I get no image or a black image with Webcam Station. What should I do?

If you get no image or a black image when launching the "Webcam Station" software, please verify the following:

1- Make sure that the cap protecting your webcam's lens is removed.

2- In Webcam Station, go to **Preferences / Capture configuration** and then select the **Webcam Deluxe** or **Webcam Classic** as the capture device, then click **OK**.

3- Make sure that no other program such as MSN, Skype or similar software is using your webcam. If this is the case, close the software using your webcam and then re-launch Webcam Station.

4- If this does not correct the problem, verify that your webcam is properly installed. To do so, please consult the FAQ "*How can I make sure that my webcam's drivers are properly installed on my computer?*".

5- If the problem persists, verify that the latest version of DirectX is installed on your computer (Version 9.0c or later):
To do so, click the Windows **Start** button, then click **Run** and enter the command "**dxdiag.exe**". Make a note of the DirectX version listed under **System Information**.
If your version is not up to date, you can install the version of DirectX9.0c included on your CD-ROM.
To do so, click the Windows **Start** button, then click **Run** and enter the command "**D:\Redist\DirectX9\dxsetup.exe**", "**D**" corresponding to the letter of your CD-ROM drive. Follow the on-screen instructions.

6- If the different steps detailed above have still not resolved your problem, reinstall Webcam Station from the installation CD-ROM.
First, be sure to close all currently running applications.
Click the Windows **Start** button, then click **Run** and enter the command "**D:\Software\Setup.exe**", "**D**" corresponding to the letter of your CD-ROM drive.
Follow the on-screen instructions.

7- If Webcam Station is still not displaying any images, please be aware that you can use the "Windows Movie Maker" software included with Windows Me and Windows XP: this software allows you to easily capture videos with your webcam.
To do so, click **Start**, **Programs** (or **All Programs**), **Accessories**, and then click the **Windows Movie Maker** icon.

8- If you are unable to find a solution to your problem using the information set out above, don't hesitate to check out our Technical Support service on our website at the following address:
http://ts.hercules.com/eng for all the latest updates and FAQs
or contact us by telephone at one of the numbers listed on the following page:
http://ts.hercules.com/eng/index.php?pg=contact