

## *Trouble Shooting / Frequently Asked Questions*

**Q1.** Do I need to install dongle driver separately?

**A1.** No, not all. When software is installed, dongle driver is included also.

**Q2.** Can I use an extended USB port to connect dongle?

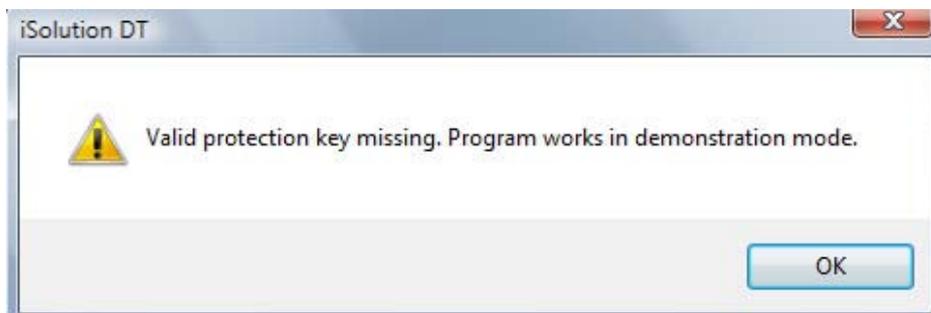
**A2.** Dongle is sensitive device. We strongly recommend using the direct USB port on computer.

**Q3.** I happened to plug in USB dongle before installing software and then Windows does not recognize the dongle.

**A3.** Dongle is supposed to plug in USB port only after software installation. Otherwise Windows does not have any information about the dongle. Software itself has dongle driver in it. So no further dongle driver installation is needed. If you happened to plug in dongle and then install software later, please unplug the dongle from the USB port. And then uninstall software with Admin if your computer is networked.

Only after installing software, please plug in dongle to USB port again. If then, Windows will recognize dongle. Please remember dongle plug in is the last procedure only after all software installation. If it happened anyhow, please unplug the dongle from USB port and then uninstall software.

**Q4.** Dongle is not recognized by computer. I do not see green light on the dongle which is connected to USB port. When I try to take picture as before, a message saying as in the below is shown.

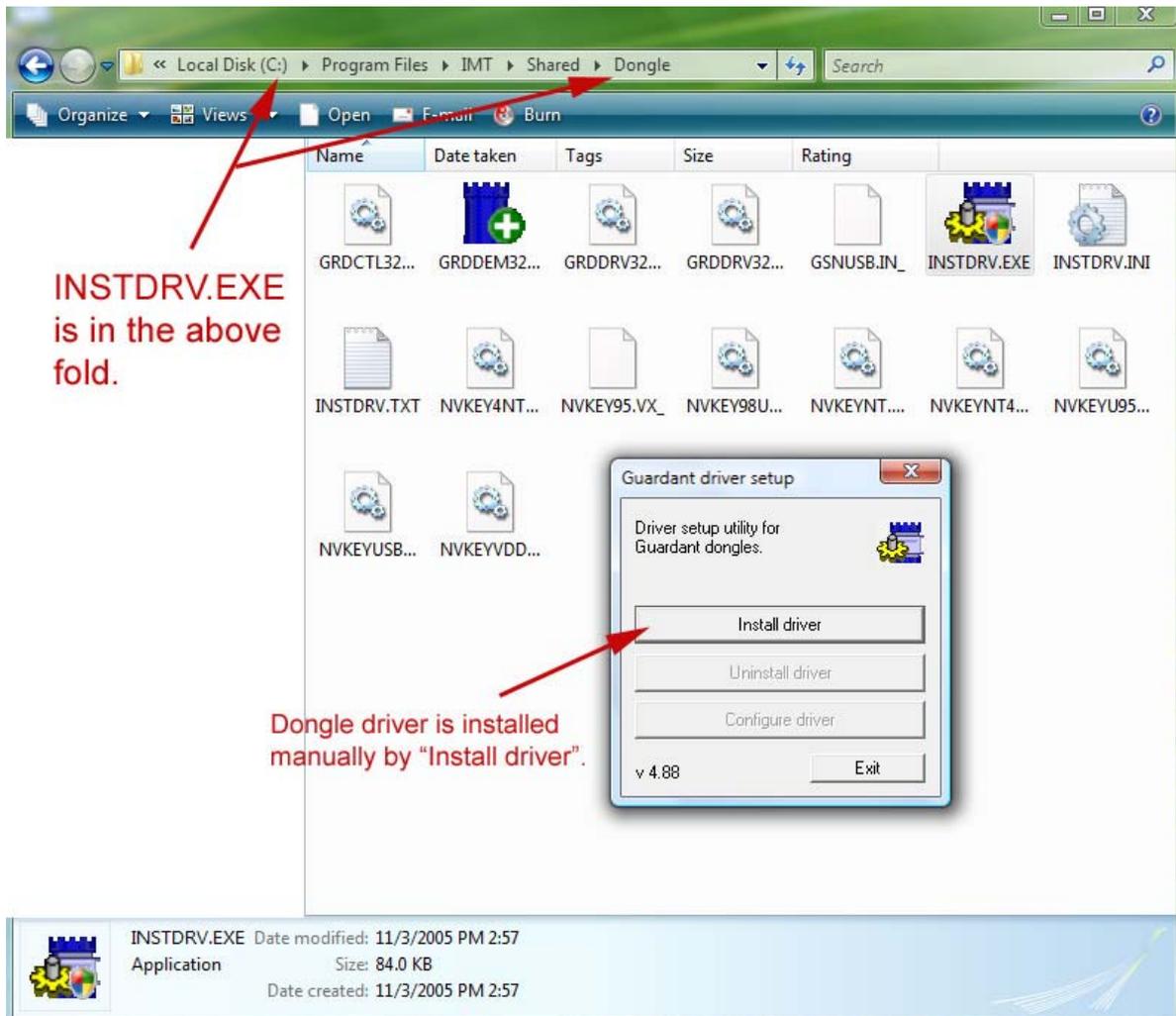


**A4.** Dongle is not recognized by computer because of any reason. It can be happened when connecting dongle to USB port before installing software. Windows does not have dongle information as a device yet or such information is disappeared by any reason.

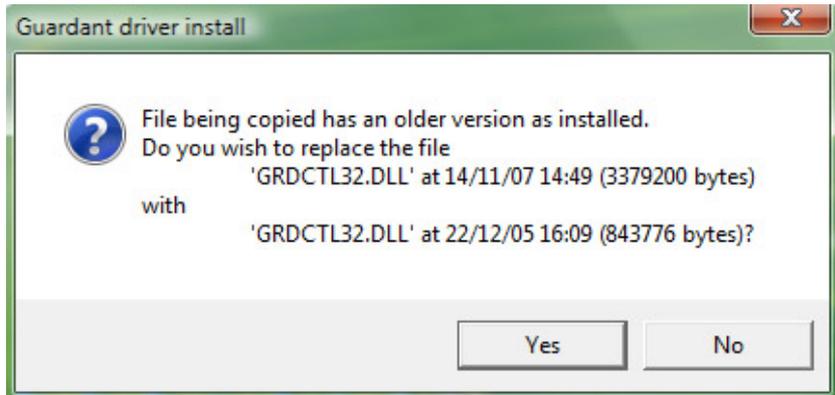
Please download the dongle driver from the DOWNLOADS (#5: 32 bit dongle driver) of IMT web, [www.imt-digital.com](http://www.imt-digital.com) and install it.

Or follow the below steps.

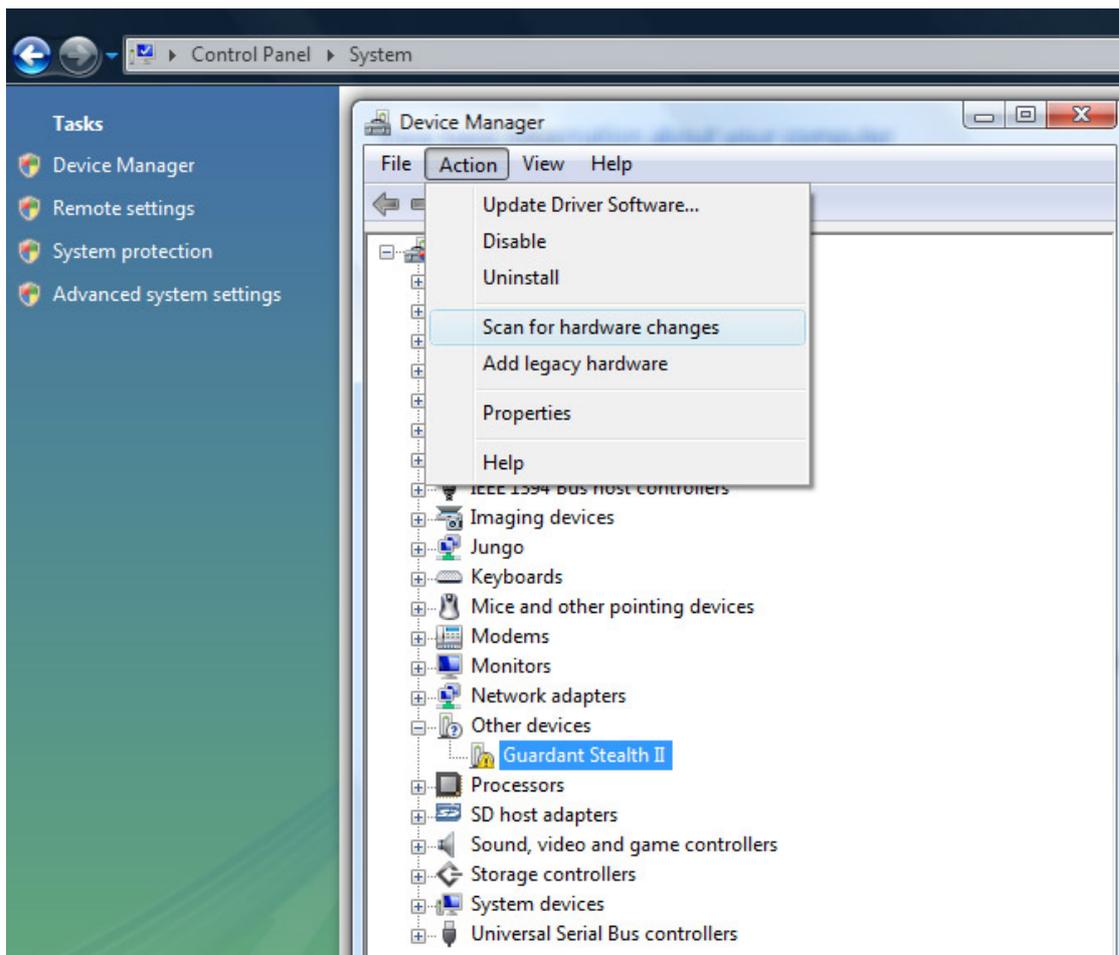
- Please find INSTDRV.EXE file which is in the Dongle < Shared < IMT < ProgramFiles<



- Install driver manually and then click YES when seeing the below message.



- Delete the unknown Guardant Stealth II device and then run Scan for Hardware Changes. Windows will find the dongle automatically.



If all are failed for your dongle device, please contact us to see if there is problem in dongle hardware itself.

If your computer O/S is VISTA 64 (not 32 bit), please use #4: Dongle driver for 64 bit VISTA which is in the DOWNLOADS of IMT web. Before use it, we like to recommend you to check again if your O/S is really 64 bit VISTA.

**Q5.** I see the below error message when installing software.

**A5.** It is a Windows related issue. Please see the below comment.

### **Microsoft Installer update needed - error 1155 - instmsi30.exe not found**

#### **SUMMARY**

Receiving error when installing product. "**error 1155: instmsi.exe not found**" specifying a directory, usually your CD-ROM drive. There is a Windows Installer version issue and needs to be updated.

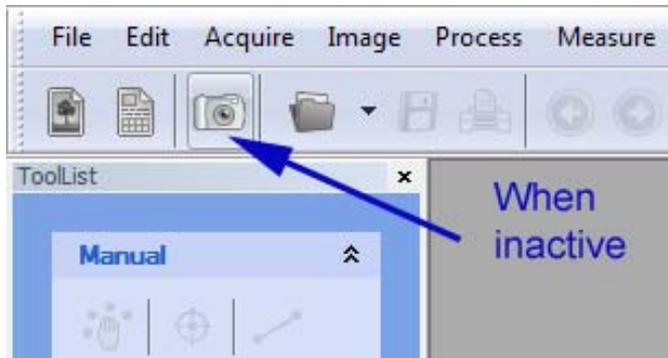


#### **RESOLUTION**

Update Windows Installer.

<http://www.microsoft.com/downloads/details.aspx?familyid=889482fc-5f56-4a38-b838-de776fd4138c&displaylang=en>

**Q6.** Image capture icon is inactive. Any taking picture is not possible from the beginning.



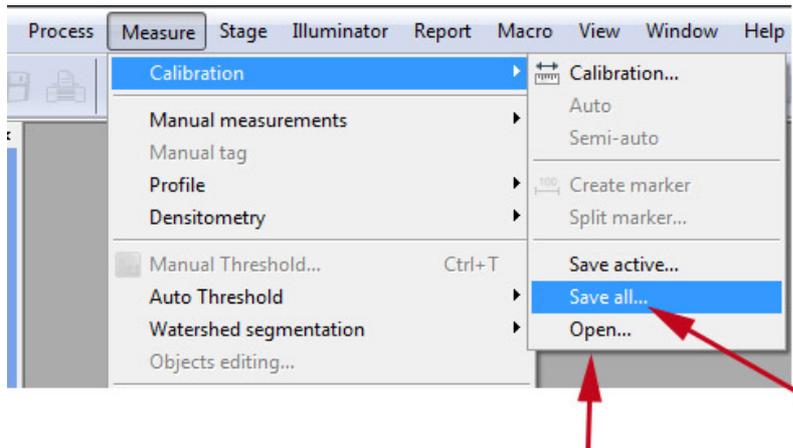
**A6.** The Image capture icon is activated only with installing Capture Driver which is also in the DOWNLOADS of IMT web or with having WDM Video Capture Driver / DirectShow supporting imaging device in your computer. In the above computer there is web cam supporting WDM Video Capture Driver even without installing Capture Driver.

However your camera may be supported only after installing Capture Driver which is in the DOWNLOADS of IMT web, [www.imt-digital.com](http://www.imt-digital.com)

**Q7.** How to resume calibration?

**A7.** Calibration can be saved as a file by the command of **Save all** as in the below.

And then the calibration is resumed by the command of **Open**.



**Q8.** My camera has much different capture resolution like 1600x1200, 1280x1024, 1024x 768, 800x600, 320x200.

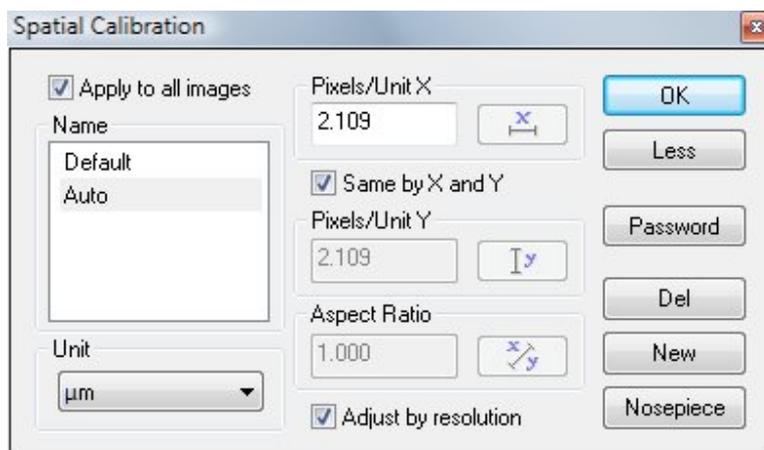
Do I need to make calibration separately using each camera resolution?

**A8.** No, not at all. You can make calibration by any selected camera resolution.

And then check the option of **Adjust by resolution** as in the below.

Calibration is adjusted automatically on the basis of captured image resolution.

So you can use all camera resolution by one calibration.



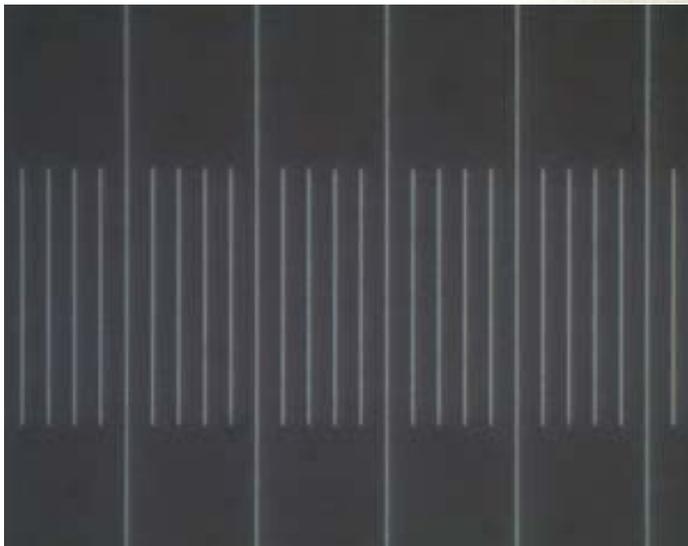
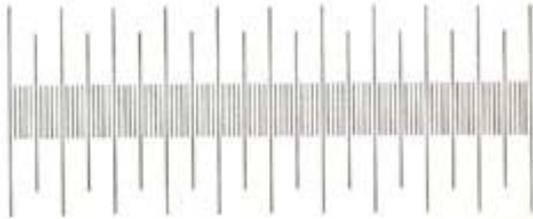
**Q9.** I have two different microscopes and one digital camera on use. How to handle calibration?

**A9.** You can make calibration for each microscope and then save the calibration as two files. You can open each calibration one by one or can display two calibrations at the same time.

**Q10.** Auto calibration command in the Calibration < Measure is not working.

What kind of ruler image do I need to use?

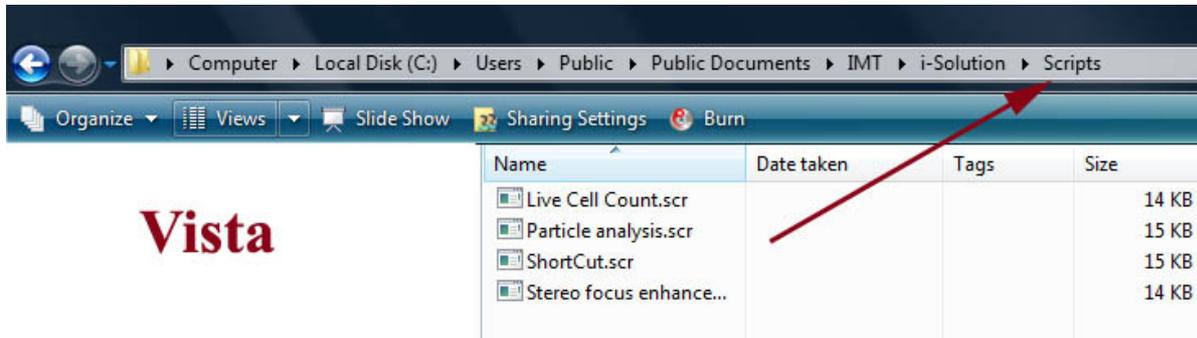
**A10.** Please see the below ruler images. Auto calibration command requires such uniform image in the minimum distance between two lines.



**Q11.** How can I delete the macro?

**A11.** You can create macro with i-Solution and iSolution DT program.

And also you can delete the created and built-in macros which are in the below fold.

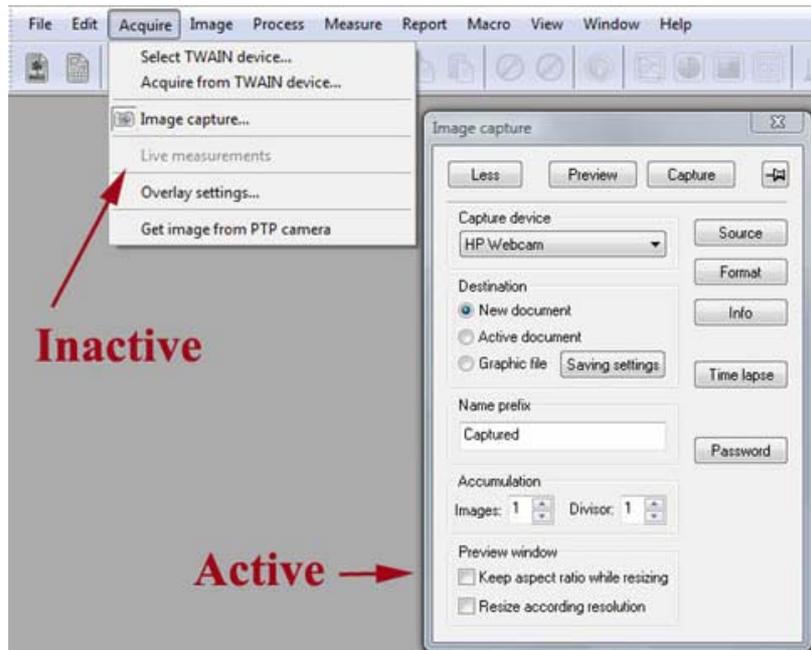


Under Vista, the path is C:\Users\Public\Documents\IMT\iSolution or iSolution DT\Scripts

Under WinXP, the path is C:\Documents and Settings\All users\Documents\IMT \iSolution or iSolution DT\Scripts

**Q12.** Live measurement in Acquire menu is not active from the beginning. However taking picture has no problem at all.

**A12.** Live measurement is active only after closing Image Capture window because Live measurement itself has live preview window. Please see the below screen captured image.



**Q13.** How can I save picture while using Live measurement? I do not see any capture menu.

**A13.** Live measurement window can be handled just like captured image.

While seeing live preview window, you can use File > Save or Save As command to save image.