TROUBLESHOOTING TIPS
HUE DOCUMENT CAMERA NOT WORKING (THE COLOURED ONES)

Hue Application not Opening

Be sure Hue Intuition is installed.
Windows key -> sof -> Software Center
Search for "Hue Intuition" -> Install
You will then find it: Windows Key -> application list.

Computer Camera, not Hue Camera Image Displayed

Click on drop-down arrow on the bottom left of the window -> select Hue HD
You may need to do this everytime the application is open.

Image is too Dark

Tap on the top of the camera to turn on the lights.

Image is Blurry

Use the focus ring on the camera to focus. This is located around the lens on the downward-facing part at the top of the camera.

When emailing/phoning the helpdesk, please provide the troubleshooting steps you've already completed. This will help them in determining a solution for you.

HELP.DESK@SD72.BC.CA   **250-830-2387**

▲ **Take a look at Hue Intuition tutorials for more information on the capability of the camera.**

Camera isn't Connecting

Be sure ALL connections are fully seated:
- Camera usb to computer
- USB connection to Camera
- Camera head inserted correctly to base

I've tried all the above and camera still not working correctly

Reboot your computer - try any above again.
Test out your device on a colleague's computer to see if getting same result.
Contact helpdesk.