



Ref: FAQ0312	Version: 1.0
Title –SoundSens – W7&8 issues	
Made By: AB 22/09/15	(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 www.hwm-water.com website contains the correct drivers for most Microsoft Windows operating systems. This version can be freely downloaded providing you first register on the website.

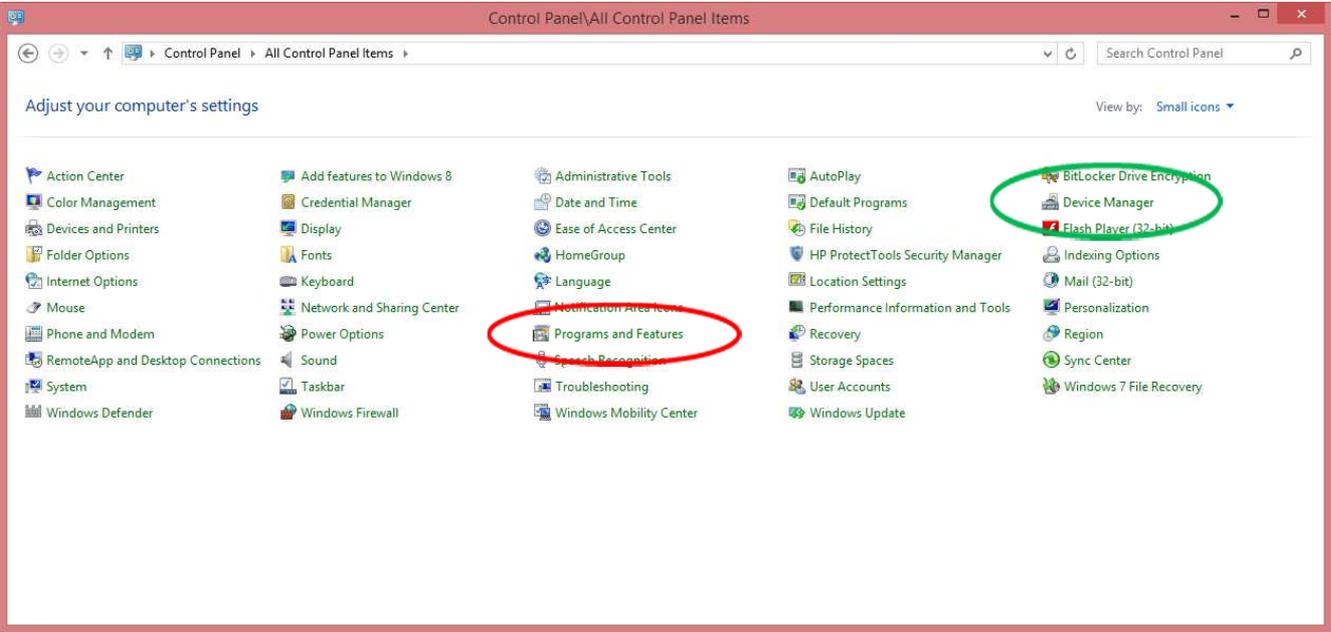
If you are unable to download the latest version but have an older version please follow these instructions.

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)-





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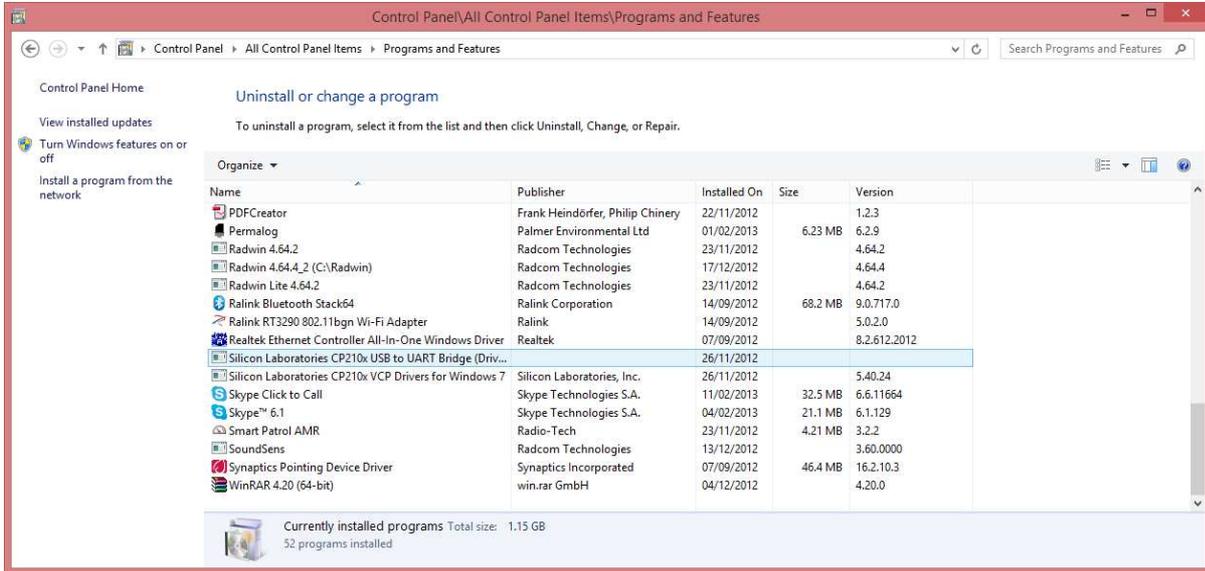
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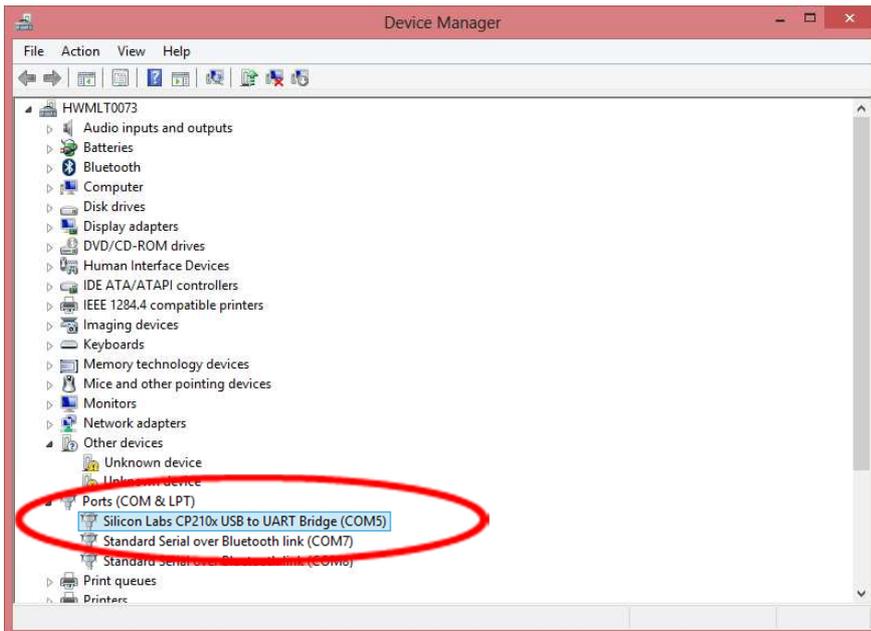
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d. Identify ALL the Silicon Labs CP210 x USB files and UNINSTALL them all.



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)

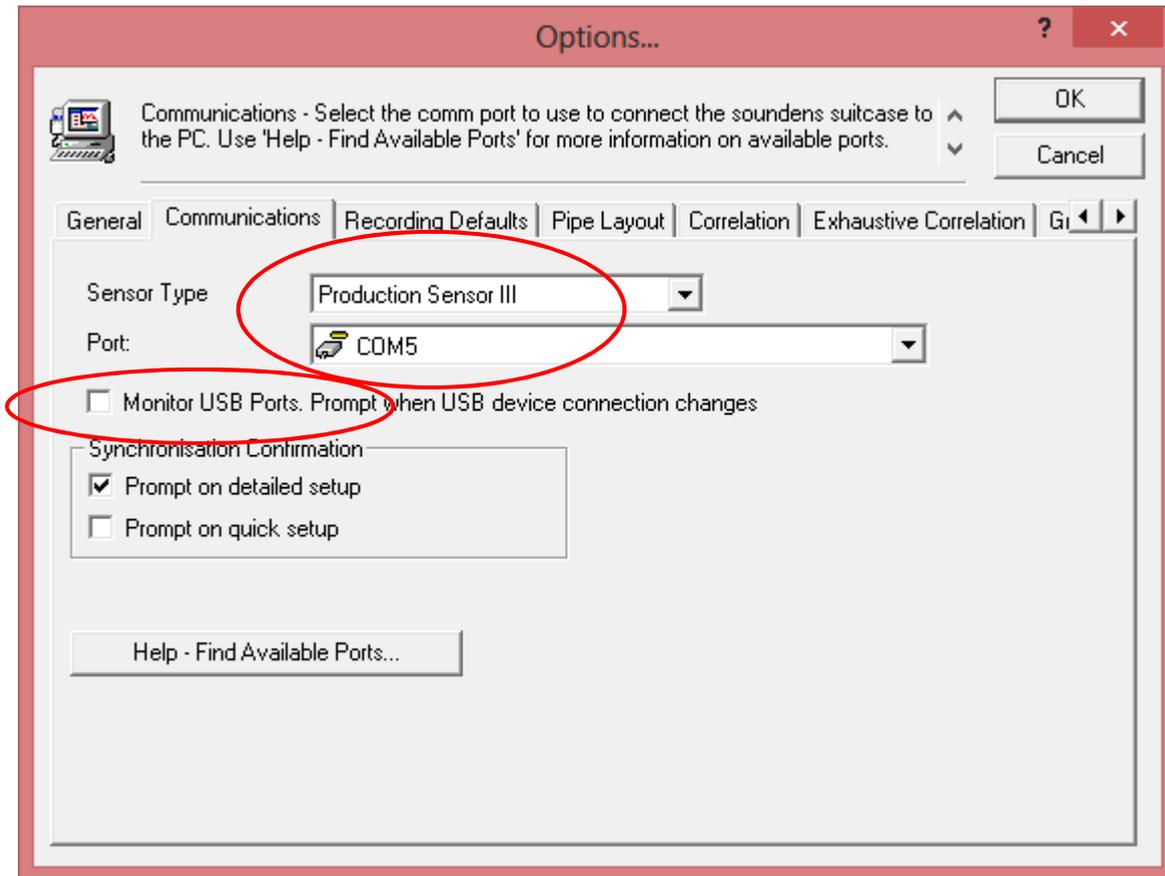




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Match that COM port number (in this case 5) to the Soundsens software (Tools > options> Communications) -

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



Document History:

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