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SUBJECT: Frequently Asked Questions about Nikon DXM1200/1200F Cameras

TO ALL BIOSCIENCE AND INDUSTRIAL INSTRUMENT DEALERS

A ***Nikon DXM1200/1200F Frequently Asked Questions*** has been created based on the most recent Japan factory information and your feedback from the field.

We have also attached a **DXM1200/1200F Installation Guide** to ensure proper camera installations to the computer and provide instructions to upgrading camera & software. We hope these documents will assist you in demos, sales and support of the Nikon DXM1200F cameras. Thank you all for your comments, feedback, and team work in providing technical information beneficial to everyone.

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NIKON DXM1200/1200F Common FAQ

Frequently Asked Questions about Nikon DXM1200/1200F Cameras

Q1:   What computer environments are incompatible to the DXM1200/1200F cameras?

Incompatible Environments include:
1. A computer running multiple processors.
2. A computer operating Intel Pentium 4 with Hyperthreading Technology enabled.
3. Computer systems operating a 64-bit PCI Bus
4. Extended PCI Bus connected to a notebook PC; laptop docking stations
5. Two or more interface boards of the DXM1200/1200F installed in the same computer.

Q2:   Why does my system "lock up" upon loading the Nikon ACT-1 Software?

This system is multi-processor system or a running the Intel Hyperthreading Technology. The DXM1200/1200F camera driver **does not support multi-processor systems (e.g. Xeon Workstations), docking stations, and computer server systems.** In the case of a PC system with the Intel Hyper-threading Technology enabled, it creates a virtual processor to run certain tasks simultaneously with the actual [physical] processor. The DXM1200/1200F camera driver, however, will only operate on a Uniprocessor PC.

SOLUTION: Nikon recommends the reinstallation of the Windows Operating System.

Please visit the following links below on related topics:

Hardware Abstraction Layer (HAL) options: http://support.microsoft.com/?kbid=309283
Pentium 4 with HT: http://www.intel.com/support/processors/pentium4/pentium4_ht.htm#2

Q3:   How can I tell verify whether Intel Technology is enabled in a PC system?

In the Microsoft XP Home or Professional, there are two easy ways to determine if Hyperthreading Technology is on without having to reboot to enter the BIOS setup.

1. **Task Manager:** Hit CTRL-ALT-DELETE, click on the Performance tab.
   You will see two CPU windows.
2. Open **Device Manager**, click on Processors. You will see two processors listed; or double-click on the **Computer** icon and an **ACPI multiprocessor PC** is listed.

Q4:   How can I correct my display of distorted thumbnails and camera control menu?

Use the Small Font setting when selecting the font size display. The Nikon ACT-1 does not support "Large Font Display" enabled by Windows settings.

SOLUTION: Change the DPI Display setting of your Windows Operating System.
1. Click the right-mouse button of your Windows desktop.
2. Choose **Properties / Settings**
3. Click on the **Advanced** button.
4. In the **General** tab, select "Normal Size – 96 DPI"

   Note: Monitor display settings may also have similar settings

Q5:   **What is Communication Error 110:006?**

Camera is not communicating with the computer properly. This may be due to a physical connection or the camera driver may not have been properly installed. If this system had been running the DXM1200/1200F, the camera driver may be corrupted due to recent software or hardware installation

SOLUTION:
1. Check the camera cable connection between the DXM1200/1200F camera head and the DXM interface board on the computer.
2. Select the **My Computer** on the desktop and click the right-mouse button.
3. Choose **Properties**.
4. In the **Hardware** tab, click the **Device Manager** button.
4. In the Device Manager window, the DXM1200/1200F is recognized as the **TMPCI Controller** to the bottom of the hardware list.
5. Select the TMPCI Controller device and click on the right mouse button.
6. Select **Properties**.
7. In the driver tab, select **Update Driver…**

Q6:   **Where can I get the latest version of the Nikon ACT-1 software?**

The latest version of the Nikon ACT-1 software is available for download at:
1. Visit www.nikondoclibrary.com in the Downloads section.

Nikon ACT-1	DXM1200	DXM1200F
Version 2.20	●	
Version 2.51		●
Version 2.62	●	●

Q7:   **When I pause my live image, why does the display return to live mode when I change my display to FULL SCREEN?**

The *full screen live mode* uses a resolution equivalent to the quick mode; this is different from the *general live mode*.

Q8:   **Why can't I zoom in or out of my LIVE IMAGE?**

The LIVE IMAGE cannot be zoomed in or out while configuring a line profile or a white balance measurement area.

Q9:   **Can you please clarify the basis for Time Lapse: *Total Time* and *Remaining Time*?**

The total time and remaining time are approximated values and may vary based on interval time, exposure time, and the time it takes for the computer to save the image.

Q10:   **Why can't I rotate my TEXT annotations?**

Text annotations can only be rotated if the font is a **TrueType Font**. **TrueType Fonts** are identified with "**TT**" preceding the font name.

NIKON DXM1200/1200F INSTALLATION GUIDE

Instruction Guide to Install or Re-install a Nikon DXM1200/1200F camera to a computer system.

To install the Nikon DXM1200/1200F camera driver and Nikon ACT-1 software, the Nikon ACT-1 CD or zip file available at www.nikondoclibrary.com is required.

IMPORTANT: The DXM1200/1200F camera driver and the ACT-1 Software installation are separate processes. Installing the Nikon ACT-1 Software does not update the camera driver; updating the DXM1200/1200F camera driver does not update the Nikon ACT-1 software. Please use the instructions below to assure that the installed camera driver and software version are of the same version.

First-Time Nikon DXM1200/1200F Installation
1. Insert the DXM1200F interface board into the PCI slot closest to the computer processor on the computer motherboard.
2. At startup, the *Windows New Hardware Wizard* will prompt that a new device has been detected and will search for drivers. Select the "I will specify the driver to install."
3. Select the *Browse* option and locate the DXM1200F Installation Files—ACT-1 CD or the folder to which the ACT-1 zip file was extracted.
4. Select the folder named "Driver" in the ACT-1 CD or the extracted zip file.
5. Next, select the Windows Operating System the computer is currently running on and double-click on the folder.
6. Select the driver file name in respect to the operating system. Use Table 1 to identify the driver file name to search for in respect to the computer's Microsoft Windows operating systems.

Supported Operating Systems	Nikon DXM1200/1200F Driver File Name
Windows 98/ME	Tm2pci.inf
Windows NT	Tmpcint.inf
Windows 2000	Tmpci2k.inf
Windows XP	Tmpci2k.inf

Table 1. DXM1200/1200F driver files for respective Microsoft Operating Systems.

7. Click **OK**. The camera driver installation will proceed.
8. The DXM1200/1200F driver TMPCI-Controller is complete.
9. Proceed with the ACT-1 software installation. Locate and run the ACT-1 software **setup.exe** file. The Nikon ACT-1 software wizard will load.
10. Click **Next** and **OK** for all default settings.
11. The Nikon ACT-1 software installation is complete.

Reinstalling a Nikon DXM1200/1200F to a Computer System

Please use the procedure below for the following:
   a. To update the DXM1200/1200F from a previous version of the Nikon ACT-1 software and camera driver.
   b. To upgrade from a DXM1200 camera system to a DXM1200F camera system.
   c. To troubleshoot the initialization error code 110:006
   d. To resolve from a corrupted TMPCI Controller camera driver with an exclamation mark or question mark.

1. In Microsoft Window's Control Panel, select the **Add/Remove Programs** icon.
2. Select the Nikon ACT-1 Software and click **uninstall**.
3. In Microsoft Windows' Control Panel, select and double-click on the **System** icon.
4. Select the TMPCI Controller device located at the bottom of the hardware device list.
5. Click the **Remove** button to remove the device from the computer system.
6. Click **OK** to confirm the removal of the device.
7. Shut down the computer.
8. Proceed with instructions in **First-Time DXM1200/1200F Installation.**

Overwriting Current Nikon DXM1200/1200F Camera Driver

Please use the following procedure to overwrite a driver installation that has failed or if *Microsoft Windows Hardware Device Manager* lists the TMPCI Controller with an exclamation mark or question mark. Otherwise, proceed with **Reinstalling a Nikon DXM1200/1200F to a Computer** [Recommended].

IMPORTANT: Proceed with the directions below *only* with a known camera driver included for the respective version of the Nikon ACT-1 software and Microsoft Windows Operating Systems.

1. In Microsoft Windows' Control Panel, select and double-click on the **System** icon.
2. Locate and highlight the TMPCI Controller device in the installed hardware list.
3. Right-mouse click on the TMPCI Controller Device.
4. Select **Properties**.
5. Select the **Driver** tab.
6. Click on **Driver Update**
7. The **Windows Driver Update Wizard** will prompt to search for device driver or to specify a location. Select the option **I will specify the location of the driver.**.
8. Disregard any recommendations of compatible hardware.
9. Select **Have Disk**.
10. Select the **Browse** option and locate the DXM1200F Installation Files—Nikon ACT-1 CD or the folder to which the Nikon ACT-1 zip file was extracted.
11. Select the folder named "Driver" in the ACT-1 CD or the extracted zip file.
12. Next, select the Windows Operating System the computer is currently running on and double-click on the folder.
13. Select the driver file name in respect to the operating system. Use Table 1 to identify the driver file name to search for in respect to the computer's Microsoft Windows operating systems.
14. Click **OK**. The camera driver installation will proceed.
15. The DXM1200/1200F driver TMPCI-Controller is complete.
16. Restart the computer.
17. Install the respective Nikon ACT-1 software version.
    Locate and run the ACT-1 software **setup.exe** file. The Nikon ACT-1 software wizard will load.
18. Click **Next** and **OK** for all default settings.
19. The Nikon ACT-1 software installation is complete.