

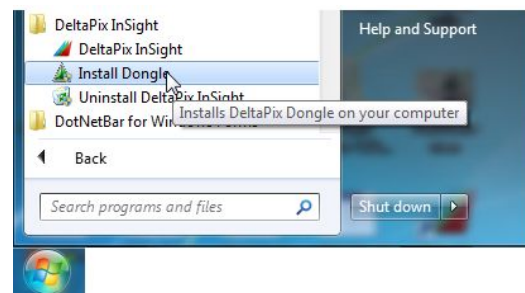
Dongle Problem Fixing

In September/October 2013 we began to experience some dongle installation problems.

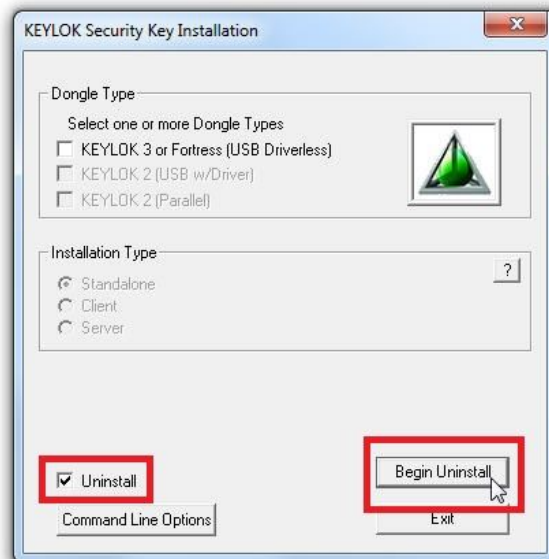
This document describes a workaround to be used until a permanent solution is found.

If you dongle is not recognized properly after uninstalling or updating your 'DeltaPix InSight' installation, please follow these six steps carefully.

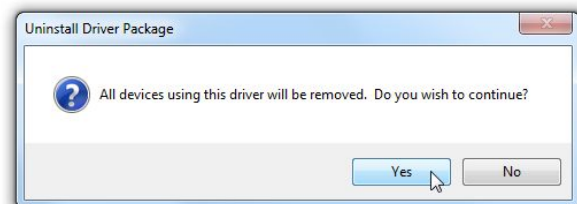
- (1) Detach your dongle from your computer.
- (2) Start the Dongle programming tool from your Start menu.



- (3) Run the dongle installation program to effectively uninstall any dongle software. Check the 'Uninstall' check box, then click 'Begin Uninstall' button.



Click yes...



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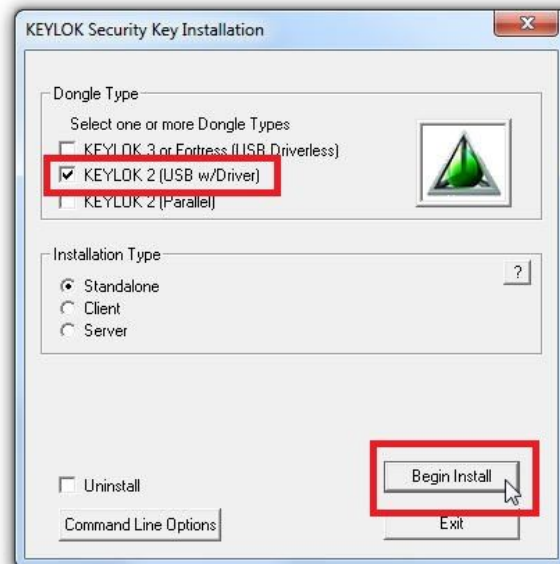
Click Install...



Click close...



- (4) Start the dongle installation program once more to install the dongle software. Check the 'KEYLOK2 (USB w/driver)' checkbox, and then click the 'Begin Install' button.



DeltaPix Insight

Dongle Problem Fixing

Wait for the files to be copied...



- (5) Attach your dongle to your computer – wait for the dongle to install.
- (6) Start the 'DeltaPix InSight' software.

Please contact support@deltapix.dk if the problem persists.