

Troubleshooting Steps for Frozen Web Cam During VBIE Sessions
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Would you be so kind to please try the troubleshooting steps below to see if it corrects the problem with the web cam/video stream freezing during VBIE sessions.

1. Remove Skype, which is probably version 4.2 or 4.1.0.136 or something like that from your computer.
2. Shut down and restart your computer after you have removed Skype entirely from your computer.
3. Then, downgrade to an older version. Try Skype version 3.8.0.188. To download and install the older version of Skype go to <http://oldapps.com/skype.htm>
4. After installing the older version, shut down and restart your computer.
5. Finally, cross your fingers and toes!

Thanks a million☺ I hope that corrects the problem.

Proprietary Developed by Marcia L. Rock, Ph.D.