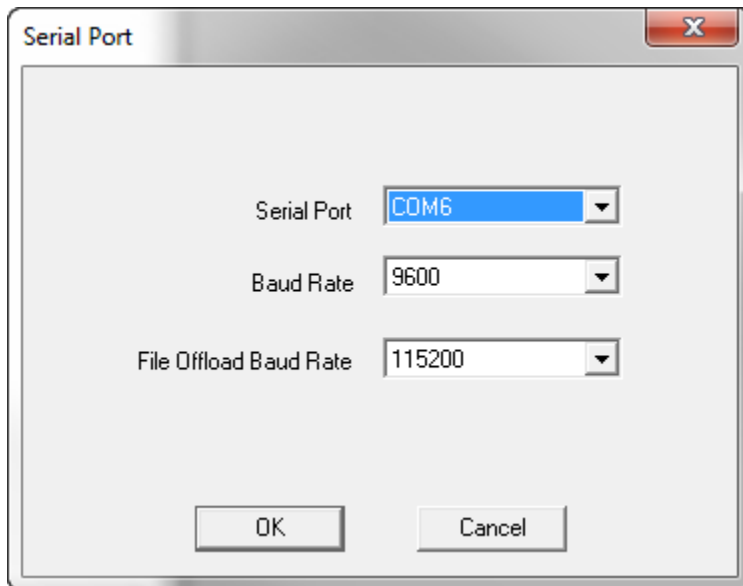


Troubleshooting communication with the LISST-Portable|XR

DRD 2015-2

Testing in LISST-Portable

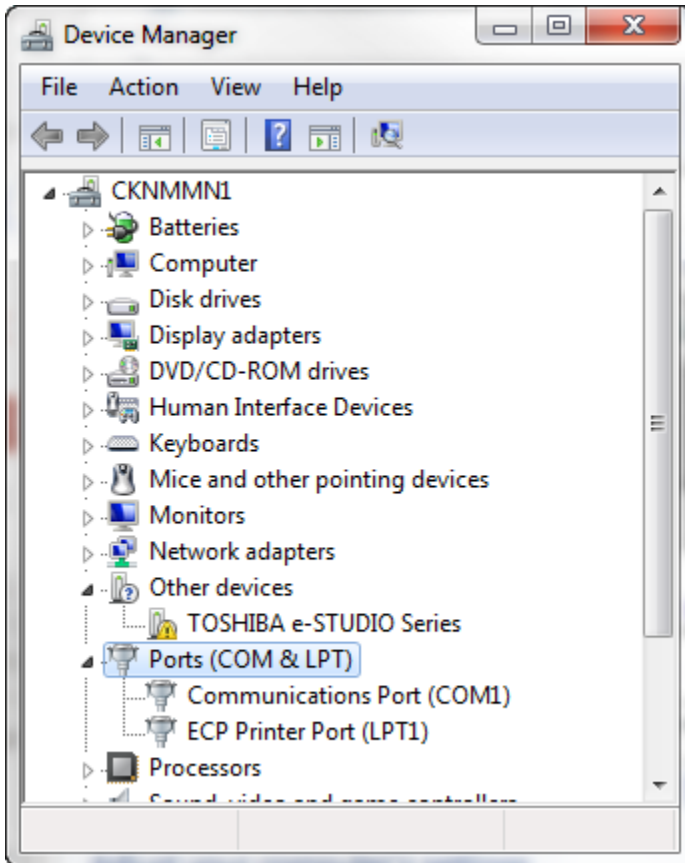
1. Start with the LISST-Portable|XR not connected to any USB port on the computer.
2. Start the LISST-Portable program.
3. Select Serial Port Settings from the Communication menu.
4. In the Serial Port dialog box, click on the Serial Port drop-down menu and note all the COM ports, if any, listed there.
5. Click the cancel button to close the dialog box.
6. Plug the LISST-Portable|XR communication cable into a USB port on the computer. If Windows presents any messages about installing the device, wait for it to complete the process. If Windows indicates the installation failed, go to “Checking USB Installation” below.
7. Open the Serial Port Settings again, and click on the Serial Port drop-down menu. If a new COM port has been added to the list, that is the port of the LISST-Portable|XR. Select that port. If no new port is available, go to “Checking USB Installation” below.
8. Set the Baud Rate and File Offload Baud Rate as shown below.



9. Click OK to close the dialog box.
10. You should now be able to select Connect – Use External Interface from the Operations menu.

Checking USB Installation

1. Start without the LISST-Portable|XR connected to your computer.
2. In the Windows Control Panel, select the Device Manager (different from the Devices and Manager panel).
3. Locate the Ports (COM & LPT) item, as shown below:



4. Connect the communication cable from the LISST-Portable|XR to a USB port on your computer.
5. If it has not already installed the necessary device driver, Windows will present messages about installation. If the installation succeeds, a new port should appear in the list, and it will then be available in the LISST-Portable application. Return to Testing in LISST-Portable, above.
6. If Windows indicates the device did not install properly, proceed to Installing USB Driver.

Installing USB Driver

1. Disconnect the LISST-Portable|XR from your computer.
2. Go to <http://www.ftdichip.com/Drivers/VCP.htm>, and under the heading "Currently Supported VCP Drivers" find a link to the current Windows driver setup executable. Download and run the program setup executable.
3. Return to Checking USB Installation, above.