

CARSON[®]

Xplovview Software

for Digital Microscopes

Congratulations on selecting your new digital microscope! To download the Xplovview Software, please follow instructions below.

PC WINDOWS

1. Extract the zip and run the installer inside.

Note: It may prompt you that *publisher could not be verified, do you want to run this software?* Select RUN.

2. Before running xplovview, plug the USB Microscope into a USB 2.0 or 3.0 port.

Note: Windows may detect the device and automatically update the driver as needed. A popup may appear in bottom-right corner of screen – if so, wait until it says “*Your Device is Ready to Use.*”

3. Run Xplovview

MAC OS

1. Extract the zip and run the installer inside. It will open a window with Xplovview and Application icons. To install, click and drag the Xplovview icon onto the Applications icon.

2. Before running Xplovview, plug the USB Microscope into a USB 2.0 or 3.0 port.

3. To run, go to your Applications folder and double click on the xplovview icon.

Note: It may prompt you that *application was downloaded from internet, are you sure you want to open*, select OPEN.

For other technical issues or customer assistance, please email info@carson.com or call customer service at 631-963-5000. Please contact us directly before returning or replacing device.

TROUBLESHOOTING

ISSUE	SOLUTION
No camera is detected or USB device has malfunctioned.	<ul style="list-style-type: none">• Make sure camera is plugged into a USB 2.0 or 3.0 port.• Try another USB port, especially one on the rear panel of the computer.• Plug directly into a USB port. Do not use a USB extension cable or hub.
Image displayed is a webcam or other camera image, not the digital microscope image.	Click on the gear symbol at top left corner of Digital Viewer, under ‘Device Setup’, change ‘Device’ to “USB Camera 2.0” instead of your webcam.
USB Camera 2.0 is selected in Digital Viewer AND camera is plugged into a rear USB 2.0 port (or higher) but image is still not displaying.	<p>Make sure you don’t have multiple copies of Digital Viewer installed. If so, remove any previous versions and reinstall.</p> <ul style="list-style-type: none">• Windows -> Control Panel-> Remove Programs• Mac -> Applications folder -> Delete Digital Viewer
Error: Will not install software without digital signatures.	For Mac – Go to the downloaded file, then right click and select Open, and proceed with installation. Current software is not digitally signed but will work with most operating systems. If the operating system settings block all unsigned software, it will not be installed. If you have any issues, or want to check if we have a newer version that is digitally signed, please contact customer support.