BUL-0027

Computer Webcam conflicts with BeamGage, BeamMic or ModeCheck USB Cameras

Some users of BeamGage have reported camera connection problems with Laptop PCs that have an installed Webcam. A similar problem can exist on a Desktop PC with a third party Webcam installed. This problem generally occurs when BeamGage, BeamMic or ModeCheck software is operating a USB2 camera.
The problem results when the installed Webcam driver attempts to take over control of our USB camera, or when the Webcam gets enumerated and confused with our drivers.

The only known solution is to disable the Webcam by either one or both of the following actions. Note that if the Webcam is using the normal Microsoft USB driver, the camera will normally not conflict with a USB camera supplied by Spiricon. If it does conflict, then it's probably because a third party application's DLL is taking over the USB driver. This application must be removed to regain control of the Spiricon camera.

For a laptop PC:

1) The webcam hardware is often activated by settings in the laptop's BIOS. The first step is to enter the laptop's BIOS and try to locate a control that enables or disables the webcam. If a control is present set it into the **Disabled** mode. Save the setting and reboot the PC and see if the camera conflict problem has been resolved.

2) If the first action was not sufficient (or if the laptop does not have a BIOS control for the camera), the next step is to locate and remove the webcam driver. The best way to do this is to permanently remove the third party webcam software, which will normally remove the driver. To do this open the windows **Programs and Features** dialog window and look for the webcam's third party application. Click on it and perform the removal operation. You will then need to reboot the computer to see if this resolved the conflict.

For a desktop PC: Unplug the webcam to see if the conflict problem is resolved. If not, then perform the above steps as for a laptop computer.