

HD1000 HDMI Series and HD1500 HDMI Series Meiji Techno Series Frequently Asked Questions

Q: Start the software and get the camera recognized, but the preview is all black.

A: Check whether the anti-dust cap on the camera C-mount is removed. If already removed and attach the camera to the microscope, check whether the lighting path toggle switch to the camera. Then try to extend exposure time and Gain to get brighter images.

Q: The imaging scene from the eyepiece is in focus but the live images from the camera are still out of focus.

A: This is because the camera and the eyepiece are in different focal planes. Can consider to use adjustable adapter to connect camera to the microscope trinocular, then adjust the adapter to make the live image in focus.

Q: There are some shadows on the image and the shadows always stay in the same position even the sample is moved.

A: Possible reasons:

1. The anti-dust film on the camera C-mount is not removed. -- Remove the anti-dust film.
2. Check whether any dirt on the objective. -- Clean the objective.
3. Some dust on the surface of the camera IR filter. -- Clean the camera optical port.

Q: Camera frame rate is extremely slow.

A: Possible reasons:

1. Preview resolution is too high. -- Try lower resolution and check the change of the frame rate.
2. Exposure time is too long. -- If need exposure time longer than 200ms, try to use higher gain to get brighter images.
3. Computer issue. -- Computer is very old or the motherboard chipset is Intel 8 Series \ C220 series.

Q: Start the software and get the error message: can not recognize the camera or No camera.

A: Possible reasons:

1. The camera USB cable is not well connected. -- Reconnect the camera again.
2. Check whether the camera is connect to the USB port on the front of the mainframe. If so, then connect it to the USB port on the back of the mainframe. -- The USB ports on the front of the mainframe are the extended ports from the motherboard which can not provide stable voltage and current for cameras.
3. The camera itself needs extra power supply but does not switch on the power. -- TrueChrome is required to switch on power, attach to the PC and then start the software. TCC-6.1ICE is required to

plug in power to be recognized by PC.

4. The camera driver is not installed or failed to install. -- Go to the 'Device Manager'--> 'Imaging Devices' and check whether the camera is listed WITH YELLOW FLAG. Then re-install the driver again. If still fail to install driver, please contact camera technical support for help.

Q: Image Field of View (FOV) is much smaller than the scene can be seen from the eyepieces.

A: Possible reasons:

1. The camera sensor size is not 1 inch. It needs reduce lens to get bigger FOV.
2. Low resolution is used for preview. -- Set full resolution.
3. The reduce lens does not match the camera sensor size.

Q: When push 'Capture' button, sometimes the saved images are quite blur:

A: It could be because some slight vibration happens on the camera during capturing the images.

Q: Security shield on ISCapture shortcut.

A: Some anti-virus or firewall software installed in the PCs will identify the DLL files from ISCapture as virus and automatically isolate or delete the ISCapture software files. If have the warning message to delete or isolate the DLL files during the ISCapture installation, please ignore the warning message or set the ISCapture as trusted software. Otherwise, the ISCapture can not be used normally.

Q: Newer version software can not recognize the old cameras.

A: Currently, all the newer version software ISCapture is compatible with the previous version cameras EXCEPT TCA Series.

Q: After doing the measurement on the live images, the captured image is without any measurement data.

A: To save the live measurement on captured images, check the 'Combined Measurements' checkbox in File Save tab and then capture images. While doing the still image measurements, only click the 'Save' or 'Save as' on the right-hand side shortcut to save the data on the images.

Q: The live images and the captured images' color is quite different from the one we can see from the eyepieces.

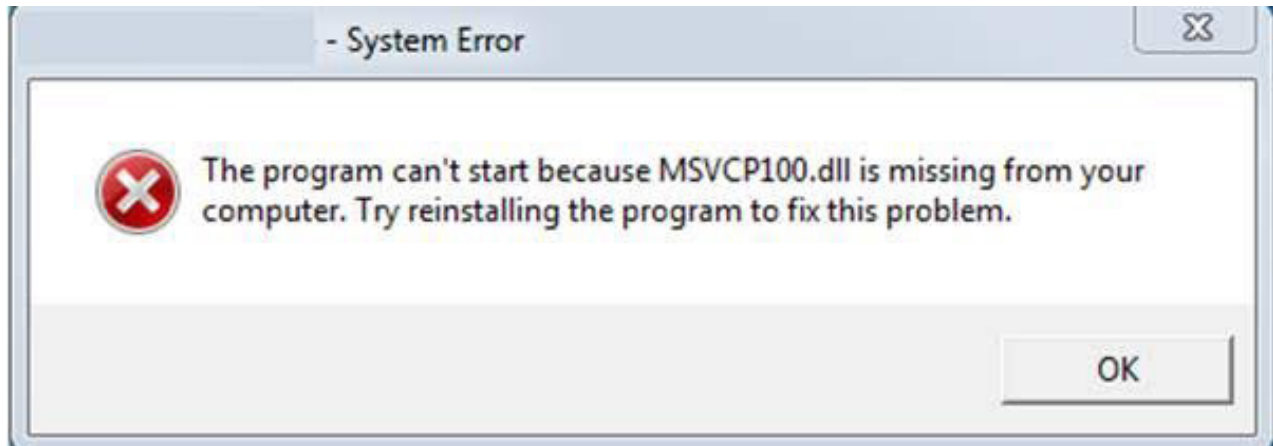
A: Because of the different lighting source, White Balance is needed to correct the image color.

Q: How to do quick White Balance?

A: White Balance while attach camera to stereomicroscope: Use a white paper to replace the sample --> Click on 'White Balance' to correct the image color --> Remove the white paper and put back the sample.

White Balance while attach the camera to the biological microscope: Move the sample slide to the blank area --> Click on 'White Balance' --> move back the sample.

Q: After install ISCapture and firstly start the software, but get the error as below:



A: This is because the operating system lack of some Visual C++ 32bit library files which the IS-Capture needs to call them. Without these files, the software can not be started normally. Install the patch VCredist_x86.exe (can be found in the CD comes with the camera) or go to the Microsoft website below to download it:

<http://www.microsoft.com/en-us/download/details.aspx?id=5555>

Q: Start the ISCapture but get the error as below:



A: Completely remove the ISCapture, reboot the PC and then right-click on ISCapture installer (ISCapture Setup.exe) and select 'Run as Administrator' to install the ISCapture. When firstly start the software, please also right-click on the ISC icon and select 'Run as Administrator' to start it.

Q: When start ISCapture, get the below error:



A: The software is encrypted. Specific USB key is needed to attach to the computer port first.

Q: After capture several images, it takes more and more time to save a frame image. Sometimes it is even up to more than 30 seconds, and then finally the software hang or crash.

A: If the image save directory is the network driver, during uploading the files to network driver, it will significantly increase the CPU usage. When the CUP usage is up to 100%, the software will hang or crash. Recommend to change the file save directory to the computer hard disk.

Q: Whether can share the calibration files on different PCs?

A: 1. If using the ISCapture earlier version than V4.0: Go to the folder 'Application Data\ISCapture' in system disk, find the file 'CalibrationTable.ini' and copy it to another PC under same directory. (The 'Application Data' folder is a hidden folder, you might need to make the system invisible folder visible first).

2. If it is ISCapture V4.0 or later, go to the Parameter tab and click 'Backup' to backup the parameter settings and copy them to another PC to restore them.

```
OMP abort: Initializing libiomp5md.dll, but found libguide40.lib already initialized.  
This may cause performance degradation and correctness issues.  
Set environment variable KMP_DUPLICATE_LIB_OK=TRUE to ignore  
this problem and force the program to continue anyway.  
Please note that the use of KMP_DUPLICATE_LIB_OK is unsupported  
and using it may cause undefined behavior.  
For more information, please contact Intel(R) Premier Support.
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A: This is because some program in the user's PC is using the library file 'libiomp5md.dll' which will conflict with the ISCapture. So far as we know, the software GoPro Studio will conflict with ISCapture. To solve this issue, please try to remove the libiomp5md.dll from the C:\Windows\System32 folder while using the ISCapture.

Q: Shortcut keys for ISCapture to capture still images and videos:

A: With ISCapture V3.6.6 or later, running the ISCapture first, Press F9 key on the keyboard to capture images. Press F10 to start the video recording. If in manual recording mode, press F11 to stop the recording.

Q: On preview images, lots of horizontal lines appear.



A: This is because of the lighting frequency. Extend exposure time or turn off the filament lamp or fluorescent lamp in the environment to solve this issue.

Q. Recording issue when connected to the HD1500T/HD1000 Series to the monitor and recorded video directly to the SD card?

If so, do you know what the capacity of the SD card the user used during recording the videos?

A. When recording videos to the SD card, the camera only supports the SD card with format SDHC. It can not work with the SD card format SDXC.
And max. capacity of the SDHC format SD card is 32GB which means the SD card with capacity ≥ 64 GB, is format SDXC.

If already use SDHC format SD card, please help to confirm the information below:

- 1). Whether the customer used the SD card came with the HD1500T/HD1000 camera?
- 2). If not, what exactly the model of the SD card the customer used? Maybe some picture of the SD card.

2. If got the issue while connect the camera to the computer, I need to confirm below information:
 - 1). The software always stop recording AUTOMATICALLY after 5-10 minutes?
 - 2). Whether the software or the computer freeze if MANUALLY stop the recording?