



FAQ to ThermaCAM™ Reporter 7.0 and ThermaCAM™ QuickView

Dear user,

Most problems seen when using ThermaCAM™ Reporter can be solved by simple measures or updates. Here we have summarized some common Questions and Answers that we have encountered through our telephone and email support.

I can not start ThermaCAM™ Reporter.

ThermaCAM™ Reporter is a Microsoft Word© add-in. Consequently it is not shown when you click Start - Programs. Please start MS Word and you will see a ThermaCAM entry on the Menu bar as well as a ThermaCAM Toolbar. If the toolbar is not shown, please right click in the menu area and make sure "ThermaCAM Toolbar" is available and marked.

The menu item "ThermaCAM" is not visible after installation

Reasons:

- Microsoft© Word© is not installed in Version 2000 (SR2) / XP / or 2003 with all Components. Try the following:
- Open Word and in Tools - Macro - Security, set the Security Level to "Medium"
- Open Word and in Tools - Templates and add-ins - Templates, mark Thermacam.dot
- If you want to use Adobe Reader 6 or Adobe Acrobat 6, please first install ThermaCAM™ Reporter, then the Adobe software. If Adobe is installed first, the ThermaCAM menu is not correctly added using installation.

The Wizard does not start.

This problem is only seen with Word2000 without Service Release. Please update Word with latest Service Release (SR2 or later).

I can not start "Help" in the ThermaCAM menu.

In Help, the complete User Manual is available as PDF. If you have not used the suggested installation path, the link to the PDF file may have been lost.

This problem is solved in SR-3 to ThermaCAM Reporter.

I am in Design Mode, and can not work with ordinary Reporter functions.

ThermaCAM Reporter requires that Macro security is not set higher than "Normal". Make sure that this is the case, See above.

Make sure that in Tools - Templates and add-ins - Templates, the Thermacam.dot has a mark.

The program is not stable.

Or

Profile graph is suddenly shown with °F, especially when creating a PDF file.

Make sure that SR-4 to ThermaCAM Reporter is installed. Information of version is found under ThermaCAM - About ThermaCAM Reporter 7.0



SR-4 can be downloaded from the FLIR web site:

http://www.flirthermography.com/support/infrared_software_updates.asp

The program becomes very slow or gives very large file although the report is only a few pages.

ThermaCAM Reporter is designed to work with Templates (*.dot). If you use an existing report and only replace IR images and change text, the document will grow by hidden Word data. Next edit and save will make it grow again.

If you want to work from an existing report that is not based on any existing template, you can save this report as a template (*.dot). First delete all duplicate pages, so that only one page of each kind remains. Update summary tables, and save as newname.dot in the directory where your templates are.

Always use a template directly (Reporter Basic) or the Wizard (Reporter Pro).

I have used a template or a Report in a way that has made it large and unstable, but want to recover it.

You can "recover" a template or a Report and clean it from hidden Word droppings by the following procedure:

1. Open the document (.doc or .dot)
2. Save it as a rtf document (*.rtf = rich text format)
3. Close the document
4. Open again in Word
5. Save as .dot or .doc in the folder you prefer.

Hint: When you save as rtf, you will get a warning that macros will be lost. This is exactly what we want to achieve, Reporter functionality will not be affected. Click OK.

I can not use the marker arrow on the photograph.

Unfortunately, it is not possible to use the arrow from the ThermaCAM menu at any other place than in the IR image. Please use an arrow from the Drawing menu of Word. On the other hand, the Drawing arrow can not be used in the IR image.

My Title page (or other non-IR image page) is duplicated after every IR report page.

When creating the template, make sure that every page is separated from the next by a manual page break (ctrl/shift or Insert Page break) (Do not use "Section break")

The function "Send to Reporter" from Quickview does not work.

This is the case when using ThermaCAM Reporter 7.0 Basic with QuickView 1.1 (also SR-2). Please remove Quickview 1.1 and install QuickView 1.3

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