

# When starting DinoCapture, the view window is a black or green screen

## BLACK SCREEN

### Cause:

- Possible USB Port or Hub is USB 1.1 not 2.0

### Solution :

- Reduce the resolution to the lowest setting by going to: “setting” > “resolution”
- Use Low resolution 640x480
- Upgrade to USB 2.0 controller
- If connect to Hub or external cable USB 1.1, upgrade to USB 2.0  
\*Check if it is USB 2.0 by: “start” > right click “My Computer” > select “properties” > “hardware” tab > then “device manager” > expand “Universal serial Bus controllers” > if the word “enhanced” is there, then it is using USB 2.0. \*Check if it is USB 2.0 when inserting USB, a notification on the bottom right will say that the device can perform better with USB 2.0
- or
- To test the video if no image appears on your screen please try following these testing

Steps:

Check if your Dino microscope is connected properly.

