Vidar
Digitizer Tools Version 2.3

Digitizer Diagnostics
Firmware Download
Passcode Editor

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- Installation and modifications are made by qualified personnel,
- The equipment is used in accordance with the instructions in this manual.
- No other software or hardware other than those sanctioned by VIDAR or distributed by VIDAR with Clinical Express are used on the Clinical Express workstation.

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How to use this manual

This manual provides step-by-step instructions for installing and using these setup programs for Vidar film digitizers using **Windows XP, and Windows 7 (32 and 64 Bit)**:

- **Digitizer Diagnostics** comprehensively tests an attached digitizer.
- **Firmware Download** displays an attached digitizer's current firmware versions and assists in updating firmware.
- **Passcode Editor** enables a new passcode to be assigned to a digitizer.

NOTE: Note that all screen shots are used for instruction only. The versions may not reflect the current version of the tool being used, however the process is the same.

Digitizer Diagnostics

Intended Use

Digitizer Diagnostics performs comprehensive testing of an attached film digitizer. When testing is complete, you can send the results to Vidar Technical Support for analysis.

Installing Digitizer Diagnostics

1. Download *DigitizerDiagnostic.exe* from the Vidar Web site. www.filmdigitizer.com . Browse to the Support page and then browse to the Troubleshooting page. Save the file in a convenient location on the local computer.

2. Double-click *DigitizerDiagnostic.exe* to launch the installation. This process can take up to 30 seconds before you see any indication that the installation has started.

3. Follow the instructions provided by the installation shield. It may be necessary to install other prerequisite programs as part of the installation. These will automatically be installed as part of the installation process.

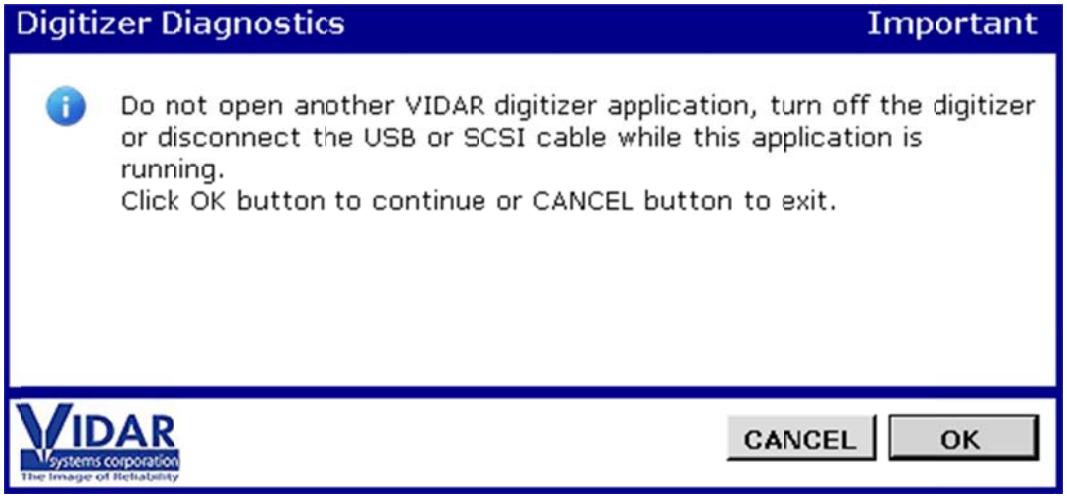
4. Follow the on screen instructions to complete the installation.

Using Digitizer Diagnostics

Note: The film digitizer must be powered on for at least 30 minutes before running diagnostic tests.

1. From the Desktop double click **> Digitizer Diagnostics**.

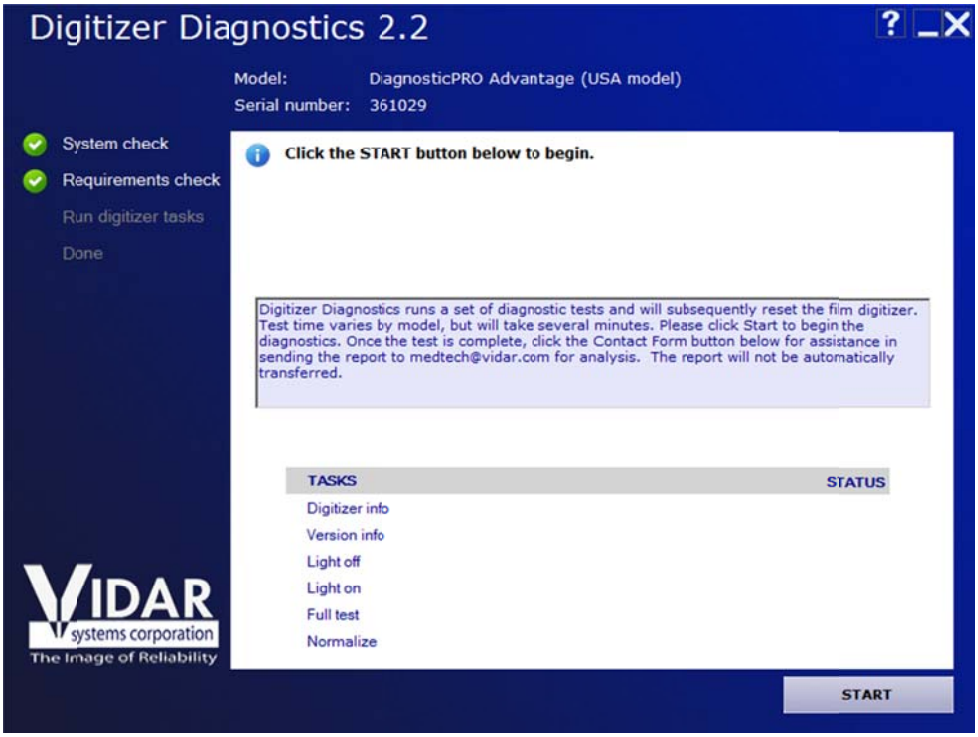
2. You will see the warning below. Click **OK** to continue.



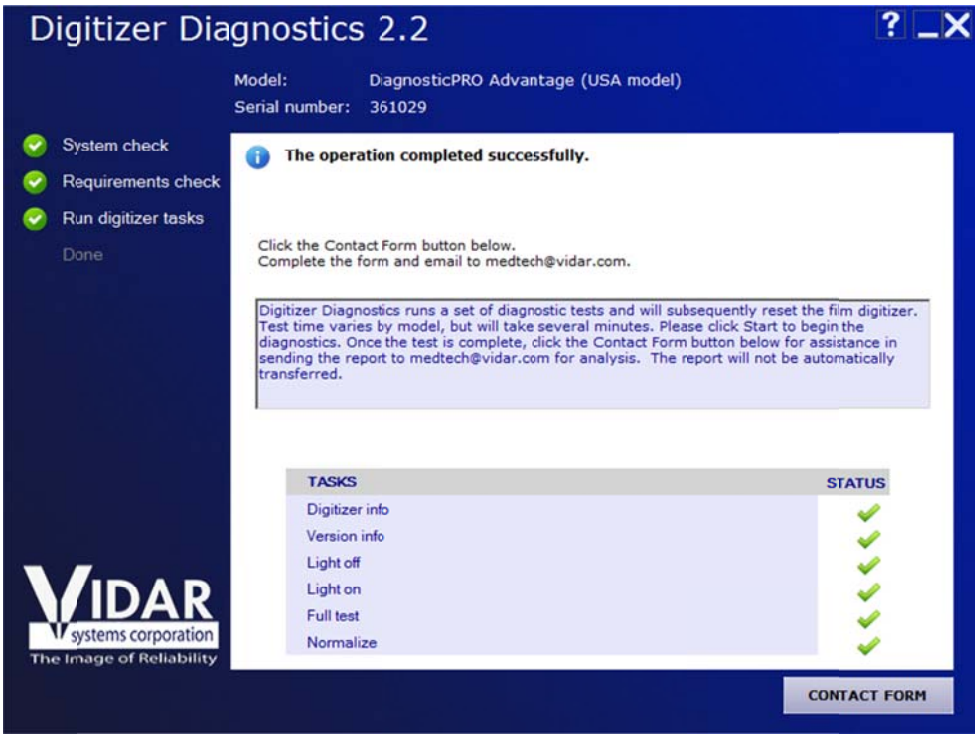
3. Wait while the application loads.

Note: The program will notify you if it cannot communicate with the digitizer. In this case, go to the "Troubleshooting" chapter.

4. Click the **Start** button in the lower right corner to start the diagnostics.

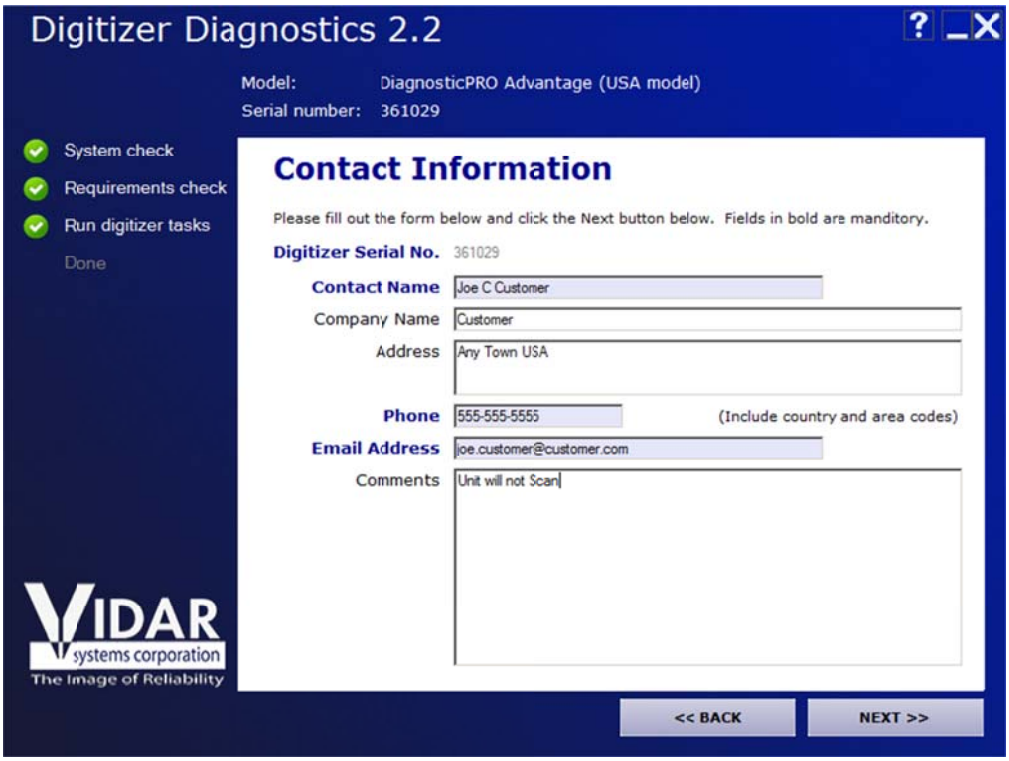


5. Wait while the diagnostic tests are performed.



6. When the tests are complete, click the **Contact Form** button in the lower right corner.

7. Fill in the fields in the **Contact** form, then click **Next** >>.

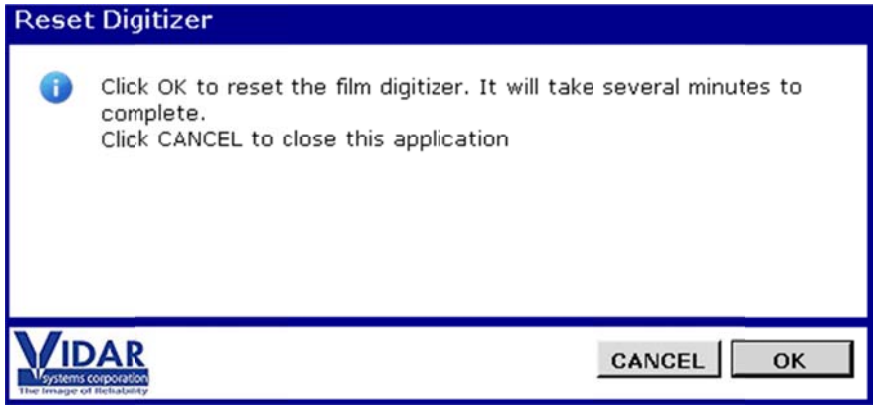


Digitizer Diagnostics generates a report of its findings. The report is located in the *My Documents\Film Digitizer\Report* folder. (A typical report is reproduced in the Appendix.)

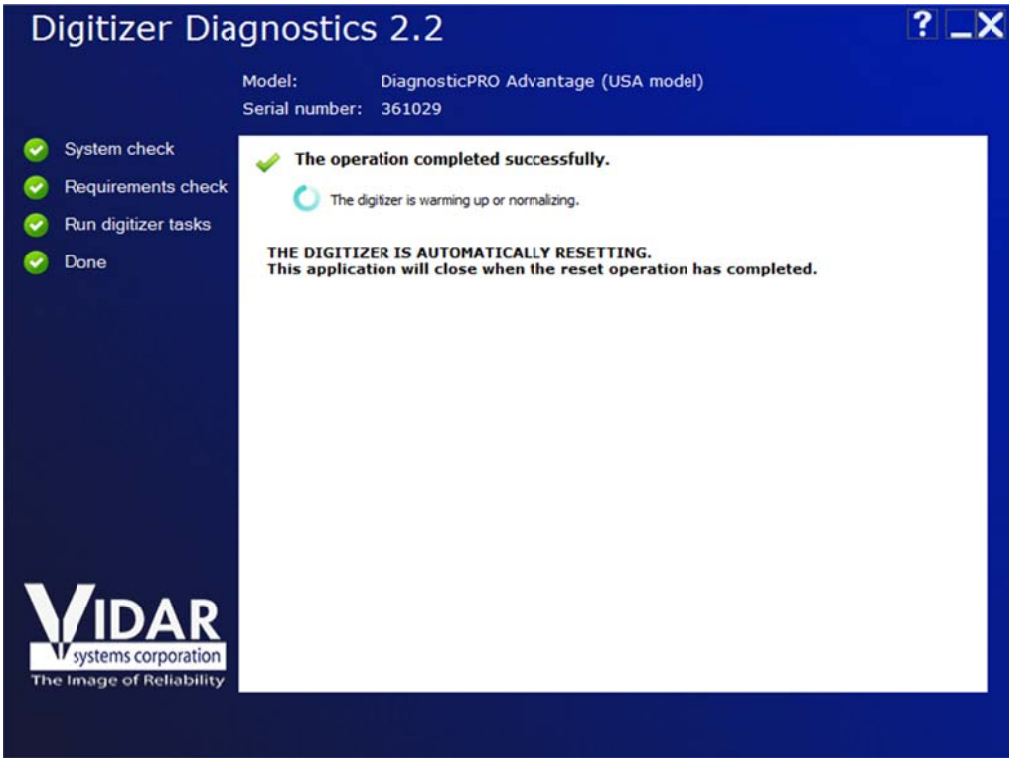
8. Send the diagnostic report to Vidar using one of the following methods:

- If Digitizer Diagnostics detects e-mail capability on the computer, a new message window automatically appears with the diagnostic report attached. Send the message.
  or
- If Digitizer Diagnostics does not detect e-mail capability on the computer, you can copy the report file to a computer that has e-mail capability, then send the report as an attachment to medtech@vidar.com.
  or
- Print the report and fax it to 1.703.471.7665.

9. *To reset the digitizer:* Click **OK** in the dialog shown below. Digitizer Diagnostics will automatically close when the reset is complete or
   To exit the application without resetting the digitizer: Click **Cancel**.



Note: You must reset the film digitizer before attempting to digitize films.



Firmware Download

Intended Use

Firmware Download determines a film digitizer's current firmware versions, and enables you to update firmware if newer versions are available.

NOTE: This should never run unless instructed to do so by a VIDAR authorized agent.

Installing Firmware Download

1. Download *FirmwareDownload.exe* from the Vidar FTP or PartnerNet sites. Save the file in a convenient location on the local computer.

2. Double-click *FirmwareDownload.exe* to launch the installation. This process can take up to 30 seconds before you see any indication that the installation has started.

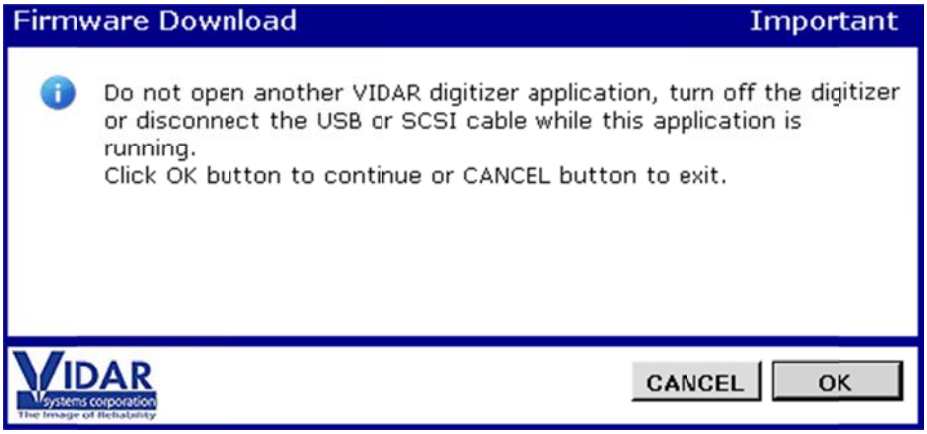
3. Follow the instructions provided by the installation shield. It may be necessary to install other prerequisite programs as part of the installation. These will automatically be installed as part of the installation process.

4. Follow the on screen instructions to complete the installation.

Using Firmware Download

1. From the Desktop double click on **>Firmware Download**.

2. You will see the warning below. Click **OK** to continue.



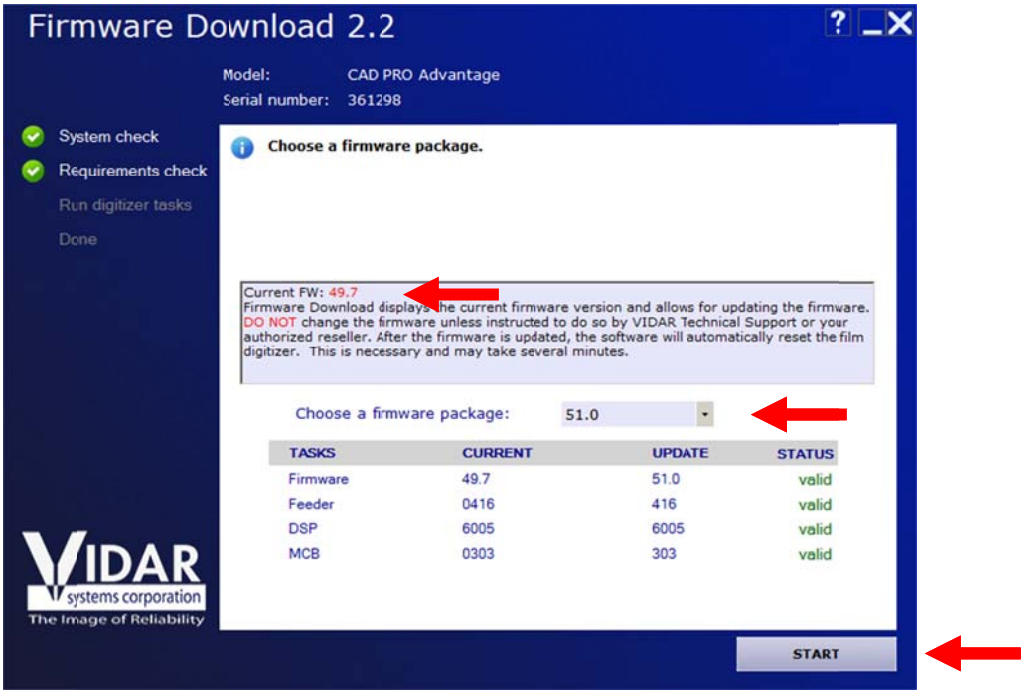
3. Wait while the application loads.

Note: The program will notify you if it cannot communicate with the digitizer. In this case, go to the "Troubleshooting" chapter.

4. Firmware Download first reads and displays the digitizer's firmware versions.

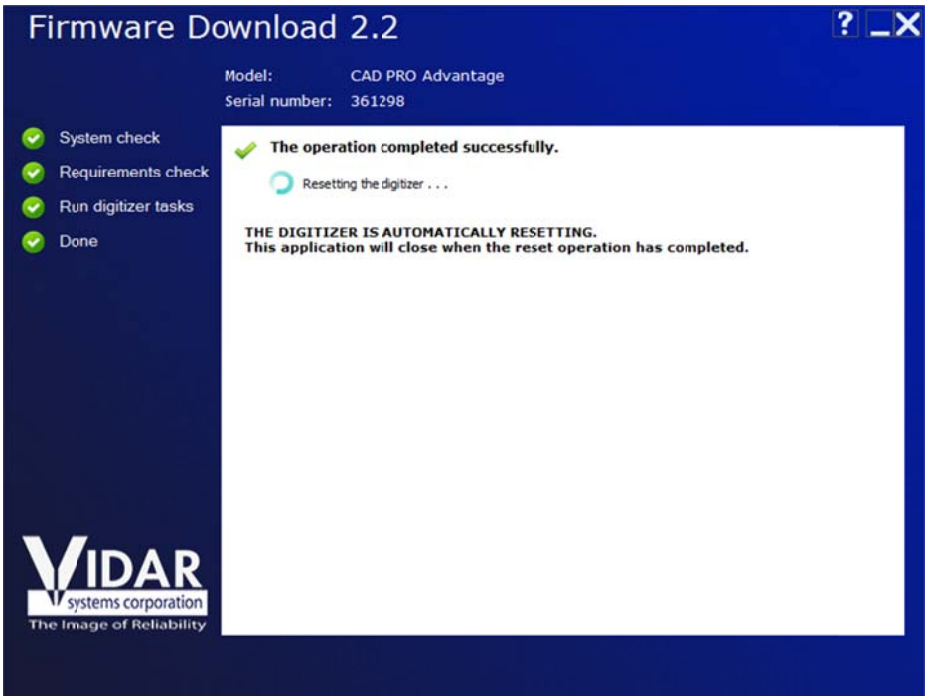
   - If the **Status** column shows "valid" for all firmware versions, then no further action is required. Exit Firmware Download.

   - If firmware updates recommended:
     a. Open the drop-down list and select the desired firmware package to install.
     b. Click the **Start** button in the lower right corner.



5. Wait while the firmware is updated.

CAUTION: Do not turn off the digitizer or computer during the firmware updating process.



6. When firmware updating is complete, the digitizer will be automatically reset. When resetting is complete, Firmware Download will automatically close.

Passcode Editor

Intended Use

Passcode Editor enables you to assign a new passcode to a film digitizer.

NOTE: This should never run unless instructed to do so by a VIDAR authorized agent.

Installing Passcode Editor

1. Download *PasscodeEditor.exe* from the Vidar FTP or PartnerNet sites. Save the file in a convenient location on the local computer.

2. Double-click *PasscodeEditor.exe* to launch the installation. This process can take up to 30 seconds before you see any indication that the installation has started.

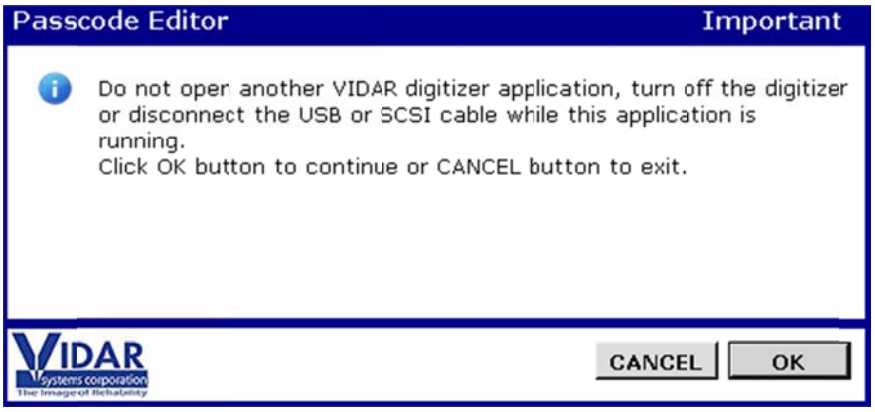
3. Follow the instructions provided by the installation shield. It may be necessary to install other prerequisite programs as part of the installation. These will automatically be installed as part of the installation process.

4. Follow the onscreen instructions to complete the installation

Using Passcode Editor

1. **Start > All Programs > Vidar >Passcode Editor**.

2. You will see the warning below. Click **OK** to continue.

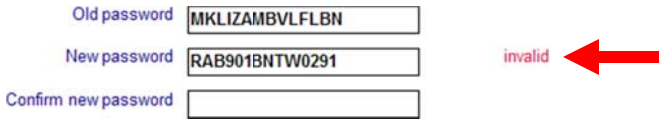


3. Wait while the application loads.

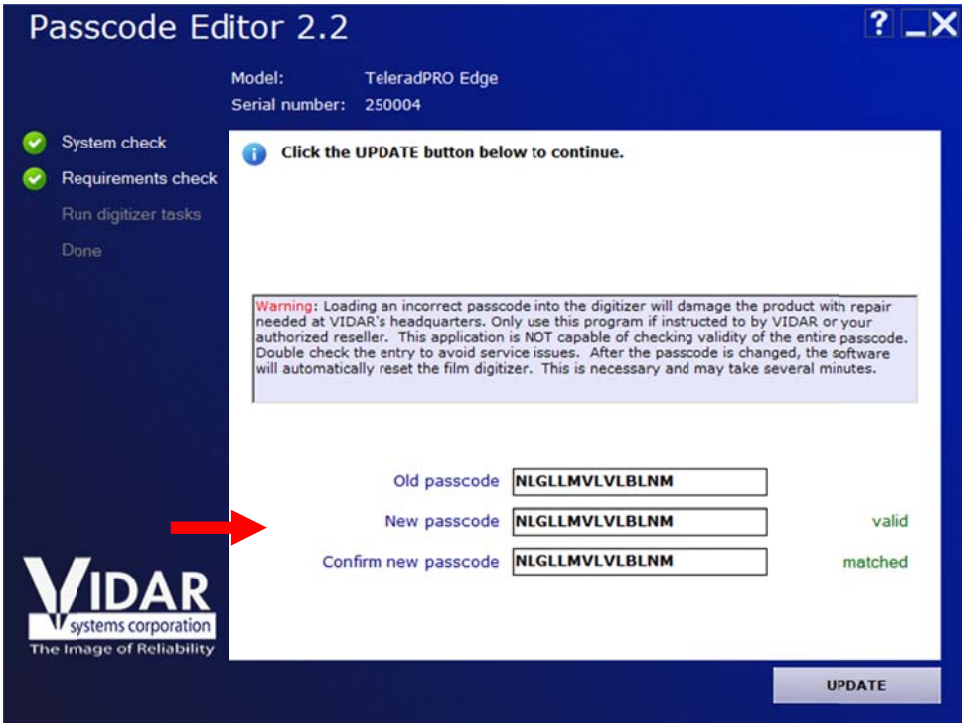
Note: The program will notify you if it cannot communicate with the digitizer. In this case, go to the "Troubleshooting" chapter.

4. In the **New password** field, enter the new password.

The word “invalid” will appear if you enter an unacceptable passcode.

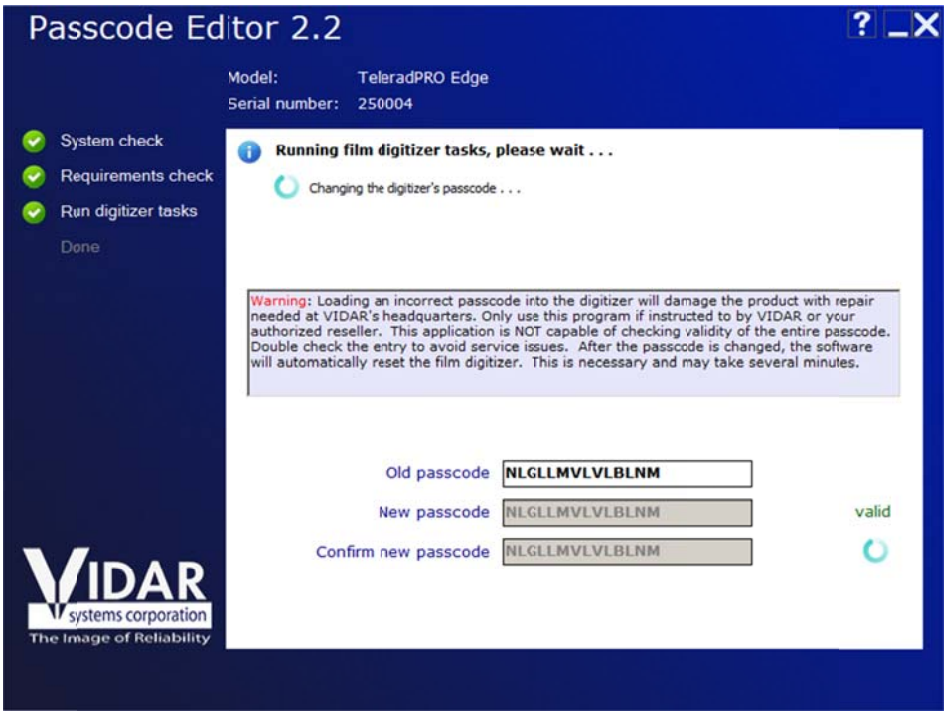


5. Enter the new passcode again in the **Confirm new password** field. If the contents of the **Confirm new password** field match the contents of the **New password** field, the word “matched” will appear.

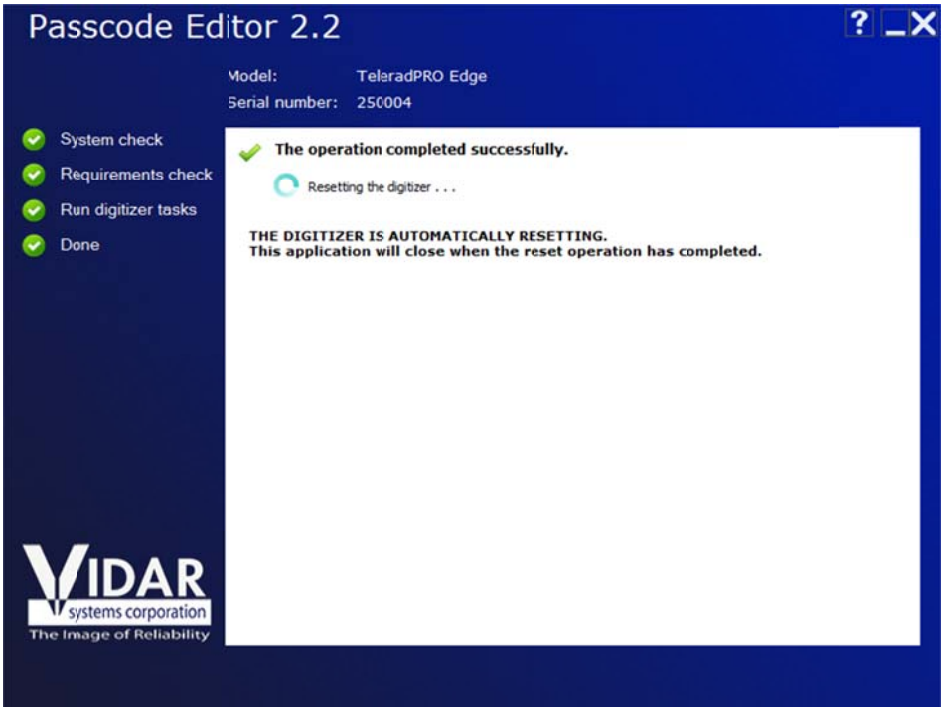


The word “unmatched” will appear if the contents of the **Confirm new password** field do not exactly match the contents of the **New password** field. If this happens, correct the passcode confirmation.

6. Click the **Update** button in the lower right corner. Wait while the passcode is updated.



7. When passcode updating is complete, the digitizer will be automatically reset. When resetting is complete, Passcode Editor will automatically close.

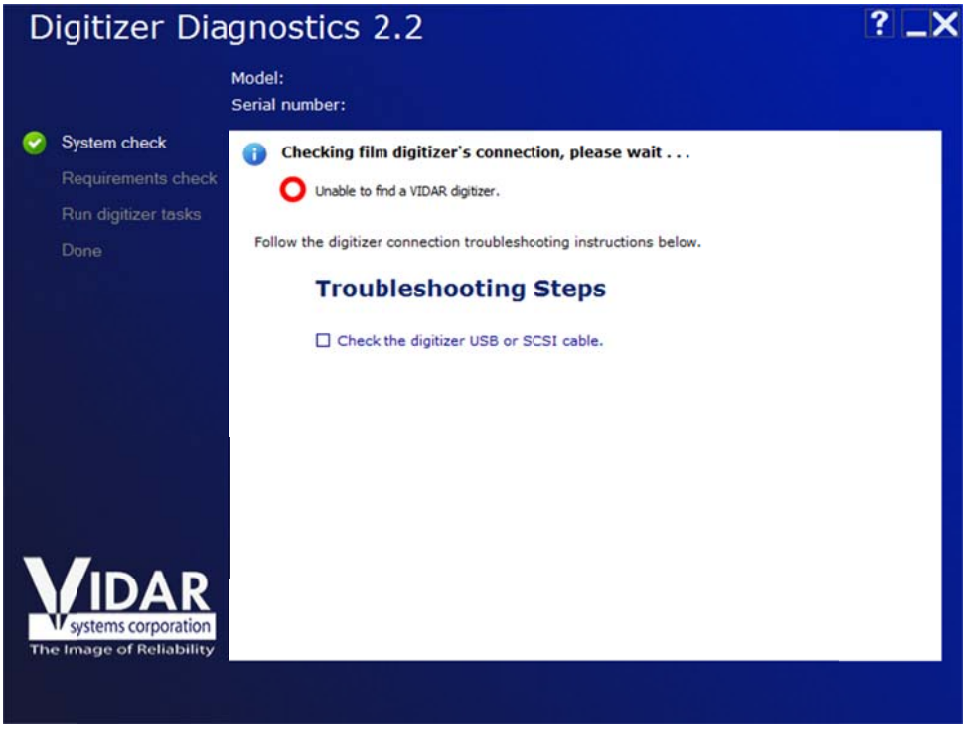


Troubleshooting

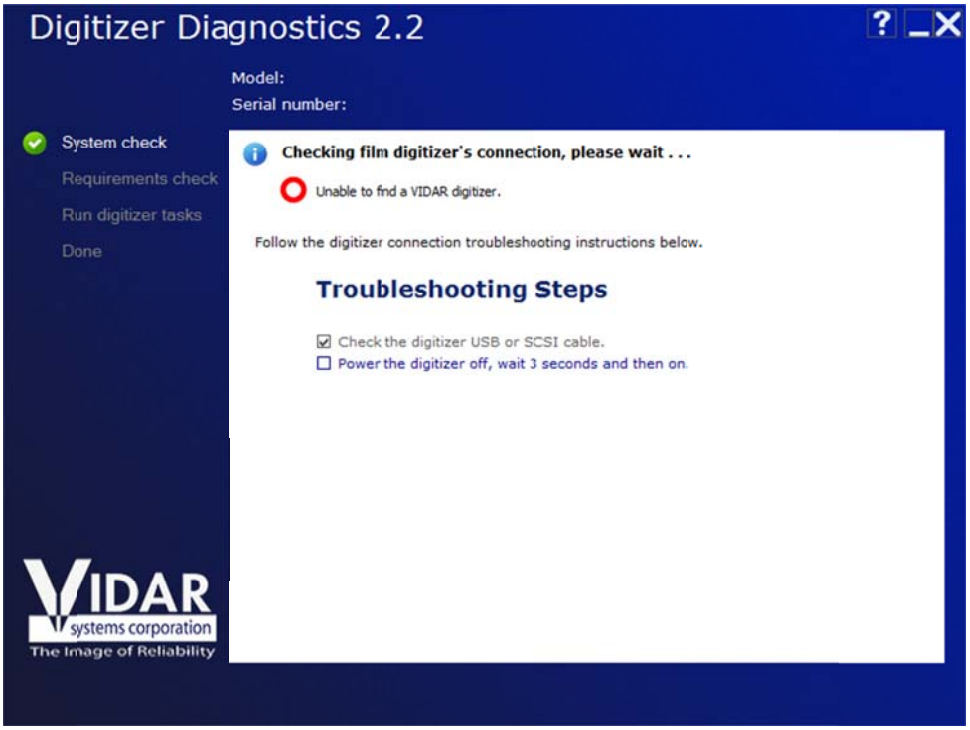
Digitizer Diagnostics, Firmware Download and Passcode Editor have built-in problem detection and troubleshooting help. After launching, each program first determines whether it can communicate with the digitizer. If communication is not possible, the program provides a checklist to help you identify and correct problems. As you complete each step, click its checkbox.

After each step, the program again attempts to communicate with the digitizer. If communication is established, you will be able to start normal program operations. If communication is not established, the next step in the troubleshooting process will be displayed.

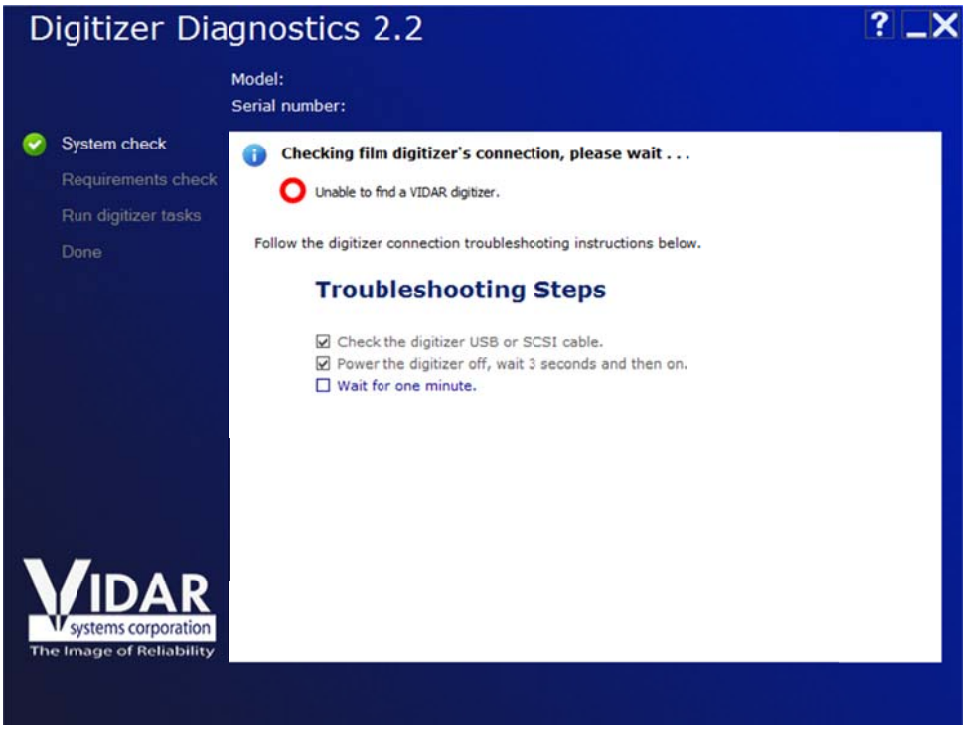
1. Make sure the digitizer is connected to the computer with the appropriate USB or SCSI cable.



2. Turn off the digitizer, then turn it on.



3. Wait three seconds.



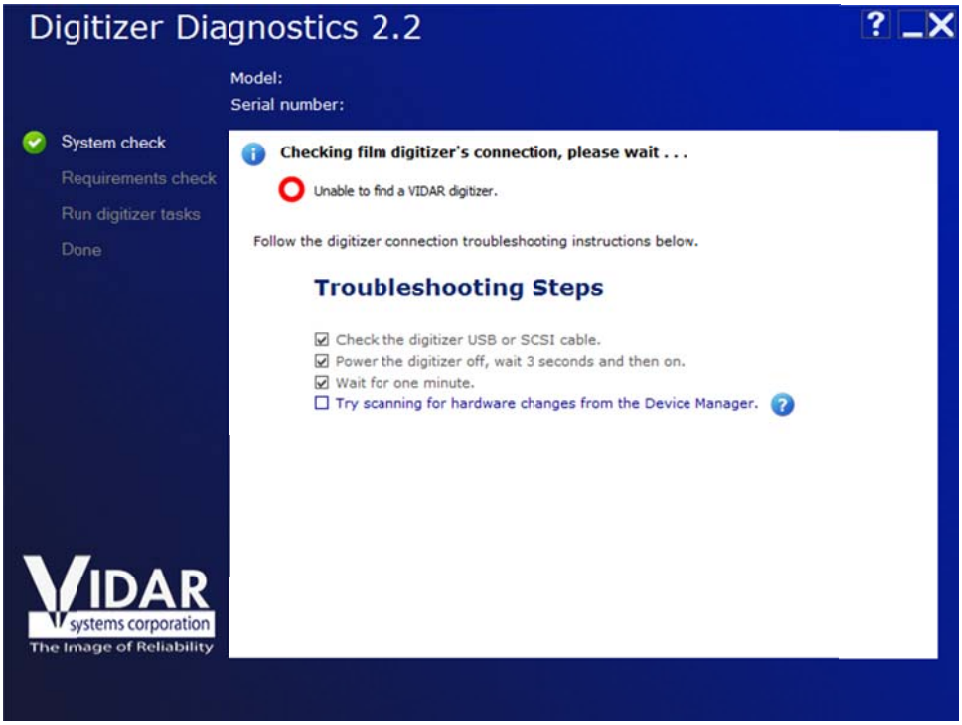
4. Scan for hardware changes:

   a. Right-click **My Computer**, then click **Manage** in the pop-up menu.

b. In the **Computer Management** window's left tree, click **Device Manager**.

c. In the right tree, click the computer's name (at the top of the tree).

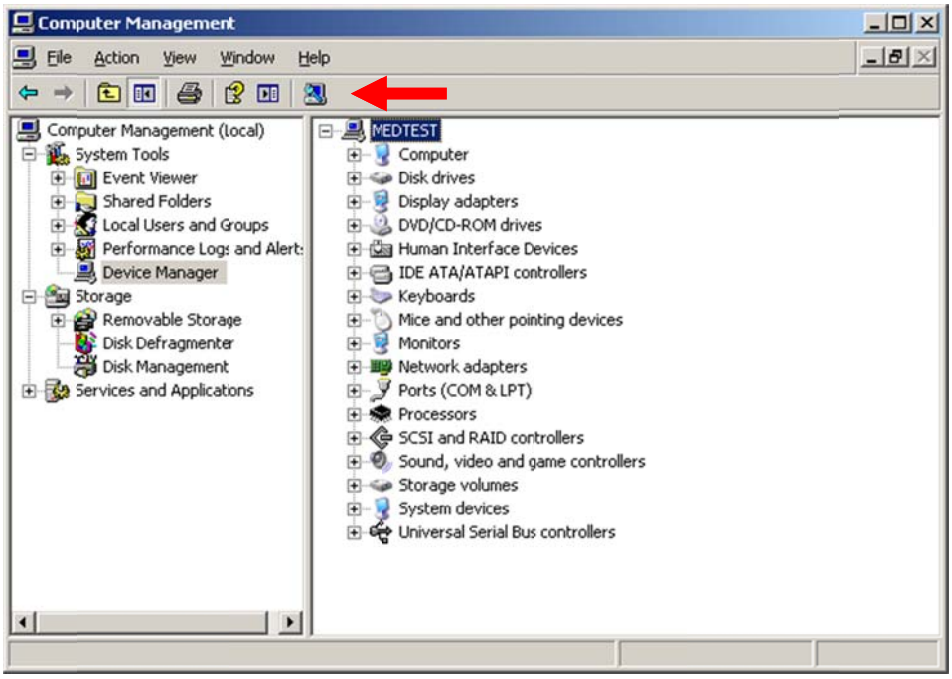
d. In the toolbar, click **Scan for hardware changes** button.

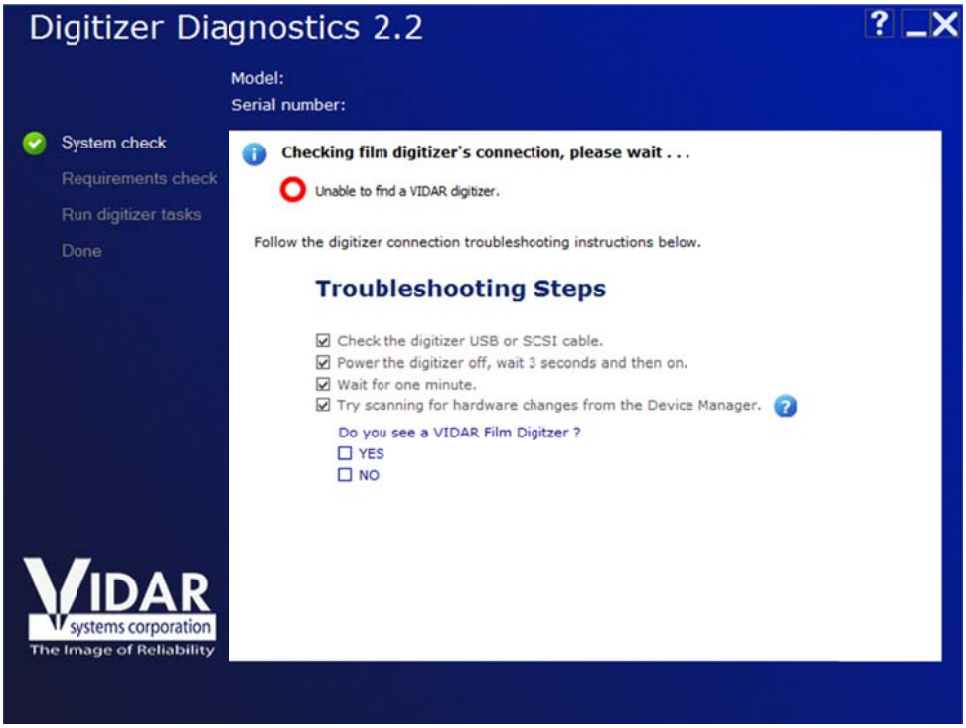


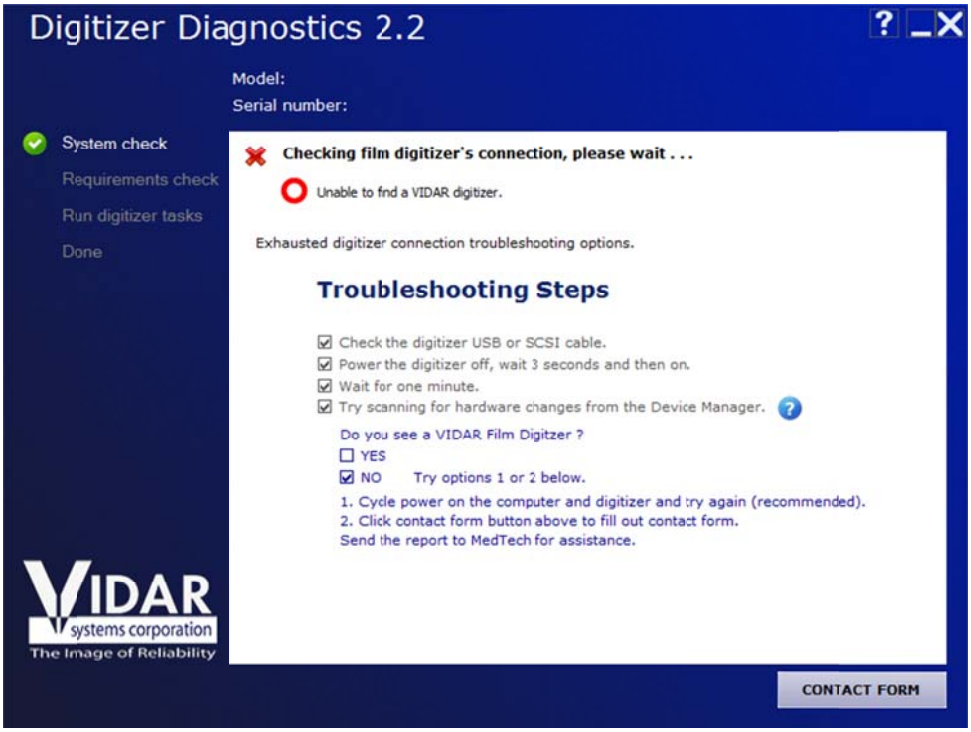
5. In the **Computer Management** window, look for **Vidar Film Digitizer**, then click the corresponding checkbox in Digitizer Diagnostics.

6. To refresh this screen click on the icon the **Red Arrow** shown below.

7. You will find the digitizer listed either under Imaging Devices or Jungo depending on your operating system.


Computer Management
File Action View Window Help
Computer Management (local)
System Tools
Event Viewer
Shared Folders
Local Users and Groups
Performance Logs and Alerts
Device Manager
Storage
Removable Storage
Disk Defragmenter
Disk Management
Services and Applications
MEDTEST
Computer
Disk drives
Display adapters
DVD/CD-ROM drives
Human Interface Devices
IDE ATA/ATAPI controllers
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Ports (COM & LPT)
Processors
SCSI and RAID controllers
Sound, video and game controllers
Storage volumes
System devices
Universal Serial Bus controllers

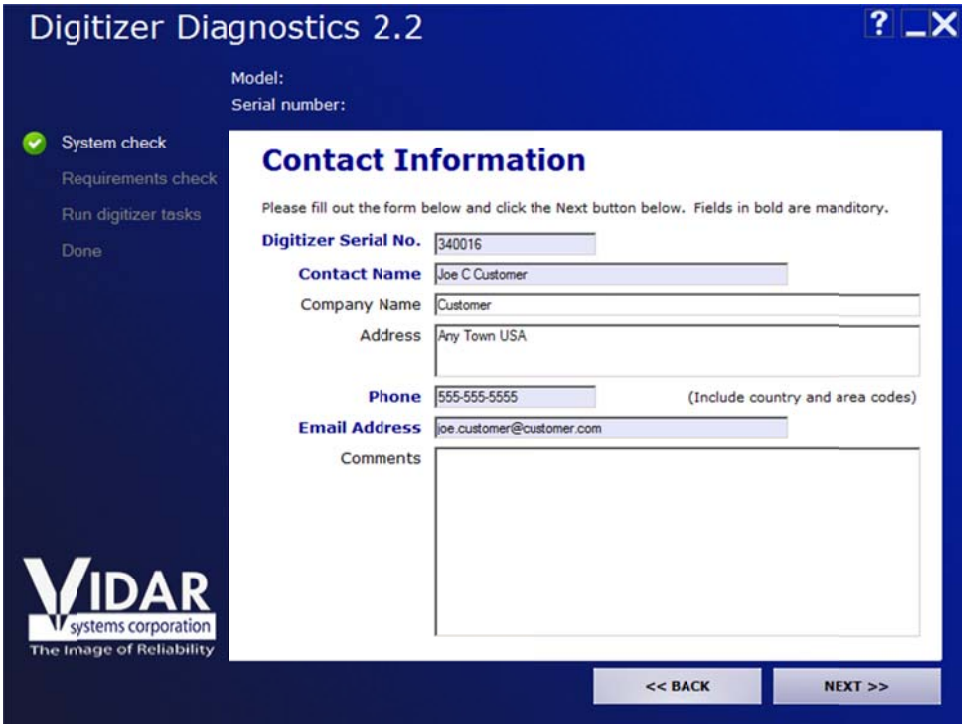

Digitizer Diagnostics 2.2
Model:
Serial number:
System check
Requirements check
Run digitizer tasks
Done
Checking film digitizer's connection, please wait . . .
Unable to find a VIDAR digitizer.
Follow the digitizer connection troubleshooting instructions below.
Troubleshooting Steps
Check the digitizer USB or SCSI cable.
Power the digitizer off, wait 3 seconds and then on.
Wait for one minute.
Try scanning for hardware changes from the Device Manager.
Do you see a VIDAR Film Digitizer ?
YES
NO
VIDAR
systems corporation
The Image of Reliability

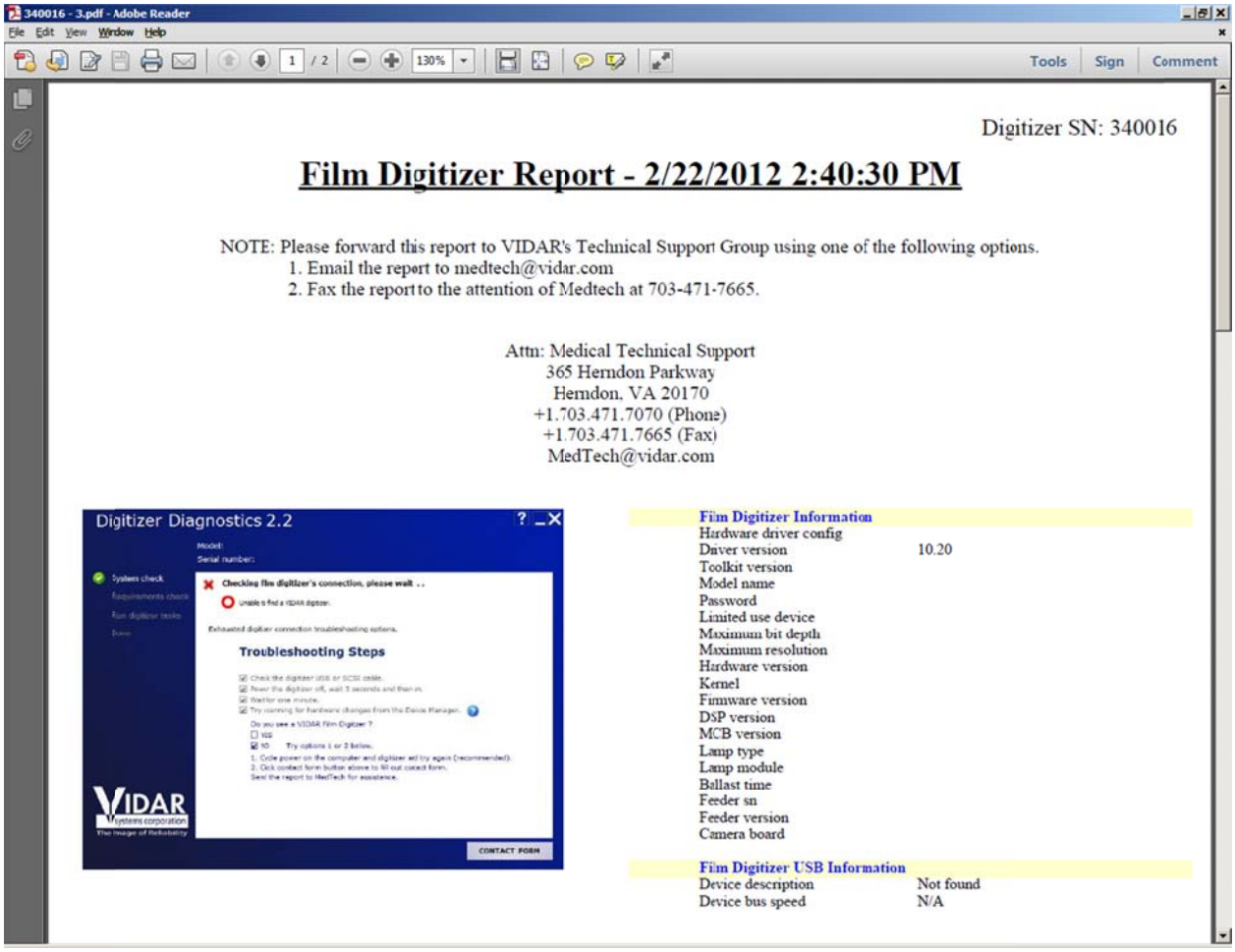


8. If you reach this point and do not find the Digitizer, no further troubleshooting suggestions are available. You can:

   - Cancel the operation and Restart both the computer and digitizer (recommended).

   - Click the **Contact form** button in the lower right corner to send a report to Vidar Technical Support. Continue at step 7 in the "Digitizer Diagnostics" chapter of this manual. See Screen Shots below


Digitizer Diagnostics 2.2
Model:
Serial number:
System check
Requirements check
Run digitizer tasks
Done
Contact Information
Please fill out the form below and click the Next button below. Fields in bold are manditory.
Digitizer Serial No.
340016
Contact Name
Joe C Customer
Company Name
Customer
Address
Any Town USA
Phone
555-555-5555
(Include country and area codes)
Email Address
joe.customer@customer.com
Comments
VIDAR
systems corporation
The Image of Reliability
<< BACK
NEXT >>


340016 - 3.pdf - Adobe Reader
File Edit View Window Help
Tools Sign Comment
Digitizer SN: 340016
Film Digitizer Report - 2/22/2012 2:40:30 PM
NOTE: Please forward this report to VIDAR's Technical Support Group using one of the following options.
1. Email the report to medtech@vidar.com
2. Fax the report to the attention of Medtech at 703-471-7665.
Attn: Medical Technical Support
365 Herndon Parkway
Herndon, VA 20170
+1.703.471.7070 (Phone)
+1.703.471.7665 (Fax)
MedTech@vidar.com
Digitizer Diagnostics 2.2
Troubleshooting Steps
CONTACT FORM
Film Digitizer Information
Hardware driver config
Driver version 10.20
Toolkit version
Model name
Password
Limited use device
Maximum bit depth
Maximum resolution
Hardware version
Kernel
Firmware version
DSP version
MCB version
Lamp type
Lamp module
Ballast time
Feeder sn
Feeder version
Camera board
Film Digitizer USB Information
Device description Not found
Device bus speed N/A

Appendix

This appendix reproduces a typical report generated by Digitizer Diagnostics.

Reports are initially created in the *My Documents\Film Digitizer\Report* folder. You can move or copy them to any other location. Note that if an email application is detected on the host pc the program will attempt to generate an email automatically for the report to be emailed to VIDAR. You do not have to use this feature and can cancel it if you desire.

Report names have the following syntax:

serial number – the number of times the report was run.pdf

For example, a report created for digitizer serial number 350282 would have this name:

350282 - 1.pdf

If additional reports are run the – number will change:

For example

350282 – 2.pdf
350282 – 3.pdr etc.