



## PC Digital Camera Installation Guide for Windows<sup>®</sup>

part number 1.024.2063-00

## Introduction

**Congratulations!** You've just purchased the highest quality USB digital camera available today! The 3Com HomeConnect PC Digital Camera includes all the features you require in a computer video solution and much more:

- Advanced technology enhances images in low light conditions
- Slim design makes the Digital Camera a great travel partner
- USB compatibility makes installation and portability a breeze – unplug the camera and go, from PC to laptop and back again, without difficult re-installation routines

These features, combined with the winning collection of software on the included *Video Connections* CD-ROM, make your PC Digital Camera the best way to stay connected to family and friends. Here are just some of the ways you can use your new camera and software:

- Make live video calls over the Internet or corporate networks using the included Microsoft NetMeeting application. Stay in touch with family and friends while you're traveling!
- Send a multimedia Internet postcard with PictureWorks NetCard Pro!
- Capture and edit still images and video with PictureWorks Live and 3Com HomeConnect ViViewer. Enhance your Web pages with multimedia!
- Be a star — make a live video Web site with Webcam32!

# 1

## To ensure the easiest installation, run the 3Com pre-installation check before connecting your camera to your PC.

Insert the *Video Connections* CD-ROM into your CD-ROM drive. The pre-installation check utility should start automatically once the CD-ROM is inserted into your CD-ROM drive. When you see the following screen, click **OK** to run the application.



If the pre-installation check utility does not start automatically, click **Start**, click **Run**, and type **d:\begin.exe** (if your CD-ROM drive uses a letter name other than “d”, type that letter in place of “d”). Then press **ENTER**.

The pre-installation check utility will display a warning message and shut down if either of the following criteria are not met:

- Your computer’s video card must be set for 16 bit color.
- You must be running Windows 95 (release 950b with the USB supplement), Windows 98, or Windows 2000.

If you see a message warning you that either of these criteria have not been met, see the “Troubleshooting” section on the other side of this guide.


Once the pre-installation check utility is finished, you will see the following screen:



Leave the *Video Connections* CD-ROM in your CD-ROM drive. Click **OK**. Windows will shut down.

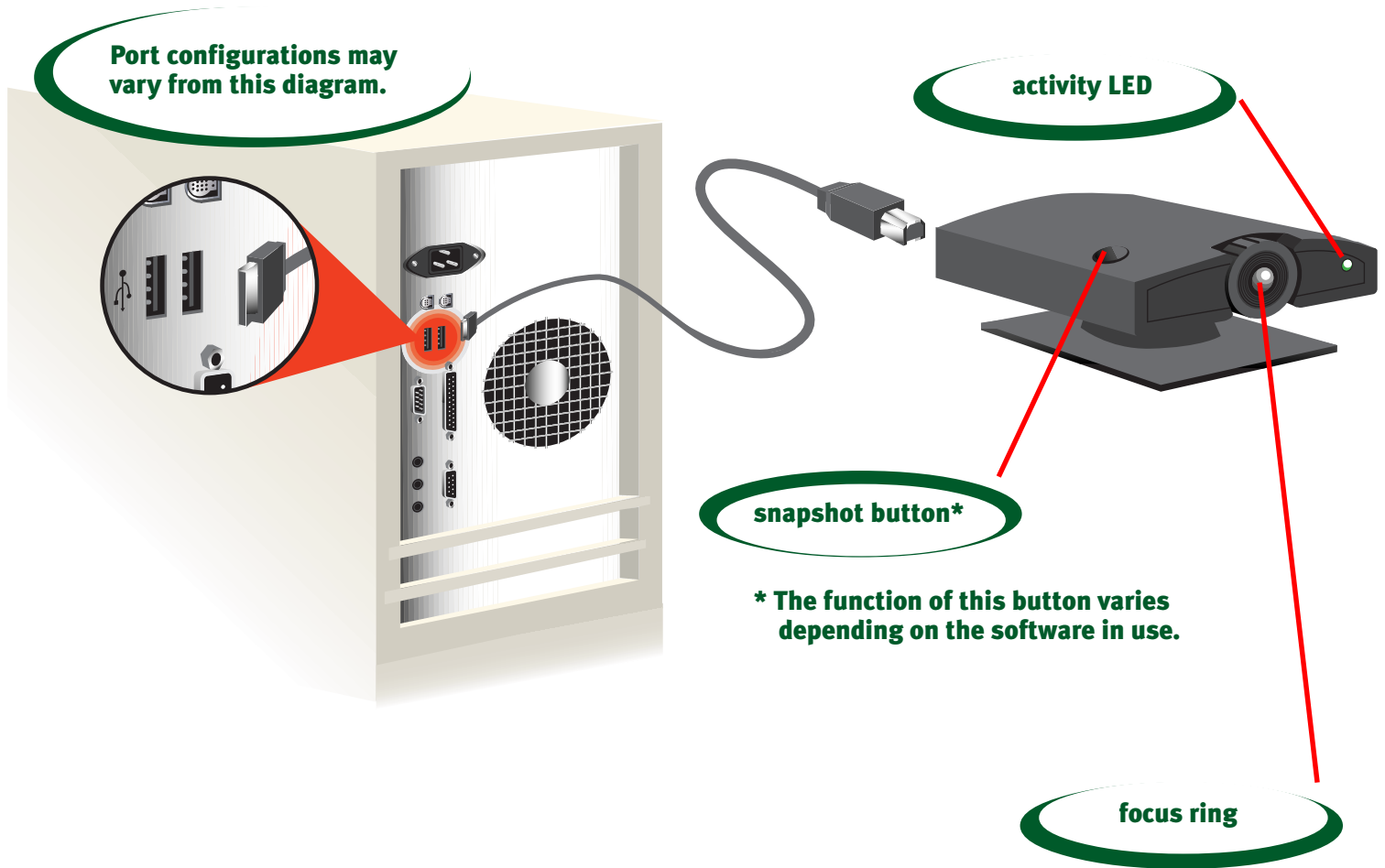
## 2

### Plug the USB cable into the camera and your PC's USB port.

Look for the following icon on the back of the case: 

If you have multiple USB ports, you may use any one that is available.

Restart your computer. When Windows restarts, it will automatically detect your camera and begin installing its drivers.

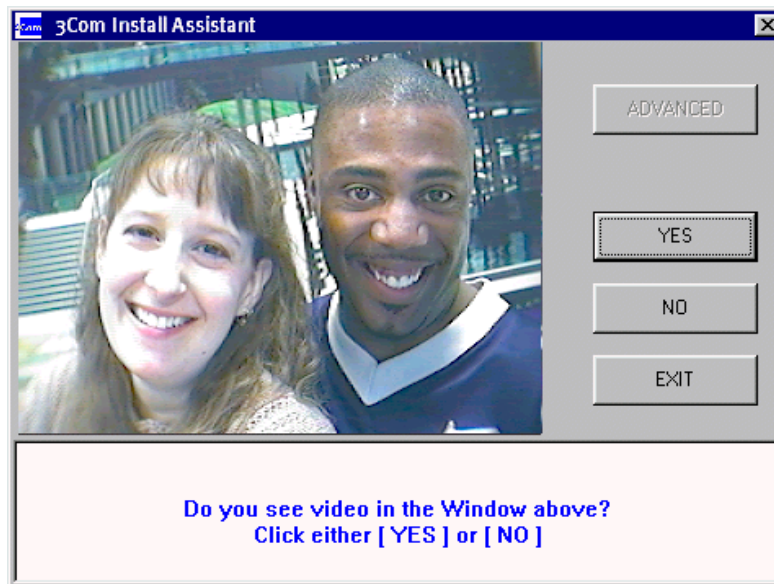


# 3

## Verify that the hardware installation was a success and install the 3Com HomeConnect software.

Once the drivers for the camera are installed, the post-installation check utility will launch and ask you if you see an image.

If you do see an image, click **Yes** and then follow the on-screen instructions to install the 3Com HomeConnect software.



**Congratulations! You have successfully installed your PC Digital Camera! See the section below to learn how to take your first picture with the camera.**

If you do not see an image, click **No** and then follow the on-screen instructions to troubleshoot your installation problem.

## Now Let's Take Your First Picture!

1

Once the 3Com HomeConnect software is installed, click the Windows Start button. At the top of the **Start** menu, you will see the 3Com HomeConnect Launcher icon. Click the icon to start the launcher.

2

When the launcher appears, click the **Video Gear** button (circled below).



3

Then click **PictureWorks Live!** The application will start.

## Now Let's Take Your First Picture!

4

If the camera is pointed in your direction, you should see a picture of yourself in the video window. Use the focus ring that circles the lens to focus the image.

If you do not see an image in the window, see the Troubleshooting section on the other side of this guide.

5

Click **Take Picture**. PictureWorks Live! will take a snapshot of what the camera was pointed at when you clicked the **Take Picture** button. The still image will then be placed in the application's preview area.

You can now double-click the reduced-size image in the Preview Area to view it at full size or click **File** and then **Save As** to save it to a location on your hard drive to be edited later or sent to a friend in an email.



**Congratulations!** You've just taken your first picture with your new Digital Camera! Be sure to see the "Software Overview" section on the other side of this guide for more information about the things you can do using the applications in the 3Com HomeConnect Launcher.

# Troubleshooting

**PROBLEM: The pre-installation check utility notifies you that you are using Windows 95 version 950b without the USB supplement present on your system.**

**PROBLEM: The pre-installation check utility warns that your video card is not set to 16-bit color depth.**

**PROBLEM: Windows fails to automatically detect the digital camera.**

**PROBLEM: There is no video in a video application's window.**

## Support Resources

## Regulatory Information



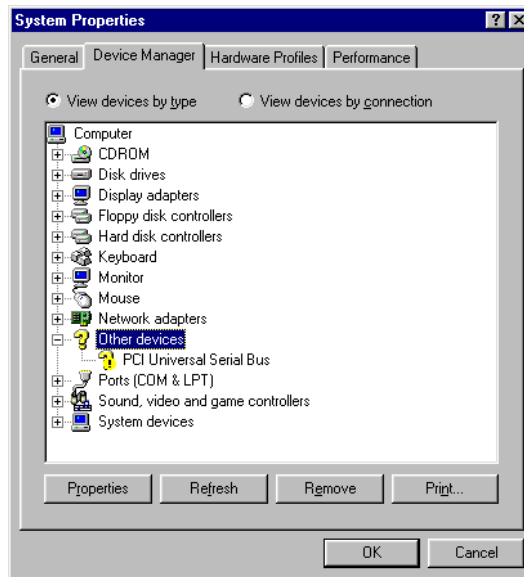
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**PROBLEM: The pre-installation check utility notifies you that you are using Windows 95 version 950b without the USB supplement present on your system.**

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**POSSIBLE SOLUTION:**

If you are using Windows 95 version 950b, you need to install the USB supplement, which is included on the Video *Connections* CD-ROM. (NOTE: You cannot use Windows 95 version 950 or 950a with this product.) Leave the CD in your CD-ROM drive. Click Windows **Start**, point to **Settings**, click **Control Panel**, and double-click the **System** icon. Click the **Device Manager** tab. If you have an “Other Devices” option in the list of devices that appears, click the plus sign to the left of the listing. If you do not see an “**Other Devices**” option, exit out of the **Control Panel** and move on to the following paragraph. If you see “PCI Universal Serial Bus” in the list of “Other Devices,” click it to highlight it and then click **Remove**. You will be asked if you are sure you wish to remove the device. Click **OK**. Exit out of all open windows.



Next, Click Windows **Start** and then click **Run**. Click **Browse**. Locate your CD-ROM drive (usually the drive labeled “D”), which should be indicated by the  icon and the text description “HomeConnect”. Double-click your CD-ROM drive and then double-click the “sourcpc” folder. Double-click the “USB Supplement” folder and then double-click the **usbsupp.exe** file. Click **OK** in the **Run** dialog box. Follow the on-screen instructions to install the supplement.

When the supplement is finished installing, you will be asked if you are ready to restart your system. Make sure the camera is **NOT** plugged into your computer and then click **OK**. When your system restarts, the pre-installation check utility will launch again. Follow the instructions starting with step 1 on the other side of this guide to complete your installation.

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## **PROBLEM: The pre-installation check utility warns that your video card is not set to 16-bit color depth.**

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### **POSSIBLE SOLUTION:**


Click Windows **Start**, point to **Settings**, and click **Control Panel**. Double-click **Display**. Click the **Settings** tab. Make sure “High color (16 bit)” is selected in the “Color palette” drop-down menu and then click **OK**. Exit out of all open windows.

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## **PROBLEM: Windows fails to automatically detect the digital camera.**

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### **POSSIBLE SOLUTION:**

Try a manual installation of the camera. Make sure the camera is unplugged from the computer and then click Windows **Start** and then click **Run**. Click **Browse**. Locate your CD-ROM drive (usually the drive labeled “D”), which should be indicated by the  icon and the text description “HomeConnect”. Double-click your CD-ROM drive and then double-click the “3comdrv” folder. Double-click the file **setup.exe** inside the “3comdrv” folder. Click **OK** in the **Run** dialog box. Follow the on-screen instructions to install your camera’s drivers.

When the setup program is finished, you will be asked if you want to restart your computer. Make sure the “Yes, I want to restart my computer now.” radio button is selected and then click **Finish**. While your computer is restarting, plug the camera into an available USB port as described in step 2 on the other side of this guide.

When Windows restarts, it should detect the camera and install it. When you are ready to install the 3Com HomeConnect software, click Windows **Start**, click **Run**, click **Browse**, find your CD-ROM drive, and double-click the **setup.exe** file at the root level of the CD. This will activate the software setup utility. Follow the on-screen instructions to install the software. Then turn to the “Now Let’s Take Your First Picture!” section on the other side of this guide for a brief tutorial about image capturing using your new PC Digital Camera.

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## **PROBLEM: There is no video in a video application’s window.**

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### **POSSIBLE SOLUTION:**

Check that the USB cable is plugged into the camera and a USB port on your computer.

### **POSSIBLE SOLUTION:**

Make sure “3Com HomeConnect Digital Camera AVI Driver” is selected in the application’s camera setup menu.

# Support Resources

## Technical Support Hotline

Technical questions about 3Com HomeConnect video products can also be answered by technical support representatives. The hotline is a toll call.

**847-262-5151**

(Hours: 8:00 am - 6:00 pm CST)

## Are You Still Having Problems?

- Review this guide.
- Call or visit your 3Com HomeConnect dealer. They may be able to assist you.
- If your dealer can't help you, contact 3Com Customer Support.

When you call, specify your camera's model number (found on the camera's box) and the software being used.

## If You Need to Return the Camera to Us

Contact 3Com Customer Support. If the support representative determines that you need to return the camera, you will receive an SRO (Service Repair Order) number. You must have an SRO number before returning the camera to us. Ship the unit, postage paid, in a strong box made of corrugated cardboard with plenty of packing material. **DO NOT** send the camera back in the original box. Send **ONLY** the camera (NOT installation guides, CD-ROMs, etc.). Include your SRO number, name, and address on the shipping label as well as inside the package. Send the package via a courier capable of tracking the progress of the shipment. Ship to the following address:

**3Com**  
**SRO # \_\_\_\_\_**  
**attn: Dock 15 PCD**  
**1800 W. Central Ave.**  
**Mount Prospect, IL 60056**

# Regulatory Information

## Manufacturer's Declaration of Conformity

3Com declares that the product 3Com HomeConnect PC Digital Camera conforms to the FCC's specifications:

Part 15:

Operation is subject to the following two conditions:

- (1) this device may not cause harmful electromagnetic interference, and
- (2) this device must accept any interference received including interference that may cause undesired operations.

## Caution to the User

The user is cautioned that any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Radio and Television Interference

This equipment generates and uses radio frequency energy and if not installed and used properly, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. This HomeConnect product has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation.

However, there is no guarantee that interference will not occur in a particular installation. If this device does cause interference to radio or television reception, which you can determine by monitoring reception when the HomeConnect system is installed and when it is removed from the computer, try to correct the problem with one or more of the following measures:

- Reorient the receiving antenna (for televisions with antenna reception only) or cable input device.
- Relocate the computer with respect to the receiver.
- Relocate the computer and/or the receiver so that they are on separate branch circuits.

If necessary, consult your dealer or an experienced radio/television technician for additional suggestions. You may find the following booklet, prepared by the Federal Communications Commission, helpful:

How to Identify and Resolve Radio-TV Interference Problems

Stock No. 004-000-0345-4

U.S. Government Printing Office

Washington, DC 20402

In accordance with Part 15 of the FCC rules, the user is cautioned that any changes or modifications to the equipment described in this manual that are not expressly approved by 3Com could void the user's authority to operate the equipment.

## 3Com Corporation Limited Warranty

3Com warrants this hardware product to be free from defects in workmanship and materials, under normal use and service, for the following length of time from the date of purchase from 3Com or its authorized reseller: 5 years. 3Com's sole obligation under this express warranty shall be, at 3Com's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, 3Com may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of 3Com. Replacement products may be new or reconditioned. 3Com warrants any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is any replaced or repaired product or part for ninety (90) days from shipment, or the remainder of the initial warranty period, whichever is longer.

**YEAR 2000 WARRANTY:** In addition to the Hardware Warranty stated above, 3Com warrants that each product sold or licensed to Customer on and after January 1, 1998 that is date sensitive will continue performing properly with regard to such date data on and after January 1, 2000, provided that all other products used by Customer in connection or combination with the 3Com product, including hardware, software, and firmware, accurately exchange date data with the 3Com product, with the exception of those products identified at 3Com's Web site,

**<http://www.3com.com/products/yr2000.html>**

as not meeting this standard. If it appears that any product that is stated to meet this standard does not perform properly with regard to such date data on and after January 1, 2000, and Customer notifies 3Com before the later of April 1, 2000, or ninety (90) days after purchase of the product from 3Com or its authorized reseller, 3Com shall, at its option and expense, provide a software update which would effect the proper performance of such product, repair such product, deliver to Customer an equivalent product to replace such product, or if none of the foregoing is feasible, refund to Customer the purchase price paid for such product.

Any software update or replaced or repaired product will carry a Year 2000 Warranty for ninety (90) days after purchase or until April 1, 2000, whichever is later.

**OBTAINING WARRANTY SERVICE:** Customer must contact a 3Com Corporate Service Center or an Authorized 3Com Service Center within the applicable warranty period to obtain warranty service authorization. Dated proof of purchase from 3Com or its authorized reseller may be required. Products returned to 3Com's Corporate Service Center must be pre-authorized by 3Com with a Return Material Authorization (RMA) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at 3Com's expense, not later than thirty (30) days after 3Com receives the defective product.

**WARRANTIES EXCLUSIVE:** IF A 3COM PRODUCT DOES NOT OPERATE AS WARRANTED ABOVE, CUSTOMER'S SOLE REMEDY FOR BREACH OF THAT WARRANTY SHALL BE REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT 3COM'S OPTION. TO THE FULL EXTENT ALLOWED BY LAW, THE FOREGOING WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, TERMS, OR CONDITIONS, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES, TERMS, OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, SATISFACTORY QUALITY, CORRESPONDENCE WITH DESCRIPTION, AND NON-INFRINGEMENT, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. 3COM NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER LIABILITY IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE OR USE OF ITS PRODUCTS.

3COM SHALL NOT BE LIABLE UNDER THIS WARRANTY IF ITS TESTING AND EXAMINATION DISCLOSE THAT THE ALLEGED DEFECT OR MALFUNCTION IN THE PRODUCT DOES NOT EXIST OR WAS CAUSED BY CUSTOMER'S OR ANY THIRD PERSON'S MISUSE, NEGLIGENCE, IMPROPER INSTALLATION OR TESTING, UNAUTHORIZED ATTEMPTS TO OPEN, REPAIR OR MODIFY THE PRODUCT, OR ANY OTHER CAUSE BEYOND THE RANGE OF THE INTENDED USE, OR BY ACCIDENT, FIRE, LIGHTNING, OTHER HAZARDS, OR ACTS OF GOD.

**LIMITATION OF LIABILITY.** TO THE FULL EXTENT ALLOWED BY LAW, 3COM ALSO EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF 3COM OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE PRICE PAID, AT 3COM'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL

FAIL OF ITS ESSENTIAL PURPOSE.

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**GOVERNING LAW:** This Limited Warranty shall be governed by the laws of the State of California, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.

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