

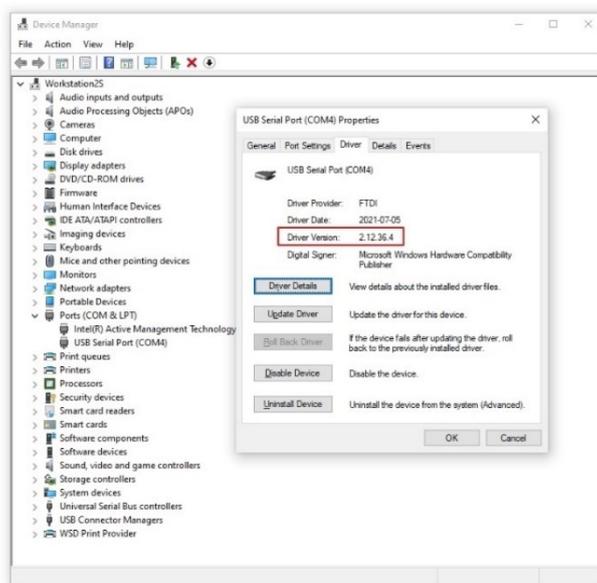
Troubleshooting of Communication Between Camera and INSPECTIS®

When Windows 11 prevents streaming video from digital microscope or Magewell converter, the issue could stem from multiple factors. Here's a breakdown of possible causes and solutions:

1. Driver

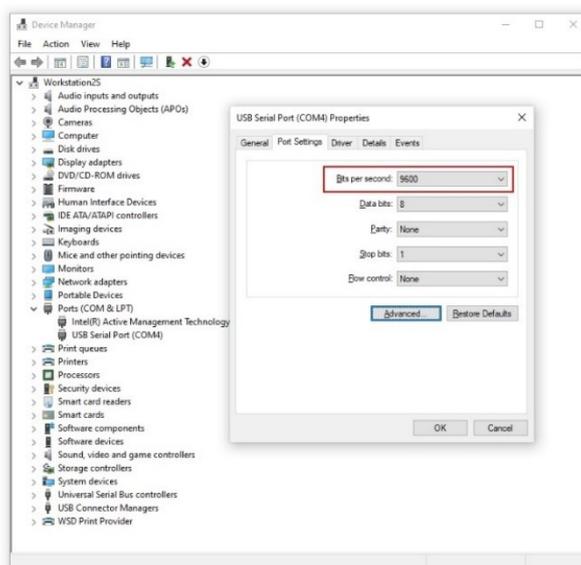
Download the latest Cable drivers and install it on your computer.

www.inspect-is.com/resources/software-download/ **USB-COM Cable Drivers**



2. Baud Rate Mismatch

Confirm the baud rate is set to 9600.

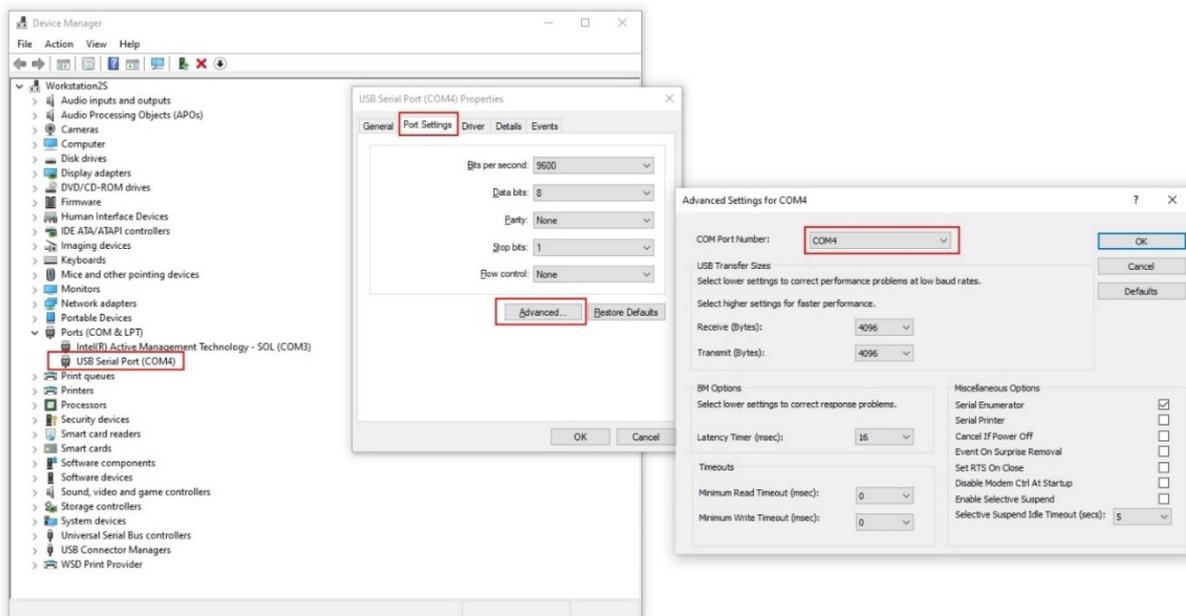


3. Incorrect COM Port Assignment

Windows may assign a new COM port number each time the cable is plugged into a different USB port, leading to software conflicts.

Manually assign a **fixed COM port number** (e.g., COM3 or COM3) in **Device Manager**.

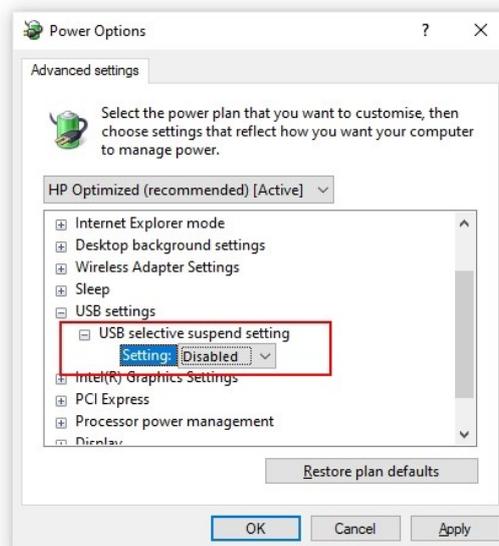
Ensure no other application is using the same COM port.



4. Power Management & USB Suspend

Windows may disable USB ports to save power, interrupting communication.

Disable **USB selective suspend** in **Power Options** to prevent USB ports (including USB-to-RS232 adapters) from entering low-power mode and causing disconnections.



5. USB-COM Cable Problem

Make sure contact pins of the MiniDin connector on the cable are not damaged. Change the Cable if you see any sign of damage on the Cable.

Troubleshooting Flow:

1. **Driver:** Install the latest drivers for the USB-COM Cable.
2. **Baud Rate:** Check baud rate setting is correct e. g. 9600.
3. **COM Port:** Assign a static port number.
4. **Power:** Disable USB suspend in Windows.
5. **USB-COM Cable:** Verify cable and its connectors are not damaged.