## UM05, UM06, UM07 connection problem

If Vitiny USB Microscopes cannot work after you plug it in, it's often because USB microscope was misrecognized as 'Webcam', or Windows cannot find the correct driver for Vitiny microscope.

Please try below methods see if problem can solve:

- Hook up the microscope to computer directly (\*do not use any USB extension, Hub or in the front of PC)
- 2. Only open one camera program. (Ex: Avoid open 2 same or different Vitiny AP, or any other Webcam software such as: Skype at the same time)
- 3. Try plug in another USB Port
- A. If still not working, you may try below 2 ways to check if PC/laptop find the Vitiny device:
- 1. Preview in Amcap (Windows Build in video preview software)
- 2. Preview in any camera software (Ex: Skype Skype

If neither works, the program might be conflict with the other Webcam software in the computer. Please go to **Computer**->**Device Manager**->**Imaging Device** 

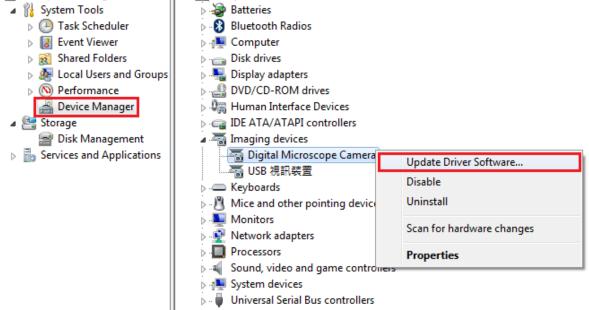
- a. (\*If there are more than two video devices, re-plug in to) Identify the Vitiny device
- b. (\*If there are more than two video devices,) Disable other USB video camera and Enable Vitiny device

After identifying right Vitiny device, restart application software again and click "Connect" icon.

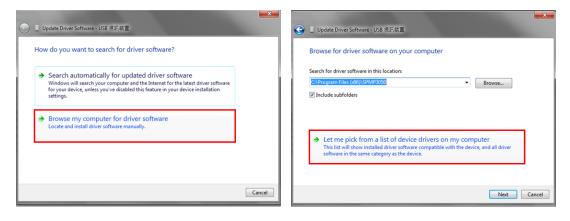


- B. If AP pops up "Cannot fine device file...", probably Windows lost driver file. Follow below instruction to choose directory manually and update driver file:
  - 1. Go to Device Manager-> Imaging Device-> Microscope Device
  - 2. Right-click the entry for your Microscope device, and click the Update Driver Software

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- 3. Choose ->Browse my computer for driver software
- 4. Choose ->Let me pick from a list of device drivers on my computer



5. Click Have Disk-> Browse the driver file "usbvideo.inf" and open

😧 1 Update Driver Software - USB 視時候重	② 』 Update Driver Software - USB 視回装置
Select the device driver you want to install for this hardware.  Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.  Show compatible hardware	Select the device driver you want to install for this hardware.
Model	Model
Net Cancel	Net Cancel

## \*Location for usbvideo.inf → C:\WINDOWS\inf -> usbvideo.inf

Look in: 🌗 inf 👻		G 🗊 📂 🖽 -		
a.	Name (p	ath: C:\WINDOWS\inf)	Date modified	Туре
2	usb.inf		2013/10/21 下午 0	Setup 1
Recent Places	🗿 usbcir.inf		2013/10/18 下午 0	Setup 1
	usbport.in	f	2013/10/21 下午 0	Setup 1
	usbprint.inf		2009/7/14 下午 01:	Setup 1
Desktop	usbstor.in	f	2013/3/15 下午 02:	Setup 1
A-2-2-3	a usbvideo.i	inf	2013/10/18下午0	Setup 1
v_mscdsc.		inf	2009/7/14 下午 01:	Setup 1
Libraries	vhdmp.int	f	2013/3/13下午04:	Setup 1
👘 volsnap	volsnap.in	f	2009/7/14 下午 01:	Setup 1
🛛 💹 🖉 volum		f	2013/3/13 下午 04:	Setup 1
Computer	🐑 vsmraid.inf		2009/7/14 下午 01:	Setup I
19	wave.inf		2009/7/14下午01:	Setup 1
wceisvista.			2009/7/14 下午 01:	Setup 1
Network	•	III		•
File name:		usbvideo	- [	Open
	Files of type: Setup Information (*.inf)			Cancel

If usbvideo.inf file cannot be found at the location <u>C:\WINDOWS\inf</u> means System already lost the file. Please go to another PC with same OS and go to <u>C:\WINDOWS\inf</u> copy the "usbvideo.inf" file and paste to the original PC and reassign the driver with above procedures.

Here are solutions to fix 99% connection problem. If you still cannot run USB microscope, try out on another computer with same system version. If no problem on the other computer, it might be some setting problem on the original computer.