

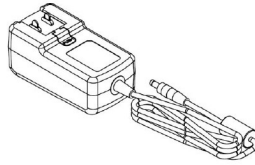


# MA-1 Support Overview

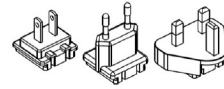
## Package Contents



MA-1



AC Adapter



Quick Start Guide

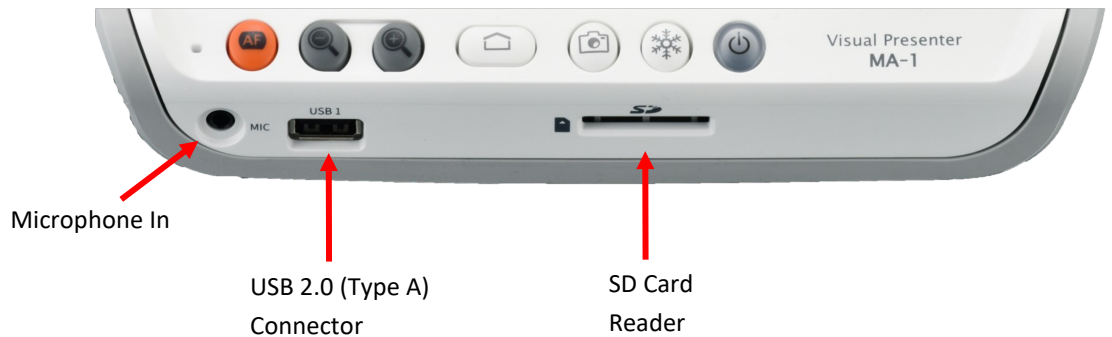
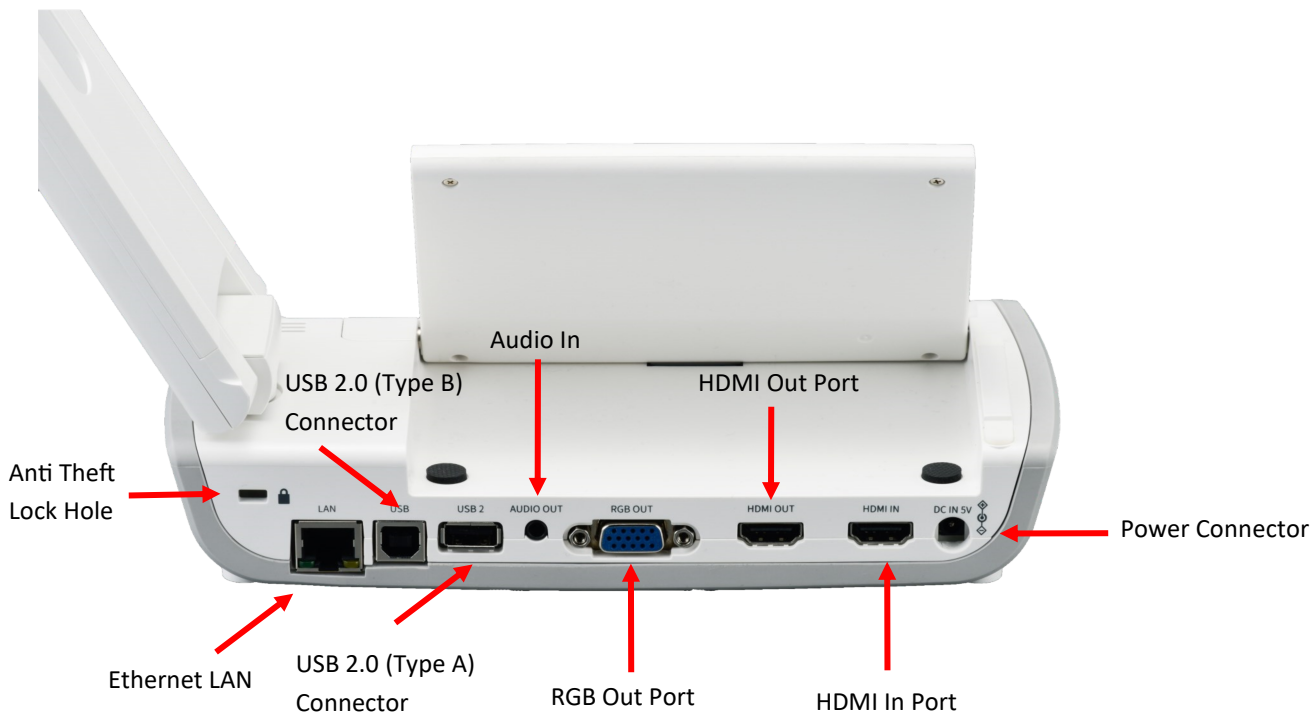


Warranty Card  
(For Japan/ North  
America only)



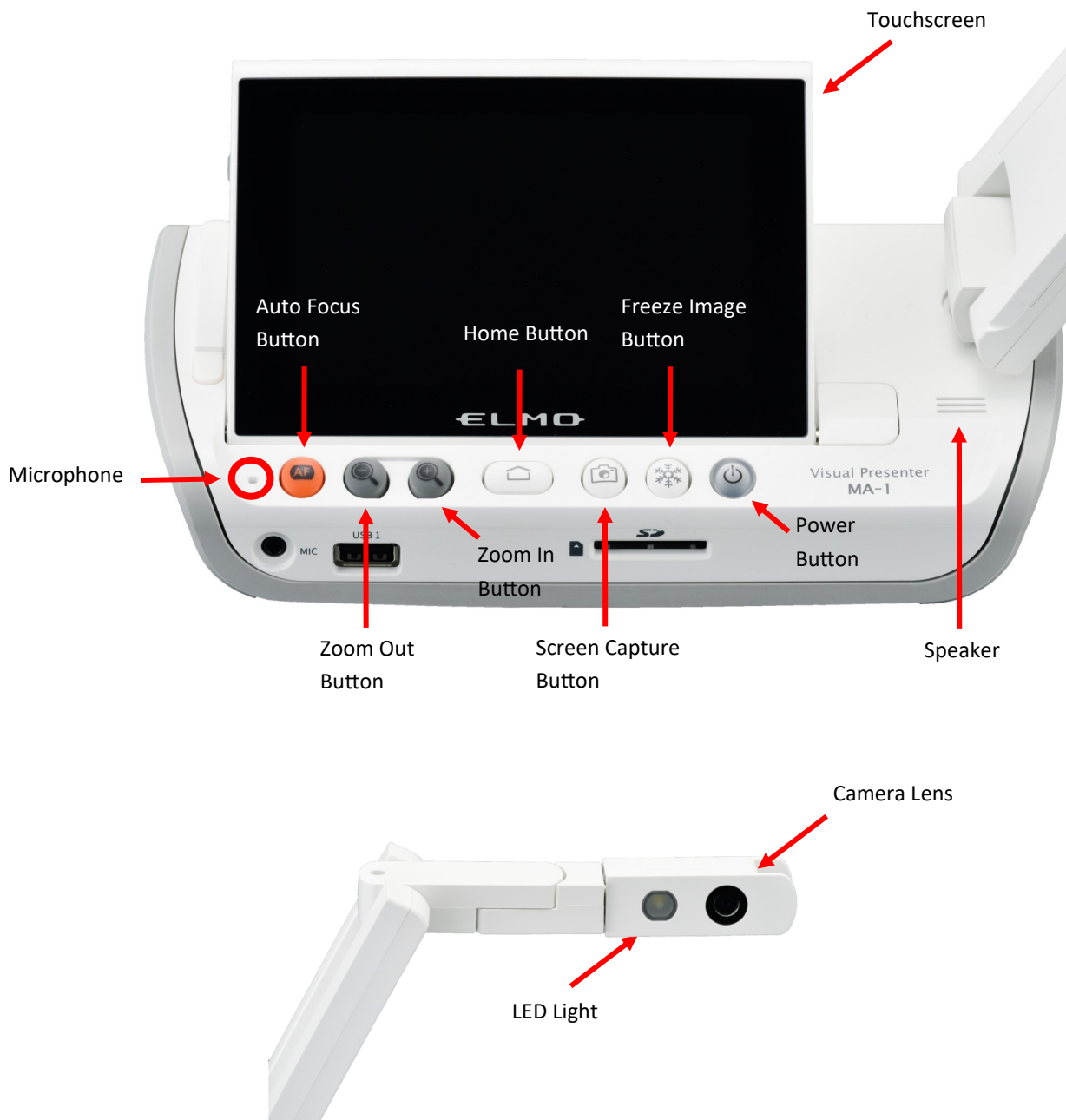
IMPORTANT  
SAFEGUARDS

## Part Identification



**Not Pictured:** Reset Button on bottom of device

## Part Identification



## Supported Software

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### Windows 7 / 8 / 8.1 / 10

- ELMO Interactive Toolbox for Windows
- Image Mate + Cloud

### MacOS 10.14 +

- ELMO Interactive Toolbox for Mac
- Image Mate + Cloud

### ChromeOS

- Image Mate + Cloud

## FAQ

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**Q:** Why doesn't my computer see my device connected?

**A:** USB Camera setting disabled. Please see USB Guide for instructions

**Q:** How do I use the Microphone when connected to my computer?

**A:** Please enable the microphone in the settings menu.

Note: If you are not able to enable the microphone, please contact support for a firmware update.

## Troubleshooting

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**Problem:** Camera not recognized / No image from camera

**Solution:** Change cable and/or input port. Reset/reinstall software on computer.

**Problem:** Image too bright / dark

**Solution:** Adjust brightness or turn LED on/off.

**Problem:** My device is frozen / unresponsive.

**Solution:** Please locate the small reset button on the bottom of the ELMO and press it while the device is powered on.

**Problem:** Image is out of focus

**Solution:** Press AF button. Adjust distance between object and lens (minimum 100mm).

**Problem:** My device will not output video (HDMI or RGB).

**Solution:** Please locate the small reset button on the bottom of the ELMO and press it while the device is powered on.

**Problem:** My Device will not connect to my Mac after following the USB Guide.

**Solution:** Please contact support to receive a firmware update to make your MA-1 MacOS compatible.

## Optional Accessories

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M Series Microscope Adapter (1371)

## Replacement Parts

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| Part Name    | Product Code |
|--------------|--------------|
| AC Adapter   | 5ZA0000464   |
| Plug Adapter | 5ZA0000420   |
| USB Cable    | 5ZA0000151   |