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1 Introduction

This instruction manual is for users of the TRUST 380 USB 2.0 SPACEC@M. The TRUST 380 USB 2.0 SPACEC@M is intended to be used in combination with a USB 2.0 USB port. The Trust 380 USB 2.0 SPACEC@M can be used to make short films, take photographs (snapshots) or as a webcam during video conferencing.

2 Safety

Read the following instructions carefully before use.

- The TRUST 380 USB 2.0 SPACEC@M does not require any special maintenance. Use a slightly damp, soft cloth to clean the camera.
- Do not use aggressive substances, such as benzene or white spirit, to clean the device. These may harm the material.
- Do not submerge the device in liquid. This may be dangerous and will damage the device. Do not use this device near water.
- Make sure nothing is placed on the cable. Do not use this device in an area where the cable can become worn or damaged as a result of people walking over it.
- Do not repair this device yourself.

3 Approval



- This device meets the essential requirements and other relevant conditions of the applicable European directives. The Declaration of Conformity (DoC) is available at www.trust.com/13497/ce.

4 Installation

4.1 Uninstalling old drivers and devices

The most common cause of faults during installation is the presence of a driver for a similar, old device. The best solution is to first remove all drivers related to old devices before installing the new driver.

1. Enter the Windows 'Safe Mode' (press F8 when starting Windows and then select 'Safe Mode' from the menu which will be displayed).
2. Click on 'Start – Settings – Control Panel' and double-click on the 'Add/Remove Programs' icon.
3. Find all the programs for similar, old devices and remove these by clicking on the 'Add/Remove' button. When in the 'Safe Mode', it is possible for some programs to appear twice. In that case, remove the duplicates as well.
4. Restart the computer.

4.2 Installation in Windows 98 / Windows ME / Windows 2000 / Windows XP

Note: The latest driver can be downloaded from www.trust.com/13497/download. Check whether a new driver is available and if so, use this for the installation.

Note: Make sure all other programs are closed during the installation.

Note: During installation in Windows XP, you may receive a message saying that the driver has not been signed. This does not cause a problem for the functionality.

Note: For some versions of Windows, you may be requested to insert your Windows CD-ROM into your CD-ROM drive.

Note: In the example, 'D:\' is used to indicate the CD-ROM drive. This may be different for your computer.

1. Insert the CD-ROM into your computer's CD-ROM drive. The installation program will start automatically. If it does not start automatically, do the following:
 - a) Select 'Run' from the Windows 'Start' menu.
 - b) Type [D:\SETUP.EXE] and click on 'OK' to start the Trust Software Installer.
2. The Trust installation window will appear. See figure 1.
3. Select the language you want to use during the installation.
4. Click on 'Install driver' to start the installation of the camera.
5. Follow the on-screen instructions.
6. Click on "Finish" to complete the installation.

4.3 Connecting

Note: If you do not have a USB 2.0 port on your computer, then there is no problem with connecting it to your USB 1.0 port. What you will then get is a message saying that you have connected a high-speed device to a low-speed USB port. This has no effect on the correct functioning of the device, but you will however not benefit from the advantages of USB 2.0.

1. Make sure your computer is turned on.
2. Connect the camera to your USB 2.0 port or USB 1.0 port. You can tell whether it is USB 2.0 by the USB symbol, which has a "+" above it.
3. Windows will detect the camera. Follow the on-screen instructions.

4.4 Checks after installation

After installing the device and the driver, the following are installed on your computer and can be checked:

'Start – Settings – Control Panel'. Double-click on the 'System' icon and select the 'Device Manager' tab.

- Imaging Device – TRUST 380 USB2 SPACEC@M

'Start – Settings – Control Panel' and then double-click on the 'Add/Remove Programs' icon.

- TRUST 380 USB2 SPACEC@M

Note: The information given above will vary if the installation has been altered by the user (for example, not everything has been installed or locations other than the default locations have been selected).

Note: Differences may also occur as a result of using new drivers available on the Internet.

Note: The location or name of the 'Control Panel' may vary for different operating systems.

5 Installing the application software

Note: Make sure all other programs are closed during the installation.

Note: In the example, 'D:\' is used to indicate the CD-ROM drive. This may be different for your computer.



5.1 TeVevo Vidio Suite

1. Insert the CD-ROM into your CD-ROM drive. The installation program will start automatically. If it does not start automatically, do the following:
 - a). Select 'Run' from the Start menu.
 - b). Type [D:\SETUP.EXE] and click on 'OK' to start the Trust Software Installer.
2. Figure 1 will appear.
3. Choose the language that you want the Trust installation screen to be displayed in.
4. Click on "TeVevo Vidio Suite".
5. Follow the on-screen instructions. Click on 'Finish' to complete the installation.

5.2 Honestech Camera Plus

1. Follow steps 1 through 3 from chapter 5.1.
2. Select 'Camera Plus'.
3. Follow the on-screen instructions.
4. Click on 'Finish' to complete the installation.

5.3 Installing Microsoft® NetMeeting (Windows 98/ Windows ME/ Windows 2000)

NetMeeting is a program that is supplied with Windows 98 / Windows ME / Windows 2000. With this program, you can use the Trust 380 USB 2.0 SPACEC@M Portable as a webcam.

NetMeeting is installed as follows:

1. Click on the 'Start' button in the bottom left-hand corner of your desktop. Point to Programs -> Accessories -> Internet Tools (select 'Communications' in Windows 2000) and left click on NetMeeting.
2. Click "Next" to continue.
3. Fill in your details, such as your first name, your surname, your e-mail address, your country and a comment that you would like to be displayed in the list. Click on 'Next'
4. If you do not want to be displayed in the NetMeeting list, select 'Do not list my name in the directory'. Click on 'Next' to continue with the installation. Follow the on-screen instructions.
5. You must select a camera during the installation. Select the Trust 380 USB 2.0 SPACEC@M Portable as the camera you wish to use for NetMeeting and click on "Next" to continue.
6. Select "Put a shortcut to NetMeeting on my desktop" if you want to have a shortcut to NetMeeting on your desktop. Select "Put a shortcut to NetMeeting on My Quick Launch bar" if you wish to have a shortcut to NetMeeting on your Windows taskbar. You do not have to select either option if you do not wish to.
7. Click on 'Next' to continue with the installation. Follow the on-screen instructions to configure the audio and image settings.
8. At the end of the installation process, click on 'Finish' to complete the installation of NetMeeting. NetMeeting will now start automatically.

If you are not able to test or configure your audio settings properly, check whether the sound card and the devices satisfy the system requirements for NetMeeting and/or whether these have been correctly connected and installed.

5.4 Installing Microsoft® NetMeeting (Windows XP)

NetMeeting is installed as follows in Windows XP.

1. Click on the 'Start' button in the bottom left-hand corner of your taskbar.
2. Select 'Run'.
3. Type in: conf
4. The NetMeeting Wizard will appear after approximately 30 seconds.
5. Follow the on-screen instructions to install the program.

5.5 Installing Windows Messenger (Windows XP)

Windows Messenger is already installed in the Windows XP operating system. You can select Windows Messenger from the 'Start' menu to start the program. Follow the instructions to input your personal settings.

Once the program has been installed, you can connect the Trust 380 USB 2.0 SPACECAM to your computer and download recordings.

6 Using the camera

The camera has a button, an indicator and a rubber foot. This chapter explains what these components are for.

6.1 USB 2.0 WEBCAM

Because this camera is a USB 2.0 camera, it can provide 30 video frames per second at the highest resolution of 640 x 480. The USB 2.0 connection ensures the best possible USB performance without slowing other USB devices down.

Note: *The webcam will also run on a USB 1.0 port, but then without the advantages of USB 2.0.*

6.2 Focus

Focusing is done manually by twisting the lens (A) to get a sharp picture. See figure 2.

6.3 Snapshot button

A photograph can be taken using the snapshot button (B, figure 2).

Click once on this button to take a photograph of the image.

6.4 Indicator

The indicator next to the focus (C, figure 2) lights up when the camera is in use.

6.5 Rubber foot

The rubber foot (D, figure 2) at the front of the camera is not only for cosmetic purposes but also helps provide a steadier placement of the camera.

7 Using the Application Software

This chapter explains the principal components of the application software provided. For more information, refer to the Help functions of the application software.

7.1 AMCAP

There is a simple PC camera program on the Trust installation CD-ROM. This lets you make and store a video clip easily. To make and store a video, proceed as follows:

1. Insert the CD-ROM into your CD-ROM drive. The installation program will start automatically. If it does not start automatically, carry out the following:
 - a). Select 'Run' from the Start menu.
 - b). Type [D:\SETUP.EXE] and click on 'OK' to start the Trust Software Installer.
2. Figure 1 will appear.
3. Choose the language that you want the Trust installation screen to be displayed in.
4. Click on "Start AMCAP".
5. A new window will appear.
6. Open the 'Options' window from the menu bar. Select the 'Preview' option.

7. The image being seen by the webcam appears in the window.
8. Now choose the option 'Set capture file' from the 'File' menu.
9. Give a location and a name for the video you are going to make. You must always put a **.AVI** after the name, otherwise the video clip won't work.
10. Give a maximum size for the video clip in MB. Click on 'OK'.
11. Select 'Capture' from the menu bar. Select 'Start capture'.
12. Click on 'OK'. Recording will start. Go to 'Capture' again to stop the recording, using 'Stop capture'.
13. Now that the recording has been stopped, you can close 'AMCAP'.
14. Go to the location where you have saved the video clip and double click on the file to play it through using your standard media player.


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7.2 Teveo Vidio Suite

Teveo Vidio Suite is a program that you can use to make and store videos easily and publish them on the Internet. Teveo Vidio Suite consists of three components: Clipstore, Jukebox and Live, all three of which are discussed below. The Teveo software also gives you the possibility of registering. After you have registered, you can use your username and password, giving you more possibilities with the Teveo Clipstore and Live software. You can also log in on the Teveo site and make use of Teveo's services. For a description of the services, the reader is referred to Teveo's site and the help functions of the Teveo software.

Note: *If you do not have an Internet connection and do not register on the Teveo Internet site, then you cannot make full use of the Teveo software and services on the Teveo site.*

Note: *If you want to know more about the Teveo software than is covered in this chapter, then please consult the extensive help functionality of the Teveo software. The help functionality is available in all three of the components. Click on the question mark in the top right of the window concerned.*

7.2.1 Registering with Teveo for the first time

When you register using the Teveo software, you can put clips on line on the Teveo Internet site and send out live video on the Teveo site. If you do not register, you cannot make use of the Clipstore and Live software.

1. Make sure your Internet connection is running.
2. Activate: " Start – Programs – Teveo ". Here you should select "Teveo Vidio Suite". A window will appear as in figure 3.
3. Click on the button (C, figure 3) that has 'Live' written after it. A window will appear as in figure 9.
4. After several minutes, a registration field will appear in the window in figure 9. See figure 4.
5. Click on 'NOW' (A, figure 4) to register. If you do not want to register, click on 'LATER' (B, figure 4). However, you can then not make use of Teveo Clipstore and Teveo Live. If you do want to register, then continue with the following step.
6. When you click on 'NOW' (A, figure 4), a connection will be made with the Teveo Internet registration site. This can take several minutes.
7. Fill in the information requested beneath the line "Are you new to Teveo? Please register with the site."
8. You can input the following information here:
 - Login name"; here you should enter the name which you can then log in when using the Teveo software and other services.

Note: *The username must contain at least 4 and at most 32 characters. It may also not contain any spaces; use an underscore instead.*

- First name*; give your first name here.
- Last name*; give your last name / surname here.
- E-mail address*; enter your e-mail address here (it will then be needed a second time for confirmation).

Note: *For it to work properly, you must enter a valid e-mail address. Your password will be supplied to you at this e-mail address after you have filled in this screen completely. The password will also be re-sent to this address if you forget it at a later date.*

- Nickname; here you can also specify a name by which you want to be known.
- Zip code / postcode; enter your postcode here.
- Gender; fill in your gender here.
- Age Group; fill in your age here.
- Income level; here you can state your income level.

Note: *The required fields are marked with an asterisk.*

9. To register the information that you have filled in, click on the button 'REGISTER' in the top right. This can take several minutes. Once you have clicked on this button, your password will be sent to the e-mail address you gave. A new window will appear.
10. You can enter a name for your TRUST 380 USB 2.0 SPACEC@M in the new window that has appeared. At least 4 and at most 32 characters. Spaces are not allowed here either.
11. Indicate whether you want to receive e-mail from people who are looking at what your webcam is showing, with a 'yes' or 'no'.
12. Say whether you want to use it as a public or a private camera.
 - If you choose 'Public', anybody will be able to see what your webcam is recording.
 - If you choose 'Private', then a password that you define must be given before someone can watch your webcam. If you have chosen 'Private', you can think up a password (the Guest Password) and set it. This has to be confirmed by entering a second time.
13. After you have made one of these choices, a new window appears. This window is a notification of your registration. Your username and password will be sent by e-mail to the address you gave. You can give this username and password when using the Teveo Clipstore and Live software.
14. Click on the "[here](#)" link in the new window to go to the login page and test your username and password.

Note: *Have a look at the Teveo website www.teveo.com or the help functionality of the software if you want more information or support concerning the Teveo software.*

7.2.2 Teveo Clipstore – putting a video clip on line

1. Activate: " Start – Programs – Teveo ". Here you should select "Teveo Video Suite". A window will appear as in figure 3.
2. Select 'Clipstore' (A, figure 3).
3. The wizard for placing a video clip on line on the Internet will be started up. A window will appear as in figure 5.
4. Select the source "Capture from a webcam connected to your PC" (A, figure 5).

5. Now you can set the desired resolution using the configuration button (C, figure 5). Click on 'Apply' and then on 'OK' to confirm the setting you have made. You will then be returned to the window in figure 5.
6. If the picture being observed by the webcam flickers, then you should click on the Properties button (D, figure 5). A window will appear containing a button named 'Cancel Flicker'.
7. Click once on this button. After that, click on 'Apply' and then on 'OK'. You will then return to the window in figure 5.
8. Now click on the record button (B, figure 5). A recording will be started.
9. Click on the same button again (B, figure 5) to stop the recording.
10. Now click on the 'Next' button (E, figure 5). A window will appear as in figure 6.
11. The video clip that you have made can be edited in this window. Use the slider bar (C, figure 6) to select where you want the video clip to begin.
12. Now click on the 'Set-in' button (B, figure 6).
13. Then use the slider bar (C, figure 6) to select where you want the video clip to finish.
14. Now click on the 'Set-out' button.
15. Then select a point in the slider bar that you would like to use as the sample picture for the video clip (also known as the 'Thumbnail').
16. Now click on the 'Set thumbnail' button (E, figure 6).
17. The 'Save as' button (F, figure 6) can be used if necessary to store the video clip.
18. Now click on the 'Next' button (G, figure 6). A window will appear as in figure 7.
19. Indicate which Internet connection speed you would like the video clip to be made available at on the Teveo site.
20. Fill in your Teveo username and password.
21. Click on the 'Start upload' button (E, figure 7).



7.2.3 Jukebox – video clip recording and playback

1. Activate: " Start – Programs – Teveo ". Here you should select "Teveo Vidio Suite". A window will appear as in figure 3.
2. Select 'Juke Box' (B, figure 3).
3. The first time you use it, when no video clips have been added to the Jukebox play list, the following message appears: 'Nothing currently in the Jukebox. Click the 'Add' button to put in a clip or a picture'.
4. Click on 'OK' to remove the message.
5. Two windows will appear, as in figures 8 and 9.
6. Click on the 'Switch to live view' button (A, figure 8) in the window in figure 7. The image being registered by the webcam appears in the window in figure 9 (A).
7. Now click on the record button (B, figure 9) to start recording the video clip.
8. Click on the 'Stop' button (C, figure 9) to stop recording.
9. A standard Windows 'Save As...' window will then appear. Enter a name for the video clip and click on 'Save' or 'Save As...'.
10. Then go back to the window in figure 8.
11. Click on the '+' button (C, figure 8) to add the video clip to the Jukebox play list.
12. Double-click on the desired video clip. The video clip will be added to the Jukebox play list (B, figure 8).
13. To play a video clip back, click once on the video clip in the Jukebox play list (B, figure 8).
14. Now click on the playback button (D, figure 9). The video clip will be played back in the window (A, figure 9).

7.2.4 Live – live video transmission on the Internet

1. Activate: " Start – Programs – Teveo ". Here you should select "Teveo Video Suite". A window will appear as in figure 3.
2. Select 'Live' (C, figure 3). Figure 9.2 will appear as a new window.
3. Click on the 'Camera controls' button (A, figure 10). A window will appear. Click on the fourth button from the right in the bottom right of this window.
4. Your Internet browser program will be started up, showing the camera's view and an Internet address.
5. Copy this Internet address down exactly on a piece of paper.
6. It is now possible to use another computer to see what the webcam is registering by accessing via this address, as long as the computer with the Trust camera is switched on and connected to the Internet.
7. Switch any such computer on, make sure that it is connected to the Internet and open the Internet browser.
8. Now give the address that you wrote down and press 'Enter' or 'Return' on your keyboard.
9. The image that is being registered by the camera will now be displayed via the Internet.

7.3 Honestech Camera Plus

You can use Camera Plus to edit video, send it via e-mail and use your computer for security purposes. These actions will be explained later on in this chapter.

Note: *If you want to know more about the Honestech software than is covered in this chapter, then please consult the extensive help functionality of the Honestech software. Start the help feature using 'Start – Programs – Trust – 380 USB 2.0 SPACEC@M'. Here you can click on the 'Help Function for Camera Plus' to open the help feature.*

7.3.1 Making, editing and storing video clips

1. Activate: 'Start – Programs – Trust – 380 USB 2.0 SPACEC@M – Camera Plus'. A window will appear as in figure 11.
2. Click on the 'Capture' button (A, figure 11). A window will appear as in figure 12.
3. Click on the 'Record' button (A, figure 12). A standard Windows 'Save' window will appear. Enter the name you want to use for your video clip. Then click on 'Save'.
4. You will then return to the window in figure 12. Recording has started. The 'Record' button (A, figure 12) has now changed into the 'Stop' button. You can use this button to stop your recording at the desired moment.
5. When you stop the recording, a new window appears at the bottom of the window from figure 12. See figure 13.
6. The video clip will then be displayed at the bottom of the window. The video clip can now be played back, edited and sent via e-mail.
7. Click on the 'Play' button (A, figure 13) to play the video clip back unedited in your standard Windows media player.
8. You can then close your media player and return to the window from figure 12.
9. Click on the 'Edit' button (B, figure 13) to start editing the video clip. A window will appear as in figure 14.
10. Use the slider bar (C, figure 14) to indicate the point where you want the video clip to begin.
11. Confirm the starting point by clicking the 'Mark in' button (B, figure 14).
12. If you want to change the chosen starting point, then you should press the 'Clear mark' button (D, Figure 14) to delete the starting point. Repeat points 10 and 11.

13. Use the slider bar (A, figure 14) to indicate the point where you want the video clip to stop.
14. Confirm the chosen end point by clicking the 'Mark out' button (C, figure 14).
15. Click on the 'Save' button (E, figure 14) to store the changes.
16. The stored video clip has now been added to the bottom lists in the window in figure 13.
17. You can change the appearance of the list using the 'View' button (D, figure 13).



7.3.2 Sending a video clip by e-mail

Note: *If you do not have an e-mail program and Internet connection, you cannot send a video clip by e-mail.*


1. Select the video clip that you want to send by e-mail from the bottom list in the window from figure 13.
2. Now click on the 'E-mail' button (C, figure 13).
3. Your standard e-mail program as defined in Windows will now be started up and the video clip will be linked to it.
4. Enter the addressee information and click on 'Send'.
5. Your e-mail with the video clip will be sent.

8 Using the camera with NetMeeting

Note: *It is recommended that you connect a separate microphone to your sound card so that you can make optimal use of NetMeeting's audio and video functions.*

1. Make sure you have an Internet account installed and your speakers and microphone are connected to your sound card before starting NetMeeting.
2. Start NetMeeting (Start -> Programs -> Accessories -> Internet Tools -> NetMeeting).
3. Two windows will be opened, namely NetMeeting and your Dial-up connection.

Note: *The 'Dial-up Connection' window will NOT appear if you are already connected to the Internet or if you connect to the Internet via an ADSL or cable connection.*

4. Fill in your user name and password and click on 'Connect' to connect to the Internet.
5. Once a connection has been made with the Internet, only the NetMeeting window will remain visible. The 'Dial-up Connection' window will disappear.
6. A number of settings need to be made just once. Go to 'Tools -> Options...' and click on the 'Video' tab.
7. To prevent a mirror image of your camera, do not select 'Show mirror image in preview video window'. Image settings, such as the image size and quality, can also be changed in this window. Click on 'OK' to save the new settings and return to the start window of NetMeeting. The once-only settings have now been completed.
8. Click on 'View' in the NetMeeting window and select 'My Video (New Window)'. An extra window ('My Video') will now be opened.
9. Click on the 'Play' button () to turn on your current video image. The person you make a NetMeeting connection with will also see this image.
10. You are now ready to make a NetMeeting connection. Click on NetMeeting's telephone book icon. A new window will appear.
11. Type an "Ils server name" in the address bar. (For example: ils.worldonline.nl) and click on the Enter button.
12. Double-click on a person in the list. A NetMeeting connection will be made. The person may not want to make a connection with you, because this person may be communicating with somebody else. If this is the case, select somebody else from the list.

You can find other ILS server addresses on the Internet.
 For more information or solutions to problems, click on 'Help' in NetMeeting's start window. This contains a description of all the functions available with NetMeeting.

A number of example informational sites about webcams include:
<http://www.cameradas.com>.
<http://www.teveo.com>.
 From these sites, you can download software that you can use to send live video images over the Internet.
 Please refer to the sites concerned for information on how to install and use the software.

9 Removing the camera driver

- The camera driver can be removed as follows:
1. Activate: 'Start – Settings – Control Panel' and then double-clicking on the 'Add/Remove Programs' icon.
 2. Here you should select the 'TRUST 380 USB 2.0 SPACEC@M'.
 3. Now click on the 'Delete' button.
 4. Follow the steps that appear on your screen to remove the camera correctly.

10 Troubleshooting

Method		
1. Read the solutions given below. 2. Check for up-to-date FAQs, drivers and instruction manuals on the Internet www.trust.com/13497		
Problem	Cause	Possible solution
The computer locks up when using the USB connection.	The USB port has shared an IRQ with another device.	Remove cards from your computer or allocate them differently. See your Windows and/or PC instruction manual for more information.
Error message 'Capture device was not detected' is displayed.	The camera has not been connected to the USB port.	Connect the camera to a USB port
	The camera has been connected to a USB hub that does not have its own power supply.	Connect the camera to a USB hub that has its own power supply or to a USB port on your computer.
	Camera has not been selected in the application.	Select a camera in the application concerned.
The camera does not give an image in the application.	Another application is open and is using the camera image.	Close the other application first before starting the test program.
	The camera has not been correctly connected to the USB port.	Connect the camera correctly to the USB port.
Windows does not detect a new	The computer's USB port is not working.	Use the following Internet site to check the USB port:

device after connecting the camera.		www.trust.com/customercare/help/usb
Image moves slowly (refresh rate is too low)	Refresh rate is not set to its maximum.	Check the webcam settings for the application concerned.
Picture is fuzzy.	Focus is not set correctly.	Adjust the focus by twisting the lens round.
Picture is unstable – there is a wavy pattern moving through it.	The lighting is affecting the recording.	Use the software to define the lighting as being 220V / 50 Hz. Reduce the camera's refresh rate.
A live recording gives a displaced image and the wrong colours.	An old version of DirectX is installed.	Download the latest version of DirectX from www.microsoft.com .
	It is also possible that there is not enough memory for the video overlay if too high a VGA resolution is used (e.g. 1600x1200).	Set your VGA card to a lower resolution and colour depth. For example: 800 x 600 / 16-bit colour. Updating your VGA driver may also solve the problem.
Are drivers available for Windows 95 and Windows NT?	No, these are not available.	Windows 95 and Windows NT do not fully support USB.
What program should be used for video conferencing?	Use NetMeeting from Microsoft.	Go to www.microsoft.com/netmeeting and download the program.
How do you install the camera in Windows XP?	The driver for Windows XP is included on the CD-ROM.	The driver on the CD-ROM is suitable for installing the camera in Windows 98, Windows ME, Windows 2000 and Windows XP (see chapter 4.2). Check out our website for the latest driver (www.trust.com/13497).
The problem is not listed here.	Check the Internet for the latest update of the camera Troubleshooter.	Go to: www.trust.com/customercare/help/camera or www.trust.com/13497

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If you still have problems after trying these solutions, please contact one of the Trust Customer Care Centers. You can find more information on the back of this instruction manual. Please have the following information available:

- The item number. This is 13497;
- A good description of what does not work;
- A good description of when the problem occurs.

11 Warranty conditions

- Our products have a two-year manufacturer's warranty, which is effective from the date of purchase.
- If there is a fault, return the product to your dealer and include an explanation of the fault, the proof of purchase and all the accessories.
- During the warranty period, you will receive a similar model from the dealer, if one is available. If no similar product is available, your product will be repaired.
- Please contact our help desk for missing components, such as the instruction manual, software or other components.
- The warranty becomes invalid if the product is opened, if there is mechanical damage, if the product has been misused, if alterations have been made to the product, if the product has been repaired by a third party, in the case of negligence or if the product has been used for a purpose other than that originally intended.
- Excluded from the warranty:
 - Damage caused by accidents or disasters, such as fire, flood, earthquakes, war, vandalism or theft.
 - Incompatibility with other hardware/software which is not stated in the minimum system requirements.
 - Accessories such as batteries and fuses (where applicable).
- Under no circumstances will the manufacturer be held responsible for any incidental or consequential damage, including the loss of income or other commercial losses resulting from the use of this product.