

I'm having problems restoring the default settings for my webcam in Windows Live Messenger or MSN.

This problem may arise if you have not installed the Hercules drivers supplied on the installation CD-ROM (and you are using the Microsoft drivers for the USB Video Class standard).

Problems will usually arise if you have changed the default **White Balance** setting for your webcam in Windows Live Messenger or MSN and/or you have clicked on **Default** to restore the default settings. This has the effect of disabling automatic management of the White Balance setting.

- 1) To re-enable automatic management of the White Balance setting in Windows Live Messenger or MSN, go to your webcam's **Tools/Webcam Settings/Advanced** menu and tick the **Auto** box to the right of the **White Balance** line.

