



Frequently Asked Questions

Q. How do I adjust my webcam for best performance?

- Open the augmented reality software application you downloaded
- Click on File, then open Webcam Settings. This will open up your webcam settings box
- Select the 'Available Formats' pull down menu. This will give you a range of pre-set resolutions. Select the higher resolution options such as 640x480, 800x600 or 960x480
- Finally, click on the FPS (Frame Rate) pull down menu, select the highest frame rate available; 20 fps, or higher, usually works best
- Click Apply
- Restart the augmented reality software application

Q. How does the printable symbol work?

- Carefully cut around the edges of the ring template and fold the straps down, making sure to keep the symbol as flat as possible
- Attach the symbol to your wrist or finger
- Now hold the line symbol up to your webcam your virtual AR product will appear
- Any folds or marks on the symbol, or light glares, will affect the on-screen tracking
- Also make sure you are in a well-lit area, not too bright but not too dark
- Make sure you hold the symbol close enough to your webcam

Q. What do I do if the ring doesn't track very well or jitters on the screen?

- Hold your ring symbol closer to your webcam, so the symbol appears bigger on screen
- Make sure the symbol is visible to the camera, and not covered up where you are holding it
- Make sure the camera image is sharp and focused; some cameras need to be manually focused by rotating the lens
- Set the webcam to a higher resolution and frame rate, see above
- Make sure the symbol isn't too shiny and there are no highlights on the surface

Q. What if the 3D graphics don't look as good as they do on my friend's computer?

- Ensure your computer meets the minimum system requirements
- Ensure you have installed the latest graphics drivers from your graphics card manufacturer.