

# *Visual Communication Camera*

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Operating Instructions



*PCGA-UVC10*

## WARNING

**To prevent fire or shock hazard, do not expose the unit to rain or moisture.**

### Owner's Record

The model number and the serial number are located on the bottom of the mouse. Record the serial number in the space provided below. Refer to this number whenever you call your Sony dealer regarding this product.

Model No. PCGA-UVC10

Serial No. \_\_\_\_\_

### For customers in the U.S.A.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The shielded interface cable recommended in this manual must be used with this equipment in order to comply with the limits for a digital device pursuant to subpart B of Part 15 of the FCC Rules.

You are cautioned that any changes or modifications not expressly approved in this manual could void your authority to operate this equipment.

For questions regarding your product or for the Sony Service Center nearest you, call 1-888-476-6972 in the United States or 1-800-961-7669 in Canada. The number below is for FCC related matters only.

### Declaration of Conformity

Trade Name: SONY  
Model No.: PCGA-UVC10  
Responsible Party: Sony Electronics Inc.  
Address: 680 Kinderkamack Road  
Oradell,  
NJ 07649 USA  
Telephone No.: 201-930-6972

The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

 Tested To Comply  
With FCC Standards  
FOR HOME OR OFFICE USE

### For customers in Canada

This Class B digital apparatus complies with Canadian ICES-003.

### Pour les utilisateurs au Canada

## AVERTISSEMENT

**Pour prévenir tout risque d'incendie ou d'électrocution, gardez cet appareil à l'abri de la pluie et de l'humidité.**

Cet appareil numérique de la classe B est conforme à la norme ICES-003 du Canada.

- **VAIO** is a trademark of Sony Corporation.
- Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States and/or other countries.
- All other names of systems, products, and services are trademarks of their respective owners. In this manual, the <sup>TM</sup> or ® marks are not specified.

In this manual, Microsoft® Windows® 98 Second Edition is referred to as Windows 98 SE.  
 In this manual, Microsoft® Windows® 2000 Professional is referred to as Windows 2000.  
 In this manual, Microsoft® Windows® Millennium Edition is referred to as Windows Me.  
 In this manual, Microsoft® Windows® XP Home Edition and Microsoft® Windows® XP Professional are referred to as Windows XP.

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# Before Using This Product

This camera is designed for use with Sony VAIO computers with preinstalled Windows 98 SE, Windows 2000, Windows Me, or Windows XP, or VAIO computers that are Windows® XP Ready and have been upgraded using Windows XP upgrade software provided by Sony Corporation (hereafter referred to as “computers upgraded to Windows XP”). The camera cannot be used with any other computer.

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## Introduction

Using this camera, you can capture movies and still images. You can send captured movies to friends using Video Mail, or create a panorama image by joining together a number of still images.\*

\* PictureGear Ver. 2.5 SE or later must be installed on your computer .

Further, you can use this camera together with your computer to make Internet video calls.

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# Checking the Accessories

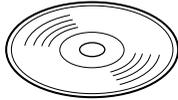
After removing the camera from its box, check that you have received the following accessories.

If any of the accessories are missing, contact the Sony dealer where you purchased this product or a Sony service representative serving your area.

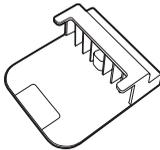
- Visual Communication Camera (PCGA-UVC10)



- Installation disc (CD-ROM × 1)



- Mounting adapter

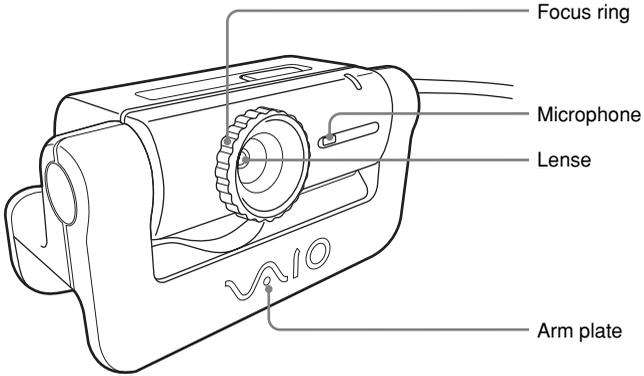


- Adhesive sheet
- Visual Communication Camera Operating Instructions (this document)
- Warranty

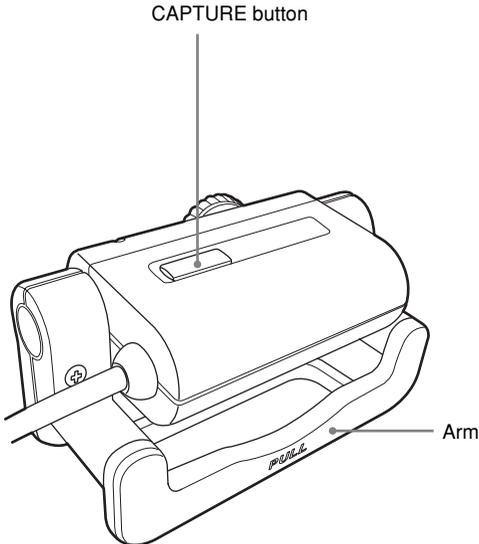
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# Names of Parts

## Front



## Rear



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# Setting Up the Camera

Before using the camera, you must use the supplied installation disc to install the required drivers on your computer.

## Notes

- Make sure the disk drive (CD-ROM drive, etc.) is available for use on your computer. In this document, the CD-ROM drive or other disk drive is referred to as “the CD-ROM drive.” For details on how to connect a CD-ROM drive, refer to the User’s Manual or electronic manual supplied with the CD-ROM drive.
- Before connecting the camera to your computer, make sure you install the driver as explained in this document. If the “Add New Hardware Wizard” dialog box appears, click “Cancel”, then disconnect the camera from your computer and reinstall it.
- This camera can only be used with Sony VAIO computers with preinstalled Windows 98 SE, Windows 2000, Windows Me, or Windows XP, or with computers that have been upgraded to Windows XP.

## Installing the driver

Install the PCGA-UVC10 device driver.

## Note

With Windows 2000, log on with Administrator account, and with Windows XP, log on with a Computer Administrator account.

- 1** Turn on the power to your computer and start up Windows, then insert the supplied installation disc into the CD-ROM drive.

The installation program starts automatically, and the “Sony Visual Communication Camera PCGA-UVC10 Application Installation Setup” screen appears.

- 2** Confirm that the software you want to install is selected, and then click “Next”.



## Hint

If the software is already installed, the checkbox does not appear.

- 3 Following the instructions as they are displayed, click Next or Previous until the setup screen closes and display returns to the just the Windows desktop.



After installation is completed, a message prompting you to restart your computer may appear. If it does, click “Yes”.

- 4 Connect the camera to your computer.

The necessary driver is automatically installed. If the message prompting you to restart your computer appears, click “Yes”. After Windows restarts, you can use the camera.

## Checking that the driver is installed

- 1 Connect the camera to your computer.

For connection details, see “Connecting the camera to a Notebook” (page 12) or “Connecting the camera to a desktop computer” (page 13).

- 2 With Windows XP, click “Start”, then right-click on “My Computer” and select “Properties”.

The “System Properties” dialog box appears. Go to Step 4.

For operating systems other than Windows XP, click “Start”, then align the pointer with “Settings” and select “Control Panel”.

The “Control Panel” screen appears.

- 3 Double-click “System”.

The “System Properties” dialog box appears.

- 4 Click the “Hardware” tab, and then click the “Device Manager” button. (Depending on the operating system you are using, you may need to click the “Device Manager” tab.

The “Device Manager” screen appears.

- 5 Click the plus symbol (+) to the left of “Imaging Device” on the “Device Manager” screen.

If the “Sony Visual Communication Camera PCGA-UVC10” screen appears, the driver is properly installed.

- 6 Click the plus symbol (+) to the left of “Sound, Video, and Game Controller” on the “Device Manager” screen.

If the “Sony USB Microphone (PCGA-UVC10)” screen appears, the driver is properly installed.

- 7 Click the plus symbol (+) to the left of “USB Controller”. (Depending on the operating system you are using, this may be “Universal Serial Controller”) on the “Device Manager” screen.

If the “Sony Visual Communication Camera (PCGA-UVC10)” screen appears, the driver is properly installed.

- 8 After you click “Close” on the “Device Manager” screen, click “OK” in the “System Properties” dialog box. (Depending on the operating system you are using, you may need to click “OK” in the “System Properties” dialog box.

#### Note

If a driver is not displayed, or an exclamation mark (!) appears next to it, the driver is not installed properly. Follow the steps for “Uninstalling a driver,” and after you have deleted the driver, reinstall it.

## Uninstalling a driver

If you fail to install a driver correctly, follow the steps below to uninstall, and then reinstall the driver.

#### Notes

- With Windows 2000, log on with an Administrator account, and with Windows XP, log on with a Computer Administrator account.
- Before uninstalling the driver, close the software application used with the camera.

- 1 Connect the camera to your computer.

For connection details, see “Connecting the camera to a notebook” (page 12) or “Connecting the camera to a desktop computer” (page 13).

- 2** For Windows XP, click “Start”, then right-click on “My Computer”, and select “Properties”.  
The “System Properties” dialog box appears. Go to Step 4.  
For operating systems other than Windows XP, click “Start”, then align the pointer with “Settings”, and select “Control Panel”.  
The “Control Panel” screen appears.
- 3** Double-click “System”.  
The “System Properties” dialog box appears.
- 4** Click the “Hardware” tab, and then click the “Device Manager” button. (Depending on the operating system you are using, you may need to click the “Device Manager” tab.  
The “Device Manager” screen appears.
- 5** Click the plus symbol (+) to the left of “USB Controller”.(or “Universal Serial BUS Controller”, depending on your operating system) on the “Device Manager” screen.
- 6** Click “Sony Visual Communication Camera (PCGA-UVC10)” or “??Multiple USB Devices??”, and then click “Delete”.  
The “Confirm Device Removal” dialog box appears.
- 7** Click “OK”.
- 8** After you click “Close” on the “Device Manager” screen, click “OK” in the “System Properties” dialog box. (Depending on the operating system you are using, you may need to click “OK” in the “System Properties” dialog box.

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# Using the Camera

This section describes how to connect the camera to your computer and how to use the camera.

## Notes

- When using the camera for the first time, make sure you install the driver before connecting the camera to your computer. For installation details, see “Setting Up the Camera” (page 7).
- Do not connect or disconnect the camera’s USB cable while Windows is starting up or shutting down. Doing so may cause the camera or your computer to malfunction. Do not connect or disconnect the camera’s USB cable while the software used with the camera is being started or closed. Doing so may result in unstable operation of your computer.
- Do not disconnect and then quickly reconnect the camera’s USB cable . Doing so may result in unstable operation of your computer.
- This camera is designed to constantly secure a fixed amount of USB bandwidth for data transfer in order to display high quality images. Therefore, if you use a USB hub to connect multiple USB devices simultaneously, the amount of bandwidth available for data transfer will be insufficient to support proper operation.

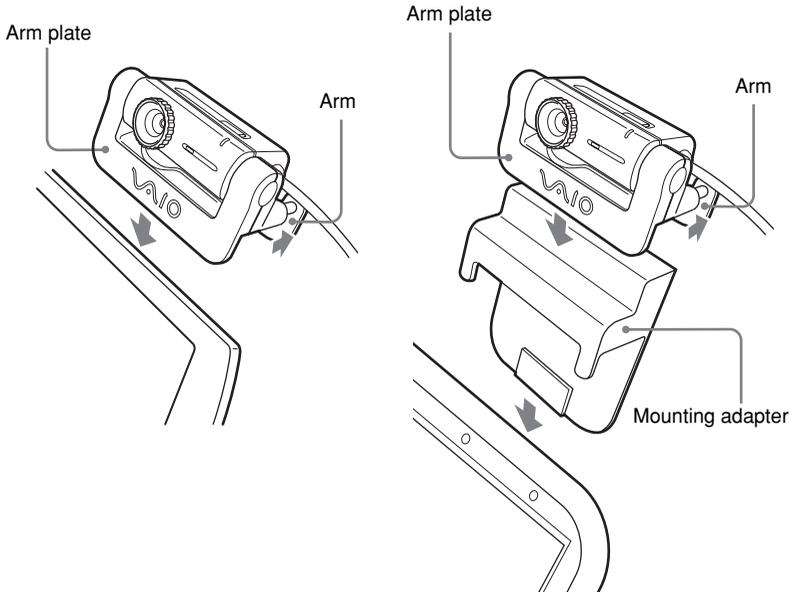
### **For Customers Using DVgate Motion**

Before using DVgate Motion, make sure you remove the camera’s USB cable from the USB connector on your computer.

## Connecting the camera to a notebook

Mount the camera onto your notebook, and connect the camera's USB cable to the USB connector on your notebook.

- Holding the arm plate, pull out the rear arm as shown in the illustration below, and hang the camera on top of the display panel.
- When using a QR Series or NV Series VAIO computer, use the mounting adapter.

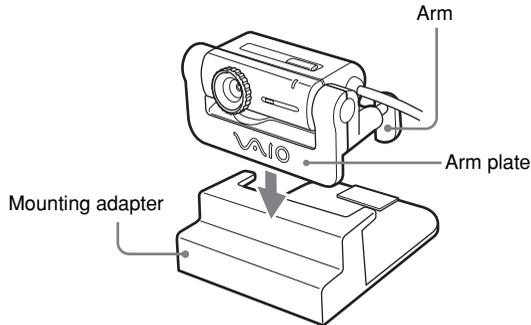


The camera can be disconnected or connected while the power to your notebook is turned on. For details on the location of your notebook's USB connector, refer to the manuals provided with your notebook.

## Connecting the camera to a desktop computer

### 1 Attach the camera to the mounting adapter.

Holding the arm plate, pull out the rear arm as shown in the illustration below, and attach the camera to the mounting adapter. Make sure you place the mounting adapter on an level, stable surface.



#### Hint

You can also attach the camera using the supplied adhesive sheet.

With some models, you can use the adhesive sheet as shown in the illustration to attach the camera to the top of the LCD monitor.

- 1 Peel the separation sheet from the side covered with double-sided tape.
- 2 Stick the adhesive sheet to the bottom of the camera.
- 3 Peel the protective film from the back of the adhesive sheet.
- 4 Stick the adhesive sheet to the location where you want to attach the camera.

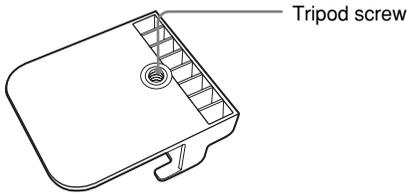


### 2 Connect the camera's USB cable to the USB connector on your desktop computer.

The camera can be disconnected or connected while the power to your desktop computer is turned on. For details on the location of your desktop computer's USB connector, refer to the manuals provided with your desktop computer.

## Attaching the camera to a tripod

You can attach the camera to a tripod to capture images.



### Notes

- Do not walk around with the camera when it is attached to the tripod. If the camera falls, it could be damaged.
- Do not use a tripod with a screw that exceeds 7 mm in length. If you use a tripod with a screw longer than 7 mm in length, the camera will not be stable when it is attached, and it may be damaged.
- When attaching the camera, first make sure that the tripod is stable, then attach the camera so that it is horizontal. If the camera is tilted, it could fall.
- When adjusting the position of the camera, protect it from falling by supporting both the tripod handle and the camera with your hands.
- When adjusting the camera angle, focus, or positioning of the USB cable, make sure you support the camera with your hand.
- When operating the capture button on the camera, make sure you support the camera with your hand.
- Make sure you use a tripod that is big enough to support the weight of the camera without tipping.

**1** Attach the tripod screw hole on the mounting adapter to the tripod screw.

**2** Attach the camera to the mounting adapter.

## Disconnecting the camera

### Notes

- When disconnecting the camera while the power to your computer is turned on, be sure to observe the following procedure. Doing the steps out of sequence may cause your computer to malfunction.
- When the power to your computer is turned off, you do not need to perform Step 1 below. However, if you disconnect the USB cable while your computer is in energy saving mode and then connect it again, the camera may not be recognized.

- 1** Close the software used by the camera.
- 2** Disconnect the USB cable, and then disconnect the camera.

### Notes

- If you pull on the cable itself when disconnecting the USB cable, you may damage the cable. Make sure you hold onto the connector when disconnecting the cable.
- When removing the camera from the mounting adapter, spread the arm plate with your hand, and then remove the camera.

## Capturing images with the camera

You can use Network Smart Capture preinstalled on your computer to capture images with the camera.

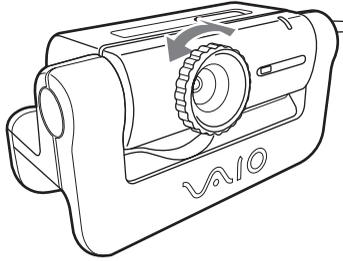
- 1** Connect the camera to your computer.

The camera's USB cable can be disconnected or connected while the power to your computer is turned on.

For details, see "Connecting the camera to a notebook" (page 12) or "Connecting the camera to a desktop computer" (page 13).

- 2** Start up Network Smart Capture.

- 3 Turn the focus ring to adjust the focus.

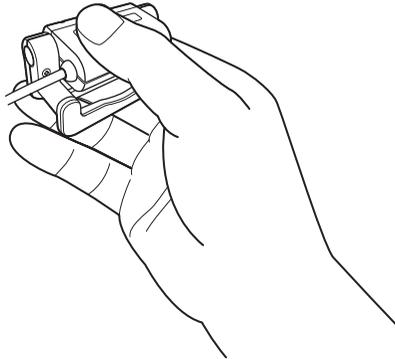


- 4 Press CAPTURE to capture the image.

In addition to attaching the camera to your computer, you can hold it in your hand as shown in the illustration to capture images from a variety of angles.

 **Hint**

If you want to use the camera while holding it by hand, we recommend that you cancel the Network Smart Capture mirror display function.



**Note**

Check that the Network Smart Capture mirror display function has been canceled before using the camera in this manner.

For operation details, refer to the Network Smart Capture help.

## Setting the volume

### Note

Names and screens displayed may differ depending on the operating system you are using.

- 1** Double-click on  (  depending on your operating system) in the taskbar at the bottom of the screen.  
The “Volume Control” appears.
- 2** Click the “Options” menu, and select “Properties” (or “Options”, depending on the operating system you are using).  
The “Properties” screen appears.
- 3** Select “Sony PCGA-UVC10” in the Mixer device text box, and click “OK”.  
The “Capture” screen appears.

### Hint

If the “Capture” screen does not appear, the driver may not be properly installed. See “Checking That the Driver is Installed” (page 10), and check whether the driver is properly installed.

- 4** Check that audio input from the microphone is enabled.  
Check that the “Mute all” checkbox is not selected. If it is selected, click the checkbox to deselect it.
- 5** Adjust the volume of microphone input.  
Move the slider for the controller in Step 4 to adjust the volume.

Make a video or audio recording using your software. If the audio plays back correctly, the settings are complete.

# Precautions

## Usage and storage locations

Do not use or store this product in the following locations. Doing so may damage the camera.

- **Locations subject to abnormally high temperatures**  
During periods of hot weather or the summer season, the temperature inside closed vehicles becomes especially high, and if the camera is left in such a location, it may warp or be damaged.
- **Locations subject to direct sunlight or next to heating appliances**  
The camera may warp or be damaged.
- **Sandy locations, such as the beach**  
Do not place the camera in a location where sand may be present, such as the beach or other sandy areas. Doing so may damage the camera, and in some cases, repair may not be possible.
- **Do not point the lens at the sun.**  
This could cause burn-in or other lens damage. Be careful when leaving the camera next to a window or outdoors.

## Operation

- Do not remove the camera's USB cable during operation. Doing so may cause the camera to malfunction.
- Do not place any objects on top of the camera.
- Avoid placing the camera in locations subject to sudden temperature changes. Do not use the camera immediately

after moving it from a cold location to a warm location, or after the ambient temperature has risen drastically. Otherwise, condensation may occur inside the camera. Let the camera stand for a moment before using it.

## Lens

Do not touch the lens.

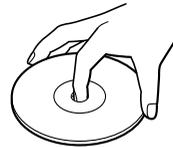
## Notes on discs

Note the following in order to protect data stored on discs.

- Do not stick any labels on the disc nor scratch or otherwise damage the disc.



- Do not touch the data side of the disc (opposite the label), and hold the disc as shown below.



- Do not store the disc in locations subject to high humidity, high temperatures, direct sunlight, or high levels of dust.
- Take care not to spill any liquid on the disc.
- Return the disc to its case when not in use in order to prevent data damage.
- Use an oil-based felt pen when writing on a disc.
- Do not use a disc with tape, seals, or paste on it, as the disc may damage the drive.

## Maintenance

### Cleaning the cabinet

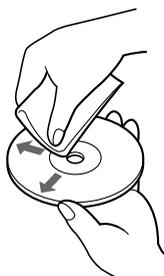
Wipe the outside of the drive with a soft, dry cloth. To remove stubborn stains, moisten the cloth with a mild, neutral detergent. Do not use solvents, cleaning alcohol, benzine or other substances that may damage the finish.

### Cleaning the lens

Remove any dust from the front of the lens using a blower brush or soft brush.

### Cleaning the disc

- Fingerprints and other contamination on the disc surface can lead to reading errors. Always keep the disc clean.
- To clean the disc, lightly wipe it from the center outwards.
- To remove stubborn stains, lightly moisten the cloth before wiping the disc, and use a dry cloth afterwards.
- Do not use benzine, record cleaning liquid, antistatic fluids or other substances that may damage the surface of the disc.
- Never use cleaners on an unused disc. Use specific CD cleaners to take off dust.
- You may not be able to write on the discs if there are scratches or dust on the unrecorded area. Be careful not to damage the discs.



## Getting Help

This section provides information on how to get help and support from Sony, and on troubleshooting tips for your DVD-RW drive.

### About Sony's support options

Sony provides several support options for your Visual Communication camera. When you have questions about your camera or the software, refer to the following:

- This guide** explains how to use your camera.
- The Sony Customer Information Service Center** offers information about your notebook and other Sony products that work with your computer. To contact Sony Customer Information Service Center, call 1-888-4SONYPC (1-888-476-6972).
- The Sony fax-back service** provides you with answers to frequently asked questions. You can use this automated service to request a list of available topics and then select the topics that you want to receive. To contact the Sony fax-back service, call 1-888-4SONYPC (1-888-476-6972).
- The Sony e-mail support service** answers your questions by electronic mail. Just send your question in an e-mail message, and a customer service representative will send you a reply. To send a question to Sony e-mail support, address the message to [SOS@info.sel.sony.com](mailto:SOS@info.sel.sony.com).

# Specifications

## Visual Communication Camera

370,000 pixels (effective pixels: 310,000)

### Image pickup

1/5.5" 370,000-pixel color CMOS progressive scanning image sensor.

### Lens

2 groups f 2 lenses, F3.4  
Focal length f=2.8 mm  
(equivalent to a 35 mm camera at f=40 mm)

### White balance

Auto/Indoors/Outdoors/Hold

### Shutter speed

Auto/Hold

### Flicker cancel function

Auto/50 Hz/60 Hz

### Video capture format/size

YUY2/RGB, 24 bits  
80 × 60, 160 × 120, 320 × 240, 640 × 480,  
176 × 144, 352 × 288

### Number of display frames

Maximum: 30 frames/sec\*

\* This rate differs depending on the specifications of your computer and the application you are using.

### Power consumption

Approx. 0.5 W

### External dimensions

Approx. 60 × 34 × 33 mm (W × H × D)

### Cable length

Approx. 100 cm

### Weight

Approx. 42 g (main unit only)

## Operating environment

### Operating temperature

41°F to 95°F (5°C to 35°C)  
(temperature gradient less than 18°F (10°C)/hour)

### Operating humidity

20% to 80% (no condensation),  
provided that humidity is less than 65% at 95°F (35°C)  
(hygrometer reading of less than 84°F (29°C))

### Storage temperature

-4°F to 140°F (-20°C to 60°C)  
(temperature gradient less than 18°F (10°C)/hour)

### Storage humidity

20% to 90% (no condensation),  
provided that humidity is less than 20% at 140°F (60°C)  
(hygrometer reading of less than 95°F (35°C))

## Accessories

PCGA-UVC10 Installation Disc (CD-ROM × 1)  
Mounting adapter (1)  
Adhesive sheet (1)  
Visual Communication Camera Operating Instructions (1)  
Warranty (1)

The specifications or external appearance of this product are subject to change without notice.

# Troubleshooting

If a problem occurs during operation of the unit, refer to the information provided in this section. If the problem persists, consult your nearest Sony dealer. For contact information, see “Getting Help” on page 19. Also refer to the manuals provided with your computer.

Symptom	Cause/Remedy
<p>The camera is not recognized by your computer.</p>	<ul style="list-style-type: none"> <li>• The USB cable is not connected properly.               <ul style="list-style-type: none"> <li>→ Close the currently open software, and reconnect the cable.</li> </ul> </li> <li>• The driver is not installed.               <ul style="list-style-type: none"> <li>→ Check whether the driver is installed, and if the device does not display properly, install the driver. For details, see “Setting Up the Camera” (page 7).</li> </ul> </li> <li>• The driver was not installed properly.               <ul style="list-style-type: none"> <li>→ Uninstall the driver, then restart your computer and install it again. (For details, see “Uninstalling a driver” (page 9) and “Installing the driver” (page 7).)</li> </ul> </li> <li>• The USB root hub is not recognized by your computer.               <ul style="list-style-type: none"> <li>→ Reinstall Windows properly.</li> </ul> </li> <li>• USB cannot be used.               <ul style="list-style-type: none"> <li>→ Check the system properties for your computer.</li> </ul> </li> <li>• The camera is connected to your computer via a USB hub, and the power supplied by the USB hub is insufficient.               <ul style="list-style-type: none"> <li>→ Use a USB hub that is capable of supplying 500 mA to the port.</li> </ul> </li> <li>• If your computer is equipped with multiple USB connectors, connect the camera to another USB connector and check whether it is recognized properly.</li> <li>• If the camera is connected to the USB connector on the display, the display and your computer are not connected properly.               <ul style="list-style-type: none"> <li>→ Check the connection method.</li> </ul> </li> </ul>
<p>Images appear grainy in the Network Smart Capture finder</p>	<p>When a fast-moving subject is displayed in the finder, horizontal banding may occur in the image, or horizontal lines may occur through the moving part of the image. However, this does not indicate a malfunction.</p>
<p>Still images and movie images downloaded from the camera appear grainy on the display.</p>	<ul style="list-style-type: none"> <li>• Light may be reflected in images captured under fluorescent light.</li> <li>• If the downloaded image contains dark patches, red or green noise may appear.</li> <li>• The lens is dirty.               <ul style="list-style-type: none"> <li>→ Clean the lens.</li> </ul> </li> <li>• The image is out of focus.               <ul style="list-style-type: none"> <li>→ Focus the image using the focus ring.</li> </ul> </li> </ul>

Symptom	Cause/Remedy
You cannot adjust the speaker volume using the Fn key.	Depending on the computer you are using, you may not be able to use the Fn key to adjust the volume when the camera is connected to your computer. Open the volume control from the taskbar or notification area and adjust the volume (page 17).
When downloading movies from the camera, frame dropout occurs and sound is interrupted.	<ul style="list-style-type: none"> <li>• Depending on the Network Smart Capture effect settings, frame dropout may occur. For details, refer to the Network Smart Capture help.</li> <li>• If multiple software applications are open concurrently, the processing speed of your computer may be exceeded. Close any software applications you are not using.</li> <li>• Your computer's power management function is enabled. <ul style="list-style-type: none"> <li>→ Check the CPU speed setting for your computer. For setting details, refer to the manuals provided with your computer.</li> </ul> </li> </ul>
Images downloaded from the camera stop for a few seconds.	<p>Images may stop for a few seconds in the following situations. However, this is not a defect.</p> <ul style="list-style-type: none"> <li>• When a keyboard shortcut that uses the Fn key is performed.</li> <li>• When the CPU load is too heavy.</li> <li>• When using a Sony notebook with an internal camera, and you press CAPTURE on your computer.</li> </ul>
Images downloaded from the camera are not displayed.	<ul style="list-style-type: none"> <li>• Multiple software applications are running concurrently. <ul style="list-style-type: none"> <li>→ Close one of the software applications.</li> </ul> </li> <li>• Depending on the screen mode and number of colors your computer is using, as well as other conditions of use, available video memory may be insufficient. <ul style="list-style-type: none"> <li>→ Reduce the resolution, or reduce the number of colors used.</li> </ul> </li> <li>• If you perform the above procedure and the images still do not appear, restart your computer.</li> </ul>
Sound is not recorded even though the microphone is connected.	<ul style="list-style-type: none"> <li>• Check whether the recording control (or audio recording control) is set properly (page 17).</li> <li>• If the device driver is not installed, sound may not be recorded even though the microphone is connected. Follow the procedure described in "Installing the driver" (page 7) to install the driver.</li> </ul>
When you connect the USB cable, the "Add New Hardware Wizard" dialog box appears on your computer screen.	<p>The driver for the device is not installed.</p> <ul style="list-style-type: none"> <li>→ Click "Cancel" in the "Add New Hardware Wizard" dialog box and, after disconnecting the USB cable from the USB connector, follow the procedure described in "Installing the driver" to install the driver.</li> </ul>

Symptom	Cause/Remedy
Operation does not shift to the energy saving mode, and Windows operation becomes unstable.	Close all software applications currently in use and restart your computer. If you cannot restart your computer, refer to the manuals provided with your computer, and turn off the power.
The LCD on your computer appears dark or enters energy saving mode while you are using the camera.	<p>Your computer enters energy saving mode while you are using the USB device.</p> <ul style="list-style-type: none"> <li>→ When using a notebook, select AC Profile as the operation mode in “PowerPanel”, or change the profile settings. If you select AC Profile and your notebook is set to the default settings, your notebook will not enter energy saving mode. For details on changing profiles, refer to the PowerPanel help.</li> <li>→ If you are using a desktop computer and you have enabled a timer setting, such as the system standby setting, turn off the timer from “Power Options Properties” in “Control Panel”.</li> <li>→ Operating the computer’s touch pad, mouse, or keyboard brings the computer out of the energy saving mode.</li> </ul>
The computer does not return from the video standby mode.	Operating the computer’s touch pad, mouse, or keyboard returns the computer from the energy saving mode. For details, refer to the User’s Manual for the computer you are using.
The white balance is incorrect.	<p>If you close Network Smart Capture while “Hold” is selected for “White Balance” in the Network Smart Capture settings, the next time you start your computer, the white balance setting may not be adjusted properly.</p> <ul style="list-style-type: none"> <li>→ If you select “Auto” for “White Balance” in the Network Smart Capture settings and wait a moment, the white balance will be adjusted automatically.</li> </ul>
When downloading still images, the image does not download immediately after you press CAPTURE. (An image occurring after the point when you pressed CAPTURE is downloaded.)	Depending on the CPU speed of your computer, the processing load, and image size, the change in camera operation mode that occurs during download of still images may cause a lag between the time when you press CAPTURE and the time the image is actually downloaded .
Images downloaded from the camera appear white.	<p>If “Hold” is selected for “Shutter Speed” in the Network Smart Capture settings, the appropriate shutter speed is not set, and images may appear white.</p> <ul style="list-style-type: none"> <li>→ If you select “Auto” for “Shutter Speed” in the Network Smart Capture settings and wait a moment, the appropriate shutter speed will be set.</li> </ul>

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