CONCORD eyeQ Easy

User's Guide

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IMPORTANT INFORMATION

FCC Statement

This device complies with 15 the FCC Rules. Operation is subject to the following two conditions: (i) This device may not cause harmful interference, and (ii) this device must accept any interference received, including interference that may cause undesired operation.

CAUTION

This equipment has been tested and found to comply with limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The equipment generates, use, and can radiate radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures :

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

You are cautioned that any changes or modifications not expressly approved in this manual could void your warranty.

For customers in Canada:

CAUTION

This class B digital apparatus complies with Canadian ICES-003.

PRECAUTIONS
Test Shots
Always take a test photograph to check that the camera is functioning normally. The liability for any incidental losses (such as the cost of photography or the loss of income from photography) incurred as a result of fault with this product cannot be accepted.

Notes on Copyright
Images recorded using your digital camera system cannot be used in ways that infringe copyright laws without the consent of the owner unless intended only for personal use. Note that some restrictions apply to photographing stage performances, entertainment and exhibits, even when intended purely for personal use. Users are also asked to note that the transfer of memory cards containing images or data protected under copyright laws is only permissible within the restrictions imposed by those copyright laws.

Liquid Crystal
If the LCD monitor or LCD panel is damaged, take particular care with the liquid crystal in the monitor or panel. If any of the following situations arise, take the action indicated.
- If the liquid crystal comes in contact with your skin wipe the area with a cloth and then thoroughly wash with water and soap.
- If the liquid crystal gets into your eyes flush the eye with clean water for at least 15 minutes and then seek medical assistance.
- If liquid crystal is swallowed flush your mouth thoroughly with water. Drink large quantities of water and induce vomiting. Seek medical assistance.

Notes on Electrical Interference
If the camera is used in hospital or aircrafts, please note that it may cause interference with other equipment in the hospital or aircraft. For details, please check with the applicable regulation in that area.

1. Product overview

FRONT
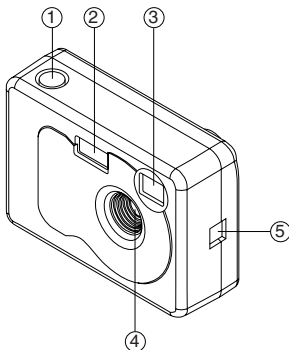
1. Shutter button
2. Flash unit
3. Viewfinder
4. Lens
5. USB connector port

BACK

1. Green LED (On/Ready)
2. Red LED (Low light/Busy)
3. Status LCD
4. Flash On/Off button
5. Delete button
6. Power/Select button
7. Tripod mount
8. Battery door
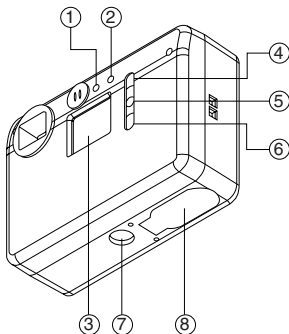
Important battery information

The Eye-Q Easy camera uses a type of memory that continually draws power to retain the pictures in the camera's internal memory even if the camera is powered off. If the battery power is depleted and you have not transferred your images to the computer, you will lose them. It is strongly recommended that you transfer your images to the computer promptly and then remove the batteries to extend their life.

If you have not transferred your pictures to your computer and you receive a battery low warning, connect your camera to the computer via USB. While connected to the PC you can change the batteries and transfer the images.

Always use fresh batteries to optimize the performance of your camera.

Getting started

Congratulations on your purchase of the Concord Eye-Q Easy digital camera. This camera features 8 MB of internal memory allowing you to store still images or short 30 second movie clips in the camera. Please read this manual before operating the camera to become more familiar with the features of this versatile digital camera.
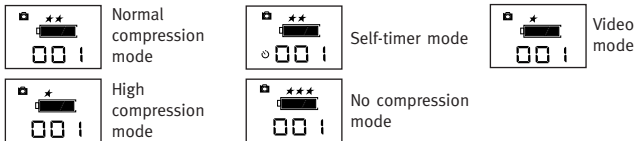
Minimum system requirement
- Windows 98 Second Edition, 2000 Professional, ME or XP
- Pentium 233MHz or higher
- 32MB of Ram or higher
- USB port
- 200 MB of free hard disk space

Eye-Q Easy package contents
1. Eye-Q Easy camera
2. 2 AA Alkaline batteries
3. USB cable
4. Wrist strap
5. User's guide (also on the CD)
6. Software CD

Learning the LCD display

By default, the 3 digit LCD screen displays the number of images taken. It is also used in conjunction with the Power / Select button and Shutter button to access and display the Eye-Q Easy settings.

Normal compression mode

Self-timer mode

Video mode

High compression mode

No compression mode

Warning Signal

Low battery warning

When your camera has full power, the Battery indicator on the LCD display will be fully illuminated. When the power is low, the empty battery icon will flash with 5 beep sounds and then the camera will shut down automatically. This indicates that the batteries are weak and need to be replaced. The pictures will remain in the camera's memory for approximately 2 days after the camera automatically powers off. Please transfer your images to the computer promptly and replace the batteries before taking more pictures.

Full memory warning

When your camera's memory is full, the image counter mode icon (still picture or video) on the LCD will flash together. If only the image counter flashes, the memory is almost full.

Note: Be sure to upload all images to your computer before changing the batteries. All images will be lost if there is insufficient battery power inside the camera.

Note: The counter in each mode will show the number of pictures captured. To see the number of remaining pictures, hold the power button down for 1 second.

Loading the batteries

2 AA alkaline batteries are included with your camera.

1. Make sure your camera is off.
2. Open the battery door as shown.
3. Insert the batteries with the positive terminal toward the + sign, and the negative terminal toward the - sign.
4. Close the battery door.
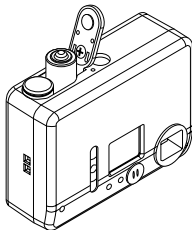
Important battery information

It is strongly recommended that you use fresh batteries to optimize the performance of your camera. You may use alkaline batteries. To extend the battery life, remove the batteries from the camera when it is not in use. Remember to transfer your pictures to your computer first or you will lose them.

Note:
- Do not use different types of batteries together.
- Soiling, such as fingerprints on the battery terminals, can significantly reduce the battery life.
- Do not use new and used batteries together.
- Do not use rechargeable batteries.
- Different brands of batteries will yield different results.
- The battery life of alkaline batteries may be shortened when exposed to temperatures of 10_C or below.
- Always turn the camera off when replacing the batteries. If the camera is left on, the camera setting may revert to the default setting.
- After 30 seconds of inactivity the camera will switch to standby mode automatically. The LCD will not be illuminated and all images will be stored in the camera's memory.

Turning the camera on/off

After inserting the batteries, the camera will automatically power on. The camera is ready for picture taking when the red Busy LED on the back of the camera turns off and the green Ready LED is illuminated.

To turn the camera on, press the Power/Select button. The camera will emit two beeps. The camera is ready for picture taking when the red Busy LED on the back of the camera turns off and the green Ready LED is illuminated.

To turn the camera off, press and hold the power button for 3 seconds. To extend battery life the camera is equipped with an automatic shut off that is triggered after 30 seconds of inactivity.

The battery level

It is important to check the battery level before operating the camera. As the batteries lose power, the empty battery icon will flash with 5 beep sounds and then the camera will shut down automatically. This indicates that the batteries are weak and need to be replaced. Pictures in the camera's memory can be retained for approximately 2 days after the camera automatically shut down. Please transfer your images to the computer promptly and replace the batteries before taking more pictures. You will lose your pictures if the battery is depleted or empty.

1. Download your images to the PC before opening the battery door or replacing the batteries. If you open the battery door before downloading the images, you will lose them.
2. Excessive use of flash will limit the battery life.

2. Taking Pictures

Photos can be captured in one of three quality modes. These modes differ in photo file size and quality. The compression setting is the default mode for still images. You also have the ability to capture video or take pictures with a self-timer with the Concord Eye-Q Easy digital camera.

Mode	Resolution	Level of compression
★★★	640 x 480	Uncompressed
★★	640 x 480	1/4 compression
★	640 x 480	1/8 compression
Movie mode ★	320 x 240	1/8 compression
Self time mode ★★	640 x 480	1/4 compression

To change the quality setting or mode, refer to the Setting the Photo Quality and Changing Modes section below.

Setting the Photo Quality and Changing Modes:
Before taking pictures with the Concord Eye-Q Easy, please check the battery level. The camera should be used with full batteries only.
1. Turn the camera on by pressing the Power/Select button.
2. Use the Power/Select button to scroll through the quality settings and mode options.
3. When you find the quality setting mode you desire, simply compose your picture with the viewfinder.
4. Hold the camera still and press the Shutter button to take the picture.
5. The camera will beep indicating the picture has been taken.

Taking a picture with flash

The Concord Eye-Q Easy has two flash modes, Automatic Flash and Flash Off. Flash Off is the default mode. When the red Busy LED on the back of the camera is illuminated there is not sufficient light to yield a good quality image without using the flash. To set the flash, please refer to the Setting the Flash section below.

Setting the Flash
1. Turn the camera on by pressing the Power/Select button.
2. Press the Flash On/Off button.
3. The auto flash icon will blink. When the icon stops blinking you are ready to take a picture.

Important notes about auto flash
Optimal image results are obtained using the flash when the distance between the camera and the scene is 1m (3.2 ft.) to 3m (9.8 ft.).

Taking a movie clip

You can record a movie clip in AVI format with your Concord Eye-Q Easy. The resolution of the movie clip is 160 x 120.

1. Turn the camera on by pressing the Power/Select button.
2. Scroll through the menu and select movie mode by pressing the Power/Select button until the movie camera icon appears.
3. Press and hold the shutter button to begin recording. You can record up to 30 seconds of video. However, this duration may vary depending on the available memory.
4. To stop recording, release the shutter button. The camera will automatically stop recording when the memory is full. This is indicated by the blinking icons on the status LCD.

Note: While in the movie clip mode, recording will occur regardless of the lighting conditions. Pay special attention to the light conditions while in this mode to optimize image quality.

Using the Self-timer

The Concord Eye-Q Easy is equipped with a ten second self-timer which starts after the shutter button is pressed. The compression level in self-timer mode is set at ★★.

Turn the camera on by pressing the Power/Select button.

1. Scroll through the menu and select the self-timer mode by pressing the Power/Select button until the self-timer icon appears.
2. Press the shutter button. The camera will emit beeping sounds which will beep progressively faster until the picture is taken.
3. The camera will remain in self-timer mode until it is reset manually or auto powers off.

Deleting pictures and video

You have the option of deleting the last image captured in each quality setting and video mode or you may delete all images and video captured.

To delete the last image captured:

1. Scroll through the menu using the Power/Select button.
2. When you find the quality setting from which you'd like to delete, press the Delete Last button.
3. To delete from additional quality settings, continue to scroll through the menu.

To delete all images and video:

1. Press and hold the delete last button for five seconds.
2. The camera will emit two beeps confirming the pictures have been erased.

3. Installing the drivers and software

Installing the software on a Windows PC
1. Insert the CD-ROM disc into the CD-ROM Drive
2. The CD-ROM disk will autorun and then another window will appear.
3. Select the language and then press "ok" to continue.
4. Press "next" in the welcome page.
5. Press "yes" to agree and continue with the installation or "No" to disagree and quit the installation.
6. Confirm the destination path. You may use the default path or press "browse" to choose another path. Press "Next" to continue.
7. Select "ArcSoft PhotoImpression 3.0,"or select both software options to install. Press "Next" to continue.
8. Setup the folder in the menu bar, and then press "Next" to continue.
9. Files will be transferred to your hard-disk. Press "Finish" to complete the process.

Installing the Camera driver – Concord Eye-Q Easy

To install the drivers for the Concord Eye-Q Easy:
1. Plug the square end of the USB cable in your camera and the rectangular end in the USB port of your PC located either at the back of your PC or in the front panel.
2. Your Operating System will detect the new hardware and will prompt you to install the necessary drivers.
3. Select the option that allows the operating system to search for the drivers in the "driver" from the CD-ROM. Make sure that the Software CD is in your CD-ROM drive.
4. Your operating system has found an update driver for the camera, and also some other drivers that might work with the camera. Simply check for driver code SE402. Click 'Next' to proceed.
5. There are three drivers to be installed in total and steps 2-3 above will repeat 2 more times until all drivers are installed.

Notes: The 3 drivers for the Concord Eye-Q Easy are the camera driver (SE402 Camera), still picture driver, (SE402 Still Camera (WDM)) and video driver (SE402 Video Camera (WDM)).

Uploading your pictures to your PC

1. Make sure that your camera is securely connected to your PC and the USB sign appears on the LCD.
2. Launch the Arcsoft PhotoImpression application.
3. Click on Get Photos and select **"Camera/Scanner."**
4. Pull down the **"Select Source"** manual and a list of devices will be displayed. Select **"SE402 Camera"** and click on the **"Camera/Scanner"** button.
5. You can review individual pictures by selecting the camera/scanner icon on the lower left hand corner of the Twain driver screen. If you are ready to up load the picture, click on the "Transfer" button. You can also check the **"All images"** box and click on the **"Transfer"** button. This will transfer all pictures in the camera to the PC.

Note: If the Kodak Imaging application is launched automatically, you can upload your images with this application also. You need to pull down the "File " manual and select " Select source " to set the driver to"SE402 Camera". After that select "Acquire" under "File" manual and the twain driver will be launched.

Working with your pictures

The PhotoImpression software included with your camera allows you to enhance your photos and add details or special effects. Use the help menu for more details.

Uploading your video clips to your PC

1. Make sure that your camera is securely connected to your PC and the USB sign appears on the LCD.
2. Launch the Arcsoft PhotoImpression application.
3. Click on Get Photos and select "Camera/Scanner".
4. Pull down the "Select Source" manual and a list of devices will be displayed. Select "SE402 Camera" and click on the "Camera/Scanner" button.
5. When the Twain driver screen appears, select the movie tab and click on the "Create AVI" button.
6. You will be prompted to enter a file name for your movie clip and the location that you want to save the movie clip.
7. Click "Open" and the movie clip will be transferred to your PC. Please note that the movie clip may take up to 5 minutes to transfer and create. Please be patient while the movie clip is being transferred. There may be no activity on the screed during the transfer process.
8. The movie clip AVI file can be played back by using Windows Media Player.

Note: If the Kodak Imaging application is launched automatically, you can upload your images with this application also. You need to pull down the " File " manual and select " Select source " to set the driver to "SE402 Camera". After that select "Acquire" under "File" manual and the twain driver will be launched.

Using the camera as a web cam:

You may also use the Concord Eye-Q Easy as a web camera and a teleconferencing camera. It will work with many popular teleconferencing software titles. Select the source as "SE402 Video Camera (WDM)" in the video application to launch the video mode. Please consult your video software guide for more details. To optimize the image quality, insure that there is sufficient lighting. If images are dark or difficult to see, adjust the lighting.

Uninstalling the software on a Windows PC

You may uninstall the software when the software is no longer required or when the software installation fails.

1. Turn on your PC and start up Windows.
2. Open the "My Computer" windows and double-click on the "Add/Remove Programs" in the Control Panel.
3. Select the application to be uninstalled.
   The "Add/Remove Programs Properties" windows appears. Select the program to be deleted and click on the "Add/Remove" button.
4. Select the uninstall method.
5. You may choose "Automatic" to uninstall all of the software or choose "Custom" to uninstall just a portion of the software. Press "Next" to begin. If you choose "Custom" you need to select the files, directory and registry key which will be uninstalled. Press "Finish" to begin the uninstallation.

Uninstalling the driver on a Windows PC

You may automatically uninstall the driver using the "Device Manager" in the Control Panel.

1. Connect the camera to your PC.
2. Turn on your PC and start up Windows.
3. Open the "My Computer" windows and double-click on "System" in the Control Panel.
4. Open the "Device Manager" page and then select "Imaging device".
5. Select "SE402 Camera" under the "Imaging device" and then press "remove."

Important: The camera must be connected to the PC when uninstalling the driver.

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4. Cleaning and maintenance

Be sure to read this information to ensure that you use your camera correctly.

Places to Avoid
Do not store or use the camera in the following places or locations:
- Very humid, dirty or dusty places.
- In direct sunlight or in places subject to extreme increases in temperature such as in a closed car during summer.
- Extremely cold places.
- Places subject to strong vibrations.
- Places affected by smoke or steam.
- Places subject to strong magnetic fields (such as near motors, transformers or magnets.)
- Keep away from contact with chemicals such as pesticides or next to rubber or vinyl products.
- Do not expose the camera to sand. In sandy locations such as beaches or deserts, or in locations where there is wind borne sand, ensure that the camera is not exposed to sand. This can cause irreparable damage.

Storing the camera

If you do not intend to use the camera for a long period of time, remove the batteries before storing the camera.

Cleaning your Camera

Use a blower brush to remove dust from the lens and LCD surface and then wipe lightly with a soft, dry cloth. If any soiling remains, apply a small amount of lens cleaning liquid to a piece of lens cleaning paper and wipe gently. Do not scratch hard objects against the lens, LCD screen or viewfinder as these surfaces are easily damaged. Clean the body of the camera with a soft dry cloth. Do not use volatile substances such as thinners, benzine or insecticide, as these may react with camera's body and cause deformaties or remove the coating.

When traveling overseas

Do not place your camera in the check-in baggage. Baggage handling at airports may subject the camera to violent shocks and the camera may be damaged internally even when no external damage is visible.

5. Troubleshooting

The troubleshooting guide is designed to help you. If problems continue, please contact your local customer support hot-line.

SYMPTOM	PROBLEM	SOLUTION
All the images I have taken do not appear.	You have lost power to your CONCORD EYE-Q EASY by either:	
	Insufficient battery power.	Upload all images to your PC as soon as possible. Refer to Battery Guidance section in the User's Manual.
	The battery was removed before the camera was connected to the PC.	To retain the images in the camera's memory while changing the batteries, you must first connect the camera to a PC via the USB cable. The USB will supply power to the camera making it safe to change the batteries.
I cannot upload images to the PC.	Connection failure.	Check to make sure all cable connections are secure.
The battery indicator is less than half.	There is insufficient power.	To retain the images in the camera's memory while changing the batteries, you must first connect the camera to a PC via the USB cable. The USB will supply power to the camera making it safe to change the batteries.

SYMPTOM	PROBLEM	SOLUTION
My CD installation wizard does not work.	The auto installation file is switched to off or the CD ROM is not in the drive.	Go to the computer desktop. Right click on "My Computer." Click on "Properties." Select "Device Manager" and double click on "CD-Rom." Double click on "CD-R." Click on "Setting." Ensure "Auto insert notification" is checked and the "disconnect" is selected. If you change the settings the computer will ask you to restart your PC. Click "Yes."
The image counter on the LCD flashed after I took my last image.	The camera is processing the image.	Wait for the LCD to stop flashing and then take your next image. You may need to wait a further 20 seconds before taking the next image.
I get a blurred image when uploading my images to my computer.	There may be a momentary delay between pressing the Shutter button and the actual exposure.	Hold the camera steady until you hear a "beep" which indicates the exposure is completed.
I press the shutter button and get no response.	The camera allows 3 continuous images to be taken.	Wait for this process to complete.

6. Getting Help

If you need help with your camera, refer to the Troubleshooting section of this manual. If you still cannot find the solution, visit our Web site at **www.support.concordcam.com.** Most support issues are answered in the Frequently Asked Questions (FAQ) section.

Toll Free in the US and Canada:
• (866) 522-6372

Toll Free in Europe:
• UK: 0800-1696482
• Germany: 0800-1800563
• France: 0800-917599

• Spain: 900-973195
• Italy: 800-781883

Toll:
• 31-53-4829779

For Software Technical Support, please contact:
<u>In the USA and Canada:</u>
ArcSoft, Inc.
46601 Fremont Blvd.
Fremont, CA 94538
Monday – Friday
8:30AM - 5:30PM (PST)
Tel: (510) 440-9901   Fax: (510) 440-1270
E-mail: support@arcsoft.com
Web: www.arcsoft.com

<u>In Europe:</u>
Arcsoft, Inc.
Unit, Shannon Industrial
Estate
Shannon, Co. Clare, Ireland
Tel: +353 (0) 61 702087   Fax: +353 (0) 61 702001
E-mail: europe@arcsoft.com

7. Warranty Information

LIMITED WARRANTY
The manufacturer warrants your Concord Eye-Q Easy camera for a period of 1 year from the date of purchase to be free from defects in material and workmanship. The warranty period shall be extended accordingly if applicable mandatory legislation in effect on the date of purchase requires a longer warranty period. The manufacturer, at its option, will repair or replace or have repaired or replaced, at a location selected by the manufacturer, each product which is proven to the satisfaction of the manufacturer to be defective in material or workmanship. This warranty shall be limited to the camera for defects which were not caused by misuse, abuse, improper handling, tampering or attempts to repair by the owner or any unauthorized repair service or repair man. This warranty is limited solely to the above and applies only for the period set forth. We will not be liable for any loss or damage, incidental or consequential of any kind, whether based on warranty, contract or negligence arising in connection with the sale, use or repair of the product. Our maximum liability shall not in any case exceed the sale price. This warranty is for the benefit of the original purchaser only. This warranty gives you specific legal rights and may vary from jurisdiction to jurisdiction. The manufacturer makes no representation or warranties with regard to the contents of the User's Guide and Quick Start Guide. Non-Concord brand equipment and software and the Concord Eye-Q Easy TWAIN driver distributed with your Concord Eye-Q Easy camera are sold "as is" and without warranty of any kind from Concord, including any implied warranty regarding merchantability, fitness for a particular purpose, and non-infringement of third party rights, and all such warranties are disclaimed. The sole warranty, if any, for non-Concord branded items, if any, is given by the manufacturer or producer thereof.

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Technical Support Hot Line:

Toll Free In the USA & Canada

1-866-522-6372

Toll Free In Europe

UK: 0800-169-6482

BELGIUM: 0800-787-57

FRANCE: 0800-917-599

GERMANY: 0800-1800-563

SPAIN: 900-973-195

ITALY: 800-781-883

All Other Countries - Toll

31-53-482-9779

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