

Guide to Installing Amplivox USB Drivers



Amplivox Ltd
6 Oasis Park
Eynsham
Oxfordshire
OX29 4TP
UNITED KINGDOM

Tel: +44 (0)1865 880846
Fax: +44 (0)1865 880426
sales@amplivox.ltd.uk
www.amplivox.ltd.uk

Contents

- 1. Introduction 3
- 2. Overview 4
- 3. Amplivox USB Driver Installation Process 5
- 4. Troubleshooting USB Driver Installation 8

1. Introduction

This document describes the process of installing the Amplivox USB drivers, allowing your USB port equipped Amplivox audiometer or tympanometer to be connected to a PC. This will, in turn, allow transfer of data from the audiometer or tympanometer via the PC's USB port for use with compatible software (for example a medical database or software allowing test results to be viewed on a PC).

Disclaimer

Amplivox provides these USB drivers for use in conjunction with supported Amplivox audiometers and tympanometers.

Amplivox provides no warranty (implied or otherwise) regarding these device drivers and will not be liable for any aspect or consequences of its copying or use on a 3rd-party computer. By downloading and/or running the device drivers the user accepts these conditions.

Supported Operating Systems

These Amplivox USB drivers are supported on the following Microsoft Operating Systems:

- Windows 7
- Windows 8 / 8.1
- Windows 10

Notices

Information within this manual is subject to change without notice.

Windows is a registered trademark of Microsoft Corporation.

© Copyright Amplivox Limited (2005-2016)

2. Overview

In common with most hardware connected to a PC, specific driver software needs to be installed on the PC to allow it to communicate with the audiometer or tympanometer. The enclosed drivers allow the PC to recognise and communicate to your compatible audiometer or tympanometer whenever it is connected to PC.

Note: Use only the Amplivox USB device drivers provided. These drivers have been developed to work with Amplivox Products, and have been certified by Microsoft. The use of any other drivers may cause the audiometer or tympanometer not to communicate correctly or the drivers may fail to install.

Note: When connecting a CA850/4 or CA850/5 audiometer to a PC, a “COM Number” is automatically assigned by the PC. As such *it is strongly recommended that once connected, the same USB port on the PC is always used.* Once the driver is installed, it may be necessary to identify the COM Number and enter this information into the compatible database software to allow data to be transferred. USB port equipped Amplivox Audiometers (other than the CA850/4 and CA850/5) and tympanometers do not use a COM Number so can be swapped between USB ports.



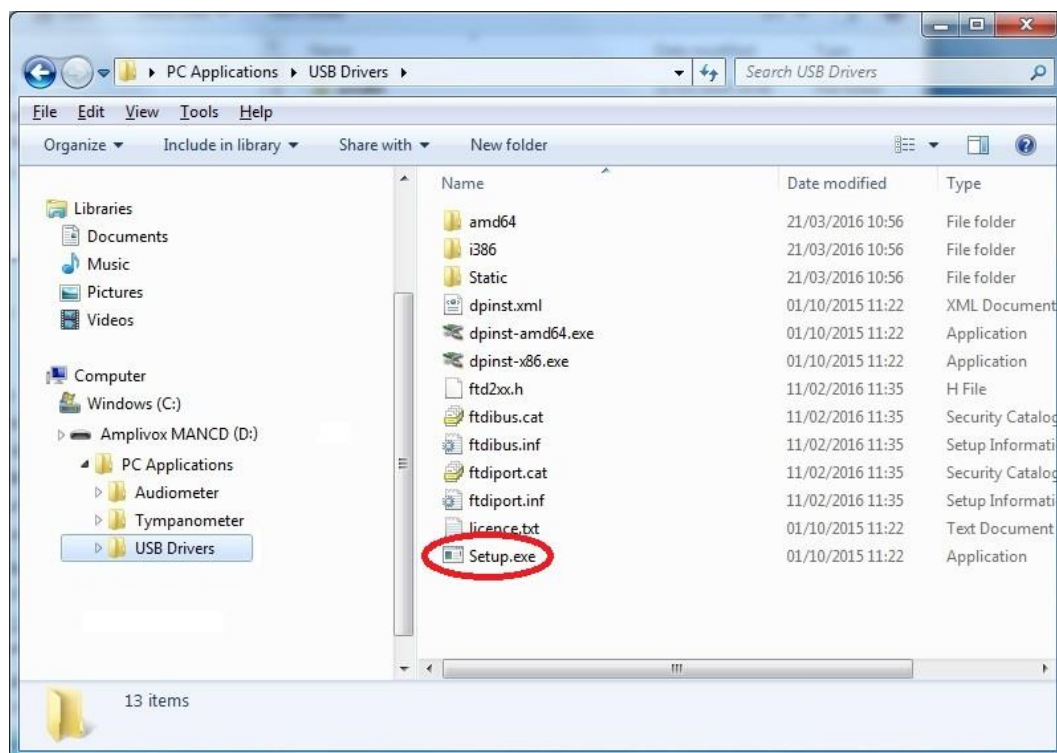
Please refer to the application installation instructions before commencing the USB driver installation. Only commence the USB driver installation when advised to do so by the installation instructions.

3. Amplivox USB Driver Installation Process

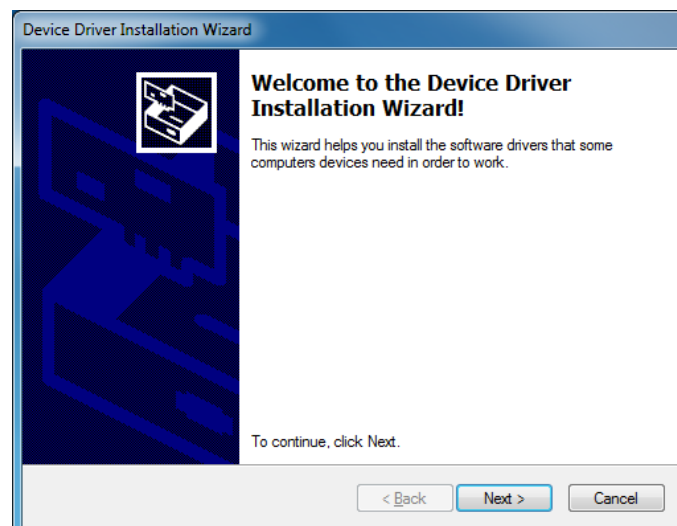


This is an automated process. Before commencing this installation ensure that the audiometer or tympanometer is not connected to the PC. Do not connect the audiometer or tympanometer until instructed to do so.

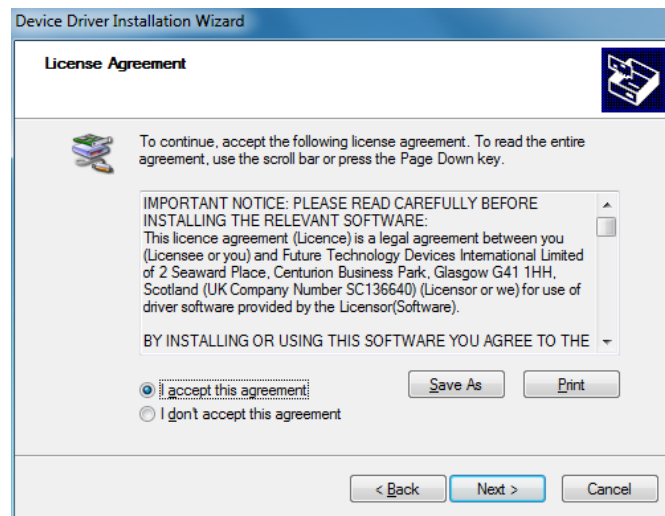
- a) Insert the Amplivox 'MANCD' and navigate to the CD drive, typically the 'D' drive. Locate the USB Drivers folder and select 'setup.exe'.



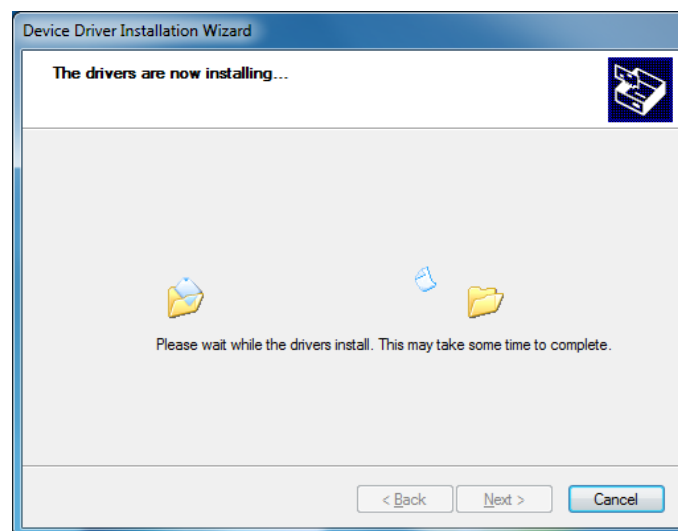
- b) The automatic driver installation will then commence. Select the 'Next' button to proceed.



- c) The licence agreement will be displayed. Please review the licence and if you accept the agreement, select 'I accept this agreement'. This will enable the next button. Select the 'Next' button to proceed.

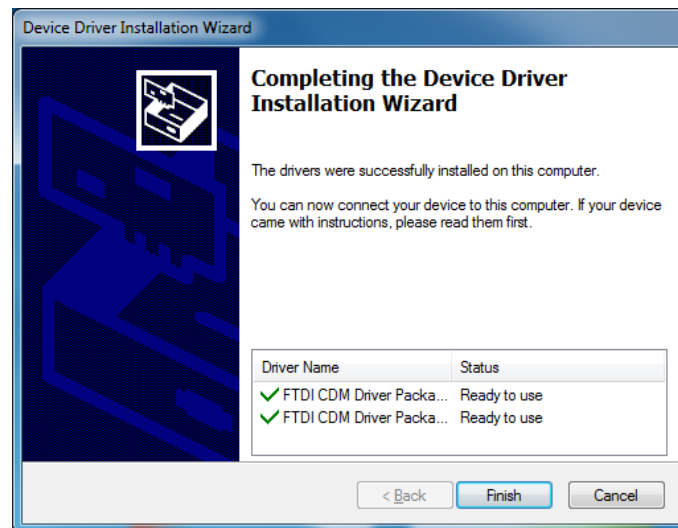


- d) The following screen will be displayed indicating the drivers are being installed.

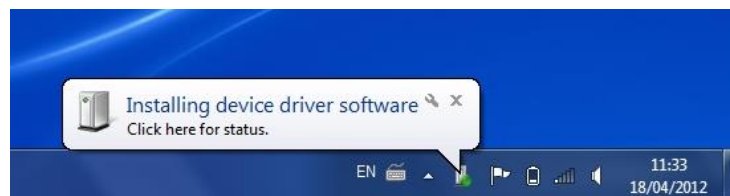


If any Windows Update dialogue box is displayed, press 'Skip' to continue.

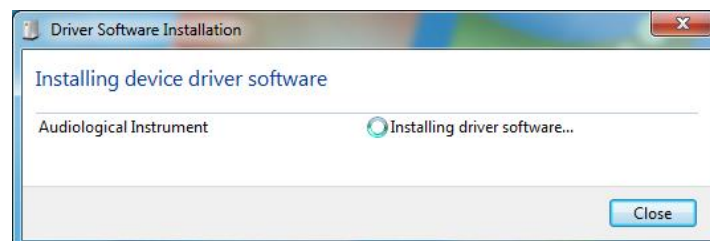
- e) Once the driver installation has concluded, the following screen will be displayed. Select the 'Finish' button.



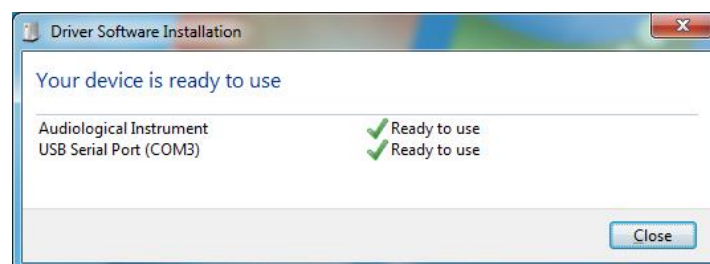
- f) Connect the audiometer or tympanometer to the PC. The following message will be displayed from the taskbar:



- g) If you click for status, the window below will be displayed:



- h) Once complete, the screen will update as shown below:



Note: The COM number shown (COM3) is for illustration only. This is assigned by the PC and could be any number. The Com Port number is only required for a CA850/4 or CA850/5 audiometer. If using one of those audiometers, please record the Com Port number for use when configuring the PC application.

If you don't get 'Ready to use' for 'Audiological Instrument', or 'USB Serial Port (COMx)' (where x is the assigned com port number), please refer to the troubleshooting section.

4. Troubleshooting USB Driver Installation

If the automatic driver installation process was not successful, this section will explain how to install the USB drivers manually.

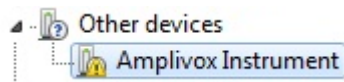
The procedures here may also be used to update the USB drivers to the latest version (or to confirm that they are the latest version).

Before commencing, connect the audiometer or tympanometer to the PC and ensure that the Amplivox MANCD disk is inserted into the CD drive.

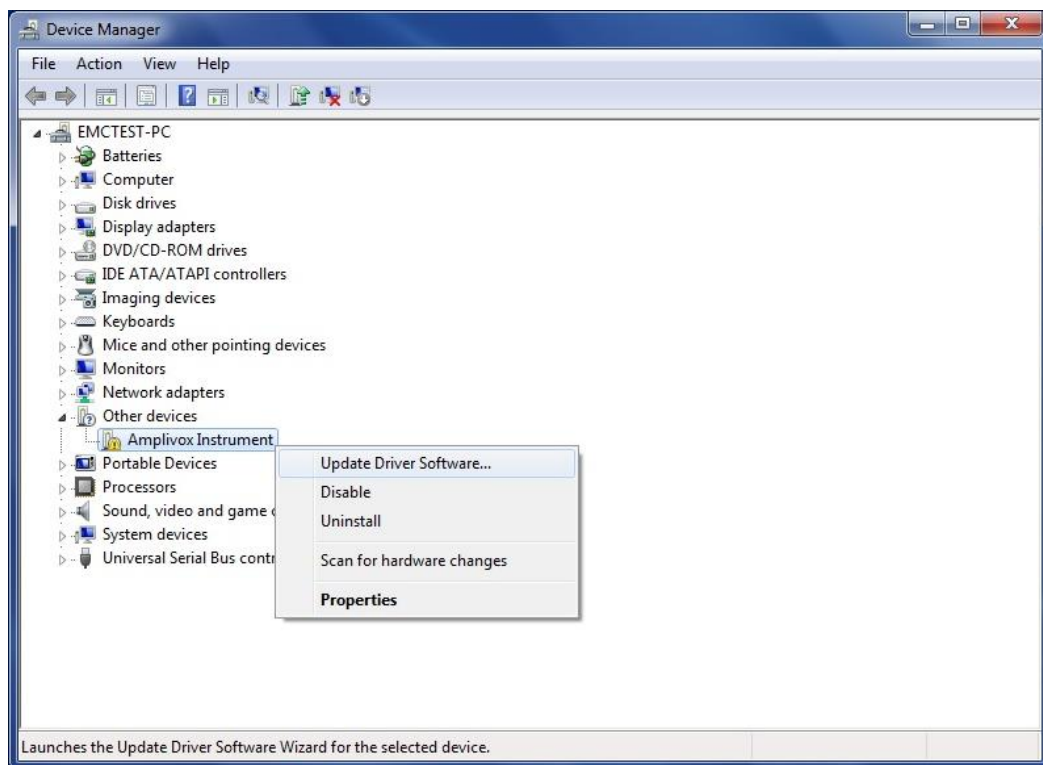
- a) Navigate to 'Control Panel' -> 'Device Manager'.

'Amplivox Instrument' and/or 'USB Serial Port' may have a yellow exclamation mark to the left of the device name .

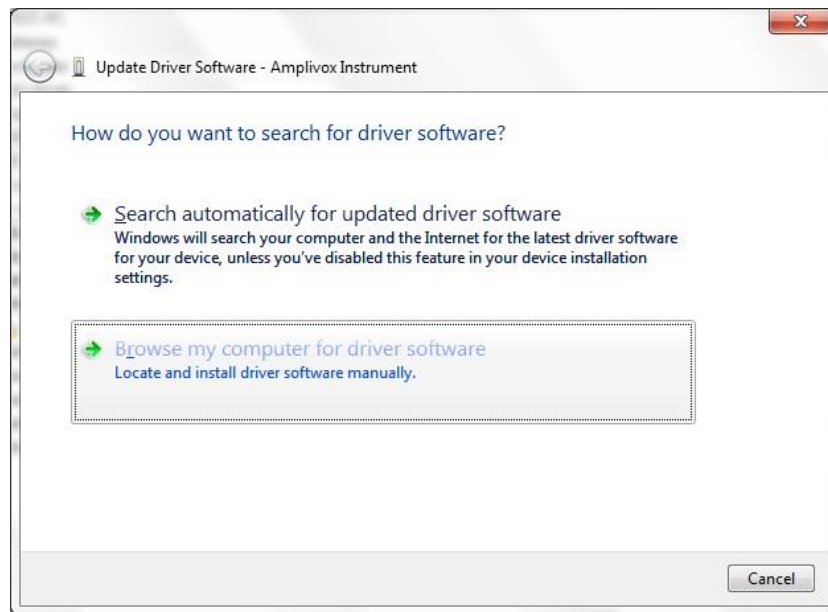
It may be necessary to expand 'Other devices' to see 'Amplivox Instrument'.



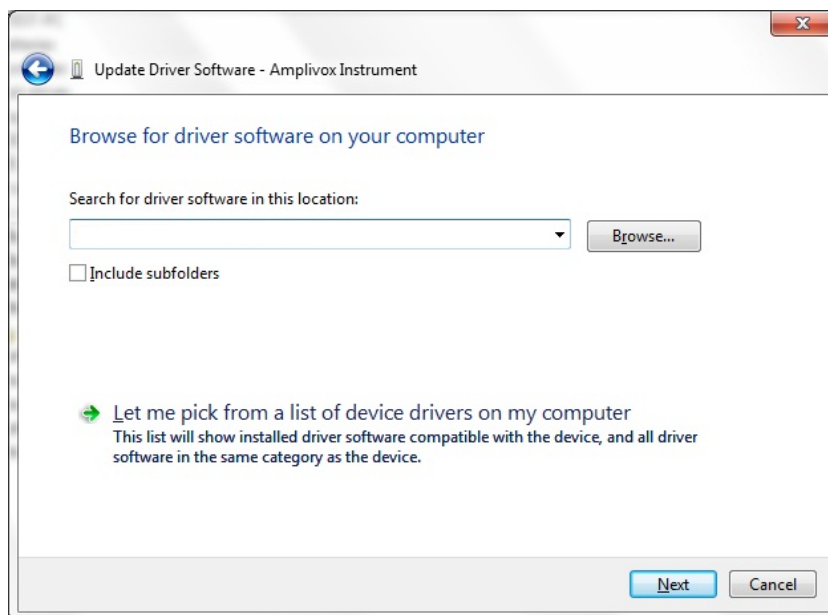
- b) If 'Amplivox Instrument' does not have a yellow exclamation mark to the left of it, proceed to step I) to work with the USB Serial Port.
- c) Right click on 'Amplivox Instrument'. A pop-up menu as shown below will be displayed.



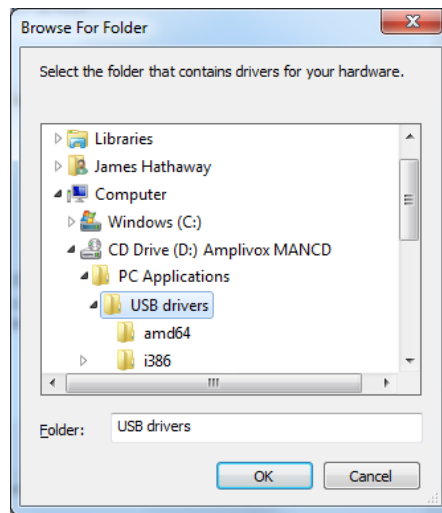
- d) Select 'Update Driver Software...'. The following Window will display:



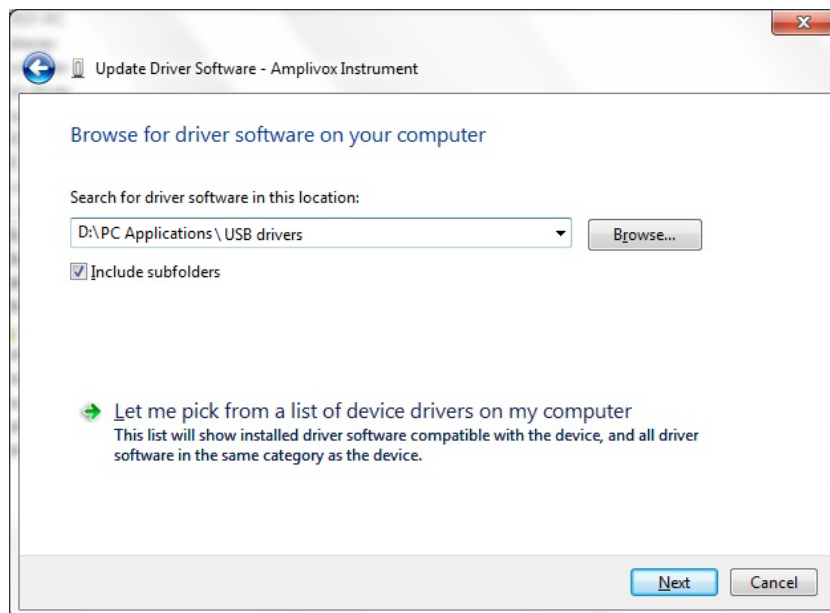
- e) Select 'Browse my computer for driver software'. The screen below will be displayed:



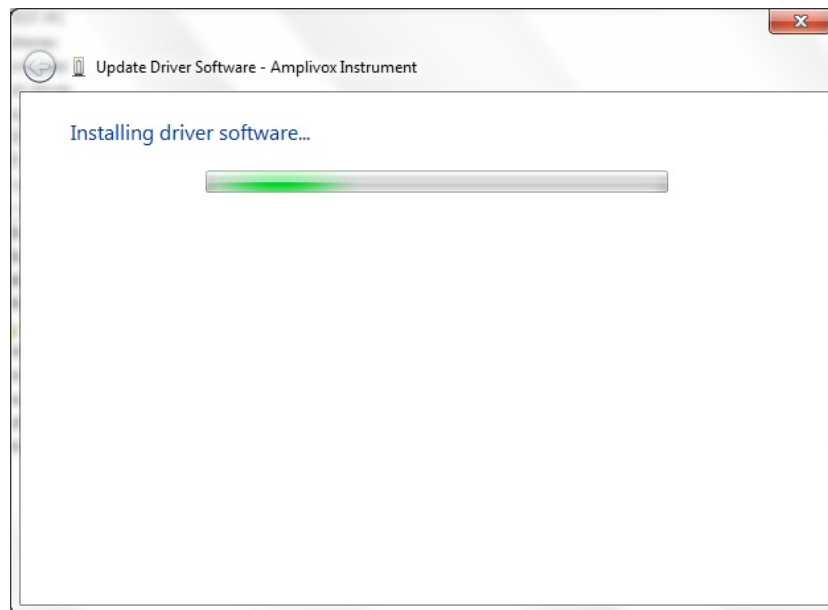
- f) Select the 'Browse...' button.



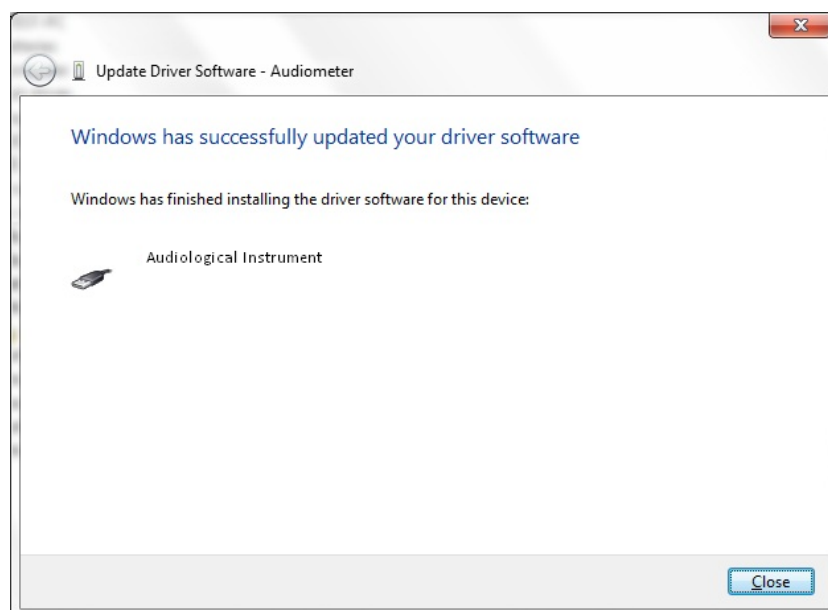
- g) Select the location of your CD drive (typically 'D') and navigate to the 'USB drivers' folder within the PC Applications folder. Select 'OK'.



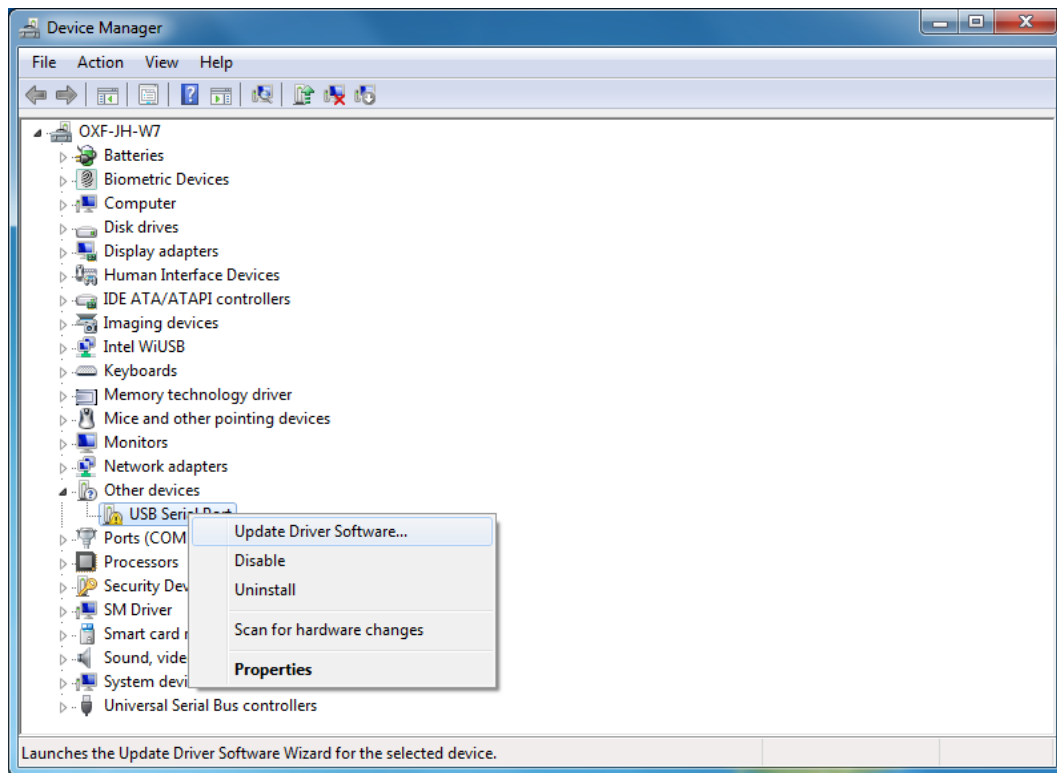
- h) Ensure 'Include subfolders' is ticked and then select 'Next'. The following screen will display:



- i) The driver installation process will then complete and the screen below will be displayed:



- j) Select 'Close' to end the first driver installation process.
- k) If necessary repeat the process for the 'USB Serial Port' driver.
- l) Right click on 'USB Serial Port'. A pop-up menu as shown below will be displayed.



m) Proceed from step d) above.

If you are still experiencing difficulties after following this guide in full, please contact Amplivox.