windows Update”

5. Follow directions

6. After Windows determines issues are repaired, re-try USB drive to test USB hubs

7. If they are not working refer to Solution_2

Solution 2_

1. Left click Windows logo in the lower left corner of the monitor

2. In column on the right choose “Control Panel”

3. Next “Device Manager”

4. Choose “Universal Bus Devices”

5. Look for a “Yellow Exclamation Mark”

6. Click on mark and a window with an error should open

7. Write down the error (if we are already on the phone, read it to me)

8. The error will be explored for a solution

Solution 3_

1. Left click Windows logo in the lower left corner of the monitor

2. In column on the right choose “Control Panel”

3. Under “Hardware and Sound” choose “Configure a Device”

4. Follow directions

Solution 4_

NOTE: Solution is based on the OS Windows XP, so the steps might not be the exact same for everyone, but the idea is essentially the same;

1. Connect the Device via the USB cable to your PC

2. Click on "My Computer" - Click on "Control Panel" on the left hand side

3. Click on "Printers and Other Hardware"

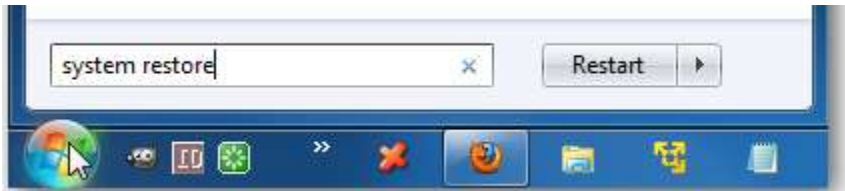
4. On the left hand side, click the button that says "Add Hardware"

5. Run the "Add Hardware Wizard" and answer each question (i.e. yes it has already been connected) - It will give you a list of detected hardware

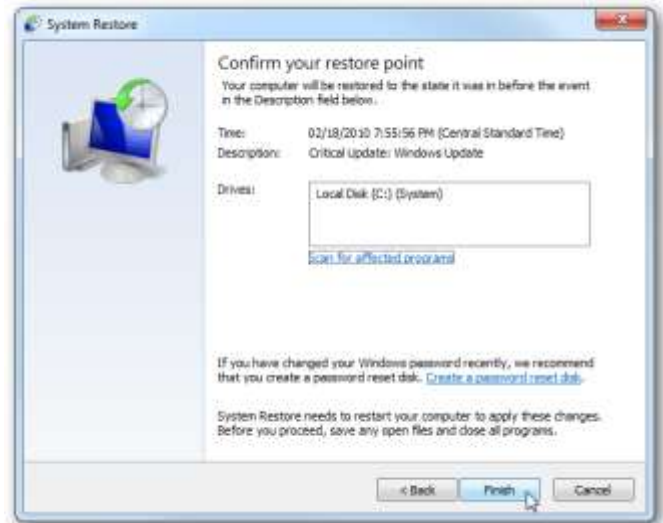
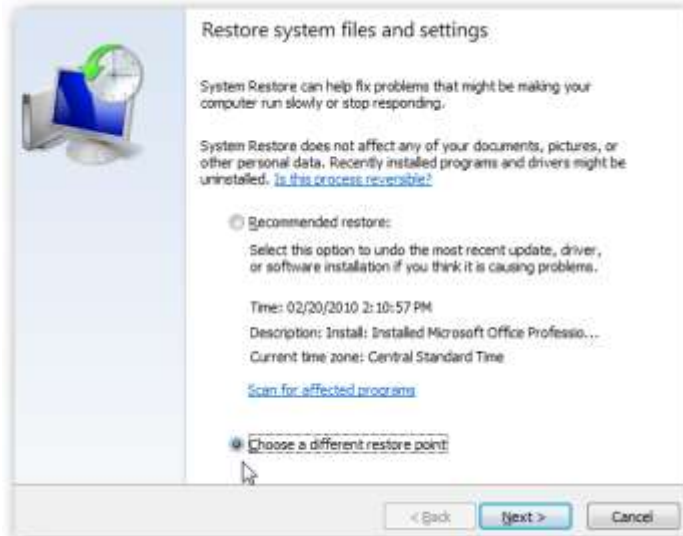
Solution 5

Restore system to an earlier restore point, prior to the last Windows update.

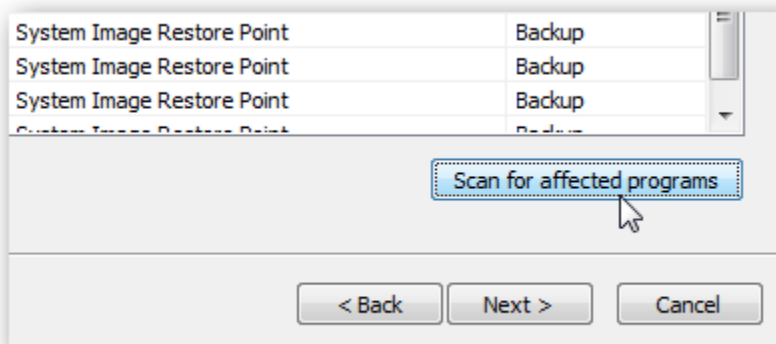
First type *system restore* into the search box in the Start menu and hit Enter.



That opens the System Restore wizard and from here you can choose the recommended restore point, which is the most recent one...Or you can choose a different restore point. If you don't see the date that you need, click on the box next to *Show more restore points*...pick a restore point that is a couple days before when everything was working successfully.



When you pick a restore point, another thing you should do is click the button to *Scan for affected programs*.



The scan will kick off and determine what will be affected by the restore point you choose.



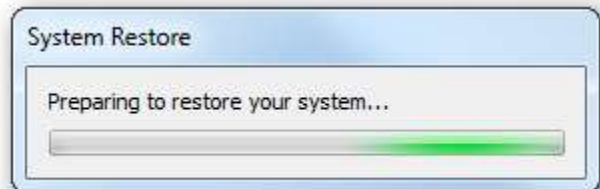
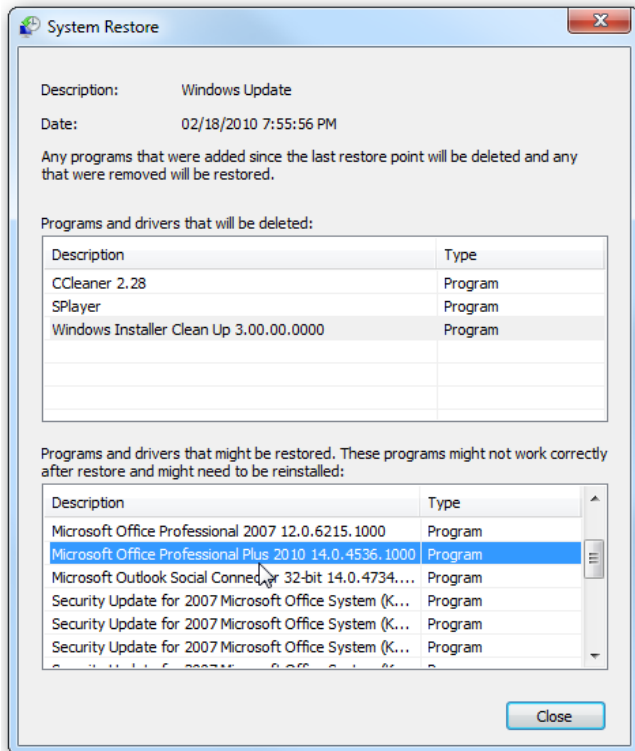
Then it brings up the results. It shows which programs and drivers that will be deleted...And what programs will be restored (*though they may not work correctly and need to be reinstalled*). This is good information to know when selecting a point to recover. If some important drivers or programs would be deleted, you might want to try another restore point.

Confirm the restore point and click Finish.



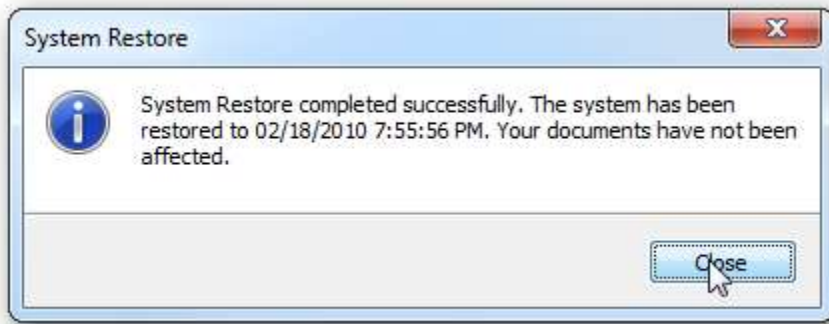
Click Yes to the message saying that it can't be undone until it has completed, or cannot be undone if running it from Safe Mode.

The System Restore process begins...



You'll see a series of messages display while the process completes and different things are being restored. The amount of time it takes to complete will vary between computers.





After returning from the restart, you'll have a message advising it was completed successfully and the time and date it was restored to.

XP SP3

Restore system to an earlier restore point, prior to the last Windows update.

1. Left click on the Windows icon in the lower left corner
2. Choose "all programs"
3. Next "accessories"
4. Scroll down and open the "system tools folder"
5. Click on "system restore"
6. A new window will open, choose "next"
7. Scroll down and choose a date prior to the date that someone 1st attempted to install the webcams, but after a window update.

If your choices do not go back that far, check the box **"show more restore points"** at the bottom of the window.

8. Once you have chosen the restore point, continue to follow the instructions until the computer shuts down and restarts.