

E-Telescope 3069, 30699, 9920, 9940, 9950 FAQ

1. What are the minimum system requirements of the Eastcolight E-Telescope?

There are two versions of E-Telescope, the original version and the new Vista compatible version:

For the original version (no mention of Windows Vista on package or instruction manual)

- Microsoft® Windows® 98SE, Windows® ME, Windows® 2000 and Windows® XP
- Pentium II 350MHz or higher
- 64 MB RAM or higher
- USB port
- Video card with 2MB of RAM for a minimum 16 bit (high color) display
- CD ROM drive

For the new Vista compatible version (with “Vista” mark on package and instruction manual)

- Microsoft® Windows® 2000, Windows® XP SP2, and Windows® Vista
- Pentium 4 or Athlon XP or higher
- 256 MB RAM or higher
- USB port
- Video card with 2MB of RAM for a minimum 16 bit (high color) display
- CD ROM drive

2. Is the Eastcolight E-Telescope Windows XP compatible?

During the installation of the Eastcolight E-Telescope Driver Software, you may see the message (possibly more than once):

"The software you are installing for this hardware: <device name> has not passed Windows Logo testing to verify its compatibility with Windows XP. Continuing the installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Logo testing."

This warning appears because Eastcolight has not certified its product drivers in Microsoft's voluntary logo testing program. Eastcolight has a rigorous quality assurance program and all of its products are tested to meet the requirements of any Microsoft (or similar) test programs.

Please press 'Continue Anyway' at this warning prompt to proceed with your installation.

3. Is the Eastcolight E-Telescope Mac OS compatible?

No, the Eastcolight E-Telescope is not compatible with Mac OS.

4. I have lost the installation CD. Where can I download the software driver for my E-Telescope?

Please visit our website <http://www.eastcolight.com> and select the “Download” section.

The new Vista version of E-Telescope (see Question 1) can work in “driverless” mode in Windows Vista as a “USB Video Device”, so no driver installation is necessary in this case.

5. Is the Eastcolight E-Telescope Linux OS compatible?

No, the Eastcolight E-Telescope does not support the Linux operating system (OS). There is no plan to develop a camera driver that is compatible with the Linux OS.

6. What software does it come with the Eastcolight E-Telescope?

It comes with ArcSoft PhotoImpression v5.0 and ArcSoft VideoImpression v2.0. Please visit <http://www.arcsoft.com> to find out more information on these software.

7. Do you have a driver software for the Eastcolight E-Telescope for use with the Windows® NT operating system?

Windows NT does not support the USB connection and Eastcolight E-Telescope only supports USB.

8. Can I use the Eastcolight E-Telescope as a Web Camera with Microsoft NetMeeting, MSN Messenger or Yahoo! Messenger?

Yes, Eastcolight E-Telescope can be used with any commercially available video software as a video camera. It can also be used with real-time video conferencing software such as Microsoft NetMeeting, MSN Messenger and Yahoo! Messenger. Please refer to the Microsoft website www.microsoft.com for more information on the Microsoft NetMeeting and refer to www.msn.com for information on the MSN Messenger. Information on the Yahoo! Messenger can be found on the Yahoo website www.yahoo.com.

9. How do I clean the lens or the image sensor on the Eastcolight E-Telescope?

To remove dirt and dust from the lens, blow on the surface with a blower or breathe lightly on the surface to moisten it and then wipe it gently with a soft, lint-free cloth or an untreated lens tissue. The image sensor is a delicate component and should not be touched, only use a blower to remove any dirt and dust.

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