



This section describes some common questions and answers about the installation and operation.

$\mathrm{Q1}\,$ Why the Num lock is off while the mouse cursor switch to the other PC?

A1 We have set the default to the number lock on universal keyboard when the cursor switch to other computer, it will be off and needed to manually turn in on. The reason we design this way is to avoid the key missing typing between the universal keyboard & particular keyboard of notebook, because there are many types of keyboards, especially different on the position of key setting. The structures and functions of keyboard are also different between notebook & universal keyboard.

In this case, we suggest you to use the universal number key on the top of keyboard, not on the side of number keys. (JUC-100 > JUC-200 > JUC-400 > JUH-320 > JUH-320 > JUC-500 available.)

Q2 sometime I cannot find where my cursor, why?

- A2 You can press (Alt+S), you will see the position of cursor right away. (JUC-100 \ JUC-200 \ JUC-400 \ JUH-320 \ JUH-320v2 \ JUC-500 available)
- Q3 When I use the PC & MAC at the same time, if I use the mouse on PC to control Mac OS vice versa, the cursor A3 movement is kind of not smooth.

MAC & PC are using the different dpi & pixel movement design, so it will affect the movement.

The below solutions can make the movement improve.

1. Adjust the mouse speed in "the system preference" of Mac

- 2. Use the third party software such as USB Overdrive
 Steermouse or ControllerMate in order to adjust the MAC mouse as the same dpi as PC'S mouse
- (JUC-400 \sigma JUH-320v2 \sigma JUC-500 available)

Q4 I set the position of 2 screens as upper & down, when I drag a file from the down screen to upper screen, the

A4 application icon in the dock below upper screen will be accidently drop off. How should I fix this issue?
 On Mac system, if you open the Effects Wizard on the application icon in the Dock below. When you drag from the down screen to the upper screen and cross through the application icon would cause this issue. The solutions as following:
 1.Press left bottom on the Application Icon in the Dock → Click "Options" → Click "Keep in Dock"

2.Copy the files you want on the Windows and paste on the Mac table without drag files.

3.If you really get used to drag the files up and down, you can temporary set the Dock on screen left or right. (JUC-400 > JUH-320v2 > JUC-500 available)

Q5 Does wormhole support the Trackpad ?

A5 No, currently we don't support the function of Trackpad. The reason is that the dpi of Trackpad is different from Mouse. (JUC-100 > JUC-200 > JUC-400 > JUH-320 > JUH-320 > JUC-500 available)

Q6 Can I use several wormhole Switch products to connect multiple computers for sharing keyboard & mouse?

A6 No, Wormhole Switch can support 2 computers only . (JUC-100 \ JUC-200 \ JUC-400 \ JUH-320 \ JUH-320v2 \ JUC-500 available)

Q7 Can I use USB Extender cable to extend the distance?

A7 Yes, not longer than 1.8m is recommend. Due to the quality & signal issue of USB extend cable, the longer distance, the weaker signal.

(JUC-100 \times JUC-200 \times JUC-400 \times JUH-320 \times JUH-320v2 \times JUC-500 available)

Q8 How can I install the wormholeswitch APK after I download it to my smart phone?

A8 For example, if you already download WormHole Switch.apk in Samsung S2, please follow the instruction below: Click the icon on the table \rightarrow My File \rightarrow Find the program "WormHole Switch.apk" you downloaded and click it to start install. (JUC-200 available)

Q9 How can I delete the Wormhole Switch Application from smart phone?

A9 in the you can go to Start \rightarrow Setting \rightarrow Programs and Features \rightarrow Uninstall or change a program and then delete the "WormHole Switch" application.





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Q10 How I remove the resident of wormhole switch icon completely?

A10 Here we have an instruction available for Windows 7 user: Start from left below corner \rightarrow Search program and files \rightarrow Input the code"msconfig"

Enter System Configuration \rightarrow Select "Starrtup", then you will see Wormhole Switch "Boot Options". Cancel the tick. Select "Imitate" and "Yes", Select the Reboot then you removed the resident of WormHole Switch icon. For Mac user, please follow the instruction: Set your preferences \rightarrow Users and Groups preferences \rightarrow Log in While log in, you will see an catalogue open automatically and you can find the resident of wormhole switch icon in this catalogue.Please tick it and select "-", then you can delete the resident wormhole switch icon in Mac. (JUC-400 > JUH-320v2 available)

- Q11 If I accidentally shut down my computer during an update or unplug the USB during updating and cause the update to fail. What should I do?
- A11 Unplug and re-plug in the device. The system will then restart the updating process. If you still experience error messages and/or are unable to access the device, please contact our service team who will be happy to assist you. (JUC-100 > JUC-200 > JUC-400 > JUH-320 > JUH-320 > avaliable)
- Q12 When I plug in WORMHOLE (JUC/JUH320), anti-virus software in computer system detected wormhole as virus, how can I do?
- A12 If your anti-virus detected us as virus or "LEWD" wording appear , please contact j5 create customer service, we will help you solve this problem.

(JUC-100 \JUC-200 \JUC-400 \JUH-320 \JUH-320v2 \JUC-500 available)

Q13 Why didn't it auto-run after I plug in Wormhole switch (JUC/JUH)?

A13 Windows PC: If auto-run is not launched, please follow the step below to start the **j5 Wormhole Switch** application: **1.**Check each connector on the USB cable that it is correctly inserted on your two computers.

2.Go to My Computer and double-click the **j5 Wormhole Switch** icon to start the application (**(**)). Then click WHLoader to access the WormHole Switch.

Mac: While you find the WormHole Switch is not launched automatically after you plug in. Please click the WormHole Switch on the Mac table launched WormHole Switch manually. Mac OS would record this manual activate, and will auto-run the Wormhole Switch next time.

(JUC-100 \JUC-200 \JUC-400 \JUH-320 \JUH-320v2 \available)

- Q14 I want to copy the webpage source code from Windows to Mac. When I paste the source code in the Word on the Mac system. However, there is nothing appear in the Word. How should I do to get the source code on Mac?
- A14 If you want to copy the information from the webpage. We advise you to use the browser Firefox. Because the Firefox is the most compatible browser with our products. When the HTML source code haven't paste on the Word directly, the reason is because the Word on the Mac won't have this setting. You could select Edit in the Word, then you can see 2 options "Paste" and "Paste Special". The option "Paste" is for pure word, "Paste Special " you can keep the original HTML type. (JUC-400 > JUH-320v2 > avaliable)
- Q15 I want to copy the picture from PC to the "Point" on the "Mac". When I paste the picture to the "Word" on the "Mac". However, the picture doesn't appear. How should I do to get the picture on the Mac point?
- A15 If the picture you copy doesn't paste on the word directly, this is because the "Office" program original setting on the "Mac". You can select "Edit" on the "Word", then you can see 2 options on Paste, they are "Past" and "Paste Special". "Paste" for the optional who want to paste by original type, "Paste Special" you can choose want to be original type or HTML type. (If you have copy the source code, you can use the "Paste Special" to paste by HTML form. Otherwise only "Paste" as default.) (JUC-400 > JUH-320v2 > available)
- Q16 Why can't I use Chinese phonetic transcription input when I use JUC-100/JUC-500 on my Android cellphone/tablet?
- A16 You can type Chinese by input Chinese phonetic transcription if you have downloaded the software. Our products could corresponding the phonetic transcription software. (JUC-200, available)





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- Q17 When I drag the cursor from one screen to another. Why can't I drag to another screen/ the cursor appear side is not what I set before?
- A17 If you find the any unusual circumstance after setting your WormHole Switch (such as the cursor appear wrong way from 2nd screen, can't switch from the mouth roller bottom, and can't exchange from shortcut key...etc.).
 - Please confirm the setting in both systems "Preferences":
 - **1.**Confirm Mouse and Keyboard switch setting are the same.
 - 2.Confirm the Keyboard shortcut switch key are the same.
 - **3.**Test the cursor from up and down, left and right is reasonably as the user's setting.
 - (JUC-100 \sigma JUC-200 \sigma JUC-400 \sigma JUH-320 \sigma JUH-320v2 \sigma available)

Q18 How to set the WormHole Switch as non-residential program?

- A18 Please cancel the tick of "Resident this Application" in the "Preference". Then you'll need to install the WormHole Switch program every single time when you need to use the device. The program won't resident in the system permanently. However, we advise you to resident the WormHole Switch in your system to reduce the time of installation. (JUC-100 \JUC-200 \JUC-400 \JUH-320 \JUH-320v2 \avaliable)
- 019 How to make sure JUC-200/JUC-400/JUH320v2 is connect to my iPad/Android which I can input from the real keyboard?
- A19 If you connect to WormHole Switch with your iPad/ Android correctly. When you would like to type on the iPad/Android mode, you'll see the virtue keyboard already close. Under this situation, that's means WormHole Switch already connected correctly and you can input by your real keyboard. (JUC-200 \ JUC-400 \ JUH-320v2 \ avaliable.)
- O20 After installed JUC/JUH drivers, and I've seen the WormHole Switch icon on the table. However, why can't I access it, and my firewall and antivirus alert me that the program WormHole Switch has safety concern. And even crash whole system when I trying to access it.
- A20 In some situation, antivirus and firewall would treat WormHole Switch auto run program as a virus or an unsafe program. When you face this circumstance, firstly remove your firewall/antivirus from system, and then plug in your JUC/JUH device. After confirmed the device can working properly, unplug the JUC/JUH device, and then reinstall firewall and antivirus software. At this moment, you'll see the firewall and antivirus is showing warning again, and then you start put the WormHole Switch execute programs on the firewall/ antivirus safe program list (White list, you can set it in the firewall/antivirus safety option setting.) After the setting, if you still have same issue, please contact our technique support to solve your problem.

(JUC-100 \sigma JUC-200 \sigma JUC-400 \sigma JUH-320v2 \sigma avaliable)

Q21 Why my Disc Player icon disappear after installed WormHole Switch in my system?

- A21 This issue cause from your system hasn't drop out the previous disc player code number from USB device. You can exchange the using disc driver code number to other drive. (For example: E drive exchange to Z drive). (JUC-100 \times JUC-200 \times JUC-400 \times JUH-320 \times JUH-320v2 \times avaliable)
- Q22 Why can't I open the transmit program from JUC-200 after plug in my Android Tablet/Phone? There is only mouse and keyboard can work.
- A22 For now there are numerous Android Tablet/Phone released in the market and their system update are really fast. If you find your JUC products can use on your Android products before, however lost support after update your Android version, please confirmed the following:





under your USB device?

1.Can you see these 2 icons

2.Can your mouse and Keyboard work?

(Every Android Tablet/ Phone the USB path are different . If you have such issue, please contact Android Tablet/ Phone the original companies' customer service.) If you find our WormHole Switch program have conflict with other programs in your system, and the result cause you cannot access or other kind of issues. Please contact our technique support. (JUC-100 \sigma JUC-200 \sigma JUC-400 \sigma JUH-320 \sigma JUH-320v2 \sigma available)





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$\ensuremath{\mathbb{Q}23}$ Please tell me how to operate the white list from the antivirus?

1.Please enter the Windows Task Manager, find the programs which you want to add on the white list.
A23 For JUC400, the execute file names included LinkEngineKM.exe > Wormhole.exe > WormholeM.exe > LEWD.exe.
For JUC500, the execute file names included Wormhole3.exe > LinkEngineKM.exe > LEWD.exe > WormholeLD.exe

Find the Link EngineKM.exe, click the right bottom on the mouse and select "Open File Location".



2. Fine the file loctation with the program Link EngineKM.exe, copy the path of this program.



3.Open your antivirus and find the Option of white list, add the path of the programs you just copied in to the antivirus white list option.And your devices should be fictional well.





JUC100、200、400、JUC320、320V2 客服問題集

這裡記錄了一些常見的問題和答案的安裝和操作。

Q1 請問為什麼每次把游標移動到另外一台PC/NB時,Num Lock鍵的燈號就會熄滅?

A1 為了因應在各種不同的 PC/NB 在 Num Lock 鍵的位置設計上的不同,如:兩台互相連接的PC/NB,一台有 Num Lock 鍵另一台沒有,或是 Num Lock 鍵的位置跟另一台不同,這時會發生 Wormhole km Switch 無法辨識或是使用者在使用上的混淆。

因此,我們將Num Lock鍵的燈號預設值設定為:

把游標移動到另外一台PC/NB時,Num Lock鍵燈號就會自動熄滅,避免可能的錯誤。

當您使用 Wormhole km Switch,我們建議您使用標準的數字鍵,來輸入數字,如您有任何建議我們改進的意見,非常歡迎您的來信~ (JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、皆適用)

Q2 請問有什麼最快的方法可以確認目前滑鼠游標的位置?

A2 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 (JUC-100、JUC-200、JUC-400、JUH-320、JUH-320vZ、皆適用)

Q3 請問我使用在PC與Mac的環境下,為什麼當我使用PC端來操作Mac端的時候,跟PC端的滑鼠使用的手感總是不太順暢?

A3 PC 的滑鼠與 Mac 的滑鼠,因為兩種系統對於滑鼠的相對移動的像素(dpi、pixel數)設計上的不同,因此當您在操作著 PC 的滑鼠移動到 Mac 端,就會感覺不順手,可以改善的方式有:

1.調整Mac系統偏好設定,調整滑鼠軌跡速度。

2.使用第三方軟體,如:USB Overdrive、Steermouse、Controller Mate,將 Mac 滑鼠調整至如同 PC 滑鼠相同的 dpi 設定。

(JUC-400、JUH-320v2、JUC-適用)

Q4 為什麼當我使用JUC-400從PC拉曳檔案,從下方螢幕拖曳到上方螢幕,經過Dock工作列時,Dock的圖示會被一起拉到桌面去?

A4 這個原因是由於 Mac 作業系統的 Dock 工作列開啟精靈效果所致,您可以對著 Dock 列中的圖示按下滑鼠左鍵 → 選項 → 保留在 Dock 上,或 是將您要複製的檔案直接複製之後,到滑鼠游標移動到Mac桌面上之後按下貼上,不使用拖曳複製的方式即可。如果您需要頻繁的由下往上 拖曳檔案,可以暫時先將 Dock 設定到螢幕左方或是右方的位置。 (JUC-400、JUH-320v2、JUC-500適用)

Q5 請問您們的產品有支援觸控板嗎?請問您們的產品有支援軌跡球嗎?

A5 由於觸控板/軌跡球的dpi與滑鼠不同,目前我們的產品暫時不支援觸控板/軌跡球。 (JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、JUC-500皆適用)

Q6 請問能不能用多條JUC產品把多台電腦串接起來,共享鍵盤滑鼠呢?

A6 目前我們的產品暫時僅支援1對1,並不支援多台主機多工使用 (JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、JUC-500皆適用)

Q7 請問我可以用USB延長線來延長使用的距離嗎?

A7 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。 (JUC-100、JUC-200、JUH-320、JUH-320、JUH-320、JUH-320、JUC-500皆適用)

Q8 我手機下載了WormHole Switch.apk的軟體,請問怎麼安裝?

A8 以SAMSUNG S2為範例,如果您下載了WormHole Switch.apk 請您至 → 桌面程式圖示 → 我的檔案 → download 資料夾找到您下載的
 WormHole Switch.apk 程式點擊安裝執行。
 (適用於JUC-200)

Q9 請問我要怎麼移除掉我手機內的WormHole Switch這個程式?

A9 以SAMSUNG S2為範例,如果您要移除您手機裡的WormHole Switch這個程式,請您到程式→設定→應用程式→管理應用程式→管理及移除已 安裝的應用程式將WormHole Switch移除。

(適用於JUC-200)





JUC100、200、400、JUC320、320V2 客服問題集

這裡記錄了一些常見的問題和答案的安裝和操作。

Q10 請問我要怎麼完全移除在PC/MAC裡面有關WormHole Switch的常駐程式?

- A10 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。
 - (適用於JUC-400、JUH-320v2)

Q11 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?

A11 請您再試著在別台主機,試試看能不能正常使用,如果發生異常依然無法正常使用,麻煩您跟我們客服聯絡 (JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、皆適用)

Q12 請問一下,我插上你們的JUC/JUH-320產品,系統告訴我這是病毒無法讀取,請問我該怎麼辦?

A12 如果您插入我們的 WormHole Switch,被您系統誤判為病毒程式,或是您發現光碟機圖案出現"LEWD"字樣,這是您系統本身防毒機制所致, 傾請您跟我們客服人員連絡,我們將會幫您解決。

(JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、皆適用)

Q13 為什麼我插入你們的JUC/JUH-320產品,系統沒有任何動作呢?

A13 以PC為例,如果當您插入我們的 JUC/JUH-320 產品,發現 WormHole Switch 的執行檔沒有自行啟動,這是因為 Windows 本身的UAC機制所 致。請您到我的電腦 → 點選CD光碟機Wormhole圖示 → 再點選 WHLoader 即可執行 WormHole Switch。 以Mac為例,如果當您插入我們的JUC/JUH-320產品,發現 WormHole Switch 的執行檔沒有自行啟動,請您點擊 Mac 桌面上的 WormHole Switch 字樣,即可手動執行 WormHole Switch,而Mac會紀錄您這次的執行記錄,下一次就會自動執行 WormHole Switch。 (JUC-100、JUC-200、JUC-400、JUH-320、JUH-3202、皆適)

Q14 我需要拷貝網頁的原始碼從PC到Mac,請問我貼到Mac的Word的時候,明明按了貼上卻不見任何資料出現,請問我該怎麼作?

A14 當您拷貝網頁資料的時候,首先,我們建議您使用 Firfox 瀏覽器,我們的產品對於瀏覽器的支援度以 Firfox 為最佳。當您拷貝過來的HTML 原始碼沒有直接貼上的動作,這是因為Mac版的Word本身的機制所致,您可以點選Word的Edit選項,在貼上的功能您可以看到"Paste" "Paste Special"兩個選項,Paste 為純文字貼上選項,在 Paste Special 選項您可以點選是不是要保留原來的 HTML 格式。 (IUC-400、IUH-320x2、皆適用)

Q15 我需要拷貝圖片從PC到Mac的Point,請問我貼到Mac的Word的時候,明明按了貼上卻不見任何資料出現,請問我該怎麽作?

A15 當您拷貝過來的圖片沒有直接貼上的動作,這是因為Mac版的Office程式本身的機制所致,您可以點選Word的Edit選項,在貼上的功能您可以 看到"Paste""Paste Special"Paste為原始檔貼上選項,在 Paste Special 選項您可以點選是不是要保留原來的 HTML 格式 (如果複製來源 本身有其他屬性,Paste Special 才有作用,如無,都以Paste為預設值) (JUC-400、JUH-320v2、皆適用)

Q16 為什麼我用JUC-200/JUC-500在我的Android手機/平板上面打字,卻不能打注音?

A16 只要您 Android 手機/平板有安裝輸入中文的輸入法,我們的產品可以正確對應其打字功能。 (JUC-200適用)

Q17 請問為什麼我的WormHole Switch出現滑鼠無法拖曳到另外一端/出現拖曳滑鼠游標的時候會出現在原本不是我設定的螢幕方向上?

- A17 當您在使用WormHole Switch的時候,如果您發現設定好了的選項一直不正常(如,滑鼠游標拖曳方向不對,滑鼠中鍵無法切換,快鍵無法切 換等)煩請您進入兩端的喜愛設定裡確認:
 - 1. 滑鼠鍵盤切換控制設定,兩端是否一致
 - 2.鍵盤熱鍵切換設定,兩端是否一致
 - 3.使用滑鼠游標移出螢幕邊界兩端是否合理對應(左到右、右到左、上到下、下到上)

(JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、皆適用)





JUC100、200、400、JUC320、320V2 客服問題集

這裡記錄了一些常見的問題和答案的安裝和操作。

Q18 我不想讓WormHole Switch的應用程式常駐在我系統裡,我該怎麼作,每次都要手動移除一次?

A18 請您至喜愛設定裡面,將"常駐此應用程式"勾選取消,這樣每次安裝,WormHole Switch 都會再安裝一次 WormHole Switch 的應用程式, 而不會常駐在您的系統裡。但如果沒有特殊需求,我們會建議您讓WormHole Switch的常駐程式在您系統,加快安裝速度 (JUC-100、JUC-200、JUC-400、JUH-320、JUH-3202、皆適用)

Q19 我要怎麼確認JUC-200/JUC-400/JUH-320v2正確的連結到我的iPad、Android平板可以正常打字?

A19 只要您正確連接WormHole Switch,當您從Mac/Android端切換到您的iPad、Android,您在輸入文字的時候,您會看到虛擬鍵盤自動收起來, 這時就代表WormHole Switch正確無誤的連接,可用實體鍵盤來輸入。

(JUC-200、JUC-400、JUH-320v2、皆適用)

Q20 請問,為什麼裝上JUC/JUH產品,我看得到WormHole Switch的圖示卻不能執行他,我的防火牆跟防毒軟體告訴我WormHole Switch有安全上 A20 的顧慮,甚至讓我的電腦整台當機?

有少數的情況之下,WormHole Switch 的自動執行檔會被防毒軟體/防火牆視為一個病毒,或是一個不安全的軟體,首先,您先把您的防火 牆/防毒軟體移除,然後插入 JUC/JUH 產品,確認他正常執行無誤,再來,拔除掉您的 JUC/JUH 產品,再行安裝您的防火牆/防毒軟體, 安裝完畢之後,再插入 JUC/JUH 產品,這時,您的防火牆/防毒軟體移除會出現警示,您在把 WormHole Switch 的執行程式設定為防火牆/ 防毒軟體所允許執行的程式(至防火牆/防毒軟體的安全設定裡設定)如果還有問題,煩請您連絡我們的技術支援~ (JUC-100、JUC-200、JUC-400、JUH-320v2、皆適用)

Q21請問,為什麼我的系統安裝WormHole Switch之後,光碟機圖示不見了?

A21 這是由於您的系統,沒有把之前USB裝置的光碟機編號退出所造成。

您可以到我的電腦→管理→磁碟管理→變更磁碟機代號及路徑,將使用中的USB裝置光碟機代號改成其他光碟槽即可(如:E槽改到Z槽) (JUC-100、JUC-200、JUC-400、JUH-320v2、皆適用)

Q22 請問為什麼JUC-200插上我的Android Tablet/Phone,你們產品上面的傳輸軟體開不起來?只有滑鼠跟鍵盤可以使用?

installation.htm

A22 市面上的 Android Tablet/Phone 裝置繁多,系統更新速度快,如果您發現您手上原本可以使用的 Android Tablet/Phone 產品在更新程式之後突 然失去對我們產品的支援,請您先確認:

1.在您的USB裝置底下能不能看到



icon.ico

這兩個圖示?

2.滑鼠跟鍵盤能不能正常使用?

(每台 Android Tablet/Phone 的 USB 裝置路徑不同,如您有使用上的問題煩請跟 Android Tablet/Phone 原廠客服聯絡) 如果您發現 WormHole Switch 跟您系統裡面的其他程式有所衝突,導致無法執行或是其他的情況,煩請您連絡我們的技術支援~ (JUC-100、JUC-200、JUC-400、JUH-320、JUH-320v2、皆適用)





這裡記錄了一些常見的問題和答案的安裝和操作。

Q23 請問防毒軟體的白名單怎麼操作呢?

A23 1. 請先進入Windows Task Manager, 找到你要加入防毒軟體白名單的程式

JUC400,執行檔名稱有LinkEngineKM.exe、Wormhole.exe、WormholeM.exe、LEWD.exe

JUC500,執行檔名稱有Wormhole3.exe、LinkEngineKM.exe、LEWD.exe、WormholeLD.exe

找到 LinkEngineKM.exe, 按下滑鼠右鍵,點選Open File Location



2. 找到LinkEngineKM.exe所在資料夾,複製這隻程式的路徑

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Show processes from	all users		Ð	nd Process	

 打開你的防毒軟體,找到白名單選項,將你剛剛複製下來的,須設定為白名單的程式路徑 新增到防毒軟體白名單功能裡面即可