

## **How to Download the 3D Software**

### **For PC**

1. Internet Explorer
  - a. You will see a yellow bar asking you to install an ActiveX control. Click and choose 'install.'
  - b. Follow the prompts to install the plug-in.
  - c. After the plug-in finishes installation, the application will begin downloading the content.
2. Firefox
  - a. Click on the link to download the plug-in.
  - b. Close your browser and double-click the plug-in .exe file to begin installation.
  - c. Follow the prompts to install the plug-in.
  - d. Return to [www.instyle.com/giftsforyou](http://www.instyle.com/giftsforyou) to initiate the content download.

### **For Mac**

1. Safari
  - a. Click on the link to download the Plug-in.
  - b. Close your browser and double-click the Plug-in .dmg file to begin installation.
  - c. Follow the prompts to install the Plug-in.
  - d. Return to [www.instyle.com/giftsforyou](http://www.instyle.com/giftsforyou) to initiate the content download.

## **How to View the 3D Gift Guide**

1. You will need a Webcam and a computer to download the software for the 3D experience. (See the How to Download the 3D Software section above.)
2. Hold the 3D Gift Guide trigger page at least 16-18 inches from your Webcam.
3. Watch the 3D experience come to life!

Frequently Asked Questions to Help Guide You:

1. Software Installation
2. Software Initialization
3. Troubleshooting your
4. 3D Gift Guide Trigger Page Recognition
5. System Requirements

## 1. Software Installation

**Question:** *While using Internet Explorer, I see a yellow ActiveX bar at the top of my screen and the installation appears to freeze.*

**Answer:** Click on the ActiveX Tab at the top of the screen and follow the instructions.

**Question:** *When trying to install the application using Firefox, I get a message that says "Please Close Firefox before installing."*

**Answer:** Make sure you have all browser windows closed. You must have the Internet Explorer and Firefox browsers closed to complete the installation.

**Question:** *Will I have to go through this process every time I download a player?*

**Answer:** No, it is only the first time you install the D'Fusion plug in. Any other start-up will occur through the browser.

**Question:** *How do I uninstall the browser plug in? (All Browsers)*

**Answer:**

### PC

- Go to All Programs->Total Immersion->Web Plug In and choose uninstall.
- Make sure all browsers are closed during the uninstall process. This may require you to restart your computer to complete.

### Mac

- Move the following files into the trash
  - /Library/Receipts/DfusionHomeWebPlugin.Installer.pkg
  - /Library/Internet Plug-Ins/DFusionWeb.plugin
  - /Library/Internet Plug-Ins/itGeckoPluginDFusion.xpt

If you are still having software install issues, email us at [instyle\\_support@t-immersion.com](mailto:instyle_support@t-immersion.com)

## 2. Software Initialization

**Question:** *The Software has installed correctly but seems to stall at the beginning of initializing the software. I have 2 Webcams plugged into my computer.*

**Answer:** A selection window will appear above the frame when you have multiple cameras. In order to continue installation, you must select which camera you want to use.

**Question:** *The software has installed correctly but seems to stall at the beginning of the initializing the software. I am positive I only have 1 camera installed on my computer.*

**Answer:**

- First, ensure your Internet connection is still working.
- Make sure you are not trying to open multiple versions of the software at the same time. The software can only support one open video screen at a time.
- Restart your web browser.

**Question:** *I get a message that says: "Error when loading the player, please restart the application or contact support." What do I do?*

**Answer:**

- Make sure you are not trying to open multiple versions of the software at the same time. The software can only support one open video screen at a time.
- Restart your web browser.

If you are still having initialization issues, email us at [giftingin3D@t-immersion.com](mailto:giftingin3D@t-immersion.com)

### **3. Troubleshooting your Webcam**

**Question:** *I am sure I installed the D'Fusion software correctly, but I can't see any video or I get an error message when starting the software.*

**Answer:** Make sure your Webcam is plugged in and installed correctly. Make sure that your Webcam software is turned off before starting to use the 3D Gift Guide. D'Fusion works with most USB Webcams; however it is not compatible with SD fire-wire camcorders.

If you are still having connection issues, please email us at [giftingin3D@t-immersion.com](mailto:giftingin3D@t-immersion.com)

**Question:** *My video is blurry or goes in and out of focus.*

**Answer:** If your Webcam has auto focus, turn it off. Sometimes there is a thin film placed over new Webcams to protect the lenses during shipping. Make sure this film has been removed from the Webcam.

**Questions:** *The lighting in my Webcam seems too bright/dark.*

**Answer:** Many cameras use auto light sensors that adjust the light based on the background. You may need to turn off the automatic setting control in your software and adjust the room lighting.

#### **4. 3D Gift Guide Trigger Page Recognition**

**Question:** *How close should the 3D Gift Guide trigger page be to the camera?*

**Answer:** The 3D Gift Guide page should be held at least 16-18 inches away from the Webcam.

**Question:** *I'm having a hard time getting the 3D Gift Guide trigger page to be recognized.*

**Answer:** Often time, the problem may be lighting. (See the lighting section above.) If you printed your 3D Gift Guide trigger page, it may be your print out. Try formatting your printer to a higher print quality.

If you are still having 3D Gift Guide trigger page recognition issues, please email us at [instyle\\_support@t-immersion.com](mailto:instyle_support@t-immersion.com)

#### **5. System Requirements**

Using 3D Gift Guide requires a computer and Webcam that meet the below minimum operating specs:

- **USB Webcam:** 640x480 or 320x240
- **Internet Connection:** High Speed Internet Access

##### **PC**

- OS - Windows XP, Windows Vista, Windows Vista Home, Windows Vista Home Premium, Windows Vista Ultimate
- Browser - IE 6+, Firefox 2+
- Processor - Pentium 4+
- Ram – 1 GB
- Graphics Card – Card Capable of 3D rendering (integrated cards are OK, but they must support Direct X)
- USB or integrated Webcam (Must Support 640x480)

##### **Mac**

- Add: Processor – Intel based Mac (Not Power PC)
- OS - Tiger, Leopard, Snow Leopard
  - Snow Leopard is currently Firefox ONLY
- Browser - Safari 2+, Firefox 2+
- Ram 1 GB
- Graphics Card – 3D capable rendering (integrated OK)
- USB or integrated Webcam