

**MyLife™ Notebook Webcam  
5.0 mega pixel max resolution**

**Model # IH-W310NS, IH-W311NN, IH-W312NP,  
IH-W313NR**

**Product Knowledge Base**



## **Frequently Asked Questions (FAQs)**

### **1. What is included in the box?**

- MyLife webcam pro (USB).
- ArcSoft MediaImpression and installation driver CD
- User manual.

### **2. What are the system requirements?**

- Windows XP Service Pack 2 or Vista
- USB port (a USB 2.0 port is required for optimal performance)
- CD-ROM drive

### **3. Where can I download the latest driver?**

Visit [www.life-works.com/drivers](http://www.life-works.com/drivers)

### **4 . Where can I find warranty information?**

Visit [www.life-works.com/warranty](http://www.life-works.com/warranty)

### **5. What are the features?**

- 5.0 mega pixel maximum resolution
- Motion tracking
- 3× digital zoom
- Built-in microphone

- Adjustable notebook mount

**Note: you must install the software before connecting the webcam to your computer.**

## **6. How to Install Software**

**Note:** You must install the driver software before connecting your webcam to your computer.

### **Installing Webcam driver:**

- Insert the installation CD into your computer. On the screen that appears, click install driver.
- An Install Shield Wizard dialog box displays. Click Next.
- After the driver has been installed, an Install Shield Wizard Complete dialog box displays. Click Finish.

The main software installation screen displays again.

### **Installing the included webcam application:**

- On the main software installation screen, click ArcSoft MediaImpression.
- Select a setup language, and then click OK.
- An Install Shield Wizard dialog box displays. Click Next.
- Click Yes to accept the license agreement, and then Next to accept the default installation location.
- A Select Program Folder dialog box displays. Click Next.
- After the application has been installed, an Associated File Formats dialog box displays. Click Next.
- An Install Shield Wizard Complete dialog box displays. Click Finish.

The main software installation screen displays again. Click exit. When the USB PC Camera Setup Complete dialog box displays, choose to restart your computer now and click OK.

## **7. How to connect hardware**

- Connect the USB cable to a USB port on your computer. Clip the webcam onto the top of your notebook's screen.

#### **8. How to access advanced features**

- Click Start > All Programs > ArcSoft MediaImpression > MediaImpression to open the Start Page. Access all advanced features from this menu.

#### **9. How to capture still shots or videos**

- From the Start Page, click Webcam. The Capture window displays.
- For a still shot, click Capture. (You can also take a still shot by pressing the snapshot button on top of the webcam.)
- To record a video clip, click Record Video. When done, click Stop Recording.
- When capture is complete, close the Capture window. The Media Browser displays, showing all stills and video captured, and the directory in which they were saved.
- To turn a video clip into a movie, click Make Movie. The Make Movie screen displays.
- Add and remove video and still shots as desired to compose your movie. Change the movie options as desired. Click Preview to view the movie.
- When done and ready to publish, save the project by clicking Project > Save.

To save a copy of the final movie, click Save As.

#### **10. How to change video settings**

- To change video settings and access other webcam settings, click the webcam settings icon in the Capture window.
- The webcam properties dialog box displays.
- Here you can change image, video and camera settings, as well as set other advanced options.

## **11. How to remove video flicker?**

- Video flicker is when the image is not steady, and often appears as a series of bands moving up or down the screen.

To remove video flicker:

- Click the webcam settings button in the Capture window.
- The webcam properties dialog box displays. Select the Stream Property tab.
- Select the AC power frequency used in your region of the world: 60 Hz for the U.S., Taiwan, Korea or Japan (west), or 50 Hz for Europe, Australia, Africa, Asia, China or Japan (east).
- Click OK.

## **12. How to turn on face tracking**

- Face tracking keeps the camera trained on a person's face without mechanically moving the camera if the person moves around in the chair.

To turn on face tracking:

- Click the webcam settings icon in the Capture window.
- The webcam properties dialog box displays. Select the Face Tracking tab.
- Select the Face Tracking option.
- Click OK.

## Troubleshooting Steps

### **No video is displayed**

- Ensure the webcam is connected to the computer. Use a different USB port.
- Connect the webcam to a USB port on the computer, not a USB hub.
- Uninstall and reinstall the driver. To uninstall the driver, click Start >Control Panel > Add or Remove Programs, select MyLife Notebook Webcam and click Change/Remove.

### **Video stutters or stops**

- Disconnect and reconnect the webcam.
- Ensure the webcam is connected to a USB 2.0 port (not a slower USB 1.1 port).

### **Microphone isn't working**

The cause of a Web Cam's microphone to stop working can be either a hardware issue or a result from incorrect configurations.

#### Recommendations:

- Determine whether it is a hardware problem by testing the microphone in Sound Recorder.
- We also recommend using the camera on another USB enabled system.
- If you can record sound in Sound Recorder, but not in the Webcam application, try setting the internal microphone as the preferred device in Audio Properties.

### Product operating tips

- Your webcam operates best if you sit about 3 ft. (1 m) from the camera. This ensures the picture is not distorted and that the microphone can easily pick up your voice.
- Turn the ring on the front of the webcam to manually focus the image.
- Press the button on top of the webcam to take a still shot.
- Click Extras > Help in ArcSoft MediaImpression for more details on how to use the application with your webcam

For questions regarding your iHome computer accessory, please visit our website at [www.life-works.com](http://www.life-works.com) or call 1-877-Life-540.

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