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USB Support Documentation

Description of problem:

The executable runs but they cannot open communication with the spectrometer.

The problem is USB-related.

Step 1. Reinstall FTDI Driver

Here is a link that downloads a driver-setup for Windows:

http://www.ftdichip.com/Drivers/CDM/CDM21228_Setup.zip

Alternatively, here is a link to the driver on the manufacturer's website:

<http://www.ftdichip.com/Drivers/D2XX.htm>

The customer picks the driver that matches their operating system.

Here is a link to installation guides for each operating system:

<http://www.ftdichip.com/Support/Documents/InstallGuides.htm>

Step 2. Reset Software/Hardware

If after step 1 the executable still cannot open communication with the spectrometer:

1. close our executable
2. unplug the spectrometer from the USB port
3. plug it back into the USB port
4. restart our executable

Step 3. Check if computer can see the spectrometer

If after step 2 the executable still cannot open communication with the spectrometer, there is something wrong with either:

- the USB driver installation
- the USB cable
- the spectrometer hardware
- the computer's USB port

To test if the customer's computer sees the spectrometer:

1. Download the FTDI utility "FT_prog" from here:
http://www.ftdichip.com/Support/Utilities.htm#FT_PROG

FT_PROG 3.3.80.386 - EEPROM Programming Utility

FT_PROG is a free EEPROM programming utility for use with FTDI devices. It is used for modifying EEPROM contents that store the FTDI device descriptors to customize designs. FT_PROG also includes the capability

PLEASE NOTE - The use of some of these utilities by an end user may result in a device being rendered useless.

FT_PROG is available for download by [clicking here](#).

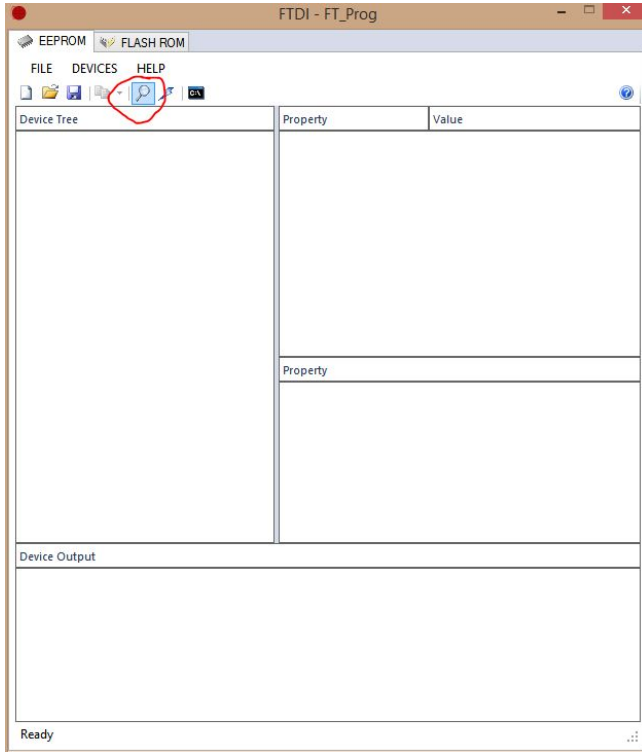
The full FT_PROG User Guide can be downloaded [here](#).

Please Note: FT_PROG requires the Microsoft .NET Framework 4.0 installed on your system to run the application. This can be obtained from the Microsoft Website http://www.microsoft.com/download/en/details.aspx?id=17851&WT.mc_id=MSCOM_EN_US_DLC_DETAILS_121LSUS007996

If your system does not have .NET 4.0 installed please download the file from the above link. To install, double click on the dotnetfx.exe and follow the instructions in the wizard.

2. Install Microsoft .NET Framework 4.0 if you do not already have it installed.
3. Install FT_Prog
4. Run FT_Prog

5. Click the "magnifying glass" icon to scan for FTDI USB devices:



6. Check if a Chromation device shows up.

