

## **Driver fails to install, rainbow timer just keeps spinning**

This is generally caused by the software having to read too many drive locations on the system trying to locate the plug-ins directory

1. Disconnect/Un-mount any External Hard drives
2. Disconnect from the internet/Home Network and Any WiFi connections you might have
3. Download latest drivers
  - Update scanner driver from: <http://www.scanace.com/en/download.php>
  - Turn off and disconnect the scanner
  - Once the file has saved double click the VISE installer file labeled Cyberview X (should be on the system Desktop)
  - It will state computer had old version driver would you like to remove it select YES, it will remove the old version, then proceed with installing the new version, prompting to connect the scanner etc. when complete it will ask you to restart do so.
  - Try Cyberview again (Mac HD-Applications-Cyberview X\_(your version SF, MF or MS)) click on Cyberview X icon (looks like small strip of film) to activate the problem, it should read loading driver please wait...the driver should open to Cyberview X preview screen