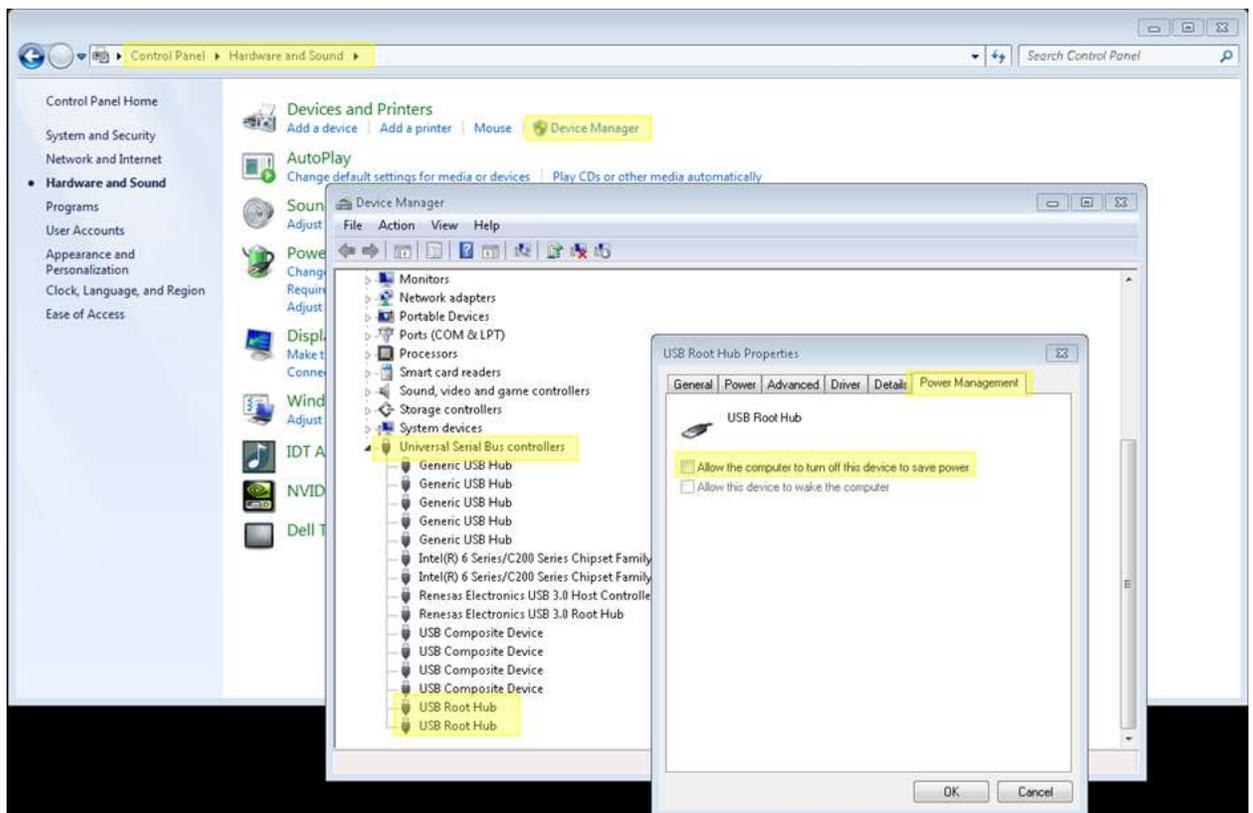


## **FAQ: What to do if your DAS computer becomes disconnected from your IO module?**

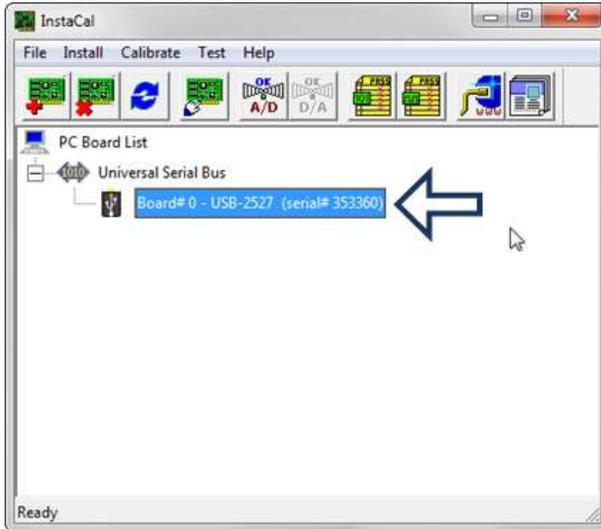
It is possible for the USB connection between the IO module and DAS computer to become interrupted, causing ViVistro software to crash or stop acquiring live data. If this happens, try the following steps to re-establish a connection and prevent further disruptions.

- 1) Close any ViVistro software or internal software communicating with the IO module.
- 2) Change power-saving setting on all USB Root Hubs on the DAS computer. Do this by opening the Device Manager in Control Panel, expanding the USB controllers drop down, right clicking on each device named USB Root Hub, selecting properties, then ensuring that the box indicating “Allow the computer to turn of this device to save power” is not selected in the Power Management tab. Not that this change may cause a laptop battery to deplete slightly faster.

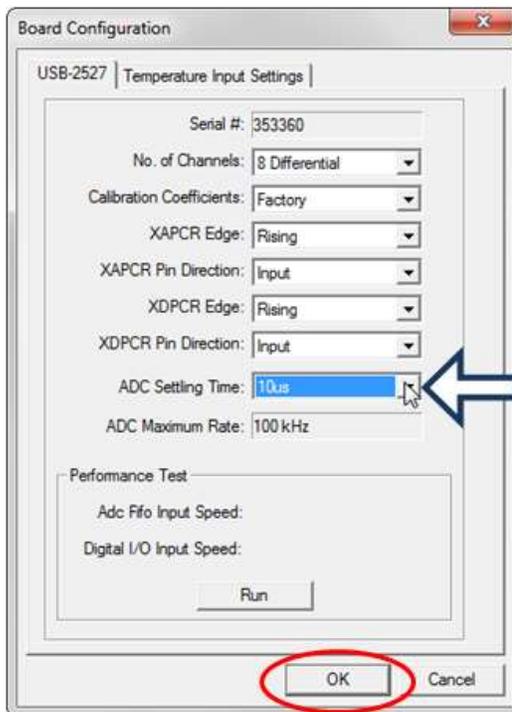


- 3) Restart the computer. This should update any drivers as required.
- 4) Navigate to the InstaCal icon on your desktop or program list (under Measurement Computing) and double click to open.
- 5) When the InstaCal window is open, try disconnecting the USB and Clicking refresh. The I/O serial listed should disappear.

- 6) Wait 10 seconds and then re-insert the USB cable to the PC. Note that the computer recognizes the newly inserted USB and that the USB LED and Power LED are illuminated on the rear of the IO Module. Click refresh in InstaCal to ensure the IO Module is reconnected.
- 7) Highlight the board number in the detection box and click OK
- 8) Right click on the board number in the InstaCal box and select configure.



- 9) Confirm settings are set to:



The ADC Settling Time usually needs to be changed to 10 $\mu$ s, by default. Instacal should remember this setting so long as no other IO modules are connected to the computer and the connection is uninterrupted.

10) Click OK.

11) Open ViVitest/HiTest/QCTest. If a pop up stating no I/O module is detected.

**Note:** Do not connect more than one IO module to the same computer. Do not open more than one ViVitro software window at one time. Close software when it is not in use. Windows updates may necessitate re-initializing InstaCal.