

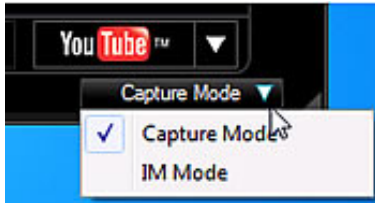
Pitch Black Images

Keywords / Key Phrases: pitch black image, pitch black picture, settings

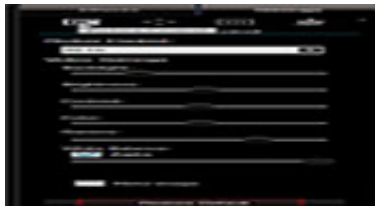
Summary:

- ✓ **Applicable To:** Creative Senz3D, Live! Cam Socialize HD 1080, Live! Cam Socialize HD AF, Live! Cam Socialize HD, Live! Cam Socialize, Live! Cam Optia AF, Live! Cam Video IM Ultra, Live! Cam Notebook Pro
- ✓ This article provides steps on how to resolve pitch black images using Creative Live! Central 3.

1. Make sure that you are on **Capture Mode**.



Go to **Settings**, click the **Picture Control** then the **Restore Default** button to set back to default settings.



[Click to enlarge](#)

2. Test the webcam in a brighter environment. If the problem persists, check it on another computer.
3. If the webcam is able to work on a different PC, uninstall the webcam drivers and/or applications from the **Add / Remove Programs** from the **Control Panel**.
4. Reinstall the drivers and/or applications using the bundled installation CD or check for updates/downloads by visiting support.creative.com.

