FAQ's

1. Why do I need to **setup a static IP**?
   a. When connecting two devices directly to each other without relying on a service like DHCP (which automatically assigns IP addresses) or DNS, a static IP address is essential.
   b. By using static IP addresses for direct device-to-device connections, you are ensuring a consistent, reliable, and uncomplicated networking setup.

2. How to **setup a static IP**?
   a. To configure your PC correctly, we advise you to follow the steps provided within our User guide

3. Which data format do you offer?
   a. We currently offer PNG format.

4. I plan to integrate the IDloop CFS into my solution landscape, where can I find the information?
   a. If you need further information on integration options (e.g., API), please contact: b.gola@idloop.com

5. What is the signal tone (audio feedback) during device initialization (start-up)?
   a. That is a **good** sign!
      The signal tone indicates a successful start-up process, and that the device can then be used with your control PC and the "Eval Capture App".

6. Where can I get the 3D data for further usage?
   a. Please contact: b.gola@IDloop.com.

7. What are the minimum requirements for the "control PC"?
   a. Windows 7 or higher, and 64-bit   are required for setup and usage of the device.

8. I cannot launch the "Eval Capture App" **and** an error message "No vcruntime140_1.dll file is found" occurs, what should I do?
    a. The error message indicates that a specific version of the Visual C++ Redistributable package is missing from your computer. The vcruntime140_1.dll file is a component of this package, and some applications require it to run properly.
    b. To resolve this issue:
        i. Please download and install the Visual C++ Redistributable for Visual Studio: LINK

9. I have image quality issues. What should I do?
    a. Please see cleaning instructions in User Guide

10. If none of the above questions helps to resolve a problem, please contact our helpdesk:
    a. support@idloop.com