Setup Compatibility and Security

Q: When do I need to setup the compatibility and security?

A: When you encounter with following situations, please adjust the setting in **Properties**.

- Not able to activate the Device Control Mode.

    It is because UMX-Cam software requires to access to System to control the microscope motor. But system does not allow it.

- When you see Microscope is Found but Connect button is white out.

    Because the software was build up under Windows XP, therefore, for some new Operation system such as Win 8 and Win 10, you need to change compatibility to Win XP SP3.

- Access Violation at address 0040E8E5/07B3571C

- Fail to open software after update to new Windows system (Frequently happened in Win 8/10)

Please refer to following steps:

(a) Compatibility : Firstly, Right click the Vitiny software to open **Properties**
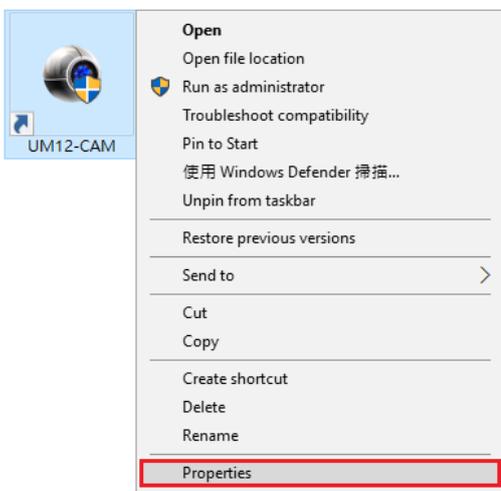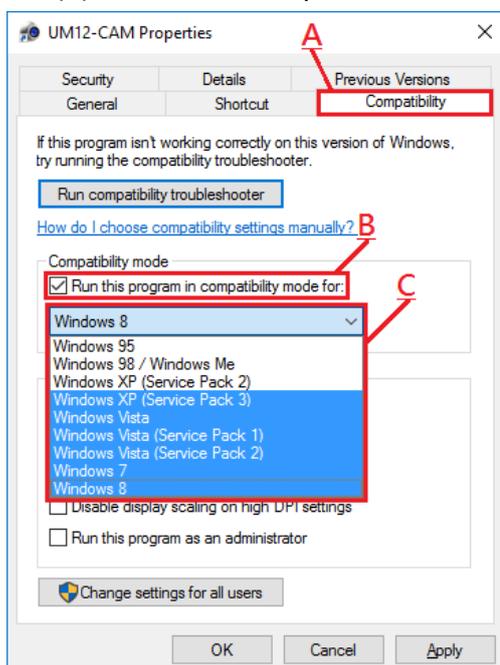

1. To run a program in compatibility mode (See screenshot below)

    (A) Click on **Compatibility** tab

    (B) Check the **Run this program in compatibility mode for** box

    (C) Click on the drop down menu arrow and select Windows XP (Service Pack 3)
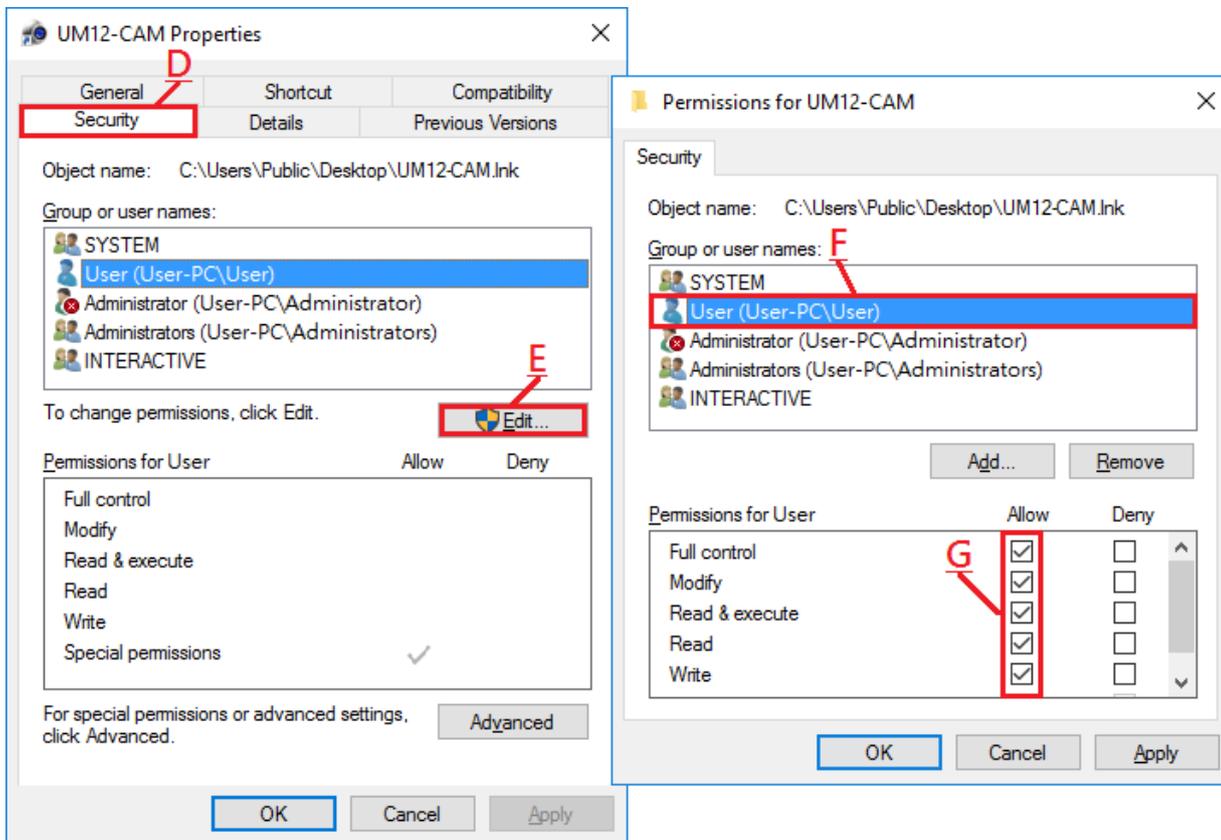
(b) Security: To change the permission for user (See screenshot below)
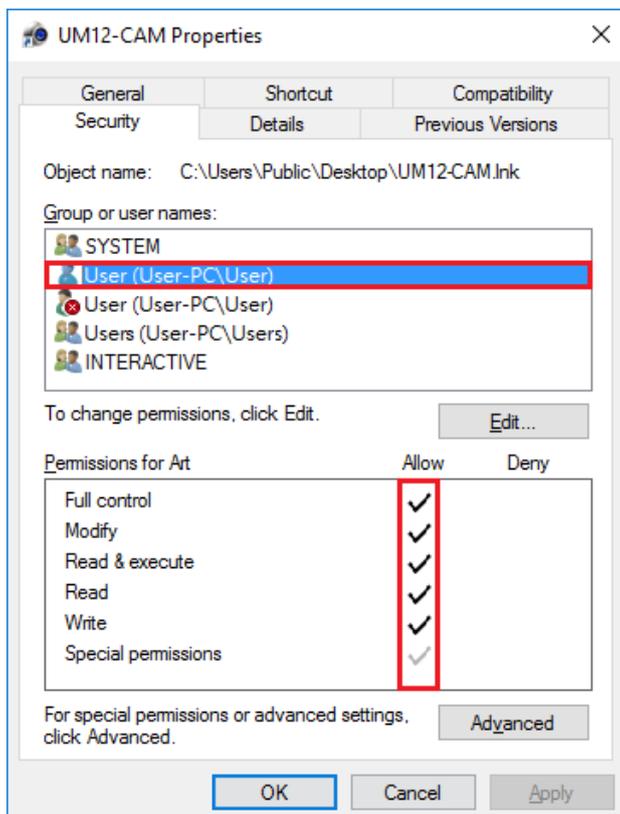
    (D) Click on **Security** tab

    (E) Click **Edit**, and (F) choose ***User (User-PC\Administrator)** to edit permission for user

    NOTE: *Name can be User or other according to computer setting.*

    (G) Check all the **Allow** column, and click **OK** and **Apply**

(c) Double check and confirm **OK**.

If change setting still CANNOT work, please also double check below:

1. Plug in another USB port.
   -DONOT use any USB extension, Hub or in the front of PC

2. Make sure only open one camera program.
   -DONOT open the same or different Vitiny AP, or any other Webcam software such as: AMCap at the same time

3. Close ViTiny software and test with "**AmCap**" (Free download link: https://amcap.en.softonic.com/)
   => Please feedback us if you can see ViTiny Scope image via AmCap?

If you still encounter with connection problem, please contact mltc@vitiny.com