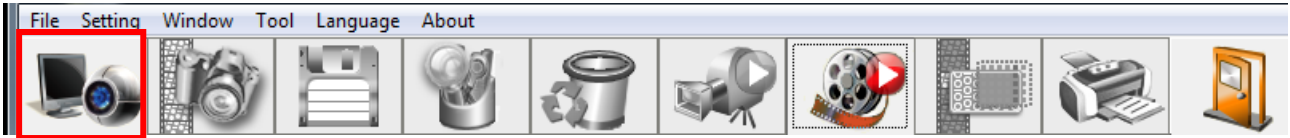
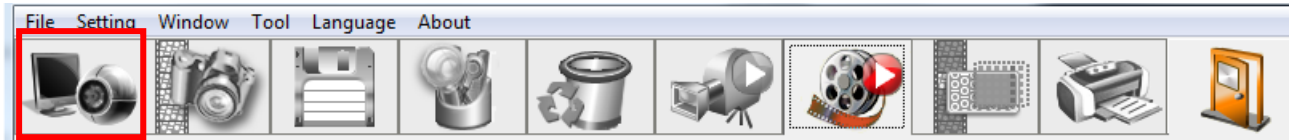


# IMB-04 Connection Problem V2.0

After complete the device set up and CD install, open the UM08-CAM software and click “Connect” icon to start using software function.



If CANNOT work, please follow below steps to check the proper setup and install.



## STEP 1: Check all the connection cables

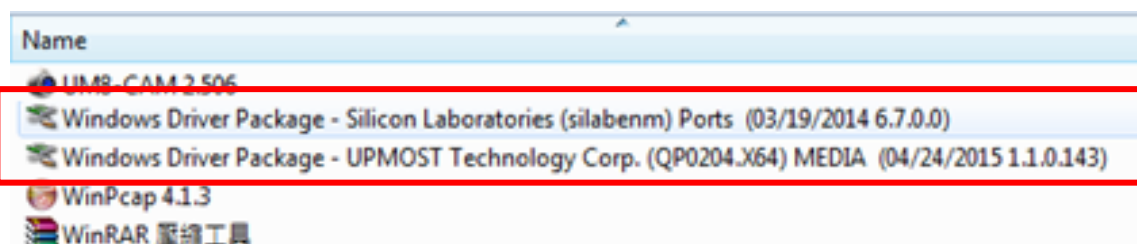
1. UM08 to IMB-04 with a USB cable and a Full HD cable
2. IMB-04 to PC with a USB cable



## STEP 2: Check the installed drivers.

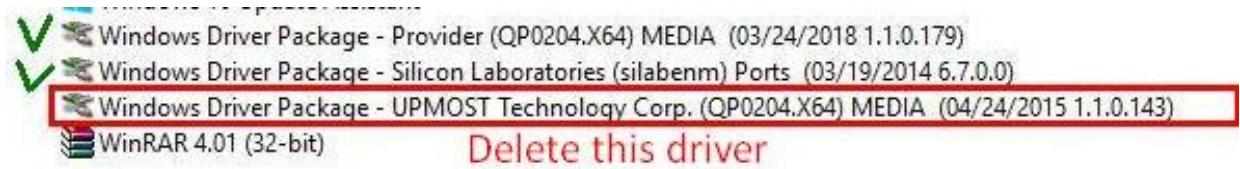
Please go to “**Uninstall or change a program**” and you should see THREE drivers in your computer:

Software List	2.509 or Earlier	2.510 or Later
1	Silicon Laboratories (Install CP210x driver)	Silicon Laboratories (Install CP210x driver)
2	<b>UPMOST ver 1.1.0.143</b> (Install MPB720 driver)	<b>QP0204 ver 1.1.0.179</b> (Install QP driver)
3	<b>LIVECAPSERVICE</b> (Install live capture filter driver)	<b>LIVECAPSERVICE</b> (Install live capture filter driver)





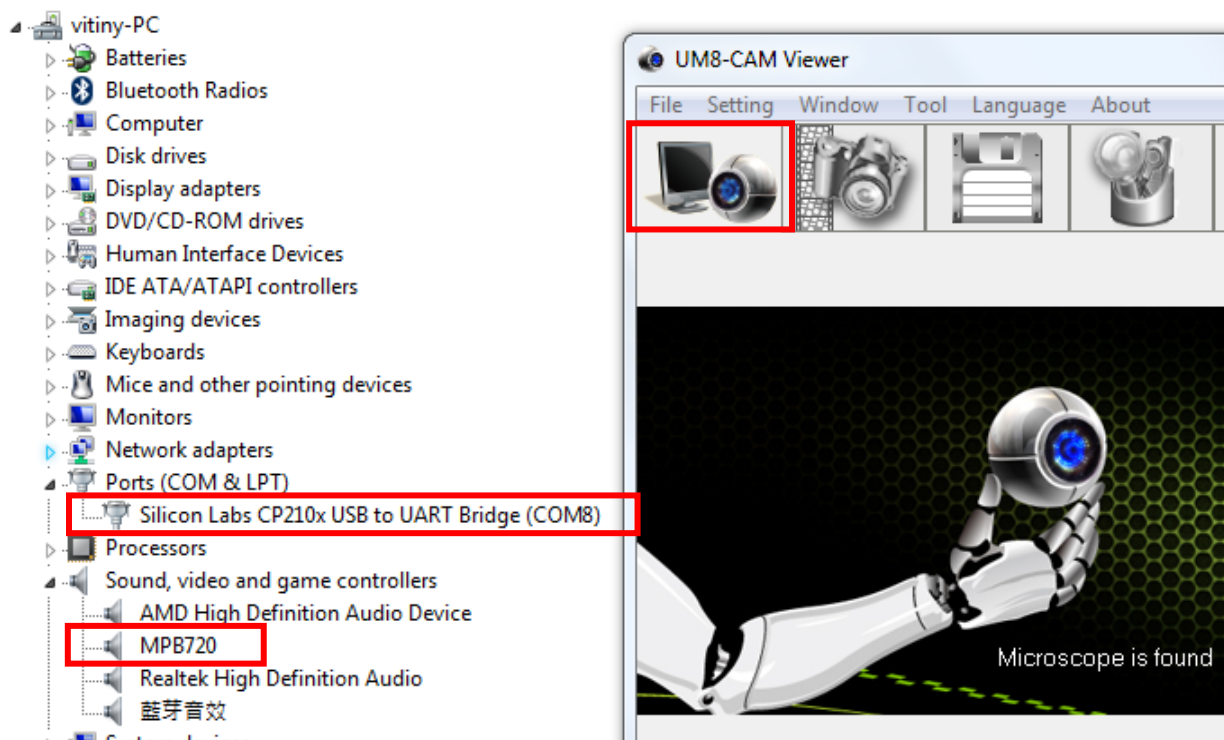
**\*\*if your software version is 2.510 or later version, please uninstall original UPMOST ver 1.1.0.143, and install QP0204.X64 (03/24/2018 1.1.0.179) version.**



*\*Make sure you DONOT install any of the driver twice or more. If see any of the duplicate items, please delete it. Otherwise it will cause the connection failed.*

### STEP 3: Check if computer has recognized the device

Go to “**Device Manager**” to check if computer can find “**Silicon Labs CP210x USB to UART Bridge**” and “**MPB720**” or “**QP0204.X64**” after connecting the device.



\*If NOT, please also try below methods to see if the device can be found:

1. Plug in another USB port.  
(DONOT use any USB extension, Hub or in the front of PC)
2. Only open one camera program. (DONOT open the same or different VitinyAP, or any other Webcam software such as: AMCap at the same time)
3. Close ViTiny software and test with AmCap.  
Amcap free download: <https://amcap.en.softonic.com/?ex=CAT-759.2>