



BIOCAM2.0 TECH FAQ

GENERAL

1. What is the BioCam2.0?
The BioCam2.0 is a diagnostic macro camera that allows you to preview and capture real time images of medical conditions in the ears, nose, skin and oral.
2. How does the BioCam2.0 work?
The BioCam2.0 works as a digital macro camera on your computer system to capture images and video.
3. Do I need to turn off the light after use?
Yes
4. Do I need to unplug the BioCam2.0 after usage?
It is recommended that you do.
5. Do I need to clean the camera?
Yes when necessary. You can use a compressed gas duster to clean the lens.
6. Will the light burn out?
The LED light used in the BioCam2.0 is more durable than halogen lights. It will not likely burn out.

COMPATIBILITY

7. Can the BioCam2.0 run on any computer?
Yes the BioCam2.0 can run on XP, Vista 32-bit, Vista 64-bit, Windows 7 32-bit, Windows 7 64-bit and MAC OSX 10.3 and above.
8. Can I use the same driver for all computer?
For XP & Vista 32-bit, you can use the software CD that comes with the device.
You would have to download the respective software for Vista 64-bit and above(including MAC) from our website(www.goldlinebiocam.com).
9. What is the format of images captured with the BioCam2.0?



Images captured with the BioCAM2.0 are JPEG images by default, but they can be saved as Bitmap.

10. What is the video format for the BioCam2.0?

AVI format.

11. Is the BioCam2.0 compatible with client management systems ?

BioCam2.0 is a standalone application and cannot be integrated with any client management system. However, as long as the client management system has an import image/ video option, the BioCam2.0 can be used alongside(as an enhancement) with the system.

12. Can the BioCam2.0 be utilized using other programs?

The BioCam2.0 runs best on the AM Cap Biocam2.0 software included with the device. However in the XP & Vista OS, the BioCam2.0 can also be used using the Microsoft Default Video program.

13. Does the BioCam2.0 takes a lot of memory?

No the BioCam2.0 runs on minimal memory requirements.

OPERATING THE BIOCAM2.0

14. Does the BioCam2.0 have a zoom function?

YES, go to Settings on the top of the AMCAP BIOCAM preview window, select Video Filter and go to the ZOOM tab on the video filter properties windows. Enable zoom and you can zoom and pan preview images before you capture or record.

15. Can you flip an image using the Biocam2.0?

Yes, Go to Video filters properties, Go to image control and select image flip to flip the image vertically or check image mirror to flip the image horizontally.

16. How do you change the settings back to default?

Go to Video filters under settings and select the default button.

17. Can you control the brightness of the light?

There is not function to control the light source itself, but you can control the brightness of the image using The brightness and contrast properties to reduce brightness of the image.

18. Can I make the image sharper?

Yes you can using the Sharpness function in the video filters properties.



19. Can I reduce or increase the snapshot size (the image size)?
Yes you can change the image size you are capturing by adjusting the snapshot size function in the video filter properties.
20. How do I reduce the time lag for video capture?
Go to Video capture drop down menu and select compressor option. In compressor option, select sequence properties. In sequence properties check the Quick Compress check box and Apply. By doing this, your video recording will run on real time.
21. How do I restore the preview window to capture another image?
Click on the freeze button again after you have saved the prior image to go back to the default preview screen.
22. Why do the Capture folder keep appearing whenever I capture an image?
The capture folder is the default folder where all the captured images will be stored, it will automatically appear on screen when you snap an image. Minimize the capture folder instead closing it after snapping the first image in order for it to stop appearing every time you capture an image.
23. There is a white screen every time I change to a different speculum?
The white screen is normal on the BioCam 2.0. Just refocus using the focus dial to adjust the magnification and the focus according to the type of specula you are using.

INSTALLATION TROUBLESHOOTING

24. I installed the AmCap Biocam software and I got a blue screen and an error message. What do I do?
Call the BioCam tech support. Your system is most probably not compatible with the BioCam 2.0 software.
25. The Freeze button does not want to work after I complete installation. What do I do?
Restart the Computer and turn on the AmCap Biocam 2.0 software again. If it still does not work, uninstall and reinstall the AmCap BioCam program again.
26. My computer only has USB 1.0. Can I use the BioCam 2.0?
No, the BioCam 2.0 only uses USB 2.0 for better performance.

FOR VISTA:



27. I cannot preview the thumbnail in the capture folder when I snap an image.
To be able to preview the thumbnails, open the Capture folder and click on the "Compatibility file" tab at the top of the Window.

FOR WINDOWS 7

28. After installing the Am Cap BioCam software. I get the "Could Not Found Compatible Device" error when I try to use it.
Windows 7 has a different security and authorization process. If this happens, uninstall the software and reinstall it in the C:\Users\Public\ to avoid any of the authentication/ permission issues

29. I can't seem to get the FREEZE button to work after installing the AM Cap Biocam2.0 on my Windows 7.
Go to My Computer-> Program Files-> Biocam-> AMCap Biocam -> Capture folder. Right Click on the Capture folder-> Select Properties-> and change the permissions to the capture folder to full access. Now reopen the AMCap Biocam2.0 and try the Freeze button again.

If the first option does not work, Uninstall the BioCam software and reinstall it again. Then download a second driver: USB20PCCam_5.7.26000.0 from our website www.goldlinebiocam.com and install that. Overwrite the driver that is being installed, restart and test the camera.