

Software support

- AM313/413 series Measurement features are not available on Mac OS. MACINTOSH OS support is not 100%, so please check compatibility chart.
Link
http://www.bigc.com/faq_QuickInstall_AM_MAC.php
- When saving images with the VGA models, you are able to achieve 300 DPI after reformatting the resolution;
For 1024 x 768 resolution can provide 2.1" x 1.6" at 300 DPI
For 1280 x 1024 resolution can provide 3.4" x 2.5" at 300 DPI
- Pixel resolution - Under 640 x 480 image, the resolution of a single pixel can be calculated to be
 $1757.3 \text{ microns} / 640 \text{ pixels} = 2.745 \text{ microns (0.002745mm) per pixel}$
- Save file format allows you the option to save in 1024x768 large picture size. The JPEG format is recommended as the most common format for this but if a 100% true color match is required then you need to save in BMP or TIFF file format.
- If the Dino-lite Video function is not working properly then as a first step simply close the Dino-lite program and reopen it to refresh the virtual memory.
- What to do when my computer or microscope freezes?
This is a fairly common occurrence with all general computer electronics. When the appliance freezes, Restart your computer. Also, simply unplug the power adapter for about 1 min, and then plug it back in.

