

Troubleshooting USB Driver Problems

To use Parallax USB-based products, the proper FTDI USB drivers need to be installed on your computer system first. Parallax supports the FTDI USB VCP Drivers for Windows 2000/XP. You can download or run our USB Driver Installer for Windows 2000/XP from our website by clicking Downloads/USB Drivers. For other operating systems you may obtain drivers from the FTDI website at <http://www.ftdichip.com>. If, after installing the correct USB drivers for your operating systems, you have problems communicating with your Parallax USB device, refer to the troubleshooting advice given below.

Communication Issues

Most laptop computers and some desktops have issues with USB Latency when it comes to communication. When this happens the port will show up in the list but you may not be able to identify or communicate with your USB Device. This may require the Latency Timer Setting in the Device Manager to be set lower. To lower the Latency Timer settings please follow the steps below. The USB Device should be plugged in to adjust these settings.

Reducing The Latency Timer Setting

- Click on your Start Button and select Control Panel
- Open the 'System' icon (you may have to be in classic view to see this icon)
- Select the Hardware Tab and click Device Manager
- In the hardware categories you should see a Ports Category, click the plus sign next to it
- You should see an entry for USB Serial Port (COMx) where x is the COM Port assigned to the USB Adapter
- Click this entry and then click Properties (or double-click the entry)
- Select the Port Settings Tab and click Advanced...
- Under BM Options reduce the setting from 16 down to 1 and click OK
- Click OK on the properties sheet and close the Device Manager window
- Try to identify your BASIC Stamp Module again

Port Not Found/Installed/New Hardware Wizard

If, when you connect your hardware, Windows pops up with a New Hardware Wizard this could be for one of three reasons.

- The driver did not register during installation. If this is the case then simply follow the new hardware wizard by following the default selections and selecting automatic installation.
- The power is on for the BASIC Stamp connected and it is sending out DEBUG messages. If this happens the USB Interface may be mis-detected as a serial mouse. To correct this issue please disconnect the USB Cable, power off the hardware and reconnect.
- There is a problem with either the Interface and/or the computer. If you continue to have problems please contact our Tech Support Department.