

Thank you for using our product!

Reminders:

1. During the operation, please do not pull the USB data cable forcefully to avoid damage.
2. While adjusting focus, please make sure that the data cable is untangled and unfolded.
3. While viewing at high magnification, as the higher the ratio, the shallower the depth of field, please try to keep the observed object vertical to the lens.
4. While observing dark color object, please try to provide supplementary light to ensure a clear image.
5. Please do not shake fiercely. Avoid damaging and dirtying the lens. If the lens is dirtied due to fierce vibration, please contact us immediately for technical support.

Attention: the User's manual in CD-ROM,

Because the 2.0MP digital scope has a large data stream, when connected to the computer, it may show a black screen or white screen when running Amcap.exe or ehe.exe, please wait about 3 minutes and set the program,

Recommended Video resolution: 640*480, or 1600*1200, please effectively provide adequate light source and setting the best focal length,

If your computer does not recognize the digital microscope when connected to the front USB, please connect to the back of the USB port. In order to get a high quality picture, please effectively provide adequate light source and setting the best focal length. Please keep the microscope stationary about 3-5 seconds when pushing the button or entering.

If you cannot open the User's manual file, please install Adobe Reader (PDF, Portable Document Format) program on your computer.

FQA

1. error code "Error Ox800705AA: Cannot run preview graph".

That is because you run two or more ehe programs. Please make sure only one program drives the USB endoscope. Do not run 2 or more programs driving the USB endoscope.

2. error code "This graph cannot preview! hr=Ox80070057"

Please check the Amcap program or operating system settings before installing another webcam program. May be an error, or try using other USB ports.

3. Why the video frame rate is very slow?

The USB cable cannot twist or entwine, please check the USB cable or try using other USB ports. Please set the video resolution: 640X480, or set video format.

4. Why the video window is very small?

Please click the maximize windows button about 3 times when you run the Amcap, or set ehe.exe -options—video capture pin..., or try using other USB ports.

5. Why can't take picture when pushing the snap button?

Please see the user's manual and set the ehe.exe

6. error code "LoadVideoFormat: unable to restore resolution, hr=0x80004005"

Please check restore folder and resolution settings, or another about ehe.exe settings.

7. No video in the window. How do I turn it on?

Click Devices → USB..... please select the USB microscope devices

Click Options→Preview

Or try using other USB ports.

8.I just installed a webcam but it won't work. When I enable preview, I only get a green or a black screen or I simply get a message that I don't have a video capture hardware installed or "Cannot add vidcap to filtergraph, hr=0x80040275". How do I get it to work?

As usual, there may be a lot of reasons including the worse one, a failing device. On the other hand, you can often fix such an issue with one or more of the following steps:

- first off make sure that your computer and Windows meet the requirements of your webcam (see the user manual or the manufacturer's website)
- unplug your webcam, reboot your system, plug your webcam and try again
- unplug all other USB devices connected to your PC and try again. If that works, plug back the USB devices one by one to identify which one is conflicting.
- unplug your webcam and fully uninstall the current drivers from **Control Panel > Add or Remove Programs** icon. Reboot your system then try to reinstall the drivers. Only plug the webcam after installation is complete and possibly rebooting (but if told to do otherwise.)
- check whether new drivers are available for your webcam on the manufacturer's website and possibly install them.
- try my [Webcam Diagnostics](#) assistant and see what errors (if any) are reported.
- Vista RTM users only: you may have to apply a [Microsoft Hotfix described in article ID 939331](#) in case your system stops responding.

For issues related to preview, you may also try to:

- install the latest DirectX runtime from [Windows Update](#)
- install the latest version of the drivers of your graphic card available on the manufacturer's website

9.Why the Video show black&white,no color?

you can change other USB port. try set the AMCAP,Options---Video Capture Filter... set it default.or change another computer,

**If you have any questions, please contact us as soon as possible.
We assure you of our best services at all times!
happy every day! Best wishes for you**

Welcome to our website:www.raykingdom.com