Hot Tip 0069   Active

Date   3/30/2010 11:35:14 AM
Description   Cannot Find Cable
Manager   ADMIN

Hot Tip Text

Universal ECG - Cannot find cable error.

Problem
User receives a "Cannot find cable" or "Cable not found" error.

Solution
As of version 5.2.1, Office Medic automatically searches each COM port for the cable. The user is NOT required to set the COM port in the ECG options.

For CardioView (16-bit) or Office Medic (older than 5.2.1) users:
1. Connect the ECG cable to the computer.
2. Ensure the software is pointed to the correct COM Port. **The cable must be connected to a COM Port between 1 and 8.**

> **Office Medic Instructions**:
> In Office Medic go to Options>ECG>Connection Tab and view the COM port setting. The COM port listed should match the COM port identified in the Device Manager. If they do not match change the setting within Office Medic to match the Device Manager setting.
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> **CardioView Instructions:**
> In CardioView go Options>Settings>Connection Tab and view the COM port setting. If they do not match change the setting within CardioView to match the Device Manager setting.
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> * Tip - How to locate the device in the Device Manager and determine the COM Port setting:
>   a.   With the cable connected to the PC right-click on the 'My Computer' icon and select Properties.
>   b.   Select the Hardware tab.
>   c.   Select the "Device Manager" button.
>   d.   Select 'Ports (COM & LPT)' and observe the COM port number.
>
> * Tip - How to change the COM Port setting in the Device Manager:
>   a.   Locate the device in the Device Manager and right-click on the device.
>   b.   Select Properties.
>   c.   Select the 'Port Setting' Tab.
>   d.   Select the "Advanced" button and select an **available port between 1 and 8** from the drop down box then select "OK".

3. If the COM Ports are correctly assigned and you continue to experience problems ensure the Drivers for the cable are installed. If the device driver is not installed you will see a yellow "?" or an "!" in the Device Manager.

> **Installing the Driver from the software CD-ROM:**
>   a.   Locate the device in the Device Manager, right-click on it and select on Properties.
>   b.   Select the Driver tab.
>   c.   From the Driver window select "Update Driver". The "Welcome to the Hardware Update Wizard" screen will appear. If you are a Windows XP SP2 user you may also see a dialog box come up that asks if you want Windows to connect to Windows Update to search for software. Select "No, not this time" and select the "Next" button.

d. Select the "Install the software automatically (recommended)" option.
Select the "Continue" button and then select the "Finish" button when completed.

Note: Windows XP users may see an additional dialog box appear during this process which states "The software you are installing for this hardware: XXX has not passed Windows Logo testing to verify its compatibility with Windows XP". Select the "Continue Anyway" button, as this does not affect the ability to operate QRS devices on your computer.

Installing the Driver from the PC:

a. Locate the device in the Device Manager, right-click on it and select Properties.
b. Select the Driver tab.
c. From the Driver window select "Update Driver". The "Welcome to the Hardware Update Wizard" screen will appear. If you are a Windows XP SP2 user you may also see a dialog box come up that asks if you want Windows to connect to Windows Update to search for software. Select "No, not this time" and select the "Next" button.
d. Select the "Install from a list or specific location (Advanced)" option and select "Next". This will take you to the next screen where you can browse for the location of the driver.
e. Check the box "Include this location in the search".
f. Select the "Browse" button and locate the device driver folder. Highlight the folder select "OK" and then "Next". Select the "Finish" button when completed.
Note - the driver folder name may differ based on your version of software:

If you connecting the cable via the **USB Port** browse to:
C:\Program Files\QRS Diagnostic\Office Medic\IO Gear 2000_XP
or
C:\Program Files\QRS Diagnostic\Office Medic\ECG Serial to USB Driver

If you connecting the cable via the **CF or PC Card slot** browse to:
C:\Program Files\QRS Diagnostic\Office Medic\Socket Driver
or
C:\Program Files\QRS Diagnostic\Office Medic\ECG Serial to PC Card Driver

Note: Windows XP users may see an additional dialog box appear during this process which states "The software you are installing for this hardware: XXX has not passed Windows Logo testing to verify its compatibility with Windows XP" Select "Continue Anyway" as this does not affect the ability to operate QRS devices or your computer.

If the problem continues contact Technical Support: 800-465-8408 ext. 945, support@qrsdiagnostic.com