

Webcam Station tells me that my webcam is not connected.

1 – Verify that your webcam is properly connected to your computer.

2 – If your webcam is connected to a USB hub, we recommend that you connect it directly to a USB port on your computer. Windows will then detect a new USB device. Please refer to the FAQ “I’ve just changed my webcam’s USB port and Windows has found new hardware. What should I do?” to find out the different steps to follow.

3 – If the problem persists, connect your webcam to another USB port: either one that’s already free, or by switching ports with another device. Windows will then detect a new USB device. Please refer to the FAQ “I’ve just changed my webcam’s USB port and Windows has found new hardware. What should I do?” to find out the different steps to follow.

4 – If the problem has still not been resolved, test out your webcam on all of your computer’s USB ports. If they are all already being used by other devices, switch the devices to other ports.

5 – If the problem still persists, verify that your webcam’s drivers are properly installed. To find out how to do so, please refer to the FAQ “How can I make sure that my webcam’s drivers are properly installed on my computer?”.