

Re: messenger cannot 'see' my webcam

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.messenger/2004-09/0438.html>

From: Paul Robinson (*alitor99_at_NOSPAMHEREbtinternet.com*)

Date: 09/11/04

Date: Sat, 11 Sep 2004 17:46:52 +0100

Hi Jonathan,

Thanks for your considered reply. However, I still have a problem. My friend with whom I wish to make contact does not use XP because it is an old IBM laptop running Win98. So I guess we should both be using the webcam function. now this is where I have a problem.

When I choose 'Web Camera Settings', in the frame for 'Camera Selection' the box is greyed out and above the box is a message 'Please use the Audio/Video Tuning Wizard to change your camera selection'

Every other program on my PC that utilises a webcam can recognise my Labtec cam, including the Audio/Video Tuning Wizard, just MSN Messenger cannot. Is this a known bug with some webcams? Is there any way I can fix the problem? I can find no help, nor even reference to the problem on Labtech's website which makes me think the cause is my PC. What do you think?

"Jonathan Kay [MVP]" <msnewsreplies@jonathankay.com> wrote in message news:uJKQ7a7fEHA.1428@TK2MSFTNGP10.phx.gbl...

> *Greetings Paul,*

>

> *There are actually two different video functions within MSN Messenger 6.x. The first, the*

> *"Webcam" function, which is tested by the "Web Camera Settings" dialog, basically supports*

> *actual "Webcam"s only. It does not support DV/firewire cameras, digital cameras, or video*

> *card inputs. The second, the "Video Conference" function is tested by the Audio/Video Tuning*

> *Wizard, supports most devices including DV cameras and video card inputs and uses the same*

> *functionality as Windows Messenger.*

>

> *The Video Conference and Audio/Video Tuning Wizard will only be available on Windows XP (and*

> *both you and your contact must be using Windows XP in order for it to work). Assuming both*

> *of you are using Windows XP, try using the Video Conference feature instead, by clicking the*

> *Actions menu within a conversation window and choosing 'Start Video*

Conference'.

- > _____
- > *Jonathan Kay*
- > *Microsoft MVP – Windows Messenger/MSN Messenger*
- > *Associate Expert*
- > *<http://www.microsoft.com/windowsxp/expertzone/>*
- > *Messenger Resources – <http://messenger.jonathankay.com>*
- > *All posts unless otherwise specified are (c) 2004 Jonathan Kay.*
- > *You *must* contact me for redistribution rights.*
- >
- >
- > *"Paul Robinson" <alitor99@NOSPAMHEREbtinternet.com> wrote in message*
- > *news:%233UDCd4fEHA.556@tk2msftngp13.phx.gbl...*
- > *>I am using MSN Messenger 6.2 on Windows XP. I have a basic model Labtec*
- > *> webcam that works perfectly in Yahoo.*
- > *> In Messenger, when I use the Audio/Video Tuning Wizard it sees my webcam*
- > *and*
- > *> itentifies its brand no problem. I get a picture and everything is fine.*
- i*
- > *> save the settings. Then when I go to WebCam settings, or try to use the*
- > *> webcam in a private message*
- > *> ing session, Messenger cannot see the cam and tells me to go to the*
- > *> Audio/Video Tuning Wizard ...and the loop is joined.*
- > *> I notice there is at least one earlier message with the same problem but*
- it*
- > *> was unanswered. Does anyone have a solution to this problem?*
- > >
- > >
- >
- >