

ezImageX3 FAQ

Q: How can I download the software?

A: Visit ezimagex3.com and click on the link to request a download. After completing the form, a software download link will be sent to your email within minutes. If you do not receive the automatic email, contact our support team using the information at the bottom of this page.

Q: How do I install the software?

A: Once you download the software, you'll need to first extract the files from the compressed folder. Then you will see 3 files (2 .pdf files, and 1 install file). Simply run the install file and follow the dialogue prompts. A shortcut should appear on your desktop. Then open the .pdf for setup instructions and follow the steps before first use.

Q: A shortcut doesn't appear on my desktop, what should I do?

A: Try installing the program again as administrator. If the problem persists, contact support using the information at the bottom of this page.

Q: I don't see a live image, what should I do?

A: If there is no live image, there are a number of things you will want to check. Think about the following:

1. Is the device listed within your device manager? (Typically the device name for a Mighty Scope is USB Camera DMC-1213)
2. Is the Mighty Scope or other device selected within the software?

If you answered yes to both, you should enter the 'Edit' menu, click 'Initialize' and look for the light on your device to turn on. Exit the menu and click Live to start the live video. Otherwise contact support using the information at the bottom of this page.

For Windows 10 users: Navigate to Settings > Privacy > Camera, and verify that 'Allow apps to access your camera' setting is turned on.



Q: I see an image, but it's dark/blurry, what should I do?

A: First verify that your Mighty Scope model number is not one that emits UV or infrared light. Adjust the brightness dial and the brightness setting in the 'Edit' menu to account for the darkness. Adjust the larger dial on the Mighty Scope to bring the image into focus. For a 500X model with a fixed working distance, you cannot adjust the focus. Instead you will have to sacrifice all of your working distance, bringing the scope directly on top of the object to achieve image clarity.

26700-204: A fixed magnification 500X Mighty Scope

26700-205: emits UV light

26700-207: emits near infrared light

26700-230: This model only supports HDMI output

Q: How do I calibrate, measure and capture images? Is there a tutorial?

A: Yes there is a tutorial! <https://www.youtube.com/watch?v=IbxF3cORrV0>

Use the time stamps in the video description to quickly find answers. For further assistance contact support using the information at the bottom of this page.

Q: When will there be support for macOS Catalina & beyond?

A: Aven recognizes that it is in our best interest to support all operating systems. At this time, we have nothing in the works for macOS Catalina & beyond.