

### Software installation

- **Q:** My DC Analyser could not be detected.  
**A:** Please check the USB connection. Please connect the DC Power supply and try again. Try to re-install your driver. Please ensure that you do not use any switches or hubs.  
Restart your PC/Laptop, making sure that the DC Analyser is already connected to the USB port.  
If your problem couldn't be solved please contact Fujifilm
- **Q:** Why do I have to change my firewall settings? Does it mean that I don't have firewall protection anymore?  
**A:** In some cases, your DC Analyser software will be permitted in your firewall, as long as all other applications have not been changed and your system is well protected.
- **Q:** What programs are on the installation software?  
**A:** You'll find the installation software, the manual as a PDF file, a promotion video to explain the function of the DC Analyser software, as well as an update to IE 7 and PDF reader software.
- **Q:** The installation software stops from time to time and to ask for permission to install some software application. Why doesn't the program install the software automatically and why do I have to permit it?  
**A:** This is mainly based on the specific regulations of Microsoft Vista.
- **Q:** What shall I do if I have difficulties during the software installation?  
**A:** Please contact the Fujifilm team.

### Cartridge scanning

- **Q:** When I start the Scanning software a progress bar appears. What is the function of this bar?  
**A:** The DC Analyser will be connected to the PC/Laptop. The progress bar will run during this process.
- **Q:** What will happen if I try to scan a brand new cartridge?  
**A:** A message will appear on the screen 'unused cartridge'.
- **Q:** What will happen if I try to scan a cleaning cartridge?  
**A:** Some information will appear on the screen with details about the cleaning cartridge e.g. remaining cleaning passes, the cartridge ID etc.
- **Q:** Why do so many symbols appear on the screen during the scanning process?  
**A:** This shows the Data processing transfer from the DC Analyser to the PC/Laptop.

- **Q:** How can I start the scanning process?  
**A:** Please press the button with the green arrow on the upper left screen.
- **Q:** How can I start the application software after scanning?  
**A:** Please press the 'Report' button on the upper right screen.  
You'll find the results in the DC Analyser software in the 'media pool' sorted by date and time.
- **Q:** How many cartridges can I scan during one session?  
**A:** As many as you like, from 1 cartridge up to your preferred quantity.
- **Q:** What shall I do if the scanner cannot read the barcode?  
**A:** Please insert the 6 digit barcode manually.
- **Q:** What shall I do if the cartridge has no barcode.  
**A:** Please choose and insert a barcode. It is important that it is 6 digits.
- **Q:** Can I process the scanning of my data without registering the DC Analyser?  
**A:** Yes, you can process the scanning by clicking on the 'continue' button.  
However, Fujifilm team highly recommends registering the DC Analyser. Otherwise you don't get updates (free of charge) and you can't take advantage of the online support. Make sure you have access to the internet. If you don't have an internet connection, please register the DC Analyser on a different PC which is online. Please check the registration instructions.

### Software application

- **Q:** Where can I find the most recently scanned cartridges?  
**A:** Please click the 'start' button. A graph will appear which shows a summary of the scanned cartridges.
- **Q:** Where can I find my previous scanned cartridges?  
**A:** Please click the 'Media pool' button in the main menu. Click on the scroll bar.  
. You'll find all media pool data sorted by date and time.
- **Q:** What is the meaning of 'entry data'?  
**A:** This is a hint that the cartridge you've scanned already has high error data or data which is out of limits in previous mounts (before the last 4 mounts).  
In this case the software is unable to identify the problem which has caused the abnormal data.
- **Q:** How can I update my software?  
**A:** Please use the 'update' button if you have access to the internet.
- **Q:** How can I identify that my cartridge is end of live?  
**A:** The software will give you a pre-view of information early enough and will explain some recommendations. It will also be indicated in the graph.  
Using the DC Analyser helps to eliminate risk to your cartridges.

- **Q:** Can I print out the results?  
**A:** Yes, there is a print option indicated by a button.
- **Q:** What is the meaning of 'capacity analysis'?  
**A:** In the graph the accumulated capacity of each cartridge is shown.
- **Q:** After how many years shall I replace the cartridge?  
**A:** There is no limitation. Replacing cartridges is mainly based on the read/write capacity and the error ratios. Please follow the recommendation information given by the DC Analyser software.
- **Q:** What is the indication of age?  
**A:** The age counting process starts at the production date of the cartridge. By the time you get the cartridge, transportation and warehouse storage time will be already included.
- **Q:** How can I identify that my software is updated to a new version?  
**A:** The revision number of the software version is mentioned on the screen.
- **Q:** What standards are the limits based on?  
**A:** The limits are based on Fujifilm's test results and experience. Therefore the result information cannot be used for any legal action.

## Database

- **Q:** What kind of database is used for the DC Analyser?  
**A:** It's a SQL database.
- **Q:** Can I erase cartridges from the database?  
**A:** Yes it's possible.
- **Q:** How is the media pool sorted?  
**A:** By date and time of each session.

## Registration

- **Q:** What advantages are gained from the registration?  
**A:** You'll get updates to your software and can take advantage of the online support. Both are free of charge.
- **Q:** Must I fill everything in on the registration page?  
**A:** No, only the fields marked with a '\*'.

## Online support

- **Q:** What shall I do if I am still struggling to understand the result?  
**A:** Please use the online support button. The Fujifilm support team will contact you and clarify the result by using your data. As soon as you send an online request a message to the Fujifilm team will be generated. If you have given a telephone number in your registration sheet we can contact you by phone, or alternatively by email.