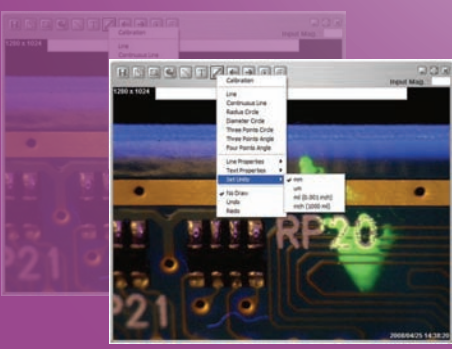
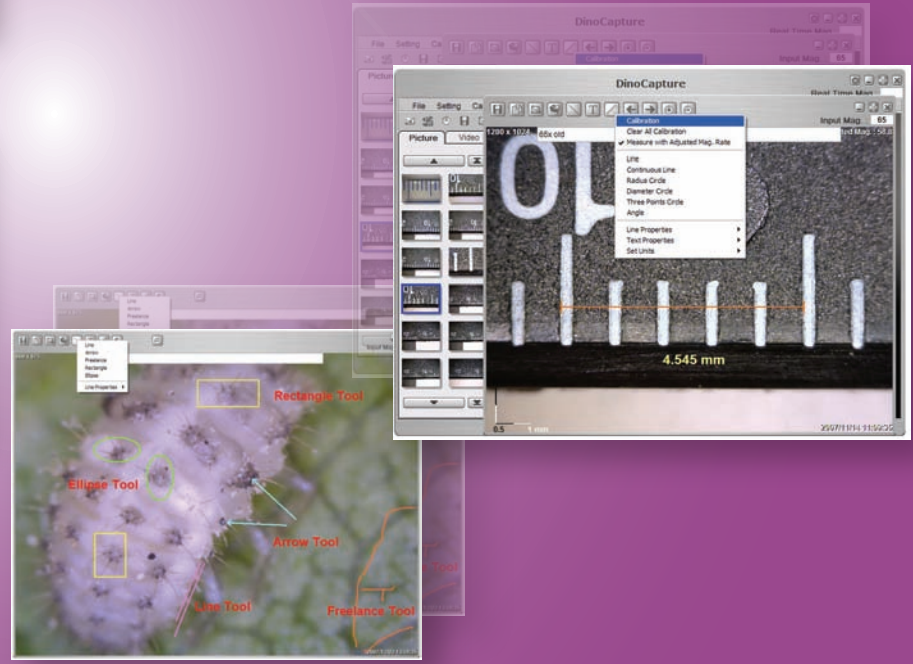
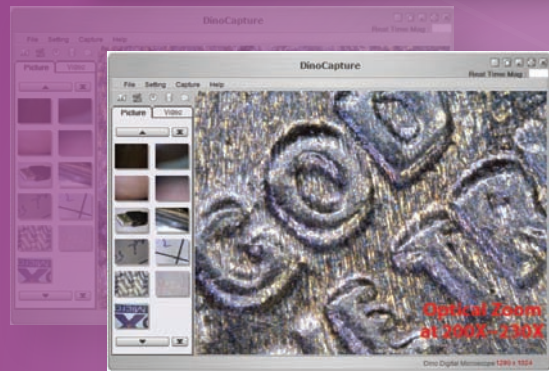


TECHNICAL FAQ



Dino-Lite
Digital Microscope

DUTECH
SCIENTIFIC

Technical FAQ

HANDHELD TECH FAQ

PAGE

1. Run-time error '75' or '339' ----(For Vista OS DinoCapture required to set "Run as Administrator")	1
2. AM211/310/311 on VISTA with black window	2
3. Viewing window is larger than normal on DinoCapture (view window partially covers the "video" tab)	3
4. Windows 64 bit OS Compatibility issues	4
5. When starting DinoCapture, the view window is a black or green screen	5
6. DinoCapture view window is capturing web-cam or another video device image	7
7. Software support	8
8. How to remove DinoCapture program from XP or Vista	9
9. Squiggly lines or distortion at the bottom of the live view window	10
10. Unable to save pictures / get an error message after taking a picture	11
11. Slow video capture even in fast systems using Windows XP or Vista	12
12. Error Messages	
* Error-Code 10	13
* Error-Code 19	14
* Error-Code 39- Windows cannot load the device driver for this hardware	15
* Runtime error 53 - file not found	16
* Runtime error 75 - Path/File access error	17
* Runtime error 104 - I click to take a picture in Vista OS	18
* Runtime error 339 - Cause (XP or Vista)	19
* Runtime error 339 - Component 'TABCTL32.OCX'or one of its dependencies not	21
(Vista only)	22
* Runtime error 380 - invalid property value	
* Runtime error 429 - ActiveX component can't create object on Windows 2000	23
* Runtime error 481 - freeze Program	24
* Runtime error 50003 - Unexpected error	25
13. Do not disassemble the instruments	26
14. The live video window has a flat black image but no error messages while installing or using DinoCapture	27
15. Have an image at 640x480 but black screen (or no images) at 1280x1024	28
16. How sensitive to infrared light are the Dino-Lite Digital Microscopes?	29
17. Photoshop starts when the microtouch button is pressed	30
18. Install DinoLite drivers each time after you reboot the computer in a network environment.	31

Run-time error '75' or '339' FathZip.DDL in some of Vista OS

Cause:

- Download current version of DinoCapture (or V2.9.0.0 after)

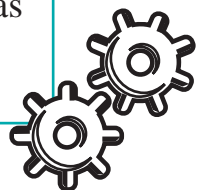
If DinoCapture Version prior to V2.9.0.0
For Vista OS DinoCapture program required to set “Run as Administrator”
If you have any such problems, it is related to your Vista authorization issue.

Solution A:

- Right Click DinoCapture icon that is on the Desktop > select “Properties” > click on “Compatibility” tab > check “Run this program as an administrator” > then press “OK”

Solution B:

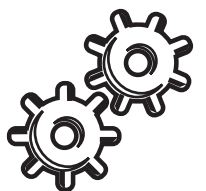
- When you run DinoCapture program for the first time, please don't double click on the DinoCapture icon. Instead, right click on the DinoCapture icon, then the optional manual will pop up and you should select "Run as administrator" Then confirm OK, the program will start to run. This is a one time process only, after that your computer will recognize that Run DinoCapture is authorized by the administrator. You will be able to double click DinoCapture for future use. If required to set “Run as Administrator” each time you start DinoCapture, please use solution A.



AM211/310/311 on VISTA with black window



After you have installed DinoCapture, simply run windows update using internet explorer and it should detect an optional driver called “Hewlett Packard-Other Hardware - HP Basic Starter Camera”. Download, install, then restart your PC.



The view window is larger than normal on DinoCapture (view window partially covers the “video” tab)

Solution A:

- Download current version of DinoCapture (or V2.9.0.0 after)

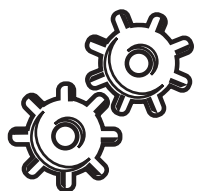
If DinoCapture Version under V2.9.0.0

Solution B:

- Please check your Display property >Setting >Advance Display
DPI 96 or 120? Please use 96 DPI.

Solution C:

- If reduced DPI to 96 but prefer larger font's you can enlarge by manipulating display properties:
Display property > “Appearance” tab > Font size: Extra Large Fonts
And to enlarge icons
Display property > “Appearance” tab > “Effects” button > check “Use Large Icons”



Windows 64 bit OS Compatibility issues

Solution A:

- Download current version of DinoCapture (or V2.9.0.0 after)

Solution B:

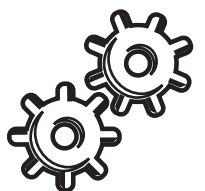
- You can still use 64 bit software that you currently use in conjunction with the Dino-Lite drivers, such as webcam software or video recording software. If you do not have any related software, you can try third party free or open source software that is available online such as and not limited to:

Dorgem <http://dorgem.sourceforge.net/>

or

AMCAP <http://amcap.en.softonic.com/>

- A note that since these are third party software, some features advertised might not be functional other than the basic use of the Dino-Lite Microscopes such as viewing and taking pictures.



When starting DinoCapture, the view window is a black or green screen

BLACK SCREEN

Cause:

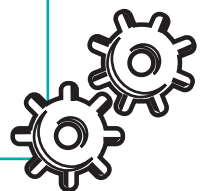
- Possible USB Port or Hub is USB 1.1 not 2.0

Solution :

- Reduce the resolution to the lowest setting by going to: “setting” > “resolution”
 - Use Low resolution 640x480
 - Upgrade to USB 2.0 controller
 - If connect to Hub or external cable USB 1.1, upgrade to USB 2.0
 *Check if it is USB 2.0 by: “start” > right click “My Computer” > select “properties” > “hardware” tab > then “device manager” > expand “Universal serial Bus controllers” > if the word “enhanced” is there, then it is using USB 2.0. *Check if it is USB 2.0 when inserting USB, a notification on the bottom right will say that the device can perform better with USB 2.0
- or
- To test the video if no image appears on your screen please try following these testing

Steps:

Check if your Dino microscope is connected properly.



When starting DinoCapture, the view window is a black or green screen

- Check the DinoCapture software if there is an updated version. Check by going to Help > About DinoCapture. Then go to the Downloads section from our website to see if there is an updated version. If so, in Help > select “DinoCapture Update”.
- Or Download and install updated software located in the Downloads section from our website.
- Try the device on another computer to see if it is a defective device.
- You may contact support for more help e-mail: support@bigc.com
Toll Free: (888)668-2442 ext 110 9AM-6PM PST M-F
Live support: http://www.bigc.com/contact_us.php

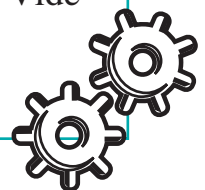
GREEN SCREEN

Solution :

- The computer possibly has video security software installed.

Suggestion :

- Uninstall video security software or disable the utility.
(Reference: solved the green screen issue with the AM41X series camera by uninstalling a utility that ships with ASUS motherboards called VideoSecurityOnline – Provided by R. Chambers)



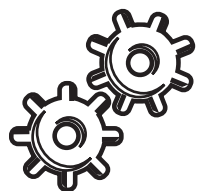
DinoCapture view window is capturing web-cam or another video device image

Suggestion A :

- Download current version of DinoCapture

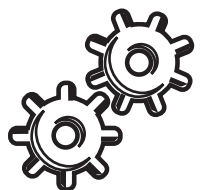
Suggestion B :

- If the web-cam is built in: While in DinoCapture go to “settings” > “Real-time image settings” > select “Capture Source” tab > and select “Dino Lite Plus and Pro” for video source



Software support

- AM313/413 series Measurement features are not available on Mac OS. MACINTOSH OS support is not 100%, so please check compatibility chart.
Link
http://www.bigc.com/faq_QuickInstall_AM_MAC.php
- When saving images with the VGA models, you are able to achieve 300 DPI after reformatting the resolution;
For 1024 x 768 resolution can provide 2.1" x 1.6" at 300 DPI
For 1280 x 1024 resolution can provide 3.4" x 2.5" at 300 DPI
- Pixel resolution - Under 640 x 480 image, the resolution of a single pixel can be calculated to be
 $1757.3 \text{ microns} / 640 \text{ pixels} = 2.745 \text{ microns (0.002745mm) per pixel}$
- Save file format allows you the option to save in 1024x768 large picture size. The JPEG format is recommended as the most common format for this but if a 100% true color match is required then you need to save in BMP or TIFF file format.
- If the Dino-lite Video function is not working properly then as a first step simply close the Dino-lite program and reopen it to refresh the virtual memory.
- What to do when my computer or microscope freezes?
This is a fairly common occurrence with all general computer electronics. When the appliance freezes, Restart your computer. Also, simply unplug the power adapter for about 1 min, and then plug it back in.



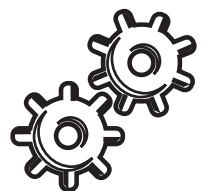
How to remove DinoCapture program from XP or Vista

How to remove DinoCapture program from Windows VISTA

Unplug the Dino-Lite USB Cable then go to “Start” located on the desktop > control panel > uninstall a program > Look for Dino Lite Plus and Pro > then select “uninstall”. Then go back to “start” menu on desktop > go to “All Programs” > then look for “Dino Digital Microscope” folder and expand the folder > select “Uninstall DinoCapture” If you have taken video or picture before go to the “start” menu and then the “Documents” folder. Back up the pictures or delete the “Digital Microscope” folder.

How to remove DinoCapture program from Windows XP

Unplug the Dino-Lite USB Cable then uninstall the Dino-Lite drivers through the control panel:
Start~> Control panel~>add or remove programs. Then delete DinoCapture by going through the “Start” menu~> All Programs~>Choose “Dino Digital Microscope” program~> Scroll to “Uninstall Driver” Now back up the pictures and video that you want to keep into another folder and delete the folder called “Digital Microscope” located in “My Documents” folder.



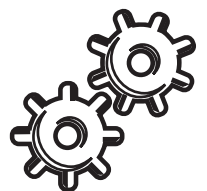
Squiggly lines or distortion at the bottom of the live view window. Everything else works fine.

Cause:

☐ Monitor refresh rate ”

Solution:

☐ Adjust the Monitor refresh rate. For example from 80Hz to 60Hz



Unable to save pictures / get an error message after taking a picture.

Cause:

- ❏ Possible corrupted picture in "My documents".

Solution A:

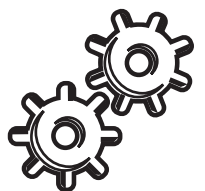
- ❏ Delete the last picture taken with DinoCapture located in:
(My documents > Digital Microscope > Picture)

Solution B:

- ❏ Move or delete the pictures from "Digital Microscope" folder located in My documents (My documents > Digital Microscope > Picture) then start DinoCapture again and save images again to see if it works.


Solution C:

- ❏ Another possible solution is to directly install DinoCapture on C:/ drive (eg. C:/Dino)




Slow video capture even in fast systems using Windows XP or Vista


Cause:

 Currently undetermined


Solution A:


 Change the codec or compression settings by going to: Capture video > “Compress” button

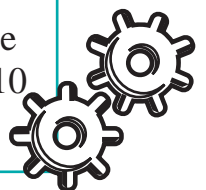
 **Recommendation:**
For VIDEO using AM4XX series to choose the compression-- Microsoft Video 1 or Microsoft MPEG4

 **Other options:**
Xvid
could be downloaded from www.xvid.org
<http://www.xvidmovies.com/codec/>

DivX
<http://www.divx.com/>

 Please note that not every computer works best with the default codec that DinoCapture selects for video recording . If video recording is choppy or you cannot view the live image while recording, try testing different video codec’s.

 To change the codec or compression settings, go to:
Capture > Video > In the Capture Video Parameters, select the “Compress” button > Under “Compressor” there is a drop down menu > within that menu you can test different codec’s. You can also adjust “Compression Quality” with certain codec’s which can also affect results > Press “OK” when finished with adjustments. It is also recommended to enable the capture time limit setting and set the time to a shorter time such as 10 seconds for easier testing.



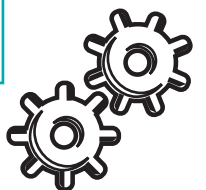
ERROR - CODE 10

Cause:

- Possible corrupted device drivers or compatibility issues with the DinoLite.

Solution:

- Please plug in the microscope, then right click "My computer" > select "Properties" > then choose the "hardware" tab > and click on "Device manager" button > please have a look if there is any "!" or "?".
If so please double click it and select "update driver"
- Please plug in the microscope, then right click "My computer" > select "Properties" > then choose the "hardware" tab > and click on "Device manager" button > please have a look if there is any "!" or "?".
If so right click it and select "uninstall", then replug the DinoLite USB and install hardware driver again.
- Run windows update and install both critical and optional updates.
- Possible defective device. Please contact us for further diagnostics.

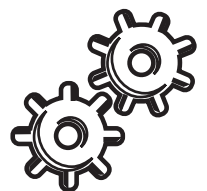


ERROR - CODE 19

Solution:



If recently removed a webcam software after installing DinoCapture, try reinstalling the webcam software. The DinoCapture might have attached a file from the previous software and requires it to run.



ERROR - CODE 39

Windows cannot load the device driver for this hardware

After completing the installation from the CD, then plugging the device into a USB port to install the driver, an error message shows up while installing.

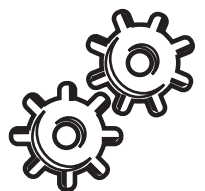
“Code 39 Windows cannot load the device driver for this hardware. The driver may be corrupted or missing.”

Cause:

- ❑ Problem may be caused after installing DinoCapture then uninstalling another imaging device such as a web-cam.

Solution:

- ❑ Please re-install the other imaging devices software which the DinoLite software might have linked some files to. After that re-install DinoCapture



ERROR CODE - RUNTIME ERROR 53

File Not Found

Cause:

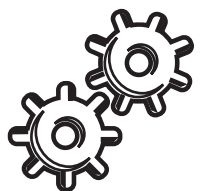


Deleted or manipulated picture or Video on source folder (My Documents/ Pictures or Video)

Solution:



Remove or transfer pictures/video onto another folder.



ERROR CODE - RUNTIME ERROR 75

Path/File access error

Cause:



Vista OS

Program does not have rights or access to a file. For Vista OS required to set “Run as Administrator”

Solution:



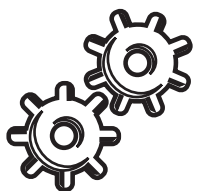
Right Click DinoCapture icon that is on the Desktop > select “Properties” > click on “Compatibility” tab > check “Run this program as an administrator” > then press “OK”



XP OS

Often this is caused when a program is trying to access a network file it doesn't have proper access to either because of network privileges or something is blocking the program. This issue can also be caused when the file is being used by another program or is read-only.

<http://www.computerhope.com/issues/ch000380.htm>



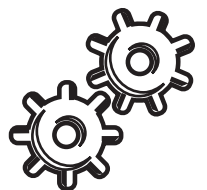
ERROR CODE - RUNTIME ERROR 104

I click to take a picture in Vista OS,

Solution:



"Run as administrator" and having the USB in before it assumes your using the web cam.



ERROR CODE - RUNTIME ERROR 339

Cause (XP or Vista)

Component 'FileZip.DLL' or one of its dependencies not correctly registered: file is missing or invalid.

Solution:

- As for the Windows XP computer, if the error is just FileZip.DLL then downloading and installing the latest software update version 2.1.0.9 or above from our website should fix the issue.

Cause (Vista):

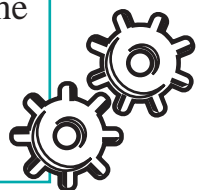
- Fathzip.dll. Vista authorization issue

Solution A:

- Download current version of DinoCapture (or V2.9.0.0 after)

Solution B:

- If your DinoCaptuer driver version prior to V2.9.0.0
When you run the DinoCapture program for the first time, please right click on the DinoCapture icon, and then the option menu will pop up. Select "Run as administrator". When the Vista "User Account Control" screen shows up, choose "Allow". Your computer should recognize that DinoCapture is authorized by the administrator. Now you should be able to double click the DinoCapture icon on the desktop for normal use in the future.
or



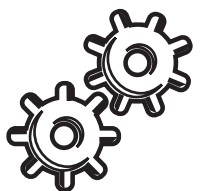
ERROR CODE - RUNTIME ERROR 339

Cause (XP or Vista)

- If required to set “Run as Administrator” each time you start DinoCapture. Right Click DinoCapture icon that is on the Desktop > select “Properties” > click on “Compatibility” tab > check “Run this program as an administrator” > then press “OK”

Helpful:

- Another tip for you: the TWAIN-driver worked fine even without this change, so I managed to use the microscope by opening Paint Shop Pro and choosing TWAIN, Aquire (Finn Espen)



ERROR CODE - RUNTIME ERROR 339

Component 'TABCTL32.OCX'.....(Vista only)

Run-time error '339' Component 'TABCTL32.OCX' or one of its dependencies not correctly registered: a file is missing or invalid

Solution:

- Close DinoCapture, click on the link below and save it under the "Desktop" folder
<http://www.bigc.com/download/ReSetRegFile.bat>
Go to "Desktop", double click the icon "ReSetRegFile.bat" then run the DinoCapture program again.

ERROR CODE - RUNTIME ERROR 380

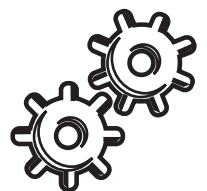
Invalid Property Value

Cause:

- Your version of Windows is currently configured to use the comma "," character when displaying numbers instead of the decimal "." character. DinoCapture will only work when decimals are used in numbers.

Solution:

- Configure Windows to use the decimal "." when displaying numbers. Select Start / Control Panel / Date, Time, Language, and Regional Options. Change the format of numbers, dates, and times. On the Regional Options configuration page, click on the Customize button. Enter the decimal character "." as the character to use for the Decimal Symbol. Click on the OK button to save your settings.



ERROR CODE - RUNTIME ERROR 429

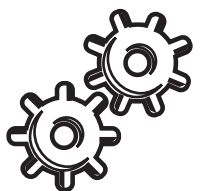
ActiveX component can't create object on Windows 2000

Cause:

- It is possible that DirectX and/or Windows Script is out of date.

Solution:

- Run Windows Update or download and install latest DirectX software and “Windows Script 5.6”



ERROR CODE - RUNTIME ERROR 481

Appears when taking a picture; it also sometimes freezes the mouse.

Cause 1:

 Occurs when interrupting the program while capturing an image.

Solution 1:

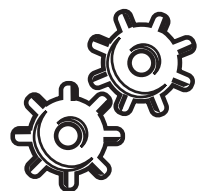
 Delete pictures from: My Documents > Dino Microscope picture folder.
Or delete the last image take

Cause 2:

 Delete pictures from: My Documents > Dino Microscope picture folder.
Or delete the last image take

Solution 2:

 Remove the laptop from its docking station



ERROR CODE - RUNTIME ERROR 50003

Unexpected error

Cause:

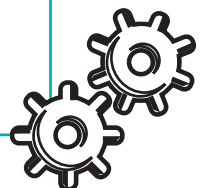
- Confusion or outdated Windows Visual basic or OCX controls

Solution:

- Try uninstalling DinoCapture and Dino-Lite drivers. Then close all open programs and reinstall our software again.

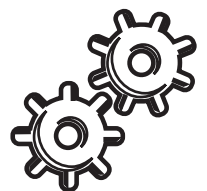
Source:

- http://www.rebrandsoftware.com/showsupport.asp?article_id=46
- Another solution is running windows update and installing both Critical and Optional software updates which might solve the issue.
- After updating your PC, try re-installing the DinoCapture software Refer-ences:
- <http://support.microsoft.com/kb/q194414/>
- <http://www.developersdex.com/vb/message.asp?p=640&r=5752013&Page=1>
- http://www.rebrandsoftware.com/showsupport.asp?article_id=46



Do not disassemble the instruments

- If you have any problems with the instrument quality or operation, please contact the distributor or the dealer where you purchased the device. Do not attempt to disassemble the device as this may cause permanent damage and will void the warranty.



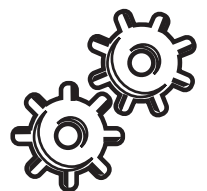
The live video window has a flat black image but no error messages while installing or using the DinoCapture software.

Cause:

- ❑ Possible USB controller not USB 2.0

Solution :

- ❑ Reduce the resolution to the lowest setting by going to: “setting” > “resolution”
- ❑ Upgrade to USB 2.0
- ❑ Purchase USB 2.0 certified HUB
 - *Check if it is USB 2.0 by: “start” > right click “My Computer” > select “properties” > “hardware” tab > then “device manager” > expand “Universal serial Bus controllers” > if the word “enhanced” is there, then it is using USB 2.0. *Check if it is USB 2.0 when inserting USB, a notification on the bottom right will say that the device can perform better with USB 2.0
- ❑ If the AM211/310 where not uninstalled thoroughly please check if ‘C:\windows\vsnpstd3.exe’ has been activated after startup
If it is running, please try to remove it from the start-up list and run DinoCapture again.



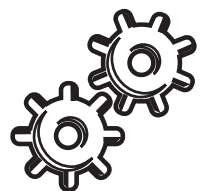
DinoCapture has an image at 640x480 but black screen (or no images) at 1280x1024

Cause:

- It is possible that the USB controller is not USB 2.0, or the HUB is USB 1.1/ not certified 2.0

Solution :

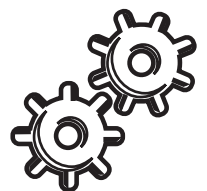
- Reduce the resolution to the lowest setting by going to: “setting” > “resolution”
- Upgrade to USB 2.0
- Purchase USB 2.0 certified HUB
- Check if it is USB 2.0 by: “Start” on desktop > right click “My Computer” > select “properties” > “hardware” tab > then “device manager” > expand “Universal serial Bus controllers” > if the word “enhanced” is there, then it is using USB 2.0.
- Check if it is USB 2.0 when inserting USB, a notification on the bottom right will say that the device can perform better with USB 2.0



How sensitive to infrared light are the Dino-Lite Digital Microscopes?

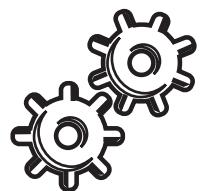


The Dino-Lite digital microscopes is sensitive up to 850nm



Photoshop starts when the microtouch button is pressed

- ❏ In “Run” type in “regedit” when the new windows pop up find this file “StillImage” located in:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\StillImage
(*** Suggest Backup StillImage folder first ***)
and then delete the files inside or the whole folder.
- ❏ When finished restart the computer.



Install DinoLite drivers each time after you reboot the computer in a network environment.

Solution:

- Have the Network Administrator install then run and close the program for the first time or at least one time.
- To Check if DinoCapture is already installed in your computer go to: Run
(type) REGEDIT
- Find the file located in-
Hkey_Local_machine
System
CurrentControlSet
Enum
USB
Vid_a168&Pid.....
- If the device is plugged in. It should show VID_A168*****
if unplugged, it should still be there.
- If the DinoLite is plugged in and it is still not working, then delete this file and reinstall it again.
It is possible that the file is corrupted.

