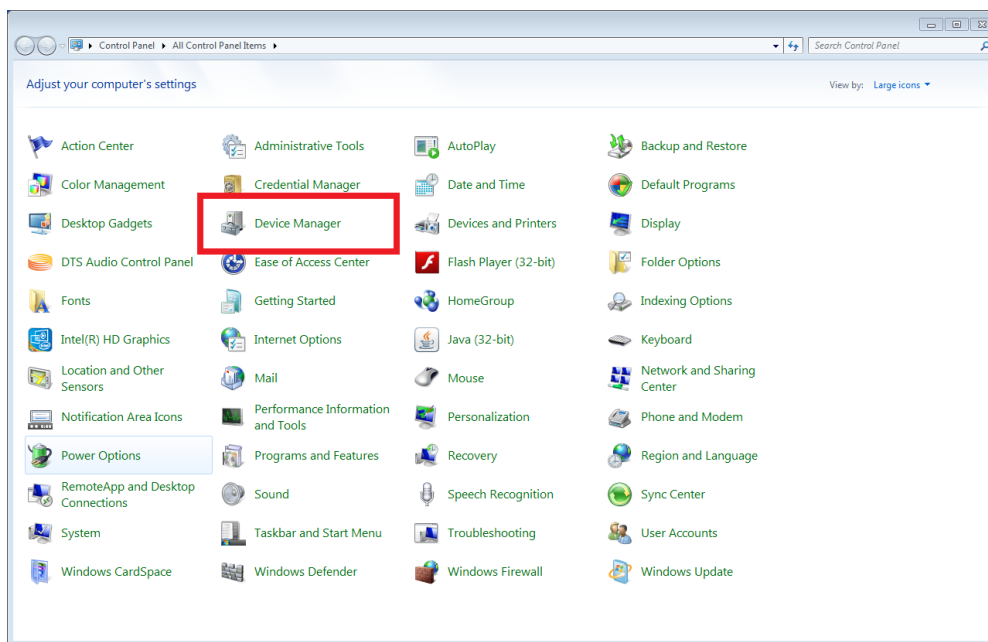


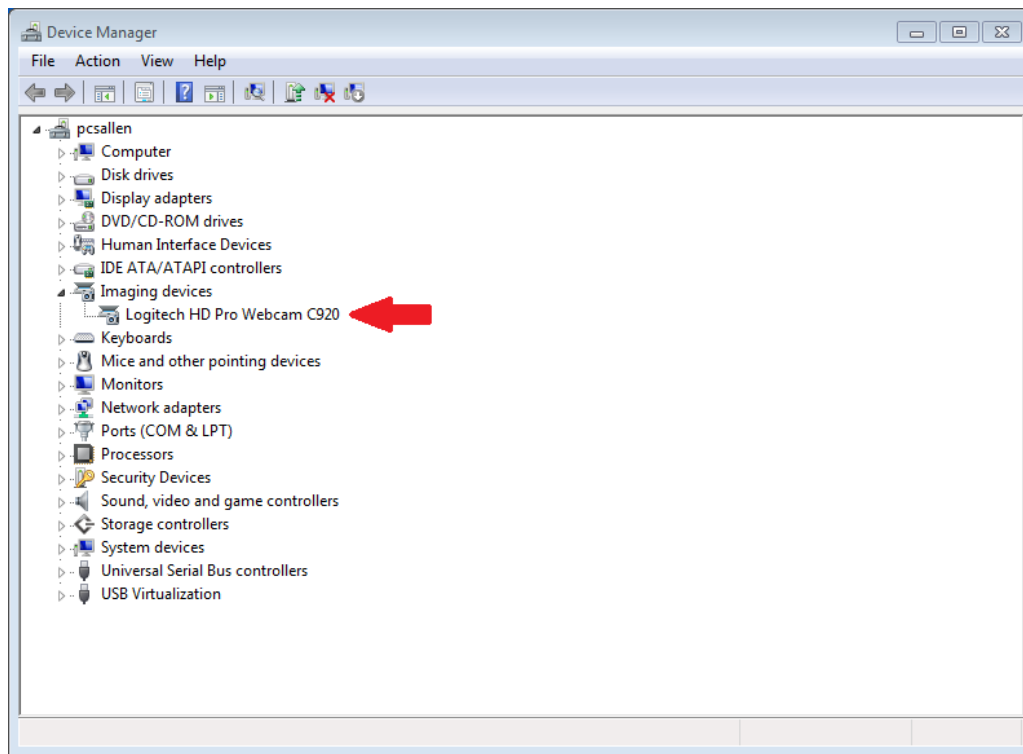
How to change your webcam driver to the Microsoft generic driver

If you are experiencing problems in the LifeSize Cloud or LifeSize Video app with your webcam freezing or not showing video you may be able to resolve the problem by switching to the Microsoft webcam driver. (Please note that some advanced webcam features may not be available with the Microsoft driver.)

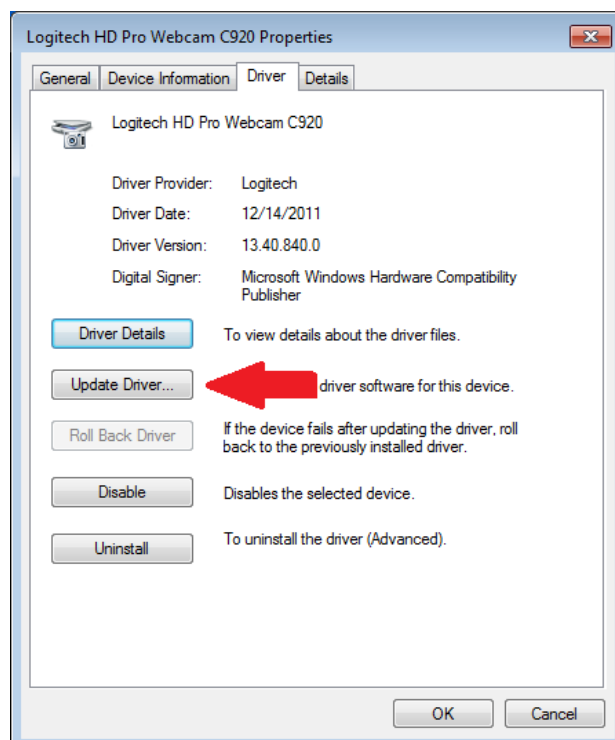
1 – Open “Device Manager” from the control panel. You can find the control panel in the Windows start menu.



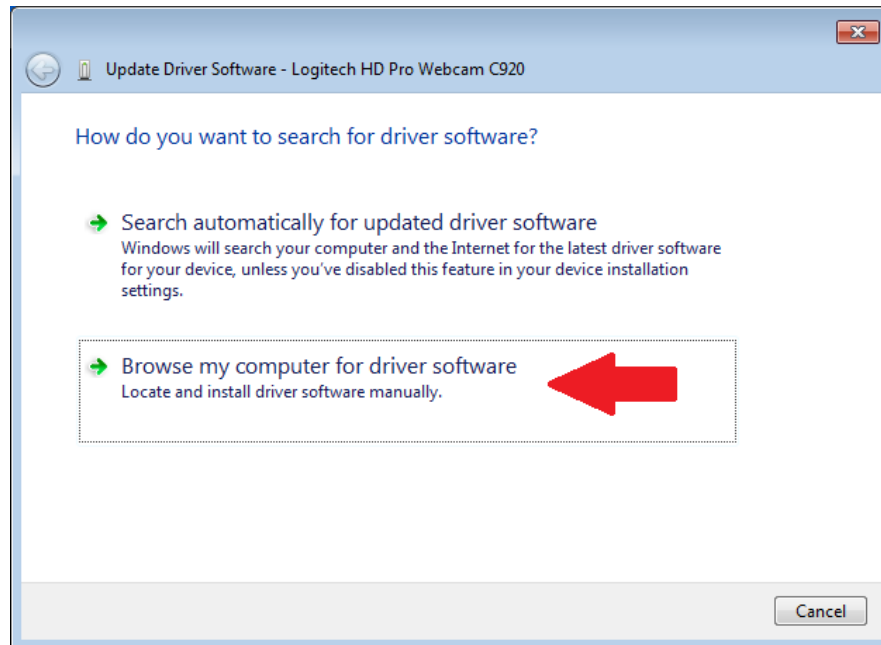
2 – Open your webcam properties by double clicking on your webcam, it is listed under “Imaging devices”.



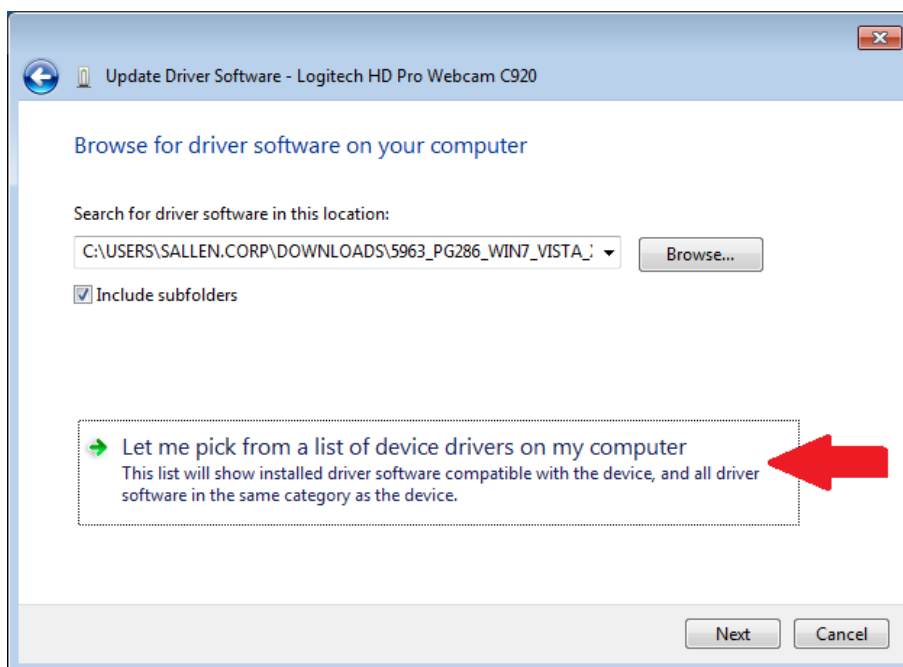
3 – Click on the “Driver” tab and the select “Update Driver...”



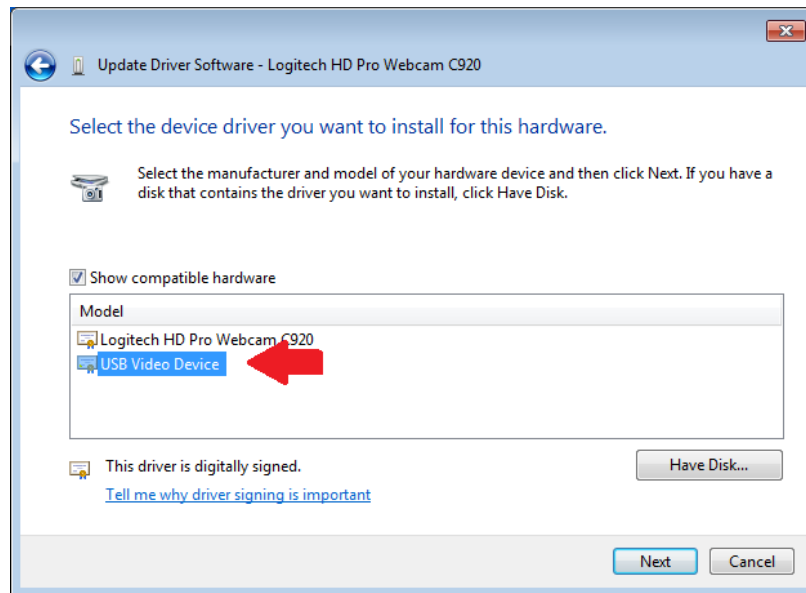
4 – Select “Browse my computer for driver software”



5 – Select “Let me pick from a list of device drivers on my computer”



6 – From the list of available drivers select “USB Video Device” and then click “Next”



7 – You should now see “Microsoft” listed as the driver provider. You can now close out of the webcam properties and Device Manager. Restart the LifeSize Cloud app and make sure your webcam is working properly.

