

How to correct purple-colored display when using Creative Webcams on Windows

Keywords/Keyphrases: screen outputs purple images while using creative webcam, purple color display picked up by creative webcam

Summary:

- ✓ **Applicable to:** BlasterX Senz3D (VF0810), Creative Senz3D (VF0780), Live! Cam Connect HD 1080 (VF0760), Live! Cam Sync HD (VF0770), Live! Cam Connect HD (VF0750), Live! Cam inPerson HD (VF0720), Live! Cam Socialize HD 1080 (VF0680), Live! Cam Socialize HD AF (VF0690), Live! Cam Socialize HD (VF0610), Live! Cam Socialize (VF0640), Live! Cam Chat HD (VF0700), Live! Cam Chat IM (VF0530), Live! Cam Sync (VF0520), Live! Cam Optia AF (VF0280), Live! Cam Video IM Ultra (VF0415), Live! Cam Notebook Pro (VF0400).
- ✓ Follow the suggestions in this article if the display becomes purple while using a Creative webcam.

When you encounter a purple tinge on your PC screen, it is usually due to outdated webcam drivers or the webcam software has not been configured properly. In some cases, a degaussed computer monitor can also cause the display to go purple.

Refer to any of the steps below on how to troubleshoot the purple image displayed by the Creative webcam:

- Ensure that the webcam is connected to a self-powered USB port on your computer and that you have the latest custom drivers and/or Live! Central software properly installed.
- Whenever applicable, use the **Live! Central** application. On the right panel, you will see the **Settings** section. Click the **Picture Control** tab  and then click on the **Restore Default** button. Verify if the image is properly shown on the left panel.

Note: If you are using a 3rd party video recording software or other instant messaging applications with your webcam, ensure that the video settings are also configured correctly and that no special effects have been applied. For details on how to check these settings, contact your software manufacturer or consult the user manual of these applications.

- Ensure that your monitor is not degaussed. Refer to your computer monitor manufacturer for details on how to check this setting.
- Uninstall the current drivers and/or applications from Windows Control Panel and reinstall the latest drivers and/or applications.
- Test by connecting and installing the webcam onto another computer.
- If the issue persists, please contact [Creative Technical Support](#) for further assistance.

Last Updated: June 10, 2016