

◆ **Support USB3.0 Host : Fresco FL1000/FL1009. Please install Host Driver additionally.**

◆ **Do not support USB3.0 Host : Asmedia, Etron 168/188, Via 801/Via 805**

◆ **Do not support all related Windows RT.**

◆ **If the first time install on Vista OS, the users have to reboot the system.**

◆ **Do not support to work on the windows or MAC or other OS simulated from VM software.**

◆ **Need to working under the administration authority.**

◆ **If one system "restart" "sleep" "shut down" and then occur the disconnect or unusual circumstance. Please unplug the 2 sides of Wormhole Switch, waiting for the program finished reading and stable. Then plug again to reconnect the Wormhole Switch on 2 system.**

Q1 Can you tell me how to find the cursor location at the present time in the fastest way?

A1 No matter what kinds of mouse and keyboard switch setting (setting calling back cursor by Middle Mouse Bottom, Middle Bottom during the mouse already out of screen) you use, you can find out the cursor location by use the shortcut switch (Alt+S).

Q2 Can I use several JUC500 cables to connect several systems with only one Keyboard and mouse?

A2 Our products only support 1 on 1 systems so far, we don't support on multi-systems.

Q3 Can I use the extent cable to extent the distance when using JUC500?

A3 According to the law of Signals Attenuation, the longer distance, the signal will decreasing depend on the distance. Basically, we advise the user the proper distance is about 1.8 meter. If the user want to extent more, even if they can see the program from both sides, but we can't guarantee the system could operate stable and normally. And speed of loading rate have high percentage going unstable.

Q4 Please tell me how to completely remove the program about the TSR of WormHole Switch under Windows and Mac.

A4 Here is an example under windows 7, please follow the order *click Start locate left down the window* → *Search for programs and files* → *Input "msconfig" to enter the system setting* → *Select the initiate item* Then you'll see the Wormhole Switch initiate item and remove the tick. Press Initiate and confirm, and select restart than you can remove the TSR of WormHole Switch.

The example of Mac, *please go to "Set your preference"* → *Set up User and Group* → *Login Items* .

During the log in, you will see the TSR of Wormhole Switch in the auto open file. Tick the TSR, then press "-" then you can remove TSR of Wormhole Switch under Mac system.

Q5 Can you tell me if I shut the power accidentally during update, or unplug USB during updating and cause the update failed. How should I do?

A5 When you facing these circumstances , please re-plug in JUC500. And then the system will restart the updating process. If still have any other error messages and disable to access, please feel free to contact us.

Q6 Please tell me why the main screen was showing the word "ss", when I was using JUC500 ?

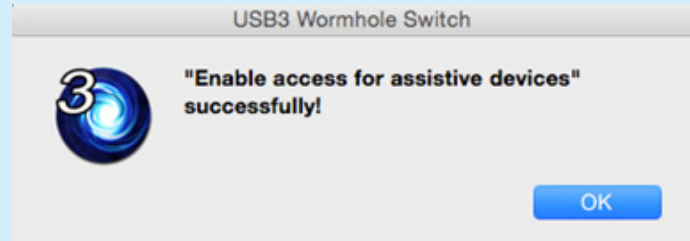
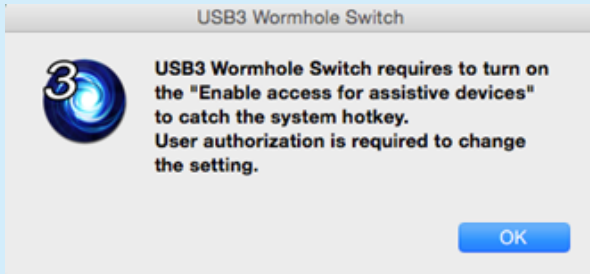
A6 "ss" means the both sides of your host were using USB 3.0, and JUC500 is under the USB3.0 working process. If you can't see any "ss" word, its means one side is USB2.0, and at this condition JUC500 is working under the USB2.0 working process.

Q7 Excuse me, when I plugged your JUC500, the system told me this is virus and can't read it. How should I do?

A7 1. Wormhole3.exe \ 2.LinkEngineKM.exe \ LEWD.exe \ 4.WormholeLD.exe Please add these 4 TSR into your anti-virus safe program list.

Q8 **When I first time use JUC500 on MAC and appear an option called "Enable access for assistive devices". What's that mean?**

A8 This option is a verification info when you first time using JUC500 under MAC. Please press "OK" and input your MAC identical name and password. Then you are pass the verification of "Enable access for assistive devices", and then you can successfully execute JUC500.



◆ 若使用USB3.0 Host：Fresco FL1000/FL1009 請另外安裝Host Driver

◆ 不支援USB3.0 Host：Asmedia， Etron 168 / 188， Via 801/ Via 805

◆ Windows RT 全部不支援。

◆ 在 Vista 平台上，第一次安裝完必須重新開機。

◆ 不支援使用 VM 軟體模擬的 Windows or MAC or other。

◆ 需在管理者權限下使用。

◆ 若單邊”重新開機””睡眠””休眠”後，發生無法連結或使用上有不正常，請把 Wormhole Switch 兩端重新插拔，需等軟體完全退掉，才可再重新插上連結二台電腦。

Q1 請問有什麼最快的方法可以確認目前滑鼠游標的位置？

A1 無論您目前使用何種滑鼠鍵盤切換控制設定（滑鼠中鍵、滑鼠游標移出螢幕中鍵），鍵盤熱鍵切換（Alt+S）可以讓您馬上確認您的滑鼠游標位置。

Q2 請問能不能用多條JUC500產品把多台電腦串接起來，共享鍵盤滑鼠呢？

A2 目前我們的產品僅支援1對1，並不支援多台主機多工使用

Q3 請問我可以用USB延長線來延長使用的距離嗎？

A3 根據訊號衰減定律，當距離越長，訊號強度會隨著距離的長度而遞減，原則上使用延長線的距離，我們建議在1米8左右，如嘗試著再把延長線的距離拉長，即使兩端都看得到程式，但並不保證能正常運作，並且傳輸速度與速率會有不穩定的機率存在。

Q4 請問我要怎麼完全移除在PC/MAC裡面有關WormHole Switch的常駐程式？

A4 這裡以Windows 7為例，請在左下角的開始→搜尋程式及檔案→鍵入“msconfig”指令進入系統設定→選擇啟動項目，您會看到Wormhole Switch 啟動項目，取消勾選，按下套用與確定，選擇重新啟動即可移除 WormHole Switch 的常駐程式。

以Mac為例，請至系統偏好設定→選擇使用者與群組→登入項目，在登入時會自動打開的項目裡頭您會看到 Wormhole Switch 的常駐程式，請勾選，然後按下“-”就可以刪除 Wormhole Switch 在Mac的常駐程式。

Q5 請問我在更新過程中不小心關掉電源/更新到一半拔掉USB導致更新失敗怎麼辦？

A5 請你此時再重新插回 JUC500，此時系統將會重新執行更新程式，如還有出現其他錯誤訊息並無法執行的情況，請跟我們聯繫。

Q6 請問為什麼我的JUC500執行的時候，主視窗會出現“SS”的字樣？

A6 “SS”字樣代表您兩端 HOST 的 USB 端為 USB 3.0 規格，JUC500目前處於USB3.0工作模式執行，如沒有“SS”的字樣代表您使用的一端為USB 2.0 所以，此時 JUC500 將會使用 USB2.0 的速度來執行。

Q7 請問一下，我插上你們的JUC500，系統告訴我這是病毒無法讀取，請問我該怎麼辦？

A7 1. Wormhole3.exe、2.LinkEngineKM.exe、LEWD.exe、4.WormholeLD.exe 請將這四個常駐程式加入您的防毒軟體白名單內

Q1 在MAC上面第一次使用JUC500會出現的"允許輔助設備"選項是甚麼意思呢?

A1 這個選項代表當你第一次使用JUC500時，MAC所要求的一個認證訊息，請按下確認鍵之後輸入MAC帳號與密碼，就可通過MAC "允許使用輔助設備" 認證，然後按下確定，就可以成功執行JUC500。

