

## There's no image in the "Hercules Webcam Viewer" window!

If no image is displayed in the "Hercules Webcam Viewer" window during your webcam's test phase, verify the following:

- Unplug your webcam's USB cable and then plug it back in again.



Then, click the "Refresh" button

- If this does not resolve the problem, try changing USB ports. Windows will detect a new USB device. Please refer to the *"I just changed my webcam's USB port and Windows detects new hardware. What should I do?"* FAQ for details on how to proceed.
- If your webcam is connected to a USB hub, try connecting it directly to a USB port on your computer. Windows will detect a new USB device. Please refer to the *"I just changed my webcam's USB port and Windows detects new hardware. What should I do?"* FAQ for details on how to proceed.