TROUBLESHOTING

Can't run the software 1	If you could not open the software ehe.exe and computer told you 'Can not find the msvcr100.dll' please copy the doc msvcr100.dll from the CD to your computer folder: C:\windows\system32 or just put it on the desktop and then run the ehe.exe again
Can't run the software 2	If you could not open the software ehe.exe please run the program vcredist_x32 or vcredist_x86.exe in this folder. 1, Confirm you are using a 32bit data stream system or 64bit data stream 2, If a 32bit data stream system is being used just double click on the icon of 32bit_x86.exe. Or double click on the icon of 64bit_x86.exe if you are using a 64bit data stream system. 3, Restart your computer 4, Plug in the scope and open the image window by double click the ehe.exe
White screen in image window	Run the software ehe.exe by double click on the icon 'ehe' to open the image window. If it is a white screen in the window please click on 'options' on the top line of the window and tick the 'preview'.
Black screen in image window	Many reasons cause the black screen in the image window. 1. Best way is to click on 'devices' on the top line of the image window to find there are some other cameras are being used same time with your scope. The pull-down menu will tell you the number of the cameras are being used and just click on the USB 2.0 camera this is the name of your scope to start use it. 2. Or you can try other USB port especially the port it is close to the power supply or you can try on another PC and see if it is same result.
Can not take photos	1, click on the rim of the top of the image window to change its color into blue and try again 2, click on 'files' on the top line of the image window and reset photo folder location to your desktop and try again
Can't focus on a far place	If you can't focus on a place 5 meters far from your scope you can turn the lens clockwise by using a tweezers or send the scope back to dealer for repairing
Lower frame frequency	1, Click on 'options' on the top line of the image window and click on 'Video Capture Pin' to open the pull-down window. And choose a smaller window size for better frame frequency. 2, To use a faster computer for higher frame frequency