THE EDGE®

Microsoft LifeCam Setup and Usage

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Introduction

This document includes quick start instructions for using **Microsoft LifeCam (Cinema and Studio model) cameras.**

Installation

1. Connect the camera to your computer using the attached USB cable.
2. Microsoft Windows will automatically detect the camera and begin installing it. Follow the on-screen setup instructions to complete the installation.
3. Be sure to restart your computer after the setup. The camera requires this to complete the installation.
4. Select your operating system and download the driver. The name of it should be LifeCam 4.2 or LifeCam 3.6.
5. Follow the on-screen instructions to install the driver. After installing the driver, follow the on-screen instructions to complete the setup.

Configuring the Camera in The Edge

1. Start The Edge and select **Administrative ► Select Photo Device**. A list of devices will appear.
2. Choose the Microsoft LifeCam option and select **OK**.
3. Select **Administrative ► Configuration ► Camera –** Set **Camera Driver** to **Current**.
4. Select **OK** to save your changes.
5. Restart The Edge.

Taking Pictures

1. Pictures can be acquired anywhere in The Edge where you see the **camera icon** (e.g., items, repairs, customers).
2. To take a picture, click the camera icon, then select **Acquire**. You may be prompted to select the device. If so, select `LifeCam`.
3. A live preview will appear in the Microsoft LifeCam Dashboard.
4. Manipulate the item, camera, or photo box to get a clean picture.
5. When you are ready, select **Acquire** to take the picture.

Troubleshooting

Error/Problem	Cause	Resolution
Edge Error: Cannot Find Device (Camera Name/Model)	Your camera connection with The Edge may have been disrupted. Frequently the result of a Windows upgrade or missed step during installation.	Be sure the camera is plugged **directly** into the computer and not a USB hub. Unplug the camera, then plug it into a **different USB** port. Now try to take picture with it plugged into the alternate USB port. Click **Administrative > Configuration** and select **Current** from the **Camera Driver menu**. **Note:** You will need to restart The Edge for this change to take effect. Do so now. Once Edge has rebooted, click **Administrative > Select Photo Device** and choose your camera.

When you click Select Photo Device, The Edge closes.	Your LifeCam camera connection with The Edge may have been disrupted. Frequently the result of a Windows upgrade.	There are three possible solutions:
		• Reboot the PC.
		• Go to **Administrative ► Select Photo Device** and choose the correct camera.
		• If this is not successful:
		  1. Download and unzip the file located here: http://docs.edgeuser.com/LifecamFIX.zip.
		  2. Double click on it to install it.
		  3. Follow the prompts, always selecting the affirmative.
		  4. Open The Edge and proceed directly to trying to acquire an image. Do **NOT** go to **Administrative ► Select Photo Device**.
		
		*Starting on the later 19.x versions of Edge we updated our camera software to resolve this. **If you are on 19.x or earlier contact Edge Support to schedule an update.**

The camera does not appear in the Select Photo Device menu.	Failed installation.	1. Check the cables and/or reboot the PC. 2. Go to **Administrative ► Select Photo Device** and choose the correct camera.
GDI Error.	Computer has lost connection to the server or shared folder specified in configuration.	• Go to **Administrative ► Configuration ► Production Settings** and make sure the photo folder configuration is correct. • Make sure the camera software is not open elsewhere. • Verify network sharing via the steps **HERE**, as this is commonly seen after Windows updates.
Camera box appears distorted.	Issue with display settings.	• Right click on your desktop and go to **Display Settings**. Check the text size and make sure it is 100% and try to change the resolution ratio.
For miscellaneous failures, here is a list of things to try.		• Open up The Edge. Go to **Administrative ► Select Photo Device**, make sure the camera shows up there, and highlight it and select **OK**. • Restart the computer and then try to acquire a picture again. • Unplug the camera and plug it back in • Try to switch to a different USB port. • Test the device at a different computer. Does it work there? If so, try reinstalling the camera on the non-working device. • Make sure camera is connected via Windows, SKIP SELECTING PHOTO DEVICE, and then go to **POS ► Repair Intake**. Select the photo icon then **Acquire** and check it.

		• Go to bottom left of screen and select the Windows icon, search "devices and printers" and make sure Windows sees the camera.