

**Video**

**BLASTER**

**WEBCAM**

**Go**

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**User's Guide**

# *User's Guide*

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## Creative Video Blaster WebCam Go

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**ATTENTION:** Ce carte est destiné à être installé par l'utilisateur, dans un ordinateur compatible certifié CSA/TUV/UL ou listé IBM AT, à l'intérieur de la zone définie par le fabricant. Consulter le mode d'emploi ou le fabricant de l'appareil pour vérifier ou confirmer si l'utilisateur peut y installer lui-même des cartes périphériques.

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- Directive 89/336/EEC, 92/31/EEC (EMC)

# Contents

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## Introduction

About the Applications .....	x
Creative WebCam Go Control .....	x
Creative WebCam Monitor .....	x
Creative MediaRing	
Talk 99.....	x
Microsoft NetMeeting .....	xi
Microsoft Internet Explorer.....	xi
Before You Begin.....	xi
System Requirements.....	xi
Document Conventions .....	xii

## 1 Installing WebCam Go

In Your Package .....	1-1
About WebCam Go.....	1-2
Installing WebCam Go.....	1-5
Installing Software .....	1-6
Verifying the Installation.....	1-9
Changing Batteries for WebCam Go .....	1-9

<b>2</b>	<b>Using WebCam Go Control</b>	
	Starting WebCam Go Control.....	2-1
	Using WebCam Go Control.....	2-2
	To set the view into focus.....	2-2
	To select the video capture device.....	2-3
	To take a picture.....	2-3
	To record a video clip.....	2-4
	To view a thumbnail.....	2-4
	To start the Help file for WebCam Go Control.....	2-4
<b>3</b>	<b>Using WebCam Go as a Portable Camera</b>	
	Taking Pictures with WebCam Go.....	3-1
	Step 1: To focus the lens.....	3-2
	Step 2: To take pictures.....	3-3
	Downloading Pictures from WebCam Go.....	3-4
	Customising WebCam Go.....	3-5
	To start the Help file for WebCam Go Control.....	3-5

## Appendices

<b>A</b>	<b>Technical Specifications</b>	
<b>B</b>	<b>Troubleshooting</b>	
	Problem Installing Software.....	B-1
	Problems Using WebCam Go.....	B-1
<b>C</b>	<b>Note on USB Compatibility</b>	

## D Technical Support

If You Have a Problem.....	D-2
Returning a product for repair.....	D-4
Limited Warranty .....	D-5

## Creative European Help Line



# Introduction

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Creative Video Blaster WebCam Go is a digital video camera that allows you to take pictures in 24-bit, 16.7 million colours and record smooth video clips in full-colour.

Want to chat face-to-face with someone over the Internet? WebCam Go is what you need. Used together with Microsoft NetMeeting, you can now have real-time videoconferencing with virtually anybody over the Internet!

Worried that someone will use your computer without your knowledge? Fret not. When used together with WebCam Monitor, WebCam Go can function as a motion detector, recording short video clips of what is in its field of view whenever it detects movement. You can also program it to take pictures automatically at regular intervals.

As WebCam Go is detachable, you can disconnect it from the computer and use it as a portable camera to take pictures anywhere you like! Downloading images from WebCam Go is a breeze with WebCam Go Control.

# About the Applications

## Creative WebCam Go Control

This simple but powerful application lets you take control of your camera with a click on the taskbar icon. Take pictures or record video clips and store them in albums. Use this application to download pictures you have taken when the camera was disconnected from the computer. You can also export these pictures or video clips to other programs, or send them directly to your e-mail program. You can adjust various settings so as to optimise the quality of your pictures and video clips.

## Creative WebCam Monitor

If you are thinking of putting a live snapshot of your office, coffee pot, or even your fish tank on your Web page, WebCam Monitor is the solution. Just point your camera at the desired subject of your snapshot, pick a time interval, and WebCam Monitor does the rest, including automatically uploading the snapshots to your Web site. It can even act as a motion-detecting security system which automatically sends an e-mail message to notify you whenever anybody moves within the camera's field of view.

## Creative MediaRing Talk 99

With Creative MediaRing Talk 99, you can literally call somebody half a world away without worrying about exorbitant phone charges. MediaRing Talk 99 harnesses sophisticated patent 'knocking' technology to call either the other party's PC or phone. Unlike other Internet telephony software, with MediaRing Talk 99, the party you are calling does not even need to be connected to the Internet. Say goodbye to the hassle and time-consuming process of pre-scheduling Internet phone conversations. In addition to making Internet phone calls, MediaRing Talk 99 also lets you leave voice messages and engage in text chat.

In addition, if you are a Sound Blaster Live! user, you have at your disposal Creative VoicePersonas, a feature incorporated into MediaRing Talk 99 that allows you to disguise or distort your voice. Creative VoicePersonas leverages upon Sound Blaster Live! powerful audio processing technology to provide you with a range of VoicePersonas such as Chipmunk, Male to Female, or Female to Male.

## Microsoft NetMeeting

Microsoft NetMeeting is a voice communications client that includes support for international conferencing standards and provides true multi-user application sharing and data conferencing capabilities.

It supports one-way or two-way videoconferencing, so your friends can see you even if they do not have a camera. Audio-only conversations and text chats are also supported. Two or more users can collaborate on a document, doodle on a whiteboard, or even share any Windows application in real-time over the Internet or corporate intranet.

## Microsoft Internet Explorer

Microsoft Internet Explorer is an Internet browser that features ActiveX technology, so web pages can combine interactive ActiveX Controls, Java applets, and more to create interactive content. ActiveMovie technology allows you to view multimedia content on the web, including MPEG audio and video.

## Before You Begin

The README file on the CD-ROM contains information not available at the time of printing. Read the file before you continue. In addition, read the following:

- System Requirements
- Document Conventions

## System Requirements

### **Minimum system requirements for WebCam Go:**

- 166 MHz Intel Pentium® or higher 100% IBM®-compatible PC
- 16 MB RAM on motherboard
- 70 MB free hard disk space for installation of all software titles

- Available USB port or self-powered USB hub
- Microsoft Windows<sup>®</sup> 98 (Windows 95 and Windows NT are not supported)
- Display adapter that supports 16-bit colour at a resolution of 640 x 480 pixels
- CD-ROM drive installed
- Sound Blaster<sup>®</sup> or other Windows-compatible sound card
- Modem or LAN access to the Internet at 28.8 Kb or faster (required for videoconferencing)

**For optimal performance:**

- 200 MHz Intel Pentium or higher 100% IBM-compatible PC
- 32 MB RAM
- Display adapter that supports 16-bit colour at a resolution of 800 x 600 pixels
- Sound Blaster 16 or higher, or other Windows-compatible sound card with full-duplex support for simultaneous two-way conversations




## Document Conventions

The following typographical conventions are used throughout this document:

**Table i: Document conventions**

<b>This</b>	<b>Represents</b>
<b>bold</b>	Text that must be entered exactly as it appears.
<i>italic</i>	Title of a book or a placeholder, which represents the information you must provide.
UPPERCASE	Directory name, file name, or acronym.
< >	Symbols, letters, and key names on the keyboard.

**Table i: Document conventions**

<b>This</b>	<b>Represents</b>
 A line drawing of a notepad with a pencil resting on it. The notepad has several lines of text, and the pencil is positioned diagonally across the top right corner.	This notepad icon indicates information that is of particular importance and should be considered before continuing.
 A line drawing of an alarm clock with a large exclamation mark in the center of its face. The alarm clock has two bells on top and a small dial.	This alarm clock icon indicates that failure to adhere to directions may result in loss of data or damage to your system.
 A line drawing of a warning sign, which is a triangle with a thick border and a large exclamation mark in the center.	The warning sign indicates that failure to adhere to directions may result in bodily harm or life-threatening situations.

# Installing WebCam Go

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This chapter consists of the following sections:

- In Your Package
- About WebCam Go
- Installing WebCam Go
- Installing Software
- Verifying the Installation
- Changing Batteries for WebCam Go

## In Your Package

Your package contains the following hardware items:

- One WebCam Go camera
- One USB cable
- One microphone

## About WebCam Go

Figure 1-1 shows you the front view of the camera.

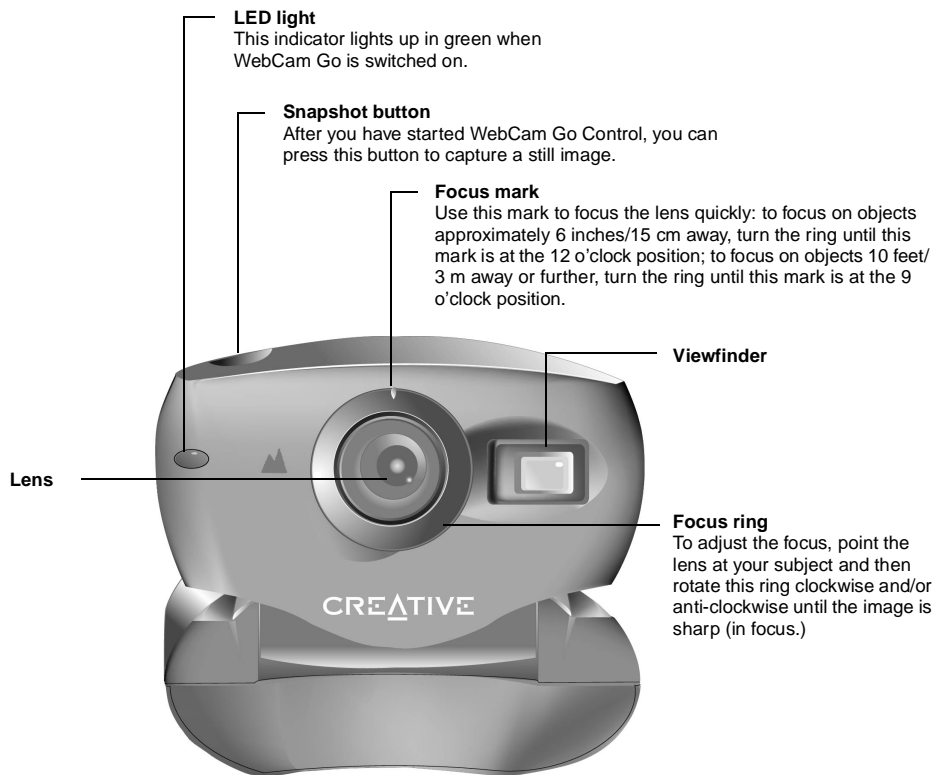


Figure 1-1: Front view of WebCam Go.



The viewfinder does not show if objects are in focus. To verify whether objects are in focus, use WebCam Go Control. For details, see “Taking Pictures with WebCam Go” on page 3-1.

Figure 1-2 shows the back view of the camera’s head unit.

**Camera busy LED indicator**

When the camera is connected to the system, this indicator will blink when commands are sent from the system to the camera. When the camera is disconnected, this indicator will blink when the camera is adjusting the picture exposure. After that, it will stay lit while the camera saves the image to memory. Then, the indicator will be turned off.

**Note:** Try not to shake the camera while this indicator is blinking.

**Viewfinder (back view)**

When taking snapshots with the camera disconnected, use this to verify that the desired object of your snapshot is in view.

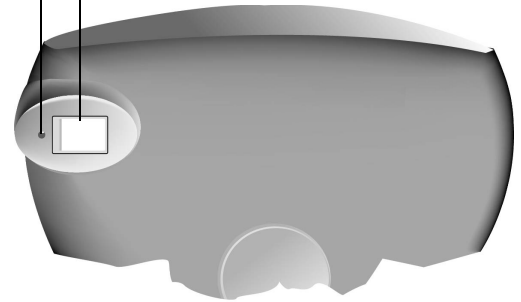


Figure 1-2: Back view of WebCam Go’s head unit.



Figure 1-3 shows the buttons and LCD display on the camera.



- You can only switch on the camera when it is disconnected from the system.
- The counter value may decrease by more than one when the picture taken has more details or colours, resulting in a bigger file size. In some cases, the counter value may not decrease even though a picture is taken.

#### Image counter

This shows the remaining number of pictures that you can take with the camera undocked. This number decreases every time a picture is taken. When the counter reaches "000", you cannot take any more pictures until you have cleared the camera's memory by downloading or removing the existing pictures.

#### OFF button

To switch off the camera, you need to press this button and hold it down for 2 seconds. This prevents the camera from being switched off accidentally.

#### Single-Snapshot mode

In this mode, the camera captures the view into one single shot.

#### Multiple-Snapshot mode

In this mode, the camera takes a series of pictures, with a constant interval between consecutive takes. By default, the total number of pictures taken is 10 and the interval is 0.5 seconds.

#### Mode button

To switch modes of the camera, press this button. The camera can be in one of these four modes: single-snapshot mode, multiple-snapshot mode, delayed single-snapshot mode, delayed multiple-snapshot mode.

#### On button

To switch on the camera, press this button.

**Note:** The camera will turn itself off automatically if it's left idle for one minute. This length of time can be changed by using the application, WebCam Go Control.

#### Delayed Multiple-Snapshot mode

In this mode, the camera takes a series of pictures after a specified length of time, with a constant interval between consecutive takes. The default delay time is 8 seconds, total number of pictures taken is 10, and the interval is 0.5 seconds.

#### Delayed Single-Snapshot mode

In this mode, the camera takes a picture after a specified length of time. The default delay time is 8 seconds.

#### Battery-low indicator

This indicator lights up when the battery is running low. When the battery is low:

- i. the idle-timeout will be set to 10 seconds;
- ii. the Power LED will blink rapidly;
- iii. no pictures can be taken.

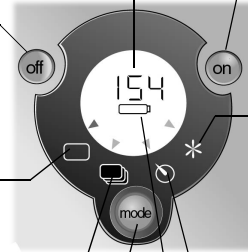


Figure 1-3: Buttons and LCD display on WebCam Go.

# Installing WebCam Go



- The USB port(s) on your computer may be found on the front panel instead of the back panel.
- You can also attach it to a self-powered USB hub.
- You can choose to connect WebCam Go to your computer after you have switched on your computer.
- Most audio cards have an external microphone connector.
- Consult the documentation for your audio card for more information concerning the use of a microphone and, in particular, how to adjust the volume.

1. Position your computer so that its USB ports can be easily accessed.
2. Connect the smaller end of the USB cable to the USB connector at the back of WebCam Go.
3. Connect the other end of the USB cable to an available USB port on your computer.
4. Place WebCam Go on top of your computer monitor or another flat surface.

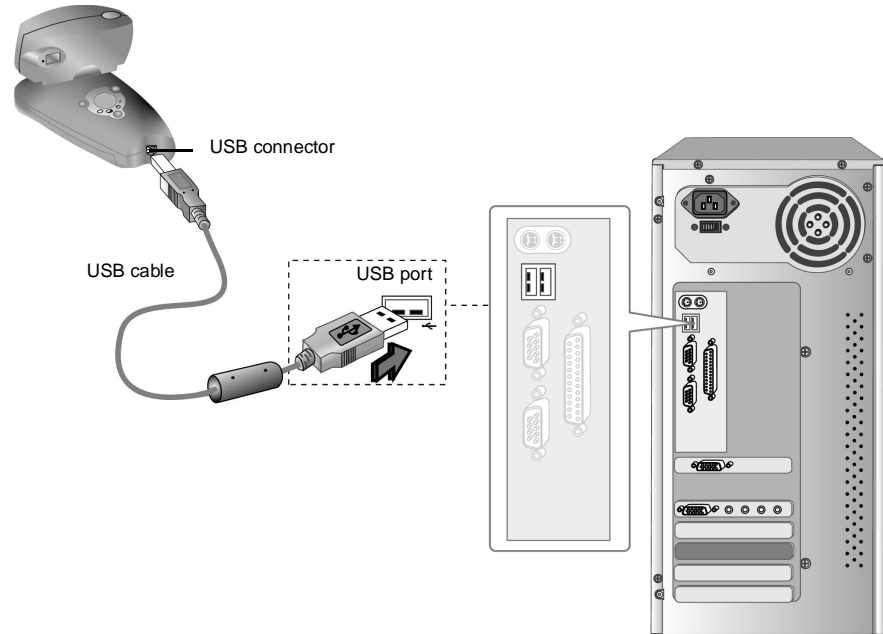


Figure 1-4: Connecting the WebCam Go (USB model).

5. Assemble the microphone and connect it to your audio card's external microphone connector.

# Installing Software



Some of the steps in the installation process may not occur in the same sequence as described here.

1. Switch on the computer.
2. When the **Add New Hardware Wizard** dialog box appears, click the **Next** button. The dialog box similar to Figure 1-5 appears.
3. Click the **Search for the best driver for your device (Recommended)** option and then click the **Next** button. The dialog box similar to Figure 1-6 appears.
4. Insert the WebCam Go CD into your CD-ROM drive.  
**Note:** If the setup program runs automatically, exit from the program.
5. Select the **Specify a location** check box and type **D:\DRIVERS** (where D: represents your CD-ROM drive) in the box provided.



Figure 1-5: The **Add New Hardware Wizard** dialog box.



Figure 1-6: *Specifying a location.*

6. Click the **Next** button.  
The dialog box similar to Figure 1-7 appears.
7. Click the **Next** button again.
  - i. If you are prompted to insert the Windows 98 CD-ROM, proceed to step 7ii. Otherwise, skip to step 8.
  - ii. Remove the WebCam Go CD from the CD-ROM drive and insert the Windows 98 CD-ROM into it.
  - iii. In the Insert Disk dialog box, click the **OK** button.
  - iv. In the **Copying Files** dialog box, click the **Browse** button to browse to the Windows 98 CD's **Win98** folder and click the **OK** button.
8. When the **Finish** button appears, click it.



Figure 1-7: Installing drivers for WebCam Go.

9. When the **Light Frequency Selection** dialog box appears (see Figure 1-8), click the **Yes** button and then click the option button that represents your power supply frequency if you use fluorescent lighting. Otherwise, click the **No** button.
10. Click the **OK** button.
  - i. If you are prompted to insert the Windows 98 CD-ROM, proceed to step 10ii. Otherwise, skip to step 11.
  - ii. Click the **OK** button.
  - iii. In the **Insert Disk** dialog box, browse to the **Win98** folder and then click the **OK** button.
  - iv. Click the **OK** button again.
11. Restart the system.
12. After the system has restarted, proceed to install the applications for WebCam Go. Remove the Windows 98 CD-ROM and insert the WebCam Go CD into the CD-ROM drive. The setup program runs automatically and a dialog box that lists the available applications appears.
13. Select the applications you want to install, except for Internet Explorer (IE) 5.0, and then click the **OK** button.

**Note:** If you want to install IE, restart the system, run **D:\CTRUN\CTRUN.EXE**, deselect all the other applications, and select IE.
14. Follow the instructions on the screen to complete the installation.

Depending upon the applications you choose to install, you may be asked if you want to restart your computer at the end of the installation routine. Select **No** whenever you are asked until all the drivers and applications have been installed. Then, restart your computer.

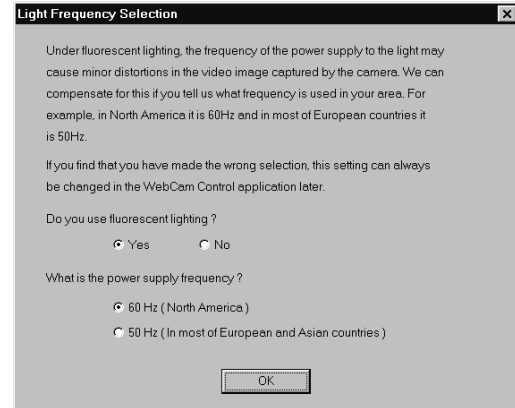


Figure 1-8: The **Light Frequency Selection** dialog box.

## Verifying the Installation

## Changing Batteries for WebCam Go



- Batteries that are specifically made for digital cameras are recommended. There is usually a camera icon on the packaging of these batteries.
- No batteries are required when the camera is connected to the system.
- If the camera will be connected to the system for a long period of time, it is advisable to remove the batteries to prevent battery leakage.

### To verify that the camera has been installed properly:

1. Right-click the **My Computer** icon on your desktop.
2. On the menu that appears, click **Properties**.
3. In the **System Properties** dialog box, click the **Device Manager** tab.
4. Click the plus (+) sign next to the **Imaging Device** icon.  
The entry “**Video Blaster WebCam Go (WDM)**” should appear.

When you disconnect the camera from the system and use it as a digital camera, it operates on two 1.5 V ‘AAA’ alkaline batteries.

### To insert or replace batteries

1. Press the Off button to switch off the camera.
2. Flip the camera’s head unit upwards.
3. Hold the camera in one hand and press the bottom area of the back cover with one thumb until the catches on the cover are detached from the grooves.  
See Figure 1-9.
4. Push the cover outwards.
5. Lift the cover and put it aside.
6. Remove the old batteries (if any).

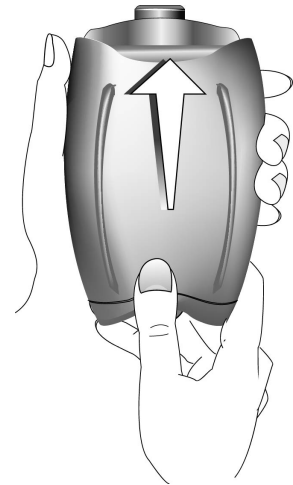


Figure 1-9: Removing the back cover of the camera.



Make sure that you insert the batteries in the correct direction. If they are inserted wrongly, they may explode or leak, causing damage to the camera.

7. Insert the new batteries according to the directions shown in the battery compartment.
8. Align the catches on the cover with the respective grooves in the casing and slide the cover until it snaps back into place.

# Using WebCam Go Control

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This chapter consists of the following sections:

- Starting WebCam Go Control
- Using WebCam Go Control

## Starting WebCam Go Control



If WebCam Go Control does not recognise the camera correctly, see Appendix A, “Troubleshooting”.

### To start WebCam Go Control

- ▶ Click **Start -> Programs -> Creative -> Creative WebCam Go -> Creative WebCam Go Control**.

### Or

- ▶ Press the Snapshot button on the camera.

When you start WebCam Go Control for the first time, the **Insert Disk** dialog box may appear, prompting you for the Windows 98 CD-ROM. If this happens, do the following:

1. Insert the Windows 98 CD-ROM into the CD-ROM drive.
2. In the **Insert Disk** dialog box, browse to the **Win98** folder and click the **OK** button.
3. Click the **OK** button again.

The required drivers are copied to your system.



# Using WebCam Go Control

## To set the view into focus

After WebCam Go Control is started, the **WebCam Go Control** screen similar to Figure 0-1 appears, displaying the view that the camera is capturing currently.

Point the lens toward your subject (for example, yourself, seated in front of your monitor) and rotate the ring around the lens clockwise and/or anti-clockwise until the view is in focus.



Snap an image button

Record a video button

Figure 0-1: The **WebCam Go Control** screen.


## To select the video capture device




- If you select the VFW driver, some of the settings in the **General** and **Source** tab may not be available. If so, go to the **General** tab and click the **Format** or **Source** buttons to change settings.
- The VFW driver is compatible only with software that supports Video For Windows.

## To take a picture

1. In WebCam Go Control, click the **Settings** button.
2. Click the **Camera docked settings** button.
3. Click the scroll button until you get to the **General** tab.
4. Click the **General** tab.
5. In the **Video device** list box, select the desired video capture device.  
The change is applied.  
**Note:** The WDM driver gives better performance in terms of frame rate and is the recommended choice.

1. In the WebCam Go Control window, click the **Live Cam** button.  
The current view of the camera is displayed in the **Preview** window.
2. To capture an image of the preview shown, click the **Snap an image** button.  
You can also press the Snapshot button on the camera.  
The image is captured and saved as an image file with an automatically generated file name.  
It is added to the current album, where its name is prefixed with the still image icon .

## To record a video clip

1. In the WebCam Go Control window, click the **Live Cam** button.  
The window displays the current view of the camera.
2. To start recording a video clip, click the **Record a video** button.  
The button starts blinking to indicate that recording is now in progress.
3. To stop the recording, click the button again.  
The button stops blinking.  
The video clip is saved as an AVI file with an automatically generated file name.  
It is added to the album, where its name is prefixed with the video icon .

## To view a thumbnail

Double-click the thumbnail of the image that is displayed in the Thumbnail list.  
The image is displayed in the Video window, in its actual size.  
If you are not satisfied with the result, adjust the appropriate settings in order to get the desired result, and then capture the image again.

## To start the Help file for WebCam Go Control

The Help file contains instructions on how to use WebCam Go Control to take pictures and record video clips. It also teaches you how to change the different settings so as to achieve optimum quality for your pictures and video clips.

### To start the Help file

1. Click the Creative logo at the top left corner of WebCam Go Control's main window.
2. On the WebCam Go Control menu, click **Help**.

# Using WebCam Go as a Portable Camera

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Disconnect WebCam Go from the computer and you can use it as a portable camera. Read the following sections to learn how you can do that:

- Taking Pictures with WebCam Go
- Downloading Pictures from WebCam Go
- Customising WebCam Go
- To start the Help file for WebCam Go Control

## Taking Pictures with WebCam Go

- Step 1: To focus the lens
- Step 2: To take pictures

## Step 1: To focus the lens

### To focus the lens quickly



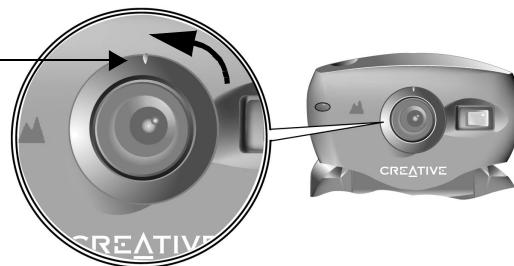
To focus the lens accurately, you need to use WebCam Go Control (see “To focus the lens more accurately” on page 3-3) because the viewfinder does not show whether objects are in focus or not.

Before taking pictures, you need to focus the lens so that the images you capture will be clear and sharp.

Figure 3-1 shows you how to focus the lens quickly using the focus mark on the focus ring.

*To focus on objects approximately 6 inches/15 cm away*

Turn the focus ring until the focus mark is at the 12 o'clock position.



*To focus on objects 10 ft/3 m away or further*

Turn the focus ring until the focus mark is at the 9 o'clock position.

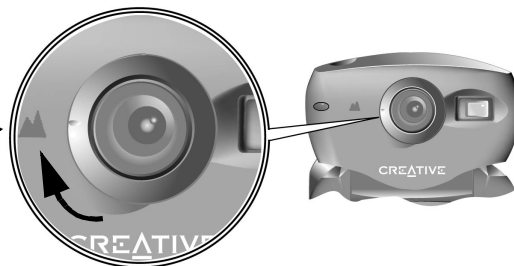


Figure 3-1: Focusing the lens.

To focus the lens more accurately

## Step 2: To take pictures



- You can only switch on the camera when it is disconnected from the system.
- For description on the different modes, see Figure 1-3, “Buttons and LCD display on WebCam Go.” on page 1-4.
- The counter value may decrease by more than one when a picture is taken if the picture has more details or colours, resulting in a bigger file size. In some cases, the counter value may not decrease even though a picture is taken.

1. Start WebCam Go Control.
2. Adjust the camera’s focus ring until the preview displayed in WebCam Go Control’s window is in focus (clear and sharp).
3. Click the **✕** button to close WebCam Go Control.

1. Unplug the USB cable from the camera.
2. Press the On button on the camera.  
The camera is switched on and the remaining number of images that you can take is shown by the Image counter.
3. To change the mode of the camera, press the Mode button:

- Single snapshot  
Select this mode if you want to take single snapshots instantly.
- Multiple snapshot  
Select this mode if you want to take a series of successive snapshots.  
You can create an AVI file out of these snapshots.
- Delayed single snapshot  
Select this mode if you want a snapshot to be taken after a specified length of time.  
You can use this feature to take pictures of yourself.
- Delayed multiple snapshot  
Use this feature when you want a series of snapshots to be taken after a specified length of time. You can create an AVI file out of these snapshots.



- When the counter value reaches “000”, you cannot take any more pictures until you have cleared the camera’s memory by deleting existing pictures.
- The camera will turn itself off automatically if it’s left idle after a specified amount of time.

4. Aim the camera at the desired object, using the camera’s viewfinder to verify that the object is in the camera’s view.
5. Hold the camera still and press the Snapshot button.
6. Continue holding the camera until the Camera busy LED (red light) goes off. The picture(s) is(are) taken and stored in the camera’s memory. Also, the counter value is decreased by at least one.
7. To take another picture, repeat steps 4 through 6.
8. To switch off the camera, press the Off button and hold it down for 2 seconds.

## Downloading Pictures from WebCam Go

After taking pictures, use the application, WebCam Go Control, to download the pictures. WebCam Go Control displays the pictures stored in the camera in thumbnail view and you can select those that you want and download them into your computer.

# Customising WebCam Go



For more information on downloading pictures and customising the camera, refer to the Help file for WebCam Go Control.

## To start the Help file for WebCam Go Control

Use WebCam Go Control to adjust the following camera settings for photo-taking:

- Image size
- Number of frames in multiple snapshots
- Time interval between successive frames for multiple snapshots
- Level of quality
- Beep mode enabled or disabled
- Duration of the delay for taking delayed snapshots
- Power-saving enabled or disabled
- Length of time before WebCam is switched off

1. Click the Creative logo at the top left corner of WebCam Go Control's main window.
2. On the WebCam Go Control menu, click **Help**.



# Technical Specifications

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## Features and Specifications

- Colour VGA (640x480) CMOS image sensor
- 4 MB of on-board non-volatile memory for image storage
- LCD counter display to indicate number of pictures left and mode of stills capture
- Snapshot button
- LEDs to indicate powered-on state and camera readiness state
- High-quality, 5-element, scratch-resistant, adjustable focus, glass lens with range of 6 inches to infinity
- Built-in optical viewfinder
- Built-in Piezo transducer to provide audio cues
- Mode selector for four different modes of still capture:
  - Single snapshot
  - Multiple snapshot (user can define number of snapshots and time between snapshots)
  - Time-delayed snapshot (user can define delay)
  - Time-delayed multiple snapshot (user can define number of snapshot, time between snapshots and delay)
- When detached:
  - Capable of capturing in excess of 72 640x480 sized still pictures
  - Images are stored natively in JPEG format

- Draws power from two AAA batteries  
(**Note:** Battery life in this mode depends on the battery type.  
Two AAA alkaline batteries can last for up to 300 snapshots.)
- Auto shut off after a specified length of idle time (software-configurable)
- When attached:
  - Captures video at up to 30 frames per second at resolutions of 352 x 288, 320 x 240, 176 x 144 and 160 x 120 and up to 15 frames per second at 640 x 480
  - Captures still images in 24-bit colour at all resolutions up to 640 x 480
- Attaches to the PC via the Universal Serial Bus (USB) port

## Driver and Operating System Compatibility

- USB model supports Windows 98
- WDM MiniDriver for DirectShow, and Video For Windows compatibility.
- TWAIN support
- Standard interface works with virtually all camera applications including Microsoft NetMeeting.
- Microsoft Still Image (STI) support

## Power

From USB port or self-powered USB hub

**Note:** If you are connecting the WebCam to a USB hub, make sure that it is a self-powered hub, and not a bus-powered hub, that is, it is powered by an external power source.

## Sensor

CMOS image sensor

## Resolution (for both Video mode and Still mode)

- 640 x 480
- 352 x 288
- 320 x 240
- 176 x 144
- 160 x 120

Resolution (for undocked mode)	<input type="checkbox"/> 640 x 480 <input type="checkbox"/> 320 x 240 <input type="checkbox"/> 160 x 120
Sensitivity	6 lux
Video formats	<input type="checkbox"/> 24- and 16-bit RGB <input type="checkbox"/> 4:2:0 YUV Planar <input type="checkbox"/> JPEG
Exposure control	Automatic (optional manual control with software)
Colour balance	Automatic (optional manual control with software)
Colour matrix	Preset and integral to camera
Field-of-view	62 degrees (horizontal)
Depth-of-field	75 millimeters to infinity
Port compatibility	Universal Serial Bus port
Software compatibility	TWAIN, 16-bit Video for Windows, DirectShow, and Still Image driver that run in Windows 98

## Troubleshooting

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### Problem Installing Software

*The setup program for WebCam Go does not run automatically after you insert the installation CD into the drive.*

**Cause** The AutoPlay feature in your Windows system may not be enabled.

**Solution** To install the software from the CD:

1. Leave the installation CD in the CD-ROM drive.
2. Click **Start** -> **Run**.
3. In the **Run** dialog box, click **D:\CTRUN\CTRUN.EXE**.
4. Follow the instructions on the screen to complete the installation.

### Problems Using WebCam Go

*There is no USB port available to connect the USB cable.*

**Solution** Do one of the following:

- Unplug the device currently connected.
- Add a self-powered USB hub.
- Add a PCI USB card.

*An application reports that the video driver is already in use, or that the camera cannot be found.*

**Solution** Do the following:

- The camera is not properly connected. To resolve this problem, ensure the camera's USB connector is inserted, and that the USB connector is enabled in the BIOS. Refer to your PC's documentation for information on the BIOS.
- Reinstall the video capture drivers and reboot.

*Picture is too bright.*

**Cause** The amount of light entering the camera has exceeded the exposure control limit. There may be a very bright object in the camera's view.

**Solution** Avoid pointing the camera at very bright objects (for example, sunlight, lights, or highly reflective surfaces).

*Insufficient system resources reserved for the USB port, causing the system to be unable to function.*

**Cause** There are too many devices in the system, causing IRQ problems with the system's USB controller.

**Solution** Do the following:

1. Remove some devices from the system.
2. Restart the system.  
The system will automatically re-allocate the resources.

*When the camera is connected to the system, pressing the Snapshot button does not start an application.*

**Cause** The application to be activated has not been selected.

**Solution** Do the following:

1. Click **Start** -> **Settings** -> **Control Panel**.
2. In the **Control Panel** window, double-click the **Scanners & Cameras** icon. The **Scanners & Cameras Properties** dialog box appears.
3. On the **Devices** tabbed page, select the entry **Video Blaster WebCam Go (WDM)** and then click the **Properties** button.
4. In the **Video Blaster WebCam Go (WDM) Properties** dialog box, click the **Events** tab.
5. On the **Events** tabbed page, ensure that the **Disable device events** check box is not selected.
6. In the **Camera events** list, select **“Open Application”**.
7. In the **Send to this application** list, select **WebCam Go Control** and/or other applications that you want to activate by pressing the Snapshot button.
8. Ensure that you have selected an application for taking pictures. See the following problem description and solution on page B-4.



If you select more than one application, you will be prompted to choose one of them when you press the Snapshot button.



If a selected application is already running, pressing the Snapshot button will not start any other applications. Instead, the current running application will be used to take a picture.

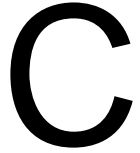
*When the camera is connected to the system, pressing the Snapshot button does not take a picture after WebCam Go Control is started.*

**Cause** The application for taking pictures has not been selected.

**Solution** Verify that pressing the Snapshot button starts the correct application. If it does not, see the solution on page B-3.

To select an application for taking pictures:

1. Do steps 1 through 5 on page B-3.
2. In the **Camera events** list, select **“New Picture Captured”**.
3. In the **Send to this application** list, select **WebCam Go Control** and/or other applications that you want to use to take a picture.



# Note on USB Compatibility

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In our testing on a wide variety of PC motherboards with integrated Universal Serial Bus (USB) ports, we have encountered a small number of motherboards with USB ports that do not meet the USB specification exactly. Unfortunately, WebCam Go *may* not operate correctly with these systems.

When you run the setup program from the WebCam Go installation CD, the setup program automatically checks your motherboard model and revision. If your motherboard is among those that have failed our test procedure, the setup program will display a warning message. However, due to the numerous brands of motherboards in the market, our test procedure is not exhaustive. So, there may be some non-USB-compliant motherboards that will not trigger the display of the warning message.

So far, for some of the non-USB-compliant motherboards that we have tested, the motherboard manufacturers have released new versions of motherboards or BIOS to address the problem.

If the setup program warns you that your motherboard's USB port is incompatible, or if the camera does not work on your system and you suspect that the problem may be related to your PC's USB port, the following is a list of available options:

1. Contact your PC vendor.

Your PC vendor may be able to upgrade your motherboard or its BIOS to a newer version that addresses USB incompatibilities.



2. Use a PCI host adapter which provides USB connectors.  
If you are not able to upgrade your motherboard or its BIOS, we recommend this approach.
3. Attach WebCam Go to a powered USB hub.  
Some USB devices (such as monitors) also operate as powered USB hubs; you can also buy dedicated powered USB hubs which are to be attached to your PC's USB port. However, in some cases, attaching a powered USB hub to a non-USB-compliant USB motherboard connector will not solve the problem.

To look for a USB compatible product, you can visit the product search page at the official USB Web site: <http://www.usb.org/app/search/products>.

# Technical Support

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Please ensure to retain your purchase receipt plus all packaging and contents until such time that all components of the product are functioning to your satisfaction.



Before contacting “European Help Line”, please ensure that you have read the ‘Troubleshooting’ Appendix. The Creative web site at [www.creative.com](http://www.creative.com) gives you access to the latest drivers and troubleshooting tips.

We are committed to giving you the best product as well as the best technical support. Please note the following information for reference should you require technical assistance.

- The model and serial number of your Creative product
- Error information on the screen and how it came about
- Information on the adapter cards which may be causing a conflict
- Hardware configuration information such as the base I/O address, IRQ line, DMA channels used
- Motherboard information: BIOS manufacturer/version and chipset manufacturer
- Type and version of your operating system, e.g., DOS 6.0, Windows 3.1x, Windows 95, Windows 98 or Windows NT

**For fast and efficient Technical Support solutions, please use the Creative Web Support services in the first instance. If your Creative product was pre-installed in your computer, your primary source of technical support is the Personal Computer supplier who provided the system.**

The support area on our web site at [www.creative.com](http://www.creative.com) is continuously updated and contains the following:

- |  |   |
|--|---|
| <b>Driver Updates:</b>                     | Quick access to the latest Creative drivers   |
| <b>Newsgroups:</b>                         | Subscribe to the Creative Newsgroup   |
| <b>Subscribe to a Creative email List:</b> | Keep up to date by joining one or more of our mailing lists   |
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| <b>Online Library of Manuals:</b>          | Find the documents for a wide range of Creative products  |
| <b>Email Support:</b>                      | Complete the technical support web form and submit for a response   |
| <b>Telephone &amp; Email Support:</b>      | See “European Help Line” section for contact details  |

## If You Have a Problem

Please retain all contents including packaging and proof of purchase until you are fully satisfied with product.

If you find that you have a problem with your Creative product and believe that it needs to be repaired or replaced, you should verify the purchase date and take the appropriate action as detailed below:

Less than 30 days since date of purchase

Should your store receipt indicate that the product is less than 30 days old, you have the option of calling Technical Support for assistance or returning the full product to the dealer/retailer for a replacement or credit (see “European Help Line” section for contact numbers).

More than 30 days since date of purchase

First contact European Technical Support (see “European Help Line” section for contact numbers) to establish the nature of the problem and details on our repair returns procedure. Creative Labs requires that all returns for repair/replacement must first be issued with an authorisation number.

## Returning a product for repair

- ❑ Contact Technical Support to receive your authorisation number for repair/replacement of product.
- ❑ Technical Support will communicate how to return the product in question for repair/replacement.
- ❑ You should only return the hardware item in question and return it to the address detailed by technical support. Please retain all software, accessories and the original packaging.
- ❑ Please quote the authorisation number clearly on the outside of the packaging, in which you return the hardware item in question.
- ❑ Upon receipt of the faulty item, Creative Labs will process your request and arrange return.

Creative may replace or repair the product with new or reconditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U., you must complete the relevant customs documentation before shipping the product (please allow 30 days).

## Limited Warranty

Creative Labs (Ireland) Limited (“Creative”) warrants to you, the original purchaser only, that the hardware product will be free of defects in materials and workmanship for a period of two years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law (“Warranty Period”).

Creative’s entire liability and your remedy will be, at Creative’s sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the “Limited Warranty” explained above that is returned to Creative’s authorised distributor or dealer during the Warranty Period with a copy of your receipt.

### What this warranty does not cover



This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

# Creative European Help Line

## **CREATIVE LABS (IRELAND) LTD,**

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**Internet** To receive technical support via the Internet, please e-mail: [support@creative.europe.com](mailto:support@creative.europe.com)  
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