



FAQ's about the Firefly DE550 Wireless Video Oscope

QUICK OVERVIEW OF THE MOST COMMON ISSUES RELATED TO DE550

The following FAQ's have been compiled to assist users of the Firefly DE550 Wireless Video Oscope in understanding why various error messages may pop up and how to troubleshoot the error messages. This document covers a wide range of questions that have been compiled over the past several months, however, two specific issues related to the Firefly DE550 Wireless Video Oscope that seem to occur most often are directly related to software installation.

First, it is necessary to install the DE550 software using the provided installation CD and then to restart the computer once software has been installed *prior to plugging in the wireless receiver into the USB Port of the computer*. If this procedure is not followed, an error message indicating the following will be generated: **"Found new hardware. A problem occurred during installation. Your new hardware might not be installed correctly"**. In the event this message occurs, it will be necessary to uninstall the software and to reinstall according to the procedures specifically outlined in the Quick Start Guide.

1. Following these steps to uninstall the FireflyPro software:
 1. From the "Start" menu, select "Control Panel"
 2. Select "Add or Remove Programs"
 3. Click on FireflyPro and select "Remove" from the top of window
 4. When prompted with "Do you want to completely remove the selected application and all of its features?" Select "Yes".
 5. Unplug wireless receiver from computer.
 6. Eject software CD
 7. Restart computer.
 8. Uninstallation is now complete.

Second, during the installation process, it is critical to ensure that the correct software installation choice is selected. During the installation process, the FireflyPro Software program offers users several different types of devices to install, ranging from the GT600 Wireless Microscope to the DE500 USB Earscope (wired version of the DE550 Wireless Earscope). It is not uncommon for a user to accidentally select the DE500 USB Earscope device installation choice rather than the DE550 Wireless Earscope, resulting



in the inability to generate the necessary screen to view actual images picked up by the wireless video otoscope. Once again, in this instance, it will be necessary to uninstall the software and to reinstall according to the procedures specifically outlined in Quick Start Guide.

FAQs Associated with Software Installation:

Question: I installed the software, restarted my computer, and then plugged in my wireless receiver and I got the message "Device driver software was not successfully installed", what should I do?

Answer: You may have accidentally installed the DE500 software instead of the DE550. Please uninstall software, restart computer, and install the DE550 software. To uninstall, please follow the steps outlined in the "**Uninstallation Instructions**" section below.

Question: When I launch FireflyPro, all I see is a white box or a box with 'snow'?

Answer: Make sure that the video otoscope is turned on by pressing the black button located in the back of the handle, next to the charging port. In addition, confirm that the wireless receiver and the camera are on the same channel. If you still don't see an image the camera's battery may be drained, please charge the device.

Question: I installed the wireless software and double clicked on the FireflyPro icon, but the software keeps telling me to plug-in device and turn on LED, what is wrong?

Answer: Make sure the wireless receiver is plugged in your system. Also, make sure it is tuned to the same channel as the video otoscope.

Question: I double clicked on the FireflyPro icon and the following pop-up window appeared, with the corresponding message: "The wizard could not find the software on your computer...It is recommended that you connect to the internet so that the wizard can search online and look for the appropriate software."

I am prompted to one of the following:

- Yes, connect and search for the software on the Internet.
- No, do not connect to the Internet now."

What do I do?

Answer: You may have launched the FireflyPro software before the device drivers had a chance to install. To uninstall, please follow the steps outlined in the "**Uninstallation Instructions**" section below. Following uninstallation, restart the computer and reinstall the software. When you



plug in the wireless receiver for the first time after installing the software, you need to wait a few minutes for the necessary driver to install (simply follow the prompts for installation). Be sure to full install the wireless receiver driver before launching the software.

Question: The following pop-up message appeared: "Found new hardware. A problem occurred during installation. Your new hardware might not be installed correctly"

What does this mean?

Answer: Your wireless receiver is probably plugged in but the driver was not installed prior to connecting the wireless receiver to your computer, this is normally a result of having installed the DE500/DE501 instead of the DE550/DE551 software. To fix this, unplug your wireless receiver, eject software CD (if it is in your computer), and uninstall software. To uninstall, please follow the steps outlined in the "**Uninstallation Instructions**" section below. Restart the computer, reinstall the software and make sure to select the CORRECT product. Then restart computer and plug in wireless receiver. When you plug in the wireless receiver for the first time after installing the software, you need to wait a few minutes for the necessary driver to install (simply follow the prompts for installation). Be sure to full install the wireless receiver driver before launching the software.

Question: I installed the DE500 software but bought also bought a DE550, do I need to also install the DE550 software?

Answer: The DE500 can run on both the DE550 and the DE500 software. However, the DE550 can only run on the DE550 software. To use both the DE500 and the DE550 on the same software, install only the DE550 software.

Question: I see a window pop-up with the following: "Device driver software was not successfully installed."

Why did this happen?

Answer: You may have tried to launch FireflyPro before the device driver was fully installed. Please restart computer

Question: Can I install the software without a CD?

Answer: Yes, please check out the DOWNLOAD section under the FF=DE550 item on the Oaktree Products website.

Question: I installed the FireflyPro software and all I see is a blank white screen.

Answer: Please ensure the wireless receiver and the Firefly are set to the same channel. Make sure your camera is charged. Make sure the brightness light is on all the way.



Question: I see the following error message: "The current version of the application could not be determined. The setup will terminate now."
What should I do?

Answer:

- Click on the Start button.
- Click on Run.
- Type C:\Program Files\Common Files into the text box and press OK.
- Right-click on the InstallShield folder, and choose rename.
- Change the name to InstallShieldOld.
- Start the software installation again from the CD.

FAQs Associated with Uninstalling Software:

Question: How do I uninstall FireflyPro software?

Answer: Please follow these steps:

1. From the "Start" menu, select "Control Panel"
2. Select "Add or Remove Programs"
3. Click on FireflyPro and select "Remove" from the top of window
4. When prompted with "Do you want to completely remove the selected application and all of its features?" Select "Yes".
5. Unplug wireless receiver from computer.
6. Eject software CD
7. Restart computer.
8. Uninstallation is now complete.

FAQs Associated with Functionality Related Questions:

Question: My wireless unit and my software were working fine yesterday but today the software crashed, what is wrong?

Answer: Make sure the wireless receiver is plugged DIRECTLY into your computer, i.e. not into a USB hub or USB extension cord.

Question: My Firefly will not charge, what do I do?

Answer 1: If you do not see a red a LED lit up on the Firefly but instead see a flashing red/green LED on the Firefly, please make sure you are using the original short USB cable for charging. Using a long cable will not work properly for CHARGING.

Answer 2: When you plug in the mini-USB cable the LED on the device will turn red. If you do not see a solid red, please try using the computer USB port instead of the AC charger or vice versa. If this does not solve the problem try another USB cable.



Question: There is a lot of interference (visual artifacts and disturbances) on the screen, what can I do to get better reception?

Answer: Your camera may be experiencing interference from other wireless devices or may have weak signal strength. Please try the following steps:

1. Look for a wireless channel with less interference by switching the wireless channel both on the camera and wireless receiver.
2. Do not cover the back of the camera with your hand. This is where the antenna is located.
3. Do not place the wireless receiver under metal desks, inside metal cabinets or near metal furniture.
4. Eliminate as many obstacles as possible between the camera and the wireless receiver.
5. Move any 5.8GHz cordless phones away from the camera as they may cause interference.
6. Tilt the wireless receiver up and down for better reception.
7. Recharge the camera to strengthen its power output.

Question: The image that appears on my computer screen is either cut in half or it seems to be off center

Answer: Be sure that the specula is all the way inserted at the top of the otoscope handle.

FAQs Associated with General Product Questions:

Question: Will the Firefly device work on my Mac if I'm running Windows on my Mac?

Answer: Although Firefly devices do not have native Mac OSX support, they do work well with Windows emulation packages such as Parallels, VMware, etc.

Question: Can I use the Firefly products on a thin client?

Answer: No, a designated CPU is required to run FireflyPro.

Question: Can I install the software without a CD?

Answer: Yes, please contact support@fireflyglobal.com for a downloadable version of FireflyPro.

Question: Can I use my Firefly with my EMR system (such as Noah, Cornerstone, etc.)?

Answer: FireflyPro captures .bmp and .AVI files which can be downloaded to most EMR/EHR systems.

Question: My wireless unit and my software were working fine yesterday but today the software crashed, what is wrong?



Answer: Make sure the wireless receiver is plugged DIRECTLY into your computer, i.e. not into a USB hub or USB extension cord.

Question: What do I do when my computer is woken-up from standby or hibernation and FireflyPro software stops working?

Answer: Please close and try restarting the software application again.