

Made By: AB 17/09/15

Version: 1.0

Title – SoundSens software freezing

(Issue 2)

## 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)

| Options            |  | ? 🛛          |
|--------------------|--|--------------|
|                    | ons - Select the comm port to use to connect the soundens suitcase to<br>Help - Find Available Ports' for more information on available ports. | OK<br>Cancel |
| Sensor Type        | Production Sensor III  |              |
| Port:              | 🖉 СОМ9 💽 💌   |              |
| F Monitor USB P    | orts. Prompt when USB device connection changes  |              |
| Synchronisation Co |  |              |
| I Prompt on quice  |  |              |
|                    |  |              |
| Help - Find Av     | ailable Ports  |              |
|                    |  |              |
|                    |  |              |
|                    |  |              |
| -                  |  |              |

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-



|                                     | Device Manager | - 🗆 🗙 |  |  |  |  |
|-------------------------------------|----------------|-------|--|--|--|--|
| File Action View Help               |                |       |  |  |  |  |
|                                     |                |       |  |  |  |  |
| ⊿ 🚔 HWMLT0073                       |                |       |  |  |  |  |
| 🕞 🗧 Audio inputs and outputs        |                |       |  |  |  |  |
| Batteries                           |                |       |  |  |  |  |
| Biometric                           |                |       |  |  |  |  |
| Bluetooth                           |                |       |  |  |  |  |
| Image: Computer                     |                |       |  |  |  |  |
| Disk drives                         |                |       |  |  |  |  |
| Display adapters                    |                |       |  |  |  |  |
| DVD/CD-ROM drives                   |                |       |  |  |  |  |
| Iman Interface Devices              |                |       |  |  |  |  |
| IDE ATA/ATAPI controllers           |                |       |  |  |  |  |
| > 🚟 Imaging devices                 |                |       |  |  |  |  |
| > 👄 Keyboards                       |                |       |  |  |  |  |
| b ] Memory technology devices       |                |       |  |  |  |  |
| Mice and other pointing devices     |                |       |  |  |  |  |
| 🖻 🖳 Monitors                        |                |       |  |  |  |  |
| > 💇 Network adapters                |                |       |  |  |  |  |
| Print queues                        |                |       |  |  |  |  |
| Processors                          |                |       |  |  |  |  |
| Ensors                              |                |       |  |  |  |  |
| D Software devices                  |                |       |  |  |  |  |
| ¥ Sound, video and game controllers |                |       |  |  |  |  |
| Storage controllers                 |                |       |  |  |  |  |
| Image System devices                |                |       |  |  |  |  |
| Universal Serial Bus controllers    |                |       |  |  |  |  |
|                                     |                |       |  |  |  |  |

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.

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| Operation  | Induction .  |
| Communications - Leader the observation - Leader the observation - Leader that handles Plant to re-<br>the PC. User 14de - Plant Available Plant to re-  | te consect the standard subcare to a   |
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|  | Getting Started  |
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## **Document History:**

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