

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.