

# My Dell Latitude E6400 doesn't sleep properly. How can I fix it?

## Q: My Dell Latitude E6400 doesn't sleep properly. How can I fix it?

### Answer

If your Dell Latitude E6400 is having trouble going into standby (or sleep) mode, this may be due to a problem with the webcam software installed on the machine. There are two solutions to the problem.

#### Solution 1:

1. Right click on the Dell Webcam Central application located in the system tray (the area near the clock and batter indicator typically in the lower, right-hand corner of your screen).
2. Deselect "Start Webcam Central when Windows starts" (this should remove the check mark next to the option).
3. Right click on the Dell WebCam Central application again and click Exit.
4. This process should prevent the application from loading again for this user account. If you have other user accounts, you will need to repeat this process in them or the problem will re-occur in those accounts.
5. If you want to continue using the application, you will need to use solution 2.

#### Solution 2:

1. Go to Dell and download the latest driver for the webcam. ([Click here for the download](#))



Please note that this link is the latest as of 9-12-2009. You may need to go to Dell's support site (<http://support.dell.com>) and search for the latest driver if it doesn't work for you.

2. Click the download button. Be sure to note where the installer downloads to as you'll have to find it later.
3. Quit all open applications.
4. Go to the installer you downloaded and run it.
5. Follow the installer steps. It will create a folder to save the installer files to and then run the installer. The installer may take a while to run. During the installation, you will probably see two requests to quit all open applications. You will need to click OK on both of these windows. Be warned, the window you need to click on may appear beneath the active window. Just move the windows to see the message to OK.
6. Once the installer completes, restart your computer.
7. Your computer should work appropriately when going into standby.