

Ref: FAQ0312

Made By: AB 22/09/15

Version: 1.0

Title – SoundSens – W7&8 issues

(Issue 2)

SoundSens – how to ensure software is working correctly with Windows 7 and 8

Note the latest version of SoundSens software available for download from the <u>www.hwm-</u> <u>water.com</u> website contains the correct drivers for most Microsoft Windows operating systems. This version can be freely downloaded providing you first register on the website.

If you are unable to download the latest version but have an older version please follow these instructions.

a - Firstly follow the link below and download the correct driver – save it to a known location on your PC (a folder where you can find it again)

http://dl.dropbox.com/u/36475280/CP210x VCP Win7 5 4.exe

b. Disconnect your PC from the Internet Also disconnect the SoundSens comms cable from your PC

c. Go to your Computer Control Panel (in small icons view) and find and open 'programs and features' (highlighted Red below)-

9	C	Control Panel\All Control Panel Item	S	- 🗆 X
	All Control Panel Items 🔸			✓ C Search Control Panel
Adjust your computer's settings				View by: Small icons 💌
🏴 Action Center	Add features to Windows 8	😨 Administrative Tools	AutoPlay	BitLocker Drive Encryption
📮 Color Management	Credential Manager	🚔 Date and Time	Default Programs	🚔 Device Manager 💦
Bevices and Printers	🜉 Display	Ease of Access Center	File History	Elash Player (32-bit)
Folder Options	A Fonts	🜏 HomeGroup	😽 HP ProtectTools Security Manager	🚨 Indexing Options
😒 Internet Options	📖 Keyboard	📌 Language	Cocation Settings	Mail (32-bit)
I Mouse	Network and Sharing Center	Notification Area Icon	Performance Information and Tools	I Personalization
📰 Phone and Modern	Power Options	Programs and Features	P Recovery	🔗 Region
log RemoteApp and Desktop Connections	M Sound	Speech Recognition	Storage Spaces	Sync Center
🕎 System	🖳 Taskbar	Troubleshooting	& User Accounts	Windows 7 File Recovery
Mil Windows Defender	Pindows Firewall	Windows Mobility Center	Windows Update	



d. Identify ALL the Silicon Labs CP210 x USB files and UNINSTALL them all.

🖻 Control Panel (All Control Panel Items\Programs and Features – 🗖						×		
🛞 ∋ ▾ ↑ 🖾 ኑ Control	Panel + All Control Panel Items + Programs and Features					~ ¢	Search Programs and Features	P
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.						
off	Organize 🔻						E • 🗖	0
Install a program from the	Name	Publisher	Installed On	Size	Version			^
	 PDFCreator Permalog Radwin 454.2 Radwin 454.2 Radwin 454.2 Radwin 454.2 Raink RT3290 802.11bgn Wi-Fi Adapter Ralink RT3290 802.11bgn Wi-Fi Adapter Ralink RT3290 802.11bgn Wi-Fi Adapter Silicon Laboratories CP210x VCP Drivers for Windows Driver Silicon Laboratories CP210x VCP Drivers for Windows 7 Silicon Laboratories CP210x VCP Drivers for Windows	Frank Heindörfer, Philip Chinery Palmer Environmental Ltd Radcom Technologies Radcom Technologies Radicom Technologies Ralink Corporation Ralink Realtek Silicon Laboratories, Inc. Skype Technologies S.A. Skype Technologies S.A. Radio-Tech Radcom Technologies Synaptics Incorporated win.rar GmbH	22/11/2012 01/02/2013 23/11/2012 23/11/2012 23/11/2012 23/11/2012 14/09/2012 07/09/2012 26/11/2012 26/11/2012 23/11/2012 13/12/2012 04/12/2012	6.23 MB 68.2 MB 32.5 MB 21.1 MB 4.21 MB 4.6.4 MB	1.2.3 6.2.9 4.64.2 4.64.2 4.64.4 5.02.0 8.2.612.2012 5.40.24 6.6.1164 6.1164 6.1129 3.2.2 3.60.000 4.20.0			ç

e. Find the Driver you downloaded from Drop box earlier and double click on it to install it. (Run it) You will need to reboot your PC after installing this.

f. Plug the SoundSens comms cable back into your PC – you might need to check in Control Panel > Device Manager (highlighted Green in the Control panel screen shot above) > Ports and note the port number (it is 5 in the example below)





Match that COM port number (in this case 5) to the Soundsens software (Tools > options> Communications) -

Also ensure the Sensor type SoundSens III is selected and the 'Monitor USB ports' box is NOT Checked

Options	? ×				
Communications - Select the comm port to use to connect the soundens suitcase to the PC. Use 'Help - Find Available Ports' for more information on available ports.	OK Cancel				
General Communications Recording Defaults Pipe Layout Correlation Exhaustive Correla	ation Gi া 🕨				
Sensor Type Production Sensor III Port: COM5					
Monitor USB Ports. Prompt when USB device connection changes					
Synchronisation Confirmation Image: Synchronisation Confirmation Image: Prompt on detailed setup Image: Prompt on duick setup					
Help - Find Available Ports					

Document History:

Edition	Date of Issue	Modification	Notes
1st	14/02/13	Release	
2nd	22/09/15	Format update	