## How to correct a SoundSens software freezing issue on  lap top PC
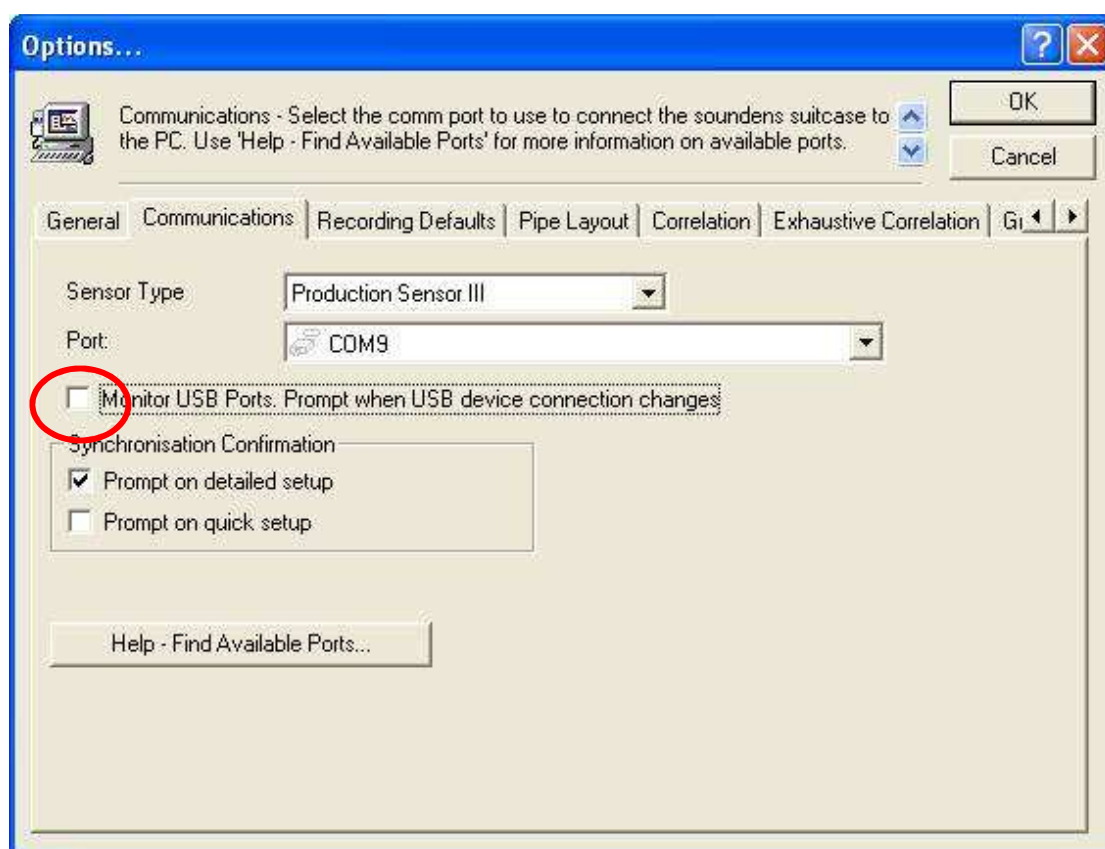
Firstly, open the SoundSens i software on your PC and go to 'Tools' followed by 'Options' and select the 'Communications' tab

Turn the USB port monitoring off (un-check the box)



Then select ' OK.'
This should improve the speed of operation of the Software on a lap top PC dramatically.

If this doesn't resolve the problem then -

Secondly

It is possible the SoundSens Autodetect function may not be working with the host operating system (Vista etc)

Firstly – look for the Ports description - it is found by going to the PC Control Panel and searching for Device Manager > then look for Ports.
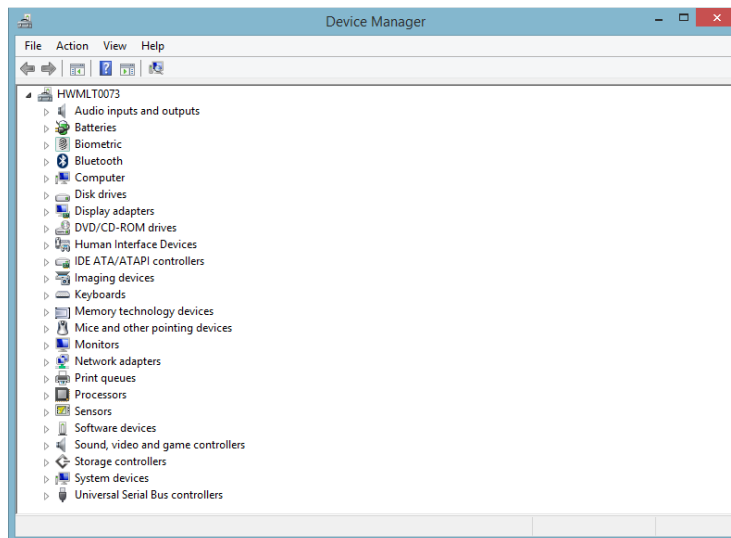
See Screen shot below-

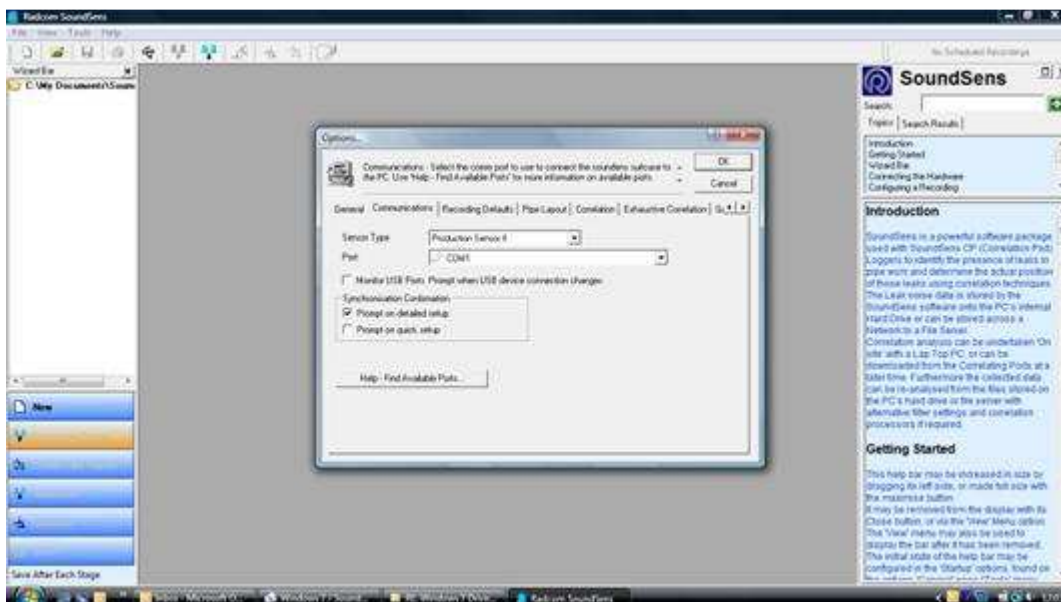If you now connect the SoundSens suitcase you should see it appear in the list of ports – the description should be CP2103x USB to Uart bridge and it may have a port number in brackets after it e.g. (COM 4). You then need to make a note of the comm port number and enter this manually in the SoundSens software with auto detect disabled – in SoundSens software go to Options > Communications> manually select the COM port and
make sure the 'Monitor USB Ports. Prompt when USB device connection changes' box is still unchecked.   Then press OK and try it.



## Document History:

| Edition | Date of Issue | Modification | Notes |
|---|---|---|---|
| 1st | 19/04/12 | Release | |
| 2nd | 17/09/15 | Format update | |
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