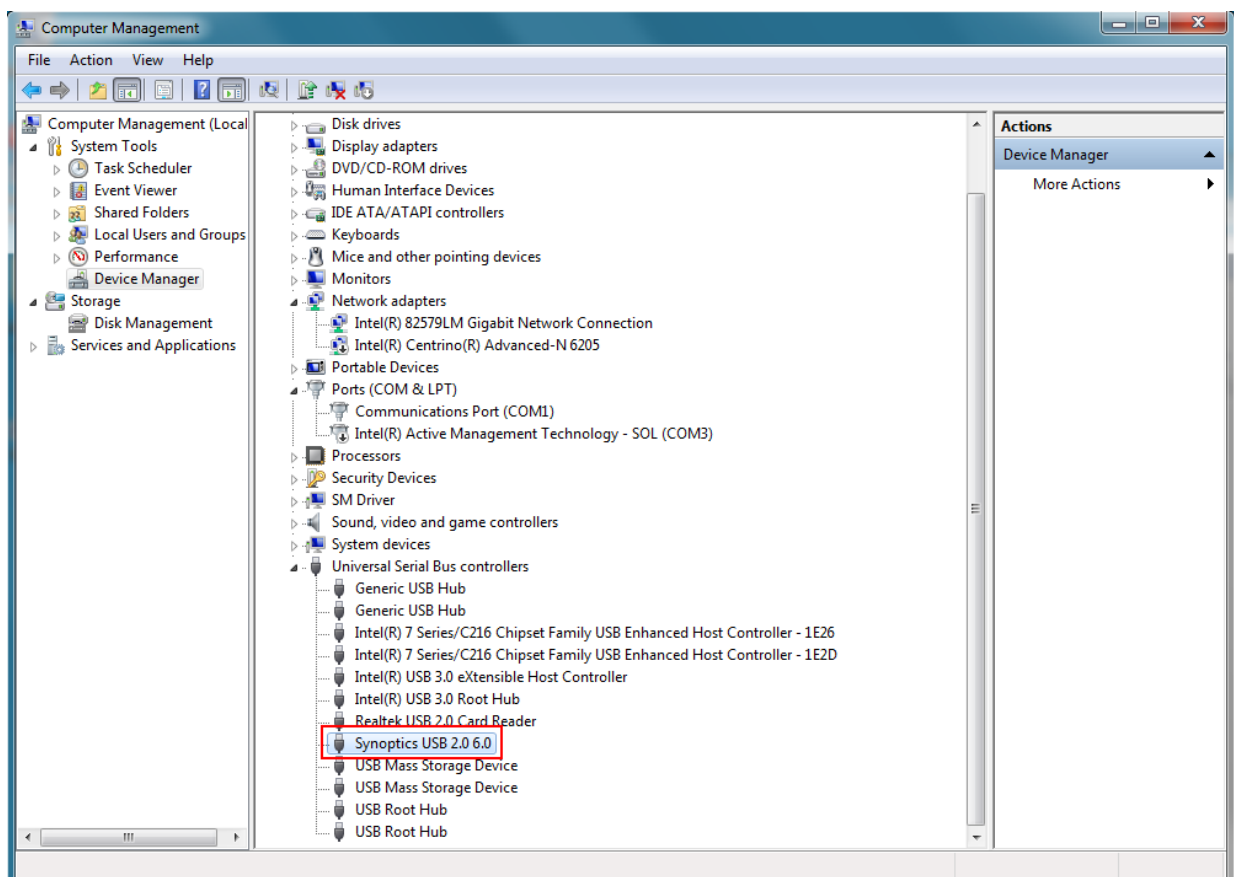
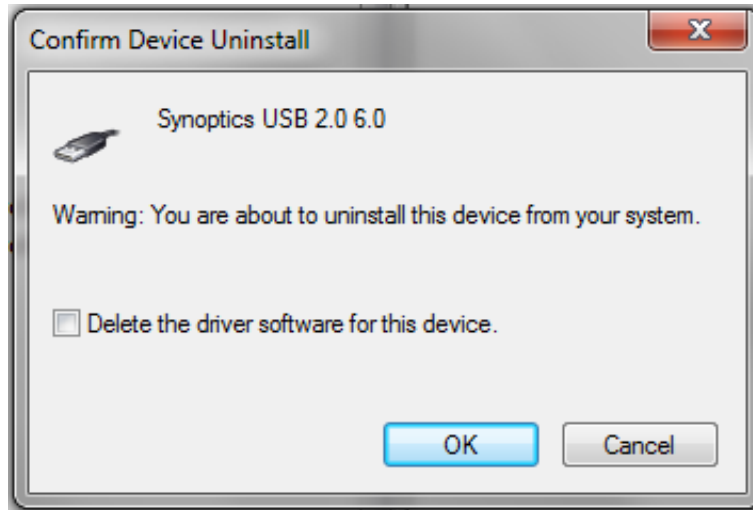


If, after upgrading to version 1.5.7.0, GeneSys fails to connect to the camera, the following steps can be taken to fix the issue.

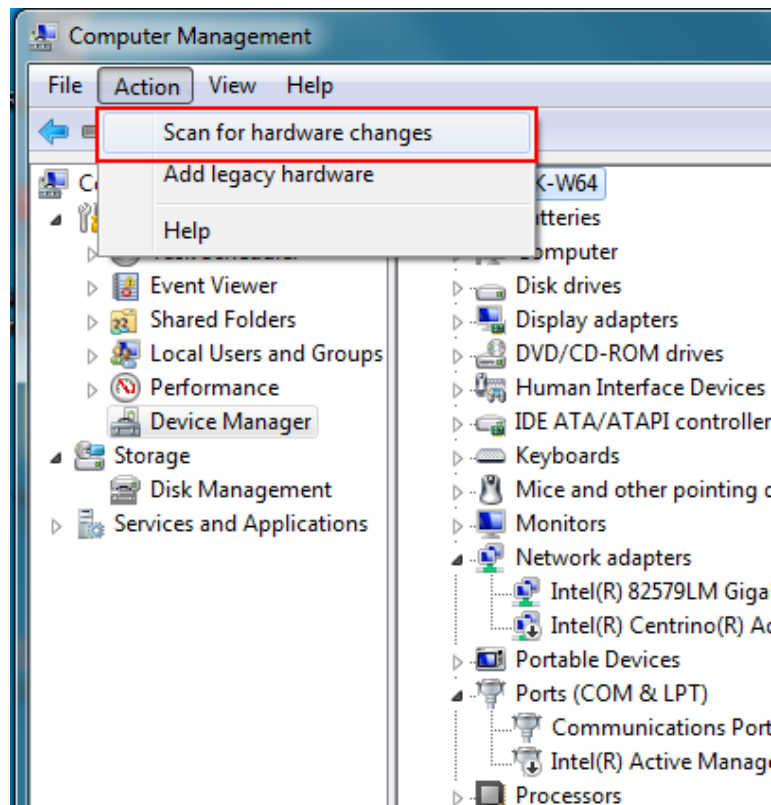
1. Click **Start**, then right-click **Computer**, and then click **Manage**. (You may be prompted to enter an administrator password if the account you used to log in does not have administrator privileges).
2. The **Computer Management** dialog will now open. On the left navigation panel, select **Device Manager**.
3. Expand the **Universal Serial Bus controllers** tab and locate the camera. The name will contain either “Synoptics”, “Atik” or “Artemis”.



4. Right-click the camera and select **Uninstall**. The **Confirm Device Uninstall** popup will appear. Leave the **Delete the driver software for this device** unchecked, and select **OK**.



5. From the **Menu Bar** select **Action** then **Scan for hardware changes**. The camera should now be added to list of **Universal Serial Bus controllers**.



6. Close the **Computer Management** dialog and Restart GeneSys. The camera should now connect.

If the camera does not connect please contact Syngene support at [support@syngene.com](mailto:support@syngene.com)