

Q: I bought your mini webcam with microphone and tried installing it. When I tested it, the microphone part did not work but the camera part seemed fine. Later I tried to use it with MSN and it made my computer crash. Every time I tried to use it, it did the same thing. It put vertical lines of green and purple on the screen and I cannot do anything with the computer. Could you please send me a driver that will work for my Toshiba TE2000 Laptop?

A: For the Microphone issue, please check that the plug is connected to the correct socket for the microphone on the back of the computer and then check the audio settings for your sound controller/ card to ensure that the microphone is not set to "MUTE" this is the most common cause of problems with microphones as it usually is set to mute as default.

The latest version of the drivers can be found at the following location:

<http://www.laserco.com.au/support/drivers/pcacc/AO-USBWCMIC/XP-2000-&-VISTA/AO-USBWCMIC.ZIP>

Please download and extract the contents to a folder on your computer. Uninstall the previous version of the software, unplug the Webcam and restart your computer before installing the new version. It may also pay to update the version of MSN Messenger that you are running.

Q: We have just purchased and installed a laser mini webcam according to instructions. The camera gives a picture on our screen but neither picture nor sound is being received using Skype. We are using windows XP and Telstra 256 broadband. Can you help?

A: Thank you for purchasing one of our products. I am sorry that you are having trouble with Video feature in Skype.

As you can get a picture with the Webcam, I think that the problem is in the Skype setup rather than with the Webcam itself. I would suggest updating to the latest version of Skype at both ends and see if that resolves the problem. If the problem still persists, please visit the Skype support page at the following location. <http://support.skype.com/>