

Tips for installing USBSpeedLink

1.0 General

1.1 The target computer will need to be web-enabled and if the “Windows.Net” software component is not already installed to the operating system, the USBSpeedLink installation process will prompt you to install Windows.Net from Microsoft.

1.2 Ensure you have Administrator rights to install software and drivers on the target PC.

1.3 Before connecting any hardware, run “USBSpeedLink Setup.exe” (download from www.status.co.uk). This should install both the programme and the required drivers onto the target PC. The drivers install automatically with the software.

Note: Although the drivers will be on the PC, they will still need to load when the corresponding hardware is connected to the PC.

1.4 Run the USBSpeedLink (application) software from the windows start menu.

1.5 Connect the instrument to be configured to the PC via a suitable USB lead. The first time a new instrument-type is connected the PC should load the required driver for the instrument. This may take a few minutes. Subsequent connections of the same instrument-type will not take this amount of time.

1.6 Open the page for the required instrument to be configured.

1.7 Different pages will have various layouts and options with the hardware plugged in and with it unplugged. The best way to tell if the instrument to be configured has connected correctly is to look at the “Send configuration” and “Retrieve configuration” buttons on the toolbar at the top of the software. If the instrument is not connected, the tool buttons will appear grey, if the instrument is connected, they will appear black.



Grey buttons, not connected correctly.



Black buttons, connected.

Note: If you are using the USB configuration interface (USB-Config), black tool buttons will show if the USB interface box is connected correctly to the PC. The units to be configured will still need to be connected correctly for communication to be established.

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2.0 Fault finding: connected.

2.1 Fault finding with the instrument connected: the “Send configuration” and “Retrieve configuration” tool buttons are black.



Black buttons, connected.

With this condition the software and drivers have installed correctly so the problem will not be related to the drivers.

2.2 If using the USB-Config module, ensure the instrument being configured is correctly connected to the module and the module is connected to the PC.

2.3 Ensure no other hardware is connected that may be causing a communication clash. This can include other similar equipment from differing manufacturers, or any device using an FDI communication chip as used on the instrument being configured. Test for this by unplugging any USB device, apart from keyboard and mouse, and trying to connect again. This problem may also be seen when the “Send configuration” and “Retrieve configuration” are black.

2.4 Possible fault with the instrument being configured.

3.0 Fault finding: not connected correctly.

3.1 Fault finding with the instrument not connected, the “Send configuration” and “Retrieve configuration” are grey.



Grey buttons, not connected correctly.

3.2 Check that the software page in USBSpeedLink you have selected is correct for the instrument to be configured.

3.3 Ensure no other hardware is connected that may be causing a communication clash. This can include other similar equipment from differing manufacturers, or any device using an FDI communication chip as used on the instrument being configured. Test for this by unplugging any USB device, apart from keyboard and mouse, and trying to connect again. This problem may also be seen when the “Send configuration” and “Retrieve configuration” are grey.

3.4 Try in a different USB port on the target PC. If possible, try the software on a different PC

3.4 Try with a different USB lead: this can be the problem even when the lead is “known” to work with other devices...

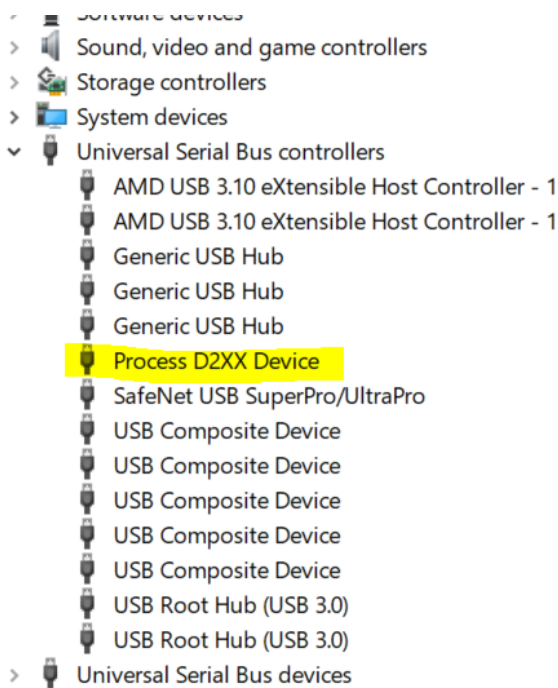
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3.5 Driver issues

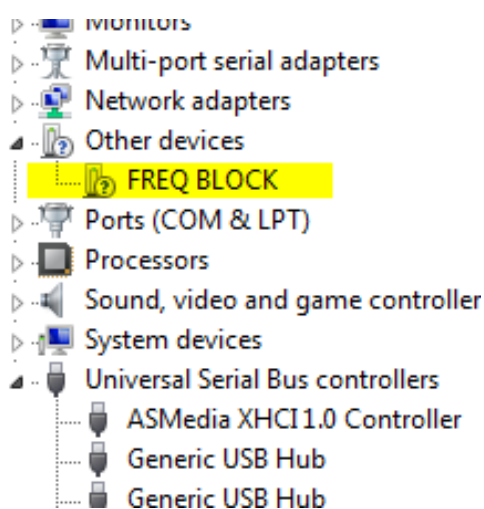
To check for and correct connection of the instrument being configured in Windows “device Manager”:

Plug the instrument in and out via the USB lead and watch for the instrument to appear and disappear in the device list. If correctly connected, with the correct drivers, it should appear as shown below (marked in yellow) in the USB controllers section. It should be the “Process D2XX Device” item in the list.

Correct driver



Example of incorrect drive



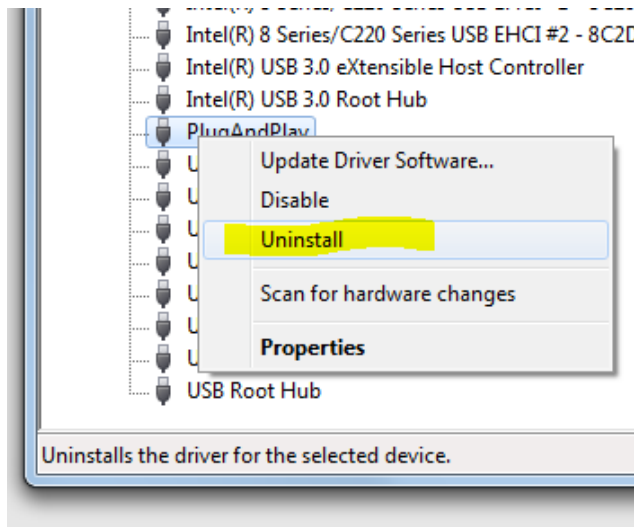
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If the Icon appears with an Asterix or Question mark to the side of it, or if it appears with a different description or in a different section of the list, then you may have a problem.

If no Icon is appearing, recheck the “Send configuration” and “Retrieve configuration” buttons. If they are black, you may have missed the icon somewhere in the list or have a problem that has not been encountered before: please proceed from 3.7

3.5 To correctly load drivers when connecting.

First remove the incorrect occurrence of the instrument by selecting the icon, then right click the mouse, and chose the “Uninstall” option and uninstall the instrument.



3.6 Unplug the instrument from the PC and perform the following steps. If 3.8 does not work, then uninstall the instrument again and try from 3.9 once more.

3.7 Plug the instrument back into the PC via USB. The correct driver should be recognised and loaded on to the PC. This may take a few minutes.

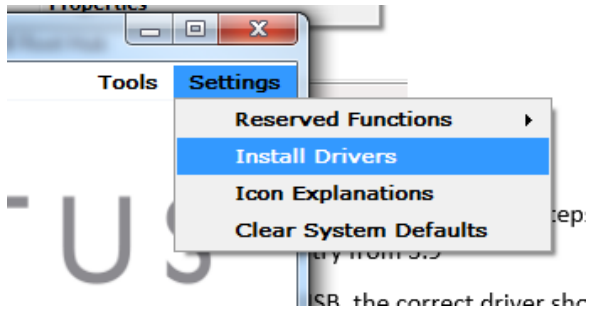
Try the USBSpeedLink software to see if the connection has been established.

3.8 To force the drivers on to the target PC so they are available for the instrument to be configured to load the following can be performed:

Either

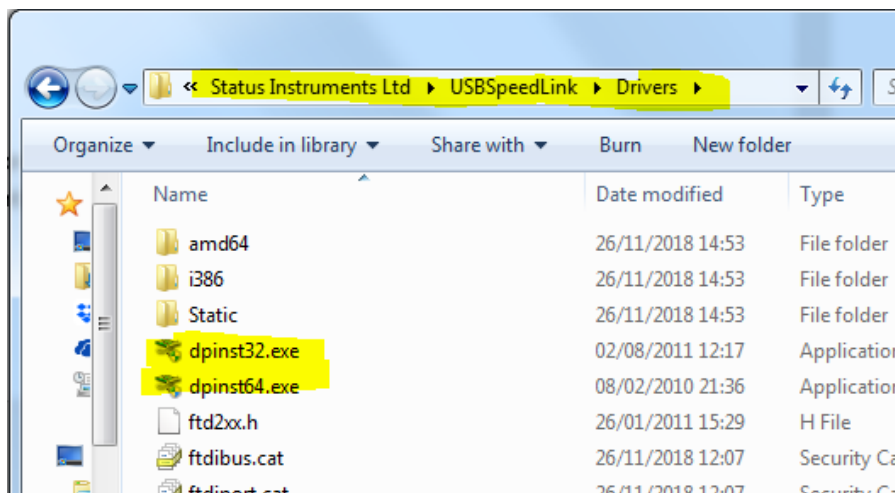
From the settings section of the USBSpeedLink software run the “Install Drivers” command and follow the install instructions

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Or

Go to the folder the software is installed to and run “dpinst32.exe” or “dpinst64.exe” depending on the Windows operating system the target PC is running, 32 bit or 64 bit.



3.9 Plug the instrument back into the PC via USB. The correct driver should be recognised and loaded on the PC. This may take a few minutes.

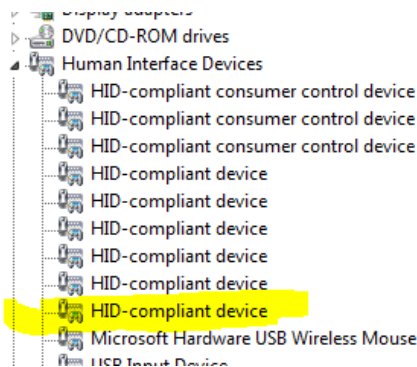
Try the USBSpeedLink software to see if the connection has been established.

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4.0 HID-compliant device

4.1 Some of the Status Instruments USB configurable instruments are HID-compliant devices. HID-compliant devices use a Windows driver and will not load the Status Instruments “Process D2XX Device” driver.

Currently this covers the
SEM1720
SEM1750
SEM160i range



6.0 Failed to connect after completing the steps above.

6.1 Ensure you have the latest version of USBSpeedLink software from www.status.co.uk

6.2 Please double check all the above.

6.3 Please contact Status Instruments for further support.

Please provide a description of your problem with any screenshots showing faults and error messages as required.

support@status.co.uk