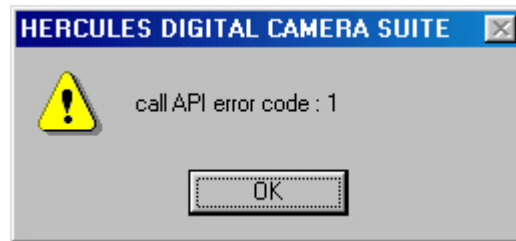**The error messages "Private API initialization error" and
"call API error code: 1'" appear when I click on Import and Acquire.**





These messages are displayed if the software is unable to detect your DUALPIX.

- Make sure that your DUALPIX is correctly connected to the USB port on the computer. To be completely sure disconnect it and then connect it to the other USB port.

**Uninstalling DUALPIX drivers and software**

- Click on Start/Settings/Control Panel.
- Double-click on the Add/Remove Programs icon.
- Select Hercules DUALPIX Digital Camera and click on Add/Remove.
- Do the same for Hercules Digital Camera Suite.
- Then carry out the installation procedure again as described below.

**Installing your DUALPIX drivers**

- Click on Start/Programs/Windows Explorer.
- Click on the + symbol to the left of your CD-ROM drive.
- Open the Driver directory on your installation CD and double-click on the Setup.exe file.
- Follow the on-screen instructions to install the DUALPIX drivers.

**Installing the software**
- Click on Start/Programs/Windows Explorer.
- Click on the + symbol to the left of your CD-ROM drive.
- Double-click on Setup.exe in the installation CD's root directory.

The software install shield will appear on your screen.

- Click on Hercules Digital Camera Suite to install the software.

Note: when installing the software you will notice that the driver installation process starts up again. Follow this procedure through to its completion without cancelling it as if you do so, you will have to carry out this entire procedure again.