eyecam

Intra-oral Camera



INSTALLATION MANUAL

REV. 20241120

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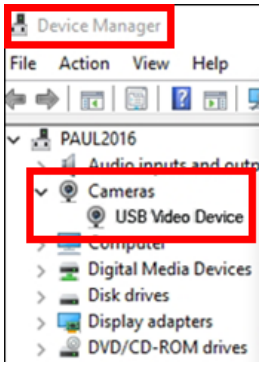
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1 Introduction

The EYECAM is compatible with any Imaging Software available in the dental industry which supports integration of video devices. The simple Plug-and-Play driver is automatically installed when connecting the device to a USB port on any modern Windows computer.

1.1 *Technical Specifications*

Angle of Lens	90 Degrees
Camera Focus	Fixed
Depth of Field	40 mm
Warranty	1 Year Parts and Labor
Lighting Source	6 Light Emitting Diodes (LED)
Footprint	Less than 6 square inches
Length	8 inches
Interface	Universal Serial Bus (USB)
Resolution	Standard Definition (SD) 1.3 MP (640 x 480 pixel)



1.2 *System Requirements*

Operating System (Windows / Mac)	Windows XP SP2 and later Mac OS X 10 Kodiak through macOS 10.15 Catalina*
Processor (CPU)	Pentium III 850 MHz and above
Memory (RAM)	1 GB and above
Connection	USB 2.0 Interface and above
Internet Connection	For downloading button utility program, Dental Imaging Software modules and integration guides
Software	DentCapture (required for capture button functionality) and Supported Dental Imaging Software

*Capture button functionality stopped working in macOS 11 Big Sur and later

2 Setting Up DentCapture

Before the physical button on the device can be used to capture images into Dental Imaging Software, a small program called DentCapture must first be downloaded, installed and configured. Having this in place eliminates the need for the user to rely on the mouse and keyboard during their operation of the camera while away from the computer near the patient in the dental chair.

2.1 *Downloading DentCapture*

Download DentCapture.zip here

2.2 *Extracting DentCapture*

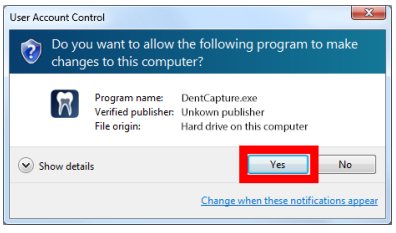
Find the DentCapture.zip in the Downloads folder using the web browser or Windows File Explorer and extract the DentCapture.exe file.

2.3 *Installing DentCapture*

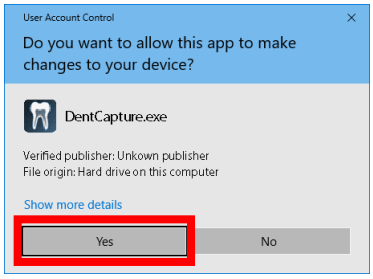
1. Open the DentCapture.exe setup installer by double-clicking on the tooth icon (do not “Run as administrator”):

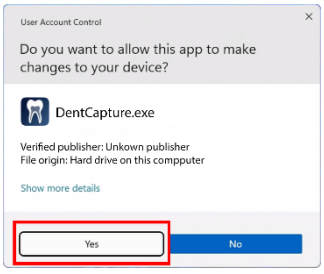


- ***TIP!*** *– If presented with any “User Account Control” or “Smart Screen” prompts, click “Yes” or “More info” then “Run anyway” to proceed:*



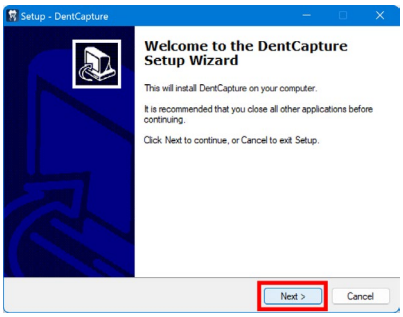


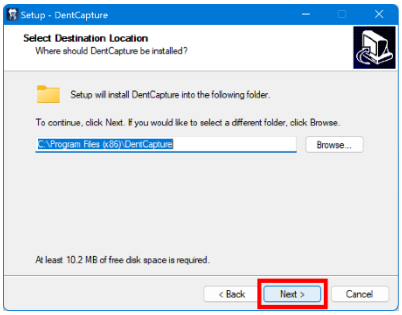


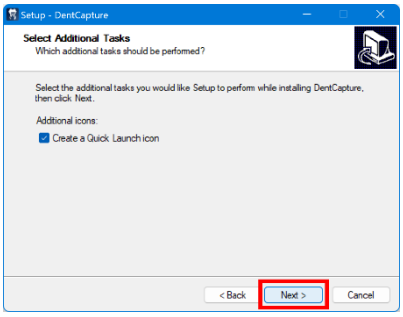


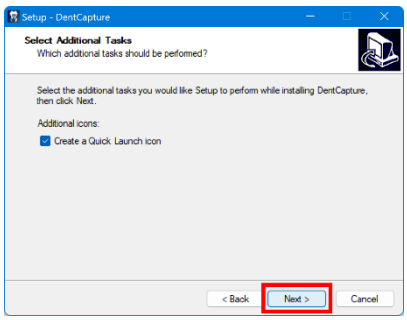
- *If the prompt requires a username and / or password, have the Office Manager, Doctor or IT Professional enter those Administrator credentials before proceeding.*

2. Click “Next” on all four pages of the installer without modifying any of the default settings:

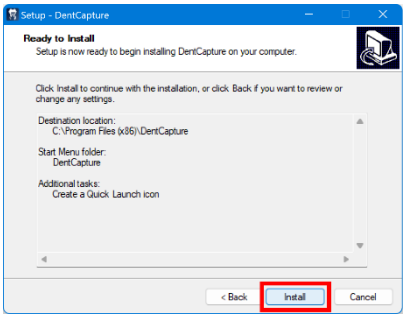


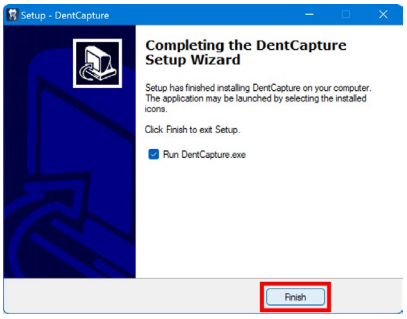






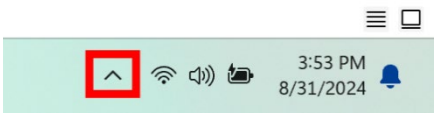
3. Click “Install” to begin the installation of DentCapture and “Finish” to complete it.



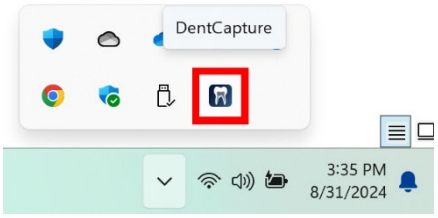


4. Confirm that the DentCapture icon is visible in the Taskbar System Icons area.

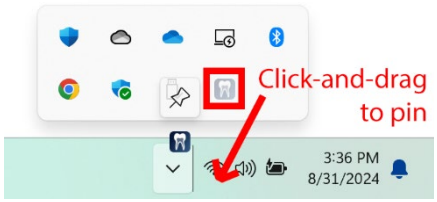
- ***TIP!*** *- If there is an upwards facing ^ icon in the Taskbar System Tray Icons area, it means that the “Hidden icon menu” setting is enabled:*



- *To ensure that the DentCapture icon remains visible in the Taskbar so users can identify and correct issues with the device button, reveal the hidden icons by clicking on the ^ symbol:*



- *Click-and-drag the DentCapture icon from the hidden area before releasing the mouse button to pin it near the other Taskbar System Tray Icons:*



3 Testing Live Video and Capture Button

Before attempting to integrate the device with Dental Imaging Software, it should first be tested to ensure that the camera and button hardware is working properly.

3.1 *Using Windows Camera App*

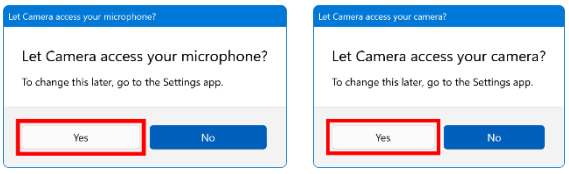
1. Carefully plug the end of the device cable into an available USB 2.0 or 3.0 port on the computer. It must be facing the correct way so DO NOT FORCE IT! If it does not easily fit at first, simply flip it over, then try again. After a moment, a sound can be heard and a message which reads *"New Hardware **USB Video Device** was recognized"* will be displayed in the lower-right corner of the screen.
2. Search the Start Menu for "Camera" and open the app to confirm that live video is displayed from the device:



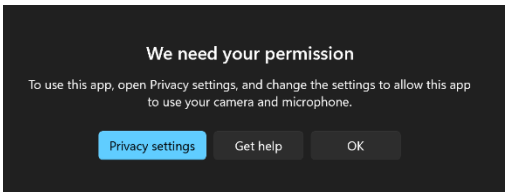
- ***TIP!** - If the "Camera" app cannot be found, search the Start Menu for "Microsoft Store" and open the app. Then, search for "Windows Camera" and click "Get" or "Install" to download it before proceeding:*



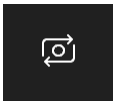
- *If the Windows Camera app request for permission to access the microphone and camera, click "Yes" on both prompts before proceeding:*



- *If the Windows Camera app displays the following message, refer to* ***Section 6 - Managing Microsoft Windows Privacy Settings*** *below, before proceeding:*



- *If multiple cameras are connected to the computer, click the "Change Camera" button in the top-right corner of the Windows Camera app until live video is displayed from the* ***USB Video Device****:*



- *If no* ***USB Video Device*** *can be found in the Windows Camera app, refer to* ***Section 7 - Plug-and-Play Troubleshooting*** *below, before proceeding.*

3. If live video is displayed from the device in the Windows Camera app, click on the "Photo" mode button on the right:



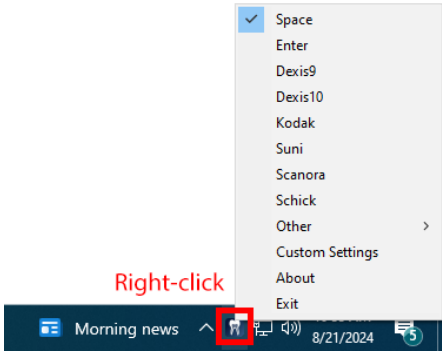
4. To test user capture functionality, push the triangular physical button on the device near the top label. Confirm that the DentCapture icon in the Taskbar flashes red and that a thumbnail picture is saved in the Camera Roll in the lower-right corner of the Windows Camara app.

4 Configuring DentCapture

In addition to selecting which Dental Imaging Software preset DentCapture should use, it also requires other considerations to ensure reliable and consistent performance.

4.1 *Selecting Dental Imaging Software*

1. Right-click on the DentCapture icon in the Taskbar area and choose the Imaging Software from the menu. More choices can be found under the "Other" option:



- ***TIP!*** *– If the Imaging Software choice is not available, or it does not work properly, see* ***Section 8 - DentCapture Custom Settings*** *below, before proceeding.*

4.2 *Confirming DentCapture Keeps Selection*

1. Right-click on the DentCapture icon in the Taskbar and select “Exit” to close the program.

2. Launch DentCapture again, but this time manually using the shortcut on the desktop. Ensure that it opens without prompting the user for any approvals.

- ***TIP!*** *- If Launching DentCapture manually from the desktop shortcut presents the user with any prompts for approvals, refer to* ***Section 12 - Preventing User Prompts*** *below, before proceeding.*

3. Verify that the DentCapture icon remains visible in the Taskbar System Tray Icons area.

- ***TIP!*** *– If the DentCapture icon is hidden under the* ***^*** *symbol, refer to step 4 of* ***Section 2.3 - Installing DentCapture*** *above, before proceeding.*

4. Right-click on the DentCapture icon in the Taskbar to confirm that it keeps the Dental Imaging Software choice selected.

- ***TIP!*** *- If the DentCapture does not keep the choice selected, refer to* ***Section 10 - DentCapture Troubleshooting*** *below, before proceeding.*

5. Restart the computer and log back into Windows to make sure that DentCapture starts automatically and is visible in the Taskbar System Tray Icons area.

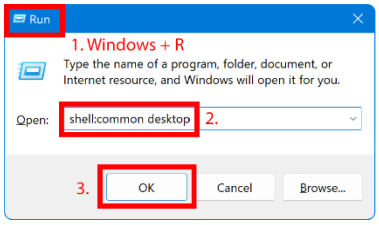
- ***TIP!*** *– If DentCapture does not start automatically when restarting and logging into Windows, refer to* ***Section 11 - Starting DentCapture Automatically*** *below, before proceeding.*

- *If DentCapture cannot be made to start automatically when logging into Windows, the user must manually launch it from the desktop shortcut each time before using the device to ensure that the physical capture button functions correctly.*

6. Right-click on the DentCapture icon in the Taskbar to confirm that it keeps the Dental Imaging Software choice selected.

- ***TIP!*** *- If the DentCapture does not keep the choice selected, see* ***Section 9 - DentCapture Troubleshooting*** *below, before proceeding.*

4.3 *Moving Shortcut to Public Desktop Folder*



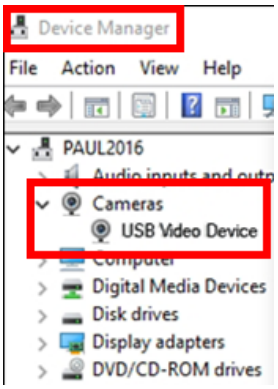
1. Hit "Windows + R" keys at the same time to open the "Run" dialog box:
2. In the "Open:" field, type: "shell:common desktop"
3. Click "OK" to open the Public Desktop folder:
4. Move the DentCapture shortcut from the current Windows user's desktop to the Public Desktop folder. That way, any other user accounts who also log onto the computer will also have convenient access to it. Click to select the file then cut-and-paste with either the "Ctrl + C" and "Ctrl + V" keyboard shortcuts, or by using right-click menu options.

- ***TIP!*** *– Move the DentCapture shortcut even quicker by holding "shift" on the keyboard while "dragging-and-dropping" it from the current Windows user's desktop into the Public Desktop folder.*

5 Integrating with Dental Imaging Software

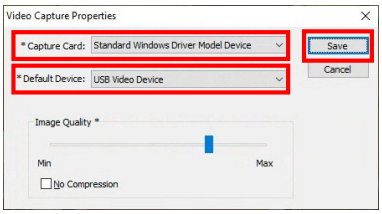
While the EYECAM is compatible with nearly every Imaging Software in the dental industry, these instructions cannot possibly cover the steps required for integration with all programs in complete detail. The following are general guidelines for how most software should be configured to recognize and display live video from the device.

5.1 *General Guidelines*



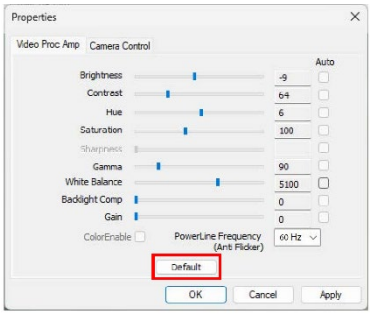
1. Upon plugging the EYECAM into an adequately powered USB port on the computer, the driver is installed automatically and will be listed under "Cameras" as "**USB Video Device**" in Windows Device Manager:
2. The color space / compression settings should be set to MJPG.
3. Hardware Acceleration should be disabled and Software Rendering should be enabled.

4. The EYECAM is considered a “Standard Windows Model Driver Device” and has a Standard Definition video resolution of 640 x 480 pixels:



5. The framerate is 30 frames per second with a PowerLine Frequency / Anti Flicker rate of 60 Hz:

6. If the image quality is too dark, too bright or discolored, click the “Default” button to reset the sliders on any screens called “Quality,” “Setup” or “Format:”



- ***TIP!*** *- If you still cannot get the device to display live video in the Dental Imaging Software, refer to* ***Section 10 - Live Video Troubleshooting*** *before proceeding.*

5.2 *Component Licensing*

Some programs, like Eaglesoft and DEXIS, require a component to be purchased, licensed, or registered before video devices can be directly integrated. The user should contact their Dental Imaging Software provider for more information and support on unlocking video capture functionality.

5.3 *Additional Modules*

Some programs like Kodak Digital / CS Imaging and Sidexis require an additional module to be downloaded, installed and configured before video devices can be directly integrated.

- ***TIP!*** *- The device does not require a TWAIN driver. However, there is one available if the Dental Imaging Software does not support direct integration of video devices, but does support TWAIN-based devices.* Visit https://shofu-eyecam-support.com and click the link for EYECAM TWAIN Setup

5.4 Developer Support

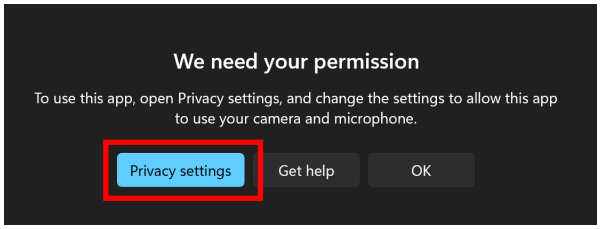
For additional help getting the device recognized and configured in any given program, the user and / or their IT Professional may need to contact their software company's tech support team for additional help.

6 Managing Privacy Settings

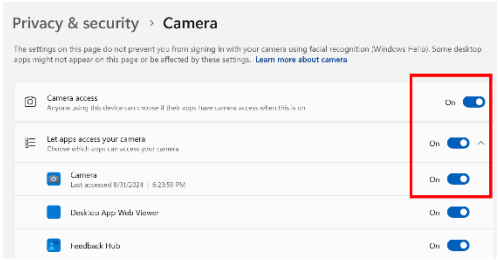
In modern operating systems and web browsers (for cloud-based imaging programs), new privacy settings were introduced which may need to be adjusted before cameras can be permitted to display live video.

6.1 Microsoft Windows Permissions

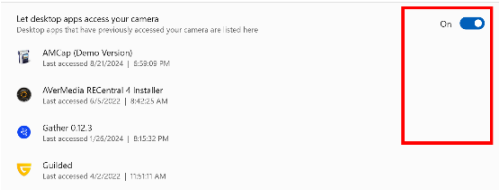
Follow these steps if the Windows Camera app displays this message:



1. Click on the "Privacy Settings" button:

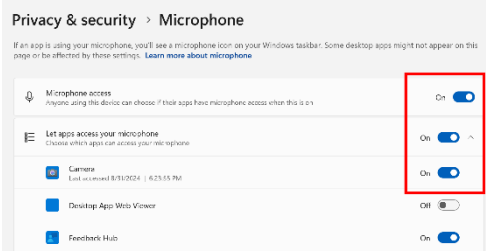


2. Turn the toggle switch on for "Camera access" and the relevant Microsoft Store apps such as the Windows Camera app:

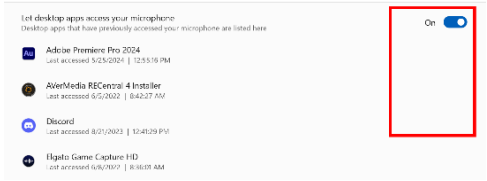


3. Turn the toggle switch to allow relevant desktop app such as the Dental Imaging Software to access the camera:

4. Turn on the toggle switch for “Microphone access” and the relevant Microsoft Store apps such as the Windows Camera app:



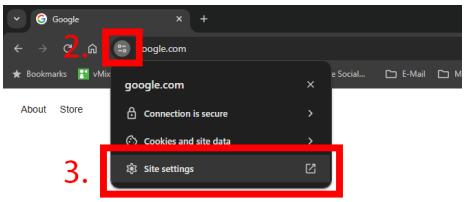
5. Turn the toggle switch to allow relevant desktop apps such as the Dental Imaging Software to access the microphone:



- ***TIP!*** *- If modifying these settings are disabled, or these windows say anything about them “being managed by your organization,” contact your IT Professional for support to enable camera and microphone access before proceeding.*

6.2 Web Browser Permissions (Cloud-Based Programs)

1. Open the webpage with the imaging modality for the patient’s record in the cloud portal where the camera cannot be correctly accessed



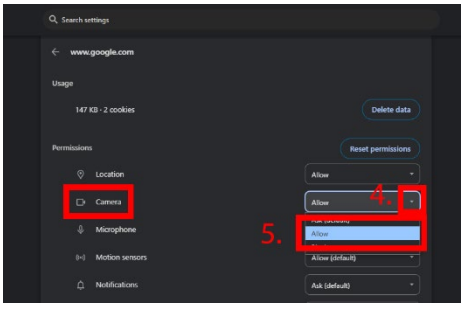
2. Click on the “Site Settings” icon to the left of address bar :

3. Click on “Site Settings” from the menu which pops up:

4. Next to the “Camera” item, click on the drop-down arrow in the list on the right:

5. Select “Allow” from the list of options:

6. Refresh the browser and try once again to access the camera



7 Plug-and-Play Troubleshooting

USB technology requires adequate power at a constant 5V to function properly. Anything between the device cable and the motherboard of the computer can cause problems with sensitive medical devices like intraoral cameras and x-ray sensors. These issues can range from intermittent connectivity to being incorrectly registered as an Unknown Device in Windows Device Manager. Some common causes include, but are not limited to:

7.1 *Adequate Power*

- Any USB device that is not adequately powered will often times be recognized in Windows Device Manager incorrectly, under the “Other Devices” heading as “Unknown Device” or under the “Universal Serial Bus Controllers” heading as “Unknown USB Device (Device Descriptor Request Failed)”.

- When using a desktop computer, the front ports on the tower use an internal wiring harness which can provide less power, as opposed to rear ports which are most likely connected directly to the motherboard.

- When using a laptop computer, the ports further away from the monitor hinge can provide less power, as opposed to the rear ports which are closer to the back.

- If the device is still not being correctly detected in Windows Device Manager or displaying live video the Windows Camera app, try plugging it directly into a different USB port on the back of the computer, and without any extension cables attached.

- If the device is still not being correctly detected in Windows Device Manager or displaying live video in the Windows Camera app, try plugging it into a different computer altogether.

7.2 *Extending Cable Length*

- Exceeding 15 feet with any USB device using a common “passive” extension cable can cause it not to receive adequate power.

- If a longer cable length is required, a powered USB hub, which also has a 5V AC adapter plugged into a nearby electrical wall outlet, connected to the rear of the computer on its motherboard to ensure sure that the device receives adequate power.

- The less common “Active” USB extension cable, with a larger female-receptacle, can be purchased separately at popular online retailers and connected to the rear of the computer using its motherboard, if more length is required.

7.3 *Power Management in Device Manager*

USB medical devices like intraoral cameras or x-ray sensors are sensitive to how they handle power being throttled or suspended when they sit idle. This can cause intermittent behaviors where the device reportedly works fine in the morning, but then after returning from lunch, it needs to be unplugged and reconnected before it will essentially “wake up” and start being recognized in the Dental Image Software once again.

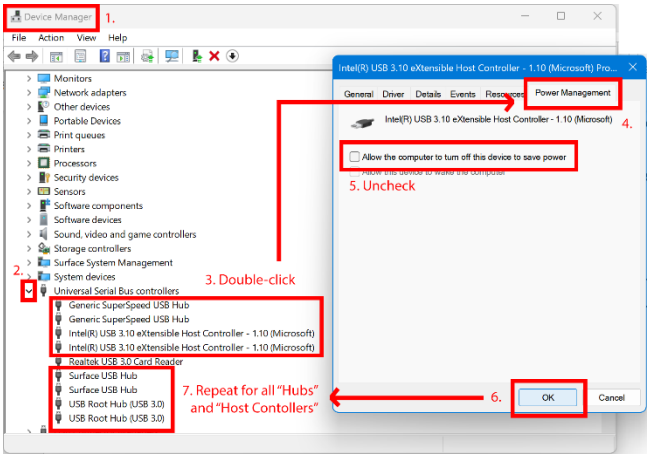
The USB Serial Bus Controllers have Power Management settings in that should be disabled in advance to prevent these intermittent connectivity issues from ever occurring in the first place. It is a best practice on any clinical computer to do the following:

1. Seach for “Device Manager” on the Start Menu and open the program:

2. Expand the “USB Serial Bus Controllers” heading:

3. Double click on the first “USB Hub” or “Host Controller” device name:

4. Click on the “Power Management” tab in the Properties window:



5. Uncheck the “Allow the computer to turn off this device to save power” checkbox:

6. Click “OK” to close the device Properties window:

7. Repeat steps 3. through 4. for all devices with either “Hub” or “Host Controller” in their names:

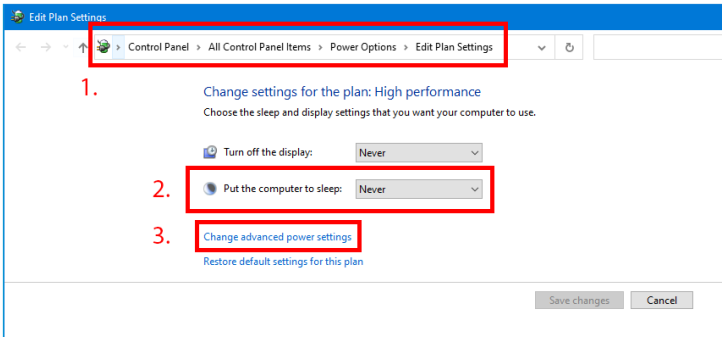
7.4 *Edit Power Plan*

Another area where Windows manages settings that can throttle or suspend power to sensitive USB medical devices is in the Power Plan. There are many methods to access these settings, and they may look different if the computer is a laptop or is connected to an uninterrupted power supply (battery backup).

On computers that have a battery attached, only change the following settings for the items in the Power Plan labeled “Plugged in” and also be sure to insist that the user always have the computer connected to an electrical wall outlet when performing clinical task with USB devices. In all cases, it is a best practice on any clinical computer to do the following:

1. Search the Start Menu for “Edit Power Plan”

2. Set the “Put the computer to sleep” drop-down choice to “Never”



3. Click the blue link to “Change advanced power settings”

4. Under “Hard disk” set “Turn off hard disk after” to “0”

5. Under “Wireless Adapter Settings” set “Power Saving Mode” to “Maximum performance”

6. Under “Sleep” set “Sleep after” to “0”

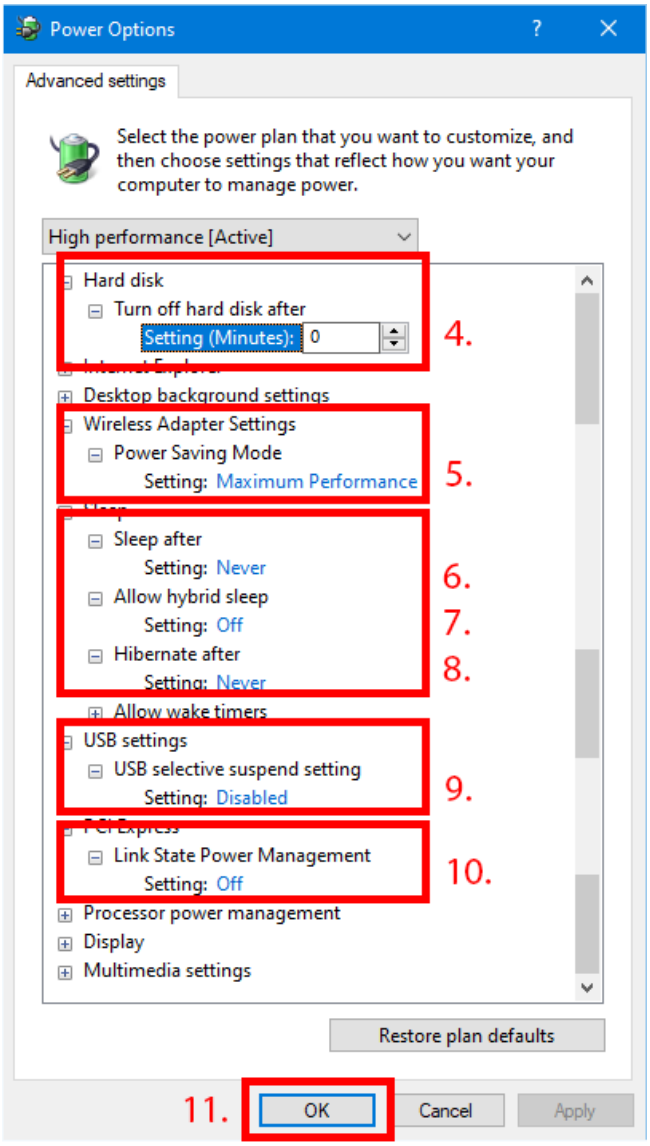
7. Set “Allow hybrid sleep” to “Off”

8. Set “Hibernate after” to “0”

9. Under “USB stings” set “USB selective suspend setting” to “Disabled”

10. Under “PCI Express” set “Link State Power Management” to “Off”

11. Click “OK”



12. Back on the “Edit Plan Settings” window, click “Save changes”

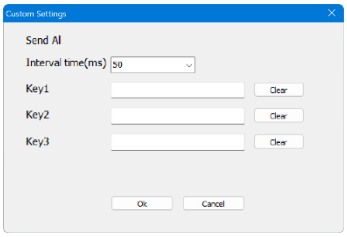
7.5 *Hardware Failure*

If the device is still being incorrectly detected in Windows Device Manager while properly plugged into the rear of multiple computers without any extension cables attached, please contact your local SHOFU representative to begin the RMA process.

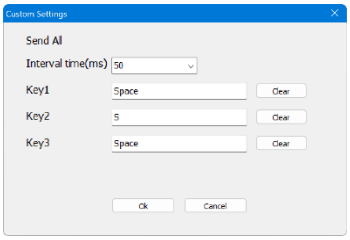
8 DentCapture Custom Settings

While DentCapture does have many common Dental Imaging Software commands preconfigured to choose from, sometimes those developers make changes to the keyboard shortcuts their programs use during update releases, causing their selection not to work properly. In addition, new software is always being released, plus there might have been some other programs available which were not considered at the time when DentCapture was published.

- The “Custom Settings” option provides a solution in these situations. Essentially, each time the physical button on the camera is pressed, DentCapture will send up to three keyboard shortcuts to the Dental Image Software. The three commands are usually configured to freeze the image, save it to memory and then unfreeze the video stream once again.

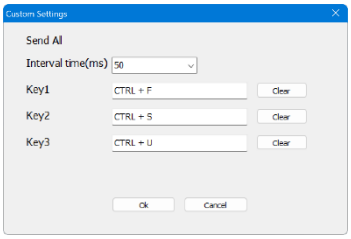


- Interval time (ms) can be used to create a delay between keystrokes (measured in milliseconds). Use this if each command is not being recognized within the sequence accurately.



- Clicking into any of the “Key#” fields will cause DentCapture to then listen for the next keystroke from the keyboard and then bind that shortcut as the stored value:

- Shift, Alt and Ctrl modifiers can be used if needed by simply holding them down in conjunction with any other keyboard keystrokes:



- Any entered values can be discarded by clicking on the corresponding “Clear” button next to each “Key#” field, since hitting “Backspace” or “Delete” in any of them will cause those keystrokes to get stored as the value instead.

- Experiment with keyboard shortcuts in Dental Imaging Software by looking for CAPTILIZAED or Underlined letters to figure out what buttons and keyboard shortcuts are expected.

- ***TIP!*** *- You must have the mouse focus on the Dental Imaging Software window that is displaying live video for the DentCapture keyboard keystrokes to be properly registered.*

9 DentCapture Troubleshooting

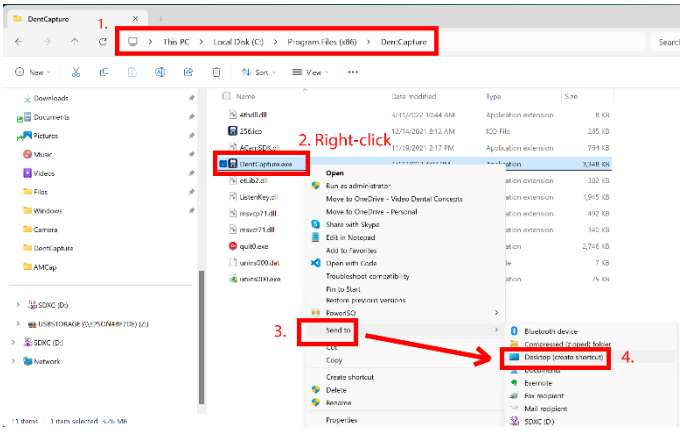
While getting DentCapture installed and configured is relatively straightforward, there could be a number of issues caused by either the IT Policy or user error that need special attention in order to correct. Getting these issues resolved will ensure reliable and consistent performance from the physical capture button on the camera, regardless of which user account is logged on to Windows.

9.1 *Missing Desktop Shortcut*

If for some reason the installation of DentCapture did not place a shortcut on the desktop, create one manually and place it in the Public Desktop folder.

1. Use File Explorer and navigate to “C:/Program Files (x86)/DentCapture and locate the “DentCapture.exe” application file.

2. Right-click and choose “Send to” then “Desktop (create shortcut).”



3. Complete steps in Section 4.3 - Moving Shortcut to Public Desktop Folder above, before proceeding.

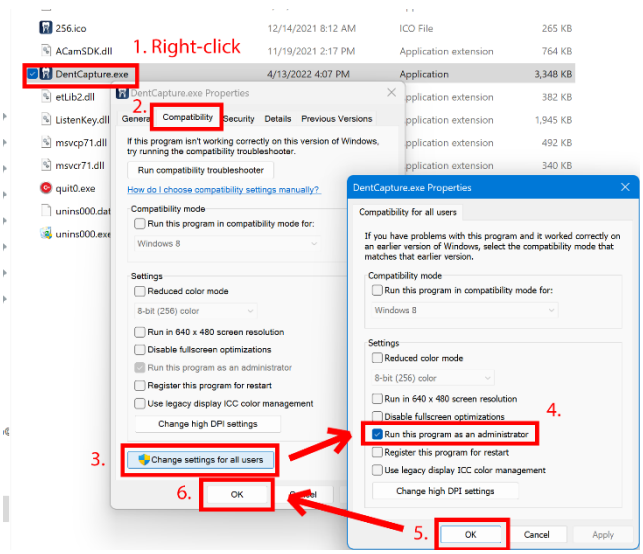
9.2 *Not Keeping Selected Software*

If DentCapture does not keep preferred Dental Imaging Software choice selected, temporarily give it the permission to Run as an administrator.

1. Navigate to “C:/Program Files (x86)/DentCapture and locate the “DentCapture.exe” application file.

2. Right-click and choose “Properties” then on the “Compatibility” tab click the button at the bottom for “Change settings for all users.”

3. Click to turn on the checkbox for “Run this program as an administrator” then click “OK” twice.



4. Right-click on the DentCapture icon in the Taskbar and select the preferred Dental Imaging Software choice.

5. Next, right click the DentCapture icon and click “Exit” before relaunching it from the Desktop Shortcut and confirm that the choice has remained selected.

6. Finally, follow the same steps as before to disable the checkbox to allow DentCapture to run as an administrator.

9.3 *Conflicting Software*

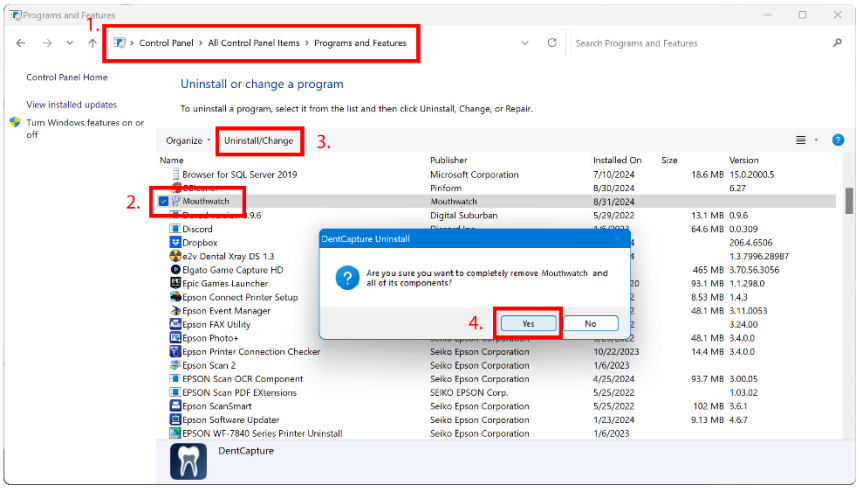
Other intraoral cameras from Mouthwatch or DigiDoc can have their own button tray utility which will cause conflicts with the keyboard keystrokes that DentCapture ties to send over to the Dental Imaging Software.

If the conflicting program is no longer needed, simply uninstall it all together:

1. Seach for “Programs and Features” on the Start Menu and run the program:

2. Click on the conflicting program:

3. Click “Uninstall/Change”



4. Proceed with uninstallation for all other conflicting programs:

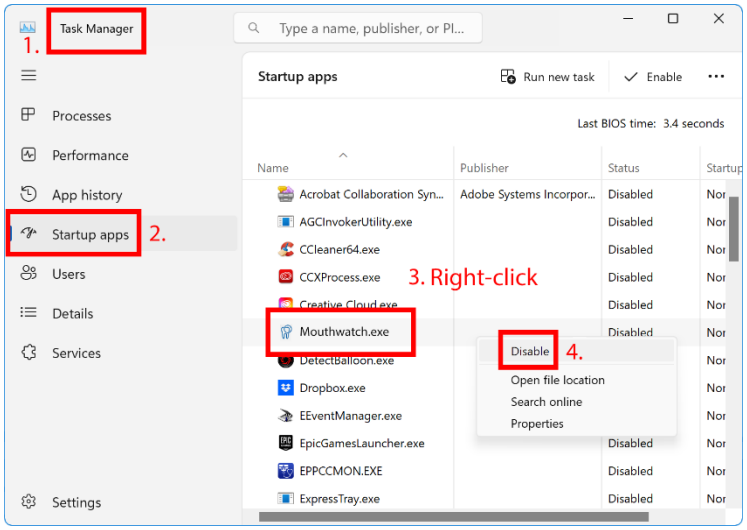
If the conflicting program is still needed, insist that the user dedicate the EYECAM to specific computers and disable program from starting up following these steps:

1. Search the Start Menu for “Task Manager”

2. Click on “Startup”

3. Right-click on the conflicting program:

4. Click “Disable”



1. If the conflicting program cannot be disabled, close DentCapture by right-clicking on its Taskbar icon. Experiment with the other camera’s button capture program and see if it can be made to work. If so, uninstall DentCapture to ensure compatibility of multiple cameras on the same computer.

9.4 *Button Not Working Consistently*

The mouse focus must be placed on the window in the Dental Imaging Software where the live video is displayed in order for DentCapture to send over the correct keyboard command when pressing the physical capture button on the device.

9.5 *Conflicts Between Imaging Program and DentCapture Rights*

In some situations where the imaging program is running as an administrator, the keyboard shortcuts from DentCapture cannot be accurately sent over to that parent program from which the camera was originally launched.

In this scenario, it is preferred to configure the imaging program to instead be r

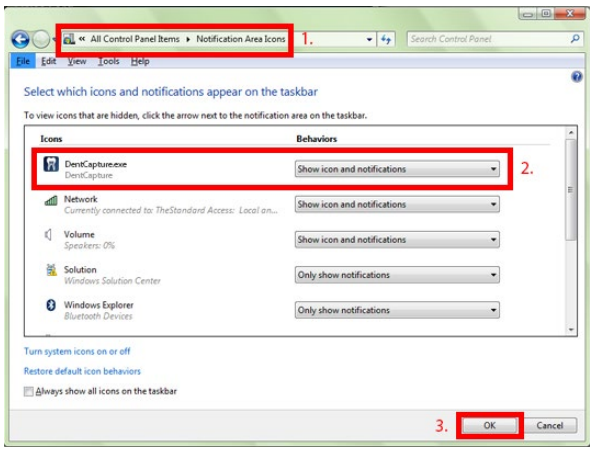
un as a local user, or DentCaputure should be made to run as an administrator, as described in **Section 9.2 - Not Keeping Selected Software**.

- ***TIP!*** Running DentCapture as an administrator can cause unintended issues like introducing additional prompts that the user must click through or causing DentCapture to not start when the computer starts.

9.6 *Hidden System Tray Icon*

If the DentCapture icon does not remain visible in the Taskbar System Tray Icons area, then it might need to be configured specifically in the Taskbar Settings screen.

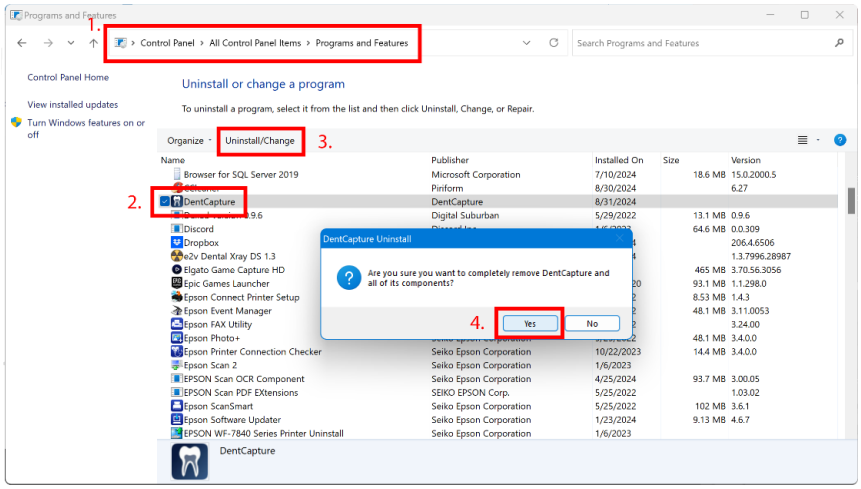
1. Search the Start Menu for “Select which icons appear on the taskbar”
2. Find the DentCapture list item and either set the toggle button to “On” or the drop-down choice to “Show icon and notifications”
3. Click “OK”



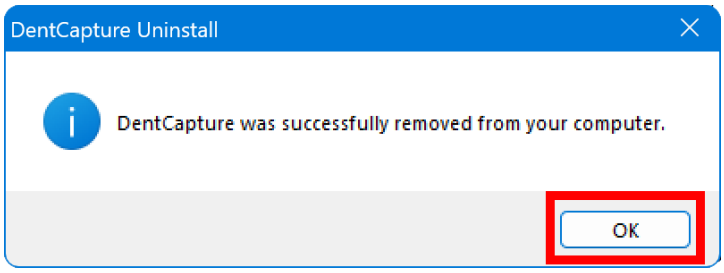
9.7 *Uninstall and Reinstall DentCapture*

Sometimes, things simply get corrupted during the installation of DentCapture for one reason or another. If none of the other steps above help to correct any issues, then uninstall DentCapture.

1. Search the Start Menu for "Programs and Features"
2. Click on the "DentCapture" list item:
3. Click on "Uninstall/Change"



4. On the "DentCapture Uninstall" pop-up, click "Yes"
5. Click "OK"



6. Follow the steps in Section 2.3 – Installing DentCapture

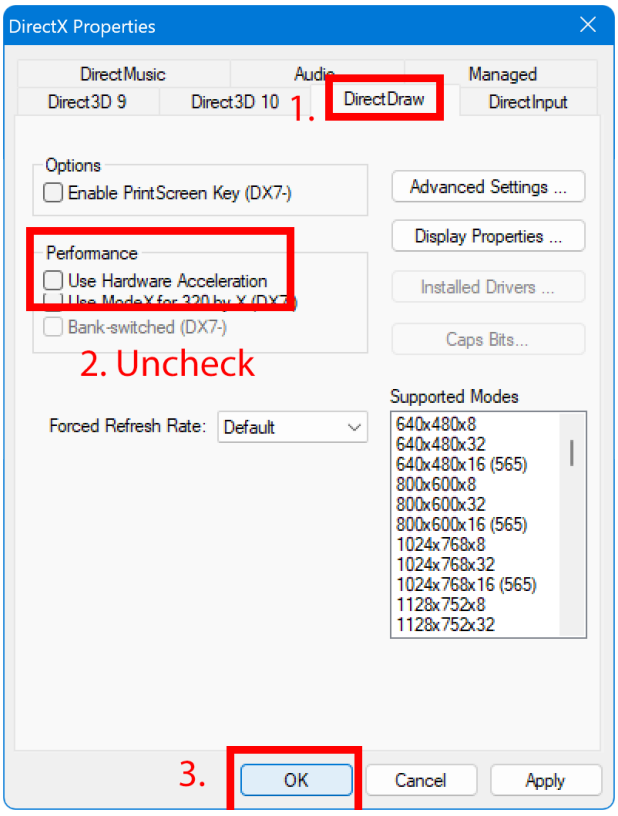
10 Live Video Troubleshooting

If there are no errors when accessing the **USB Video Device**, but the live video window can be opened in the Dental Imaging Software, there might be something preventing the image from being actively drawn on the screen. This can be proven by capturing an image and verifying that it displays an actual image and not just an all-black one.

In most cases, this can be corrected by doing one of two things, which is essentially the same thing, just described in two different ways. What needs to happen is that Hardware Acceleration needs to be disabled, or in other words, Software Rendering needs to be forced.

10.1 *Disabling Hardware Acceleration*

Some programs like DEXIS 10 have a checkbox setting called “Use VMR9 Rendering” which should be turned on to “force” software rendering to solve this, while others like DEXIS 9 do not. When no such setting is available in the Dental Imagin Software, the Microsoft DirectX Properties tool can be used instead.



Visit https://shofu-eyecam-support.com and click the link to download DirectX Properties Tool

Open “DirectX Properties Tool”

1. Click on the DirectDraw tab:
2. Click to uncheck the setting for “Use Hardware Acceleration”
3. Click “OK”

10.2 *Device Not Selected*

In some Dental Imaging Software, the preferred camera cannot be selected by name, so it defaults to a device other than the **USB Video Device**. In other programs, it won’t show up as a named choice until after the first time it is actually called upon.

In these cases, it might be necessary to use Windows Device Manager to disable other integrated cameras (like built-in webcams) so the **USB Video Device** can be called upon by default instead.

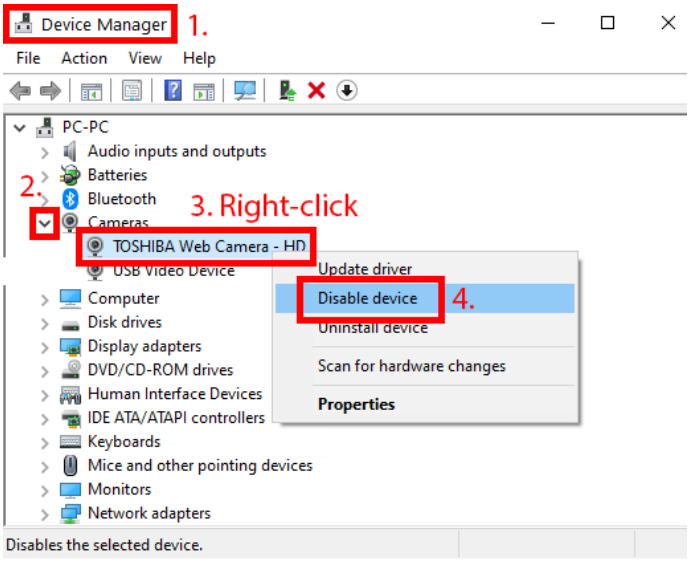
1. Seach the Start Menu for “Windows Device Manager”
2. Expand the heading labeled “Cameras”

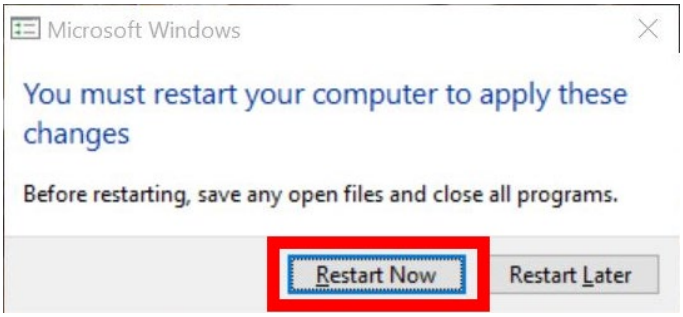
3. Right-click on any integrated webcam other than “**USB Video Device**”

4. Click on “Disable device”

5. Save all work and click “Restart Now” on the pop-up for the changes to take effect:

6. Confirm that the EYECAM can now be made to display live video in the Dental Imaging Software.

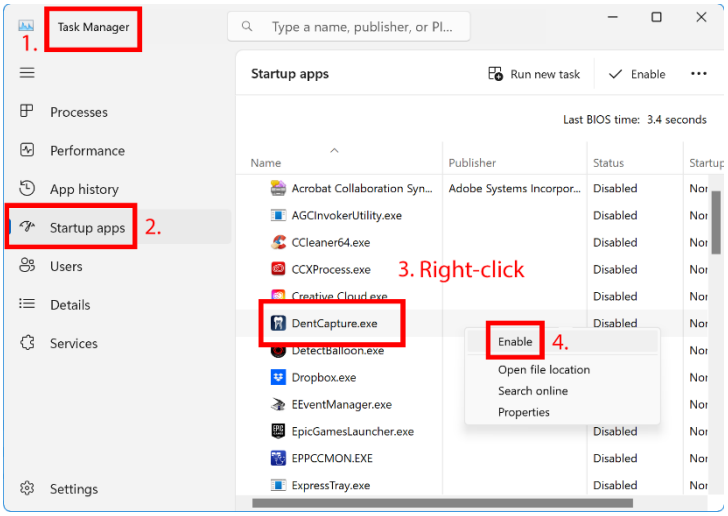




11 Starting DentCapture Automatically

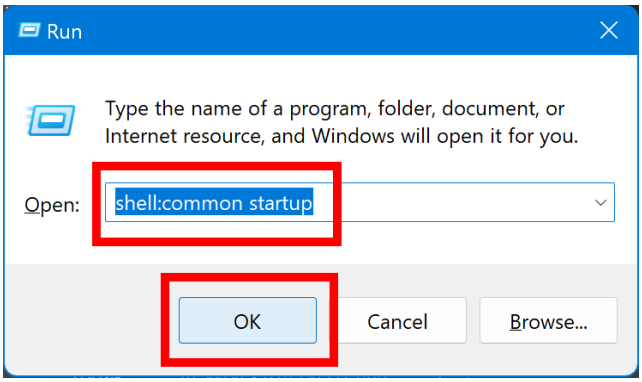
If DentCapture refuses to launch automatically after rebooting the computer, make sure it is set to “Enabled” in the “Startup” tab of the “Task Manager.”

1. Search the Start Menu for “Task Manager”
2. Click on “Start”
3. Right-click on “DentCapture”
4. Click on “Enable”



If DentCapture still refuses to launch automatically after rebooting the computer, a shortcut can be placed in the Public Startup folder using the following shortcuts in the Run dialog box.

1. Hit “Windows + R” keys at the same time to open the “Run” dialog box:



2. In the “Open:” field type: “shell:common startup” then click “OK” to open the Public Desktop folder:

- ***TIP! -*** *If other issues related to the IT Policy are preventing DentCapture from starting automatically when the computer is rebooted or a user logs into Windows, contact your IT Professional for additional support.*

- *If DentCapture still cannot be made to launch automatically, make sure the user knows to manually launch it each day before using the physical button on the camera during a patient exam.*

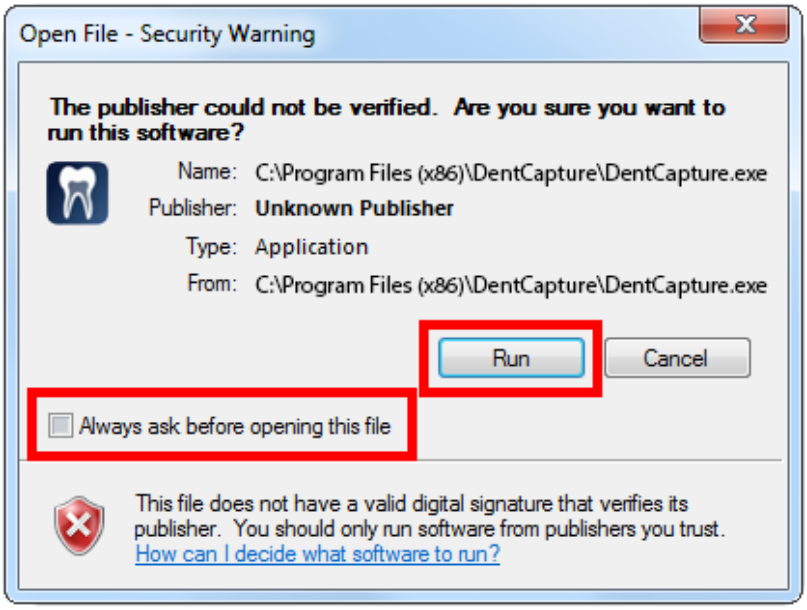
12 Preventing User Prompts

If any prompts are displayed when trying to launch DentCapture, the user may accidentally click “Cancel” and prevent it from actually opening. It is for these reasons that all efforts should be made to prevent these interruptions and requests for approval from happening altogether.

12.1 *Open File Security Warning*

1. Uncheck the “Always ask before opening this file:

2. Click “Run”



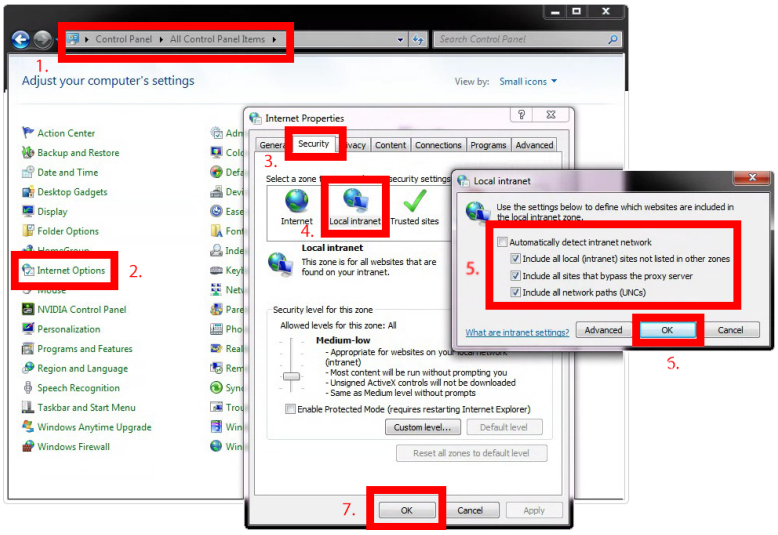
To prevent prompts like this form continuously popping up, make the necessary changes in the Internet Options section of the Control Panel.

1. Search the Start Menu for “Internet Options” or find it in the “Control Panel”

2. Click on “Internet Options”

3. Click on the “Security” tab:

4. Under “Select a zone to view or change security settings,” click on “Local Intranet”



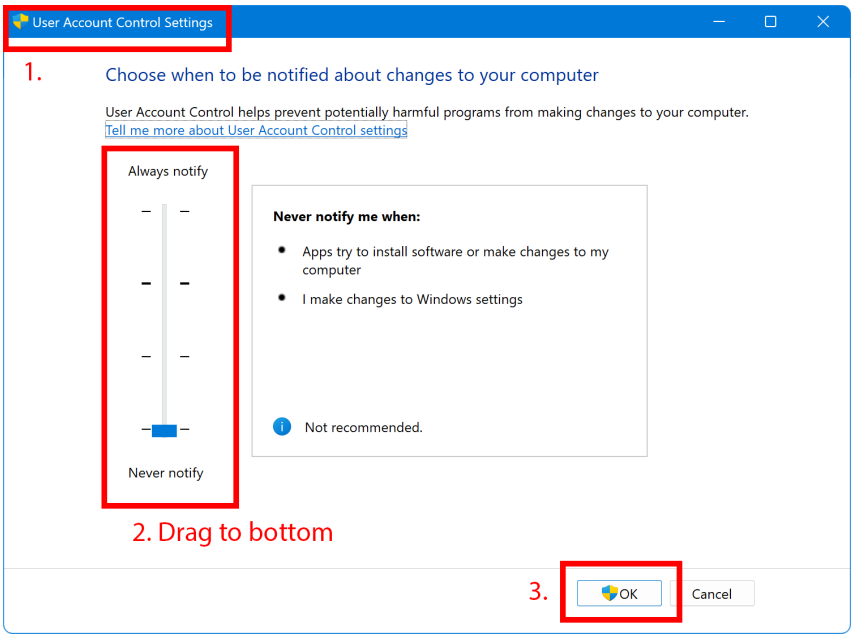
5. On the “Local Intranet” window that pops-up, under “Use the settings below to define which websites are included in the local intranet zone:” uncheck the “Automatically detect intranet network” checkbox and check the other three check boxes “Include all local (intranet) sites not listed in other zones,” “Include all sites that bypass the proxy server,” and “Include all network paths (UNCs)”

12.2 *User Account Control*

1. Search the Start Menu for “User Account Control Settings”

2. Drage the slider on the left all the way down to the bottom where it is labeled “Never Notify”

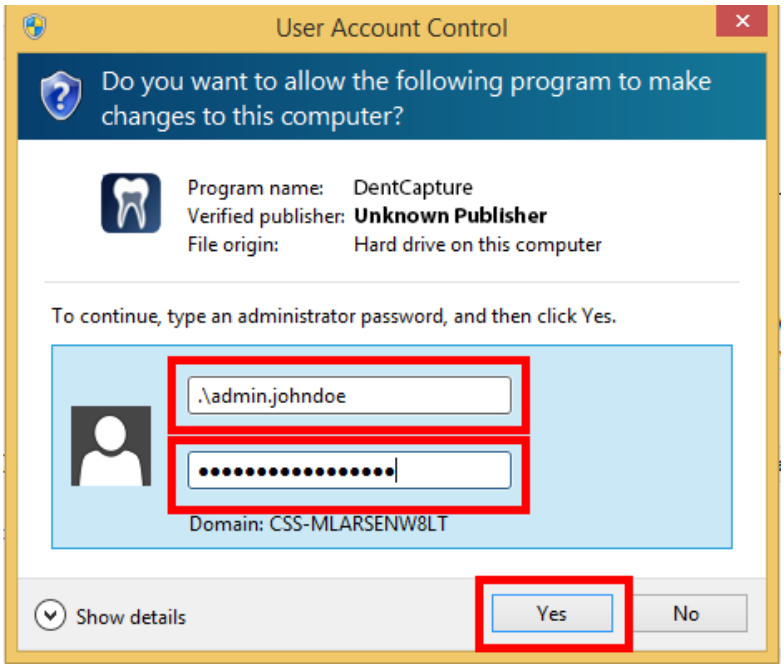
3. Click “OK”



12.3 *Administrative Privileges*

Entering administrator user credentials one time during the installation of DentCapture is reasonable and might be required based on the office's IT policy. However, the user should not be expected to enter these credentials every time they have to manually relaunch DentCapture for some reason, or when they reboot / logon to the computer.

The user should contact their IT professional to ensure that DentCapture can always be opened without prompting for administrative username and password:



13 Additional Support

If the device hardware is tested to be working properly based on the steps described in Section 3 – Testing Live Video and Capture Button, and all the other troubleshooting suggestions found elsewhere in this document were taken, but something is prevent it from working properly in the user's Dental Imaging Software, please contact that program's technical support team for more assistance.

If they are still unable to help resolve any remaining issues within their software, please contact SHOFU EYECAM Support at (833) 547-5595 for additional support.