

Video Freezes when Opening Chat Application

Keywords / Key Phrases: video freezes, freezing, freeze, hanging, hang

1. Launch the Creative webcam application and select the video option to test.
2. If the video looks normal through the Creative software, try adjusting the video settings in the chat application.
3. If the video still freezes even in the Creative application, please remove the webcam from the PC and check in the **Add/Remove Program** under **Control Panel** for any Creative webcam entries. If there are, remove them from the computer.
4. Install the webcam software using the bundled installation CD and follow the instructions closely or check for updates/downloads by clicking on the **Downloads** link at the top right corner of this page under **Quick Links** and install them for your webcam.

Further Suggestions

[SID 41744](#) - Adjusting Webcam Video Settings in Skype

[SID 7067](#) - Configuring a WebCam in Yahoo Messenger, MSN Messenger or others

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