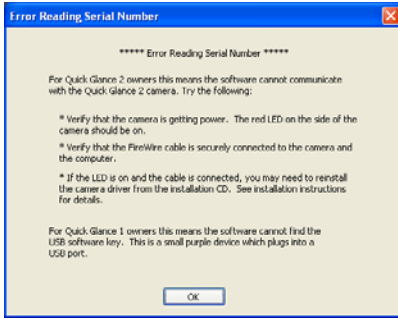


SYMPTOMS



“Error Reading Serial Number” is displayed when Quick Glance is opened.

CAUSE

The computer cannot communicate with the camera. This could be caused by one or more of the following;

1. The 1394 (firewire) cable is not connected to the camera or computer properly.
2. The camera is not receiving power.
3. The camera driver is not installed properly.

RESOLUTION

1. Verify the 1394 (firewire) cable is securely connected to the camera and computer.
2. On laptop computers, or computers that do not supply power through the 1394 (firewire) cable verify the Quick Glance power supply is properly connected and has power. (most desktop computers supply power and therefore the power supply is not needed)
3. Properly installed the camera driver. Download instruction for driver installation at:
For Windows XP: www.eyetechds.com/assistivetech/support/downloads/install_camera_driver_on_windows_xp.pdf
For Windows Vista: www.eyetechds.com/assistivetech/support/downloads/Install_Camera_Driver_on_Windows_Vista.pdf

APPLIES TO

- Quick Glance 2B
- Quick Glance 2S
- Quick Glance 2SH
- Quick Glance 3S
- Quick Glance 3SH