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:

1. 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   )

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:
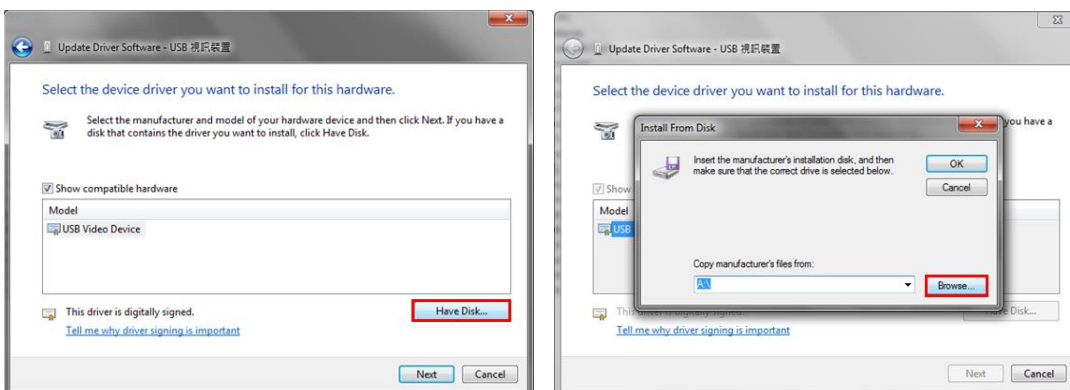
1. Go to **Device Manager**-> **Imaging Device**-> Microscope Device
2. Right-click the entry for your Microscope device, and click the **Update Driver Software**
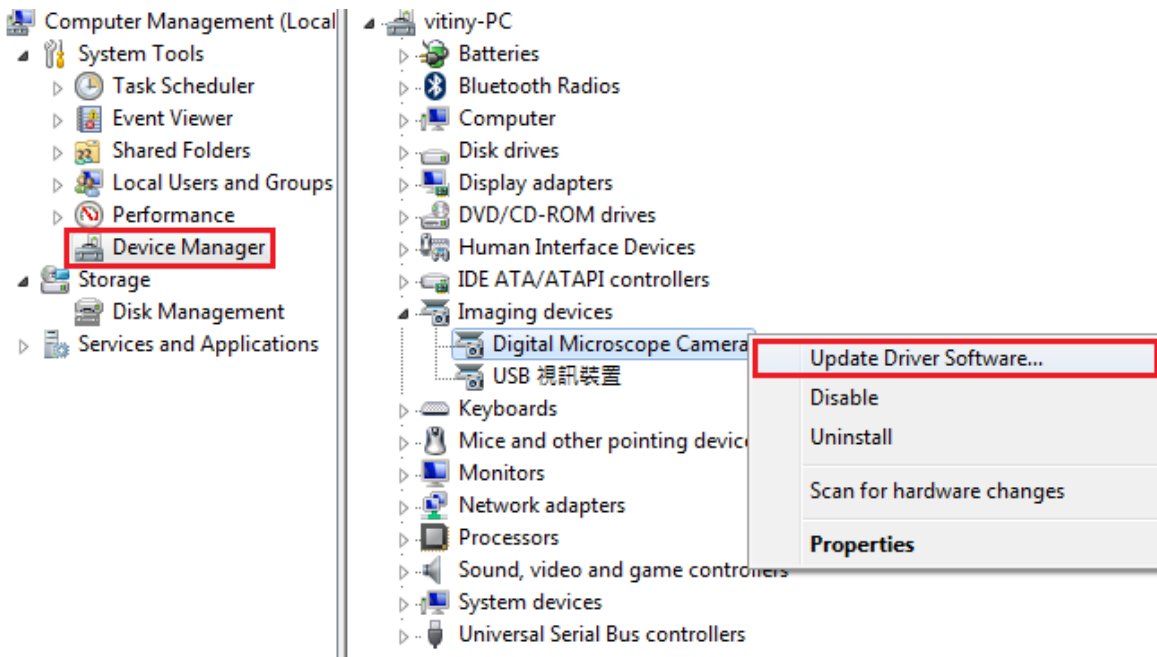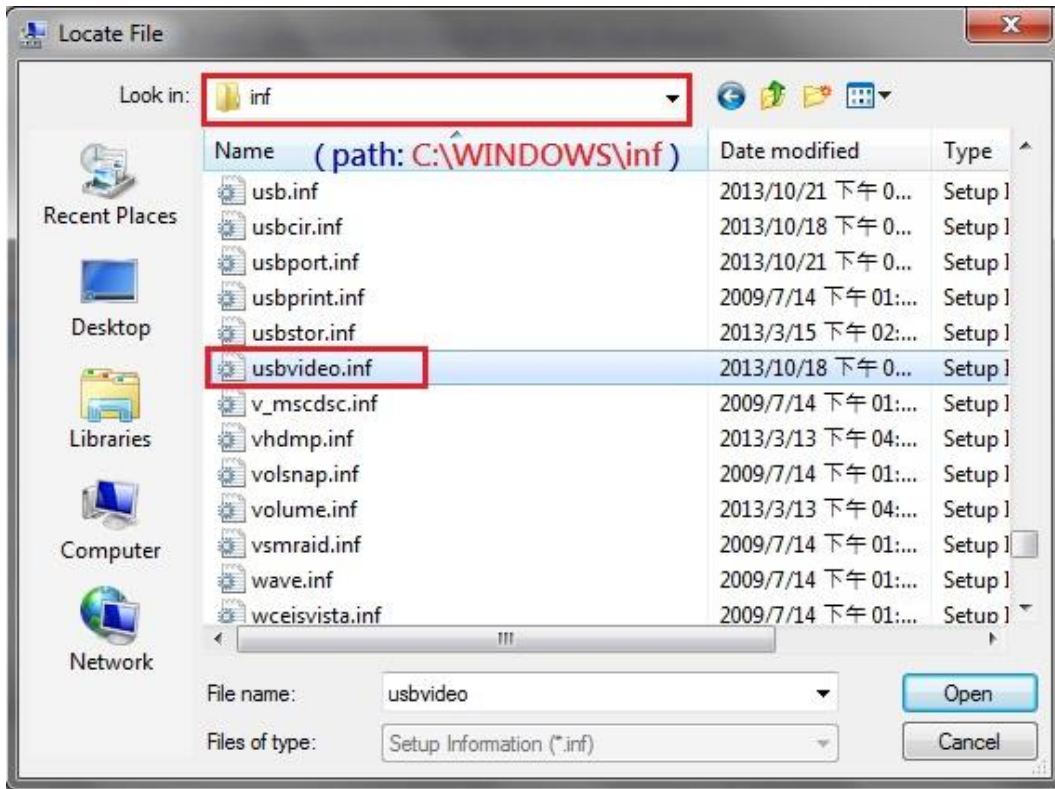

3. Choose **->Browse my computer for driver software**
4. Choose **->Let me pick from a list of device drivers on my computer**
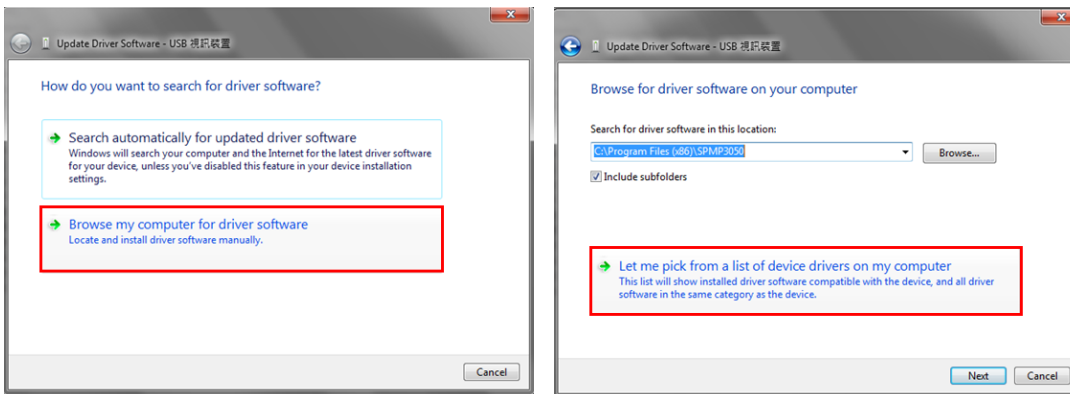
5. Click **Have Disk-> Browse** the driver file "**usbvideo.inf**" and open

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

If usbvideo.inf file cannot be found at the location C:\WINDOWS\inf means System already lost the file.
Please go to another PC with same OS and go to C:\WINDOWS\inf 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.