

Handy Digital Microscope 8004
New Generation Digital Microscope 8005
3D Digital Microscope 8006
FAQ

1. What are the minimum system requirements of the Eastcolight Digital Microscope?

- Microsoft Windows XP SP2, and Windows Vista x32/x64, Windows 7 x32/x64, Windows 8 x32/x64
- 1GHz CPU or higher
- 256 MB RAM or higher
- USB port
- CD ROM drive

2. Is the Eastcolight Digital Microscope Windows XP compatible?

During the installation of the Eastcolight Microscope Driver Software, you may see the message (possibly more than once): "The software you are installing for this hardware: <device name> has not passed Windows Logo testing to verify its compatibility with Windows XP. Continuing the installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Logo testing." This warning appears because Eastcolight has not certified its product drivers in Microsoft's voluntary logo testing program. It does not mean the software is incompatible with Windows. Please press 'Continue Anyway' at this warning prompt to proceed with your installation.

3. The "CAPTURE" button on the device (Handy Digital Microscope, 3D Digital Microscope) is not working.

The "CAPTURE" button will not work in Windows Vista or later unless the driver software is installed and running. The driver software is provided in the installation CD or you can download from our website's technical support page (www.eastcolight.com). Make sure the driver is successfully installed (you need to plug in the microscope during installation). The camera icon will appear in the system tray when it is running. When you press the CAPTURE button for the first time after driver installation, a window will appear so that you can select

which application to launch if it is not launched yet. Selecting AMCap is recommended. When AMCap is started, pressing the CAPTURE button will pop up a captured image window so that you can save it to the computer.

4. Is the Eastcolight Digital Microscope Mac OS compatible?

The Eastcolight Digital Microscope will work with Mac OS which support UVC (USB Video Class) device (Mac OS 10.4.9 and later). Use webcam app such as “Photobooth” or “iMovie” to access the microscope.

5. I have lost the installation CD. Where can I download the software driver for my Digital Microscope?

Please visit our website <http://www.eastcolight.com> and select the corresponding “Download” section in Technical support page.

The Digital Microscope can work in “driverless” mode in Windows Vista or later as a “USB Video Device”, so no driver installation is necessary in this case.

6. Is the Eastcolight Digital Microscope Linux OS compatible?

No, the Eastcolight Digital Microscope does not support the Linux operating system (OS). There is no plan to develop a camera driver that is compatible with the Linux OS.

7. How do I clean the lens or the image sensor on the Eastcolight Digital Microscope?

To remove dirt and dust from the lens, blow on the surface with a blower or breathe lightly on the surface to moisten it and then wipe it gently with a soft, lint-free cloth or an untreated lens tissue. The image sensor is a delicate component and should not be touched, only use a blower to remove any dirt and dust.