

## SCIO to Computer Connection

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The 'QXCI' interface box is connected to the 'Parallel Port'. The 'SCIO' interface box is connected to the 'Serial Port'. If the 'Serial Port' is not available, it is possible to connect the 'SCIO' interface box to a 'USB Port', using a 'Serial/USB' converter cable which will require the appropriate software supplied with the cable. QX Ltd. Supply a converter cable as part of the supply and it is recommended that this is used (Gembird as version 3 below)

**DO NOT USE ANY OTHER CONVERTER AS MANY JUST DO NOT WORK.**

*There are 3 versions out there.*

**Version 1:** Wiretec. USB to RS232 Cable, Part UN8BE. [www.wiretec.com.cn](http://www.wiretec.com.cn). This seemed to work OK. The drivers need careful selection. See below.

**Version 2:** ATEN. This seemed to be more problematic. (ATEN UC-232A, [www.aten.com](http://www.aten.com)) When users went to the Wiretec then it seemed to solve the problem.

**Version 3:** QX have now standardised on the Gembird UAS 111 ([www.gmb.nl](http://www.gmb.nl)). This seems to be OK BUT it does need the driver selected by QX and included in their supply.

### Installation

There are several steps:

1. Plug in the converter to the computer
2. Install the drivers
3. Configure the ports
4. Power up the SCIO and connect the cable to it
5. Open the program and ensure that the SCIO is found: if not see notes below.

### Step 2: Installing the Drivers

#### **IMPORTANT**

1. *The floppy disk which comes from the manufacturer is standard factory issue it is not completely compatible with the SCIO. Therefore, the floppy disk should never be used.*
2. *A CD titled "USB Drivers" which is created by QX Ltd. Budapest which helps the SCIO and the USB-Serial Cable "communicate" better with each other. This has been proven to work fine with all laptops.*

1. Note which letter on your computer is the CDROM/DVD. (There may be slight differences on some computers, depending on what other USB or communication devices are already installed. The CD ROM drive letter may be different too – on most computers it will probably be D: or E)
2. Plug in the cable (into the USB port that you will always use in the future)

**IMPORTANT**      *Select the USB port that you will ALWAYS use for the SCIO connection.*

3. The *Welcome to the Found new Hardware Wizard* window will display.
4. Select Install from a list or specific location > Click ***Next***
5. Ensure Search for the best driver in these locations is checked
6. Tick “***Search removable Media***”, ensure that “Include this location in search is NOT ticked.
7. Click ***Next***: A searching window with a yellow question mark should appear (? *USB Device*) and then file transfer with the description USB to Serial...
8. The system will tell you the software is not digitally signed: select ***Continue Anyway***
9. Eventually, the installation will complete and display complete: click ***Finish***.
10. Make sure that you get the message ‘*Software installed and ready to use*’
11. To confirm that the installation is OK, go to Start > Settings > Control Panel > System > Hardware > Device Manager – click on the + sign next to Ports. The USB to Serial Comm. Port should be listed as (COM3)

### ***Step 3: Configuring the Communication Port***

On the ‘Windows XP’ desktop right click ‘My Computer’

- Select ‘Properties’
- Select ‘Hardware’
- Select ‘Device Manager’
- Select ‘Ports’
- Right click on the port that corresponds to the one where the drivers for the cable has been installed, i.e. ‘Prolific USB-to-serial Comm Port (COM 4)’
- Select ‘Properties’
- Select ‘Port settings’
- Select ‘Advanced...’
- In ‘COM Port Number’ select ‘COM 1’. (there may be an error message at this stage: ignore and proceed.)
- Click ‘OK’ in all Windows to return to desktop
- Reboot computer to save changes
- Go the ‘Device Manager’ to check changes have taken place i.e. ‘Prolific USB-to-serial Comm Port (COM 1)’

**Always connect the ‘USB to Serial’ cable to the same USB port you have just configured**

The following Folders/Files are on the USB Cable Installation CD

<i>Folders</i>	<i>Files</i>
Win 2K	Dremove.exe
Win98_Me	ID.txt
	SERWPL.INF
	Usbdrivers.clasp32.exe

## **Troubleshooting**

***If for some reason the SCIO, when on USB, is not found there may be several reasons. If this does not solve read the troubleshooting guide.***

Troubleshooting may be a process of elimination.

1. The best way to check that the SCIO box is functional is
  - a. Use a serial connection if at all possible on another computer. This will not check the voltage aspect as this applies to USB only.
2. If a USB then:
  - a. In August 2003 it was found that some USB's did not have sufficient voltage to interface correctly with the SCIO. Consequently the early units were upgraded by the manufacturer to accept a lower input voltage. Units after September 2003 should not have this issue.
  - b. If OK then it may be the Scio Box, the USB converter used or the computer interaction or an incorrect installation of the USB converter software. The most likely problem is the USB converter itself or the driver installation.
    - i. Check your SCIO on a computer with a USB where the system is known to work.
    - ii. Check their SCIO on your computer and USB converter
    - iii. If possible install this converter onto your computer and see if it works with their and your SCIO
    - iv. Then look at the type of USB converter and its installation AND the necessary steps to reallocate ports.