

## **IMC Virtual Course Technical FAQ's**

- **How do I install the IM Pro Universe Software and Connect my equipment?**
  - [IMC-Virtual-PreCourseLab-Video.mp4 \(dropbox.com\)](#)
    - Notes: This video will show step by step instructions for both equipment setup and software installation
- **How do I increase the font size and GUI appearance in the IM Pro Universe software?**
  - **Mac OSX Instructions-** **\*\*NOTE\*\*** The IM Pro Software must be closed to complete this operation.
    - Step 1- Navigate to the Go Menu on you Mac
    - Step 2- Select the 'Go to Folder' link from the list
    - Step 3- type the following text into the field: ~/.config/
    - Step 4- Open the IM Pro folder
    - Step 5- Open the Global Settings.cfg file
      - Select Text edit as the application if the file does not automatically open
    - Step 6- Change the line item labeled 'Resolution' to 1920x1080 or lower
    - Step 7- Close the file and it will save the changes for you.
    - Step 8- Open the IM Pro Universe Software and verify that the settings are acceptable
    - Repeat the above steps if the settings require further adjustment.
  - **Windows PC Instructions-** **\*\*NOTE\*\*** The IM Pro Software must be closed to complete this operation.
    - Step 1- Navigate to the C: Root directory on your PC
    - Step 2- Locate and open the 'Users' Folder
    - Step 3- Open the profile folder that you are logged in under (usually your name)
    - Step 4- Locate the 'AppData' folder
      - NOTE- this file is hidden and may require you to 'show Hidden files/folder'
      - Locate and select the 'VIEW' tab towards the top of the window
      - Once 'View' has been selected, locate and place a check in the Hidden items checkbox
    - Step 5- Open this folder and select the 'Roaming' folder
    - Step 6- Select the IMPro folder
    - Step 7- Open the GlobalSettings.cfg file (use notepad if asked which program to use)
    - Step 8- Change the Resolution settings line item to 1680x1050 or lower.
    - Step 9- Close the file and re-open the IMPro application to verify the changes
    - Step 10- Repeat the above steps if further changes are required.
- **What do I do if the software says that I have 0 minutes remaining?**

- This usually indicates that the computer and your IMPro MCU have ceased to communicate.
  - Remove the MCU usb cable from the back of the MCU
  - Close the IMPro application, wait 5 seconds and re-open the IMPro application
  - Re-attach the MCU and verify that the MCU minutes are displayed at the bottom of the screen
  - If you are truly out of minutes contact IM Technical Support (954) 385-4660 option 5
- **What if both the Button Trigger and Tap Mat do not work when tapped?**
  - **WIRED:** Verify that you have the triggers plugged into the correct port on the MCU
    - The bottom port on the front of the MCU
    - Verify that splitter cable is firmly attached and both triggers are firmly attached to the splitter
    - Test the trigger- Click both devices and the bottom MCU blue light will flash pink if working
  - If still not working:
    - Test each trigger by plugging them into the trigger port one at a time.
    - Test the trigger- Click both devices and the bottom MCU blue light will flash pink if working
  - If working independently, the splitter is the problem
- **Why are my wireless triggers not working?**
  - Battery model is CR2032 ONLY
  - Make sure that you have a working battery installed.
  - If you have a working device take that battery and test it with each trigger that you have
- **How do I adjust the window frame in IMPro software?**
  - **MAC OSX-**
    - Hold down the COMMAND key on your keyboard and press the F key simultaneously
      - The window will adjust and allow you to move it around your screen.
  - **Windows PC-**
    - Hold down the ALT key on your keyboard and click the Enter key simultaneously
      - The window will adjust and allow you to move it around your screen.