

RE: webcam – no picture or sound with messenger

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.messenger/2005-04/msg00111.html>

- *From:* "Efrain" <anonymous@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 5 Apr 2005 16:21:02 -0700
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Emma:

Your webcam PC Line W310 does not allow for Video conferencing, please read the specifications that came with it. Are you located in Europe? Next time try buying a Logitech Quick Cam Communicate, part number 961362-0403 that can be installed on your laptop. They are the best and work with MSN Messenger 7.0, and Microsoft has teamed up with Logitech to provide integrated video and audio by mid year, starting in USA and Germany. I regret that I can't be of any help. Please access the Microsoft site and order a free CD with the Windows XP SP-2 updates.

http://www.microsoft.com/windowsxp/downloads/updates/sp2/corder/en_us/default.msp

>-----Original Message-----

>Thanks for the response.

>1. I have windows xp home edition (computers are quite new to me and I'm not

>familiar with all the terminology – but I presume that means I have windows

>os and sp installed?!)>

>2. PC Line: PCLW310

>3. Yes – it's showing in the imaging devices under device manager

>4. 4.2.922.70

>5. The firewall is Norton (I turned off the windows one as Norton recommended)

>6. I've run the audio/video wizard, and do have video.

>Thanks,Emma.

>

>"Efrain" wrote:

>

>> Emma:

>> Please look up the following required information:

>> 1.Windows OS and SP installed.

>> 2.Webcam make and model.

>> 3.Is the webcam model shown under the Imaging Devices in

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>> the Device Manager?
>> 4.Webcam driver version number.
>> 5.What firewall you have?
>> 6.Open Messenger and under Tools, run the Audio/Video
>> Tuning Wizard. Also check the webcam settings and see
if
>> you have video.
>> Thanks
>> >-----Original Message-----
>> >I am new to all this!....I have succesfully installed
a
>> webcam to my laptop
>> >and am trying to use it with msn messenger.
>> >The instant message works but I cannot see or receive
>> sound or picture.
>> >I think it may be due to my firewall but am unsure of
>> how to get around it.
>> >Any ideas?
>> >Thanks, Emma.
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>> >.
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• **Follow-Ups:**

- ◆ **[RE: webcam – no picture or sound with messenger](#)**
◇ From: ELRichardson

• **References:**

- ◆ **[webcam – no picture or sound with messenger](#)**
◇ From: ELRichardson
- ◆ **[webcam – no picture or sound with messenger](#)**
◇ From: Efrain
- ◆ **[RE: webcam – no picture or sound with messenger](#)**
◇ From: ELRichardson

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