

## Technical Tips for LKH Imaging Software

**Problem:** Can I use my LKH installation CD to install the program on a PC with Windows 7 or Windows 10?

**Tip:** If your LKH software is version 1.20.0 or higher, it can be installed on Windows 7 (32 or 64 bits). If your LKH software is version 1.30.0 or higher, it can be installed on Windows 10 (32 or 64 bits). If needed, contact your LKH software dealer to purchase the current version of the installation CD for your LKH particular application.

**Problem:** I need to reinstall my LKH software, but I cannot find the installation instructions.

**Tip:** The Software Installation Guide (pdf) can be downloaded from the list of documents shown at the bottom of the page for your application.

**Problem:** I cannot playback my recorded AVI videos with Windows Media Player.

**Tip:** For software version 1.20.8 or higher, there is a built-in feature to convert AVI video to WMV video format for compatibility with Windows Media Player.

**Problem:** My newly purchased DFG/USB2pro frame grabber is not detected.

**Tip:** For LKH software versions 1.20.4 or earlier, you need to use a special driver installer program that can be downloaded from [www.lkhawke.com](http://www.lkhawke.com) (see the list of downloads at the bottom of the page for your LKH application).

**Problem:** My USB frame grabber occasionally shuts off in Windows 7.

**Tip:** Set the Windows 7 power options as follows:

Click on "Power Options" from the Windows control panel.

Under "Preferred plans", click on "Change plan settings".

Select "Never" for "Put the computer to sleep".

Click on "Change advanced power settings".

Open "USB settings", then set "USB selective suspend" to "Disabled".

**Problem:** The icon button for 256 frames at the left side of the screen is not displayed.

**Tip:** When using the 800x600 screen mode, the windows taskbar at the bottom of the screen may be taking up too much vertical screen space to allow this button to be seen. Right-click on the taskbar, select "Properties", and select "Use small icons". Another way is to select "Auto-hide the Taskbar".