

# VisiQuick - Questions and Answers

## Intraoral video cameras How to install (and configure) a MyRay C-U2 intraoral camera in VisiQuick?

- Remove "MyRay Monitor" from Windows startup
- Close "MyRay Monitor" and "TwainToDisk" (if started)
- Start VisiQuick
- Tools --> Device settings --> Video
- Add "MyRay C-U2 camera"
- Configure its settings.
- Select source:
  - For iCapture: "iCapture RGB Interface"
- When starting for the first time the default device should be configured if it is not the camera. For this click the bottom right dropdown arrow. Click on the configure icon on the left. Double click the camera device to select it.

### Notes:

- When using VisiQuick 3.0.1.686 install VqHotfix\_VideoButtons\_686\_101.exe (To avoid RGB color swap)
- The MyRayMonitor and TwainToDisk program should not be running when clicking the video button in VisiQuick. Otherwise VisiQuick can get a "Device busy" error when clicking the video button.
- MyRay Twain driver crashes when started (Windows 10). In the Windows event viewer the module causing the crash is "igdumdim32.dll" in the Windows System32 folder (SysWOW64 for Windows 64 bits). To solve the problem rename "igdumdim32.dll" to for example "igdumdim32.dllx"
- When the buttons does not work in the MyRayTwain driver then try to run the MyRayMonitor once as admin user.

Unique solution ID: #1022

Author: Udo Brom

Last update: 2018-09-20 10:18