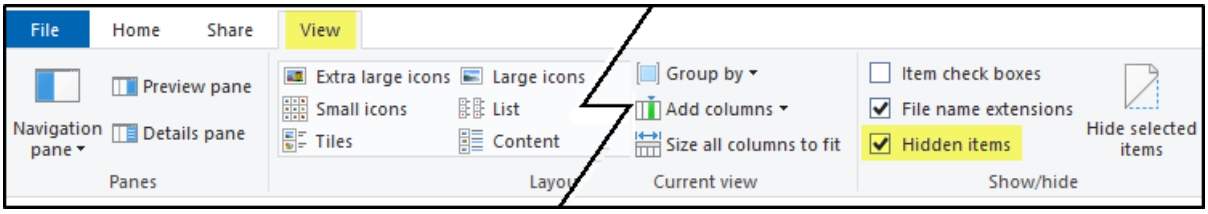
Ishida Uni-5 & Uni-7 Image Convertor Program Notes

The following are some common questions or issues with the Image Convertor Program.

- The image size for the customer side display is 324 (W) x 159 (H) pixels.
- The file type created by the program is 216-color bitmap.
- Customer side display images can be created using other graphics programs but the Ishida Image Convertor provides the best image results.
- The Ishida Image Convertor program was designed to use .NET Framework version 2.0.50727. The program can also operate with the same 3.5 .NET Framework used by SLP-V version 3.x.
- If the Image Convertor program has stopped working it is usually because the program cannot find a configuration file. To fix the Image Convertor, a user file must be moved to a different folder. The red data varies by PC.
  1. Navigate to the following folder: C:\Users\xxxxxx\AppData\Local\ISHIDA.CO.LTD\IshidaImageConverter.exe_Url_ntcf5ossw… \1.0.2.7\user
  2. **Move** the "user.config" file to C:\Program Files (x86)\Ishida\Ishida Image Converter. **Do not** copy and paste.

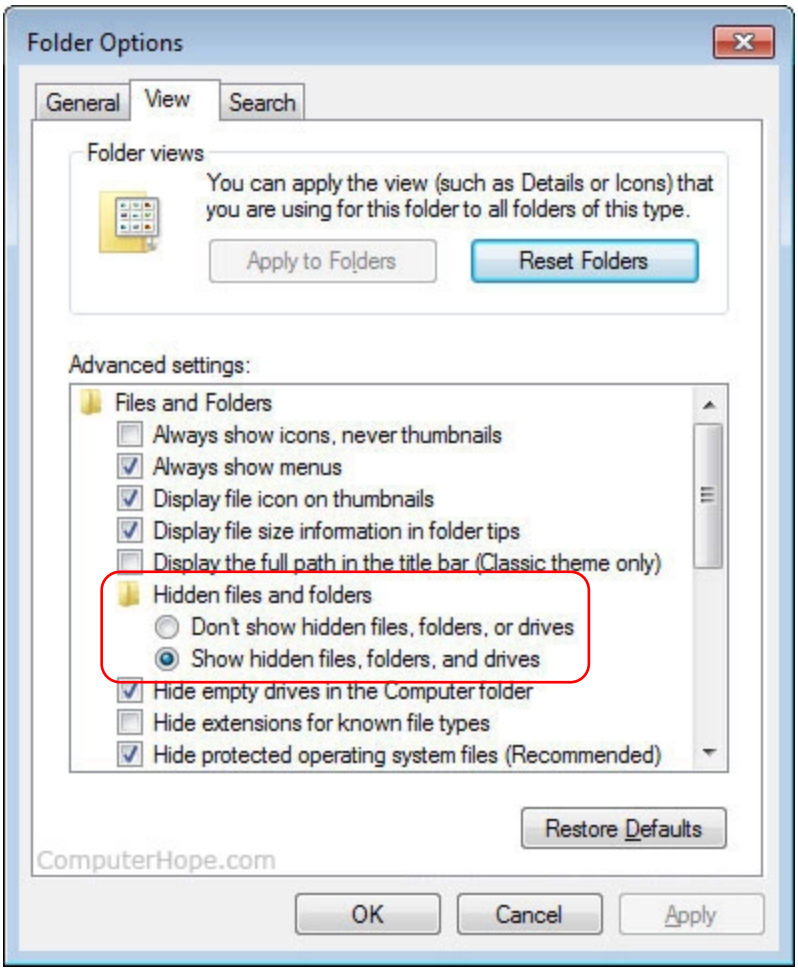
     Note: Some of the folders listed above are hidden and require the Windows File Explorer settings to be changed to show the folders. Be sure to uncheck the option to see the hidden items after the user.config file has been moved to avoid accidentally deleting or moving important Windows files.

     Windows 10: Select the **View** tab at the top of the File Explorer screen and check the "Hidden items" option in the **Show/hide** section.



Window 10 Show Hidden Files Setting

Windows 7: Change the **Folder Options** setting to "Show hidden files, folders, and drives". Enter "show hidden files" in the Windows Start menu search field to locate this option.



Window 7 Show Hidden Files Setting