

## nickfaces

Posted by parker - 30 Jul 2013 20:36

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when i try to use my webcam, the nickface just shows half way not the full face...like cut in the middle and i deleted and downloaded another one it was still the same thing am at a loose please help me

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## Re: nickfaces

Posted by Gabriella V - 31 Jul 2013 13:54

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Hi Parker,

Please try updating your graphic driver:

Start » Control Panel » Choose Device Manager (icon view) » Expand Display adapters » Right click on your graphic driver » Choose Update Driver Software... » Search automatically for updated driver software » Wait for the result.

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## Re: nickfaces

Posted by parker - 31 Jul 2013 21:55

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thanks when i expanded display adapter i could only see Mobile intel(R) Express chipset Family, could not find graphic driver

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## Re: nickfaces

Posted by Gabriella V - 01 Aug 2013 07:58

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Hi Parker,

It's the graphic driver we're finding.

Please right-click on it and choose Update Driver Software... to continue.

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## Re: nickfaces

Posted by parker - 02 Aug 2013 03:43

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this is what i get the best driver software for your device is already installed

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windows has determined the driver software for your device is u to date

Mobile intel(R) Express chipset Family, could not find graphic driver

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## Re: nickfaces

Posted by Elena P. - 14 Aug 2013 13:37

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hi Parker,

Thank you for continuously allowing us to be of service to you.

This is possibly the graphics driver what OP system do you have.

What software are you using to make the video calls? MSN. SKYPE, YAHOO ?

Do you have Mobile intel(R) Express chipset Family graphic device?

Please try to update your Mobile intel(R) Express chipset Family graphic driver to the last version using the [http://www.intel.com/p/en\\_US/support/detect/graphics](http://www.intel.com/p/en_US/support/detect/graphics) link, this will automatically search for and find the correct driver, you will have to update every driver individually once you update you might be asked whether you.

But certainly check your DirectX software, since all video applications, including webcams, use DirectX for video processing.

Try downloading the latest DirectX version and install it (Windows XP: DirectX 9.0c - Windows Vista: DirectX 10).

[windows.microsoft.com/en-US/windows7/Whi...-is-on-your-computer](http://windows.microsoft.com/en-US/windows7/Whi...-is-on-your-computer)

Hope this helps.

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