

Troubleshooting UltraScan PRO and UltraScan VIS Communication Through a USB Cable

If you are attempting to run EasyMatch QC with an UltraScan PRO or UltraScan VIS and are using a USB cable to connect the instrument to your computer, you must install a special driver that allows USB communication with the instrument. If you do not install this driver or it is not installed properly, you may receive an error message from the software when it attempts to talk with the sensor. The typical error message is as follows:

Connection error Did not receive a status message from the sensor. Possible reasons and actions to correct them: Sensor missing: Connect the sensor. Sensor power off: Turn on the sensor. Cable loose: Re-connect the cable. Different sensor type connected: Connect proper sensor.

The following steps establish whether or not the required USB driver is properly installed.

1. Log into Windows using an account that has Administrator privileges.
2. Open the Device Manager in the Windows Control Panel.
3. Expand the branch called “Ports (COM & LPT).”
4. Look for an icon labeled “USB Serial Port” with a COM port number in parentheses after it. If the icon is not present, perform the steps under “Installing the USB Driver” later in this document. If the icon is present, but shows a yellow warning symbol, right-click on the icon.
5. Choose **Properties** from the menu that appears. A typical message given at this point is “This device is not working properly.”
6. Click the **Driver** tab.
7. Click **Update Driver**.
8. Insert your EasyMatch QC installation CD into your CD drive and allow it a moment to activate.
9. Follow the on-screen instructions to complete the Install Driver Wizard. Windows should automatically locate the needed driver on the CD and prompt you to click **Finish**.

10. Before exiting the Device Manager, return to the “Ports (COM & LPT)” branch and locate the installed “USB Serial Port.” Note the COM port number now assigned to the USB port.
11. Exit Control Panel and open EasyMatch QC.
12. Configure your sensor, indicating the COM port noted at Step 10 as the location for the instrument.

Installing the USB Driver

1. Boot your computer to Windows and log in using an account that has administrator rights. If EasyMatch QC is running, close the software.
2. Insert your EasyMatch QC installation CD. When the installation menu appears, click **Exit**.
3. Connect the USB cable to the UltraScan PRO/VIS and then to the computer. It does not matter if the instrument is turned on or off.
4. After a brief pause, the Found New Hardware Wizard should appear.



5. Click the radio button for “No, not this time,” then click **Next**.

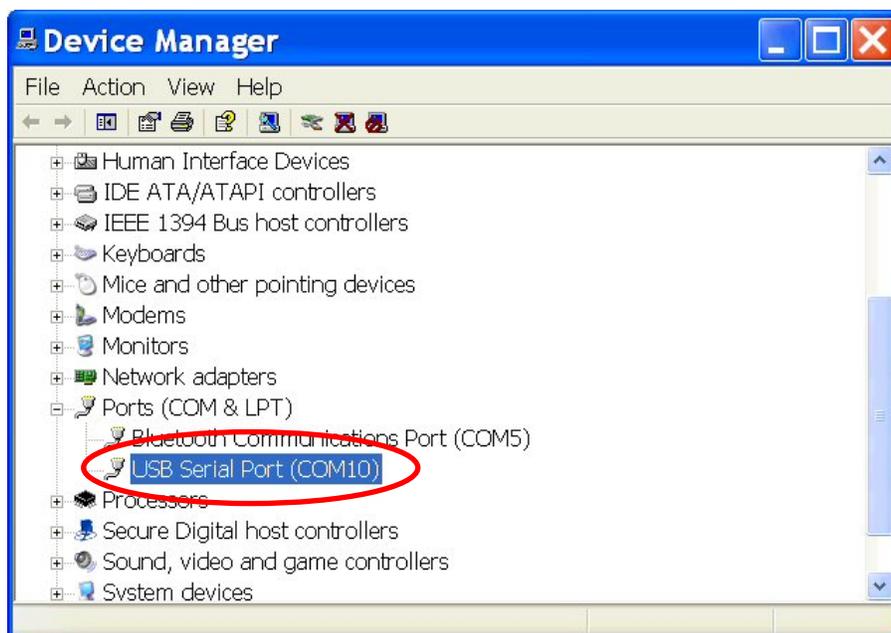


6. Click the radio button for “Install the software automatically (Recommended),” then click **Next**.
7. The required driver should be located on the CD and installed, producing the following two screens. Click **Finish** on both of them. If the computer does not locate the driver automatically, skip to Step 13.





8. The opening screen of the Found New Hardware wizard may appear again. If it does, repeat Steps 5-7. If the screen does not appear again, proceed with Step 9.
9. At the end of the process, observe the Windows “balloons” that appear until the message “Found New Hardware: Your new hardware is installed and ready to use” is shown. At this point, the installation CD may be removed.
10. Open the Windows Control Panel and move to the Device Manager.
11. Open the branch labeled “Ports (COM & LPT)” and locate the USB Serial Port.



12. Note the COM port number assigned to the USB port you are using. In this example, it is COM10. Once EasyMatch QC is installed and you configure your sensor, you will need to indicate this COM port address as the location for the instrument.

13. If the computer did not automatically locate the needed driver files at Step 7, use the **Back** button to return to the screen shown below.



14. Select “Install from a list or specific location (Advanced),” then click **Next**.



15. Configure the screen as shown above, then click **Next**. Return to Step 7 and proceed through Step 12.

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