

Graphical Tester for Otoplastics

With USB Control

**Solving USB Problems on
Windows 10**

2024

TABLE OF CONTENTS

1 ABOUT THE USB LEAKAGE TESTER	3
1.1 Before you connect a USB <i>leakage tester</i>	3
1.2 Connecting a USB cable to the <i>leakage tester</i>	3
1.3 Caution when permanently plugged-in	3
1.4 Installing USB driver software	3
2 ABOUT THE USB STANDARD APP	4
2.1 Download, unzip and location	4
2.2 Update warning .NET while bringing app into operation	4
3 TROUBLESHOOTING USB CONNECTIONS	5
3.1 Windows 10 did not install drivers for my USB <i>leakage tester</i>	5
3.2 USB Serial Converter <i>still not visible</i>	5
3.3 Finding device properties	5

1 ABOUT THE USB LEAKAGE TESTER

1.1 Before you connect a USB *leakage tester*

Connect to the Internet if the computer is not already connected. Always check if your Windows 10 OS is up to date. You might manually check for Windows 10 updates e.g.:

- select the **Start**  button > **Settings**  > **Update and Security** 

This *troubleshoot* guide is intended for Windows 10 [as of version 1803], 32-bit and 64-bit.

1.2 Connecting a USB cable to the *leakage tester*

The provided USB cable has two plugs: at the computer side a USB type A and on the tester side a USB micro-B. The *tester* is equipped with a micro USB type AB receptacle (jack), so both USB micro USB type A and B can be applied. On the right, you see a photo showing the USB cable with on the right the USB micro-B that should be connected to the *tester*.



Attach the micro-jack to your tester; pay attention to the position: the two tiny ridges on top, the flat side at the bottom. After installation, you may connect and unplug your USB *leakage tester* at will.

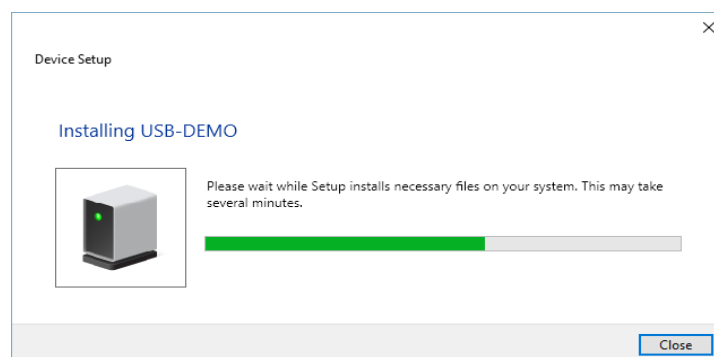
1.3 Caution when permanently plugged-in

Some desk- or laptop computers do have circuitry that senses electric leakage through a USB port while powered down. When active, a connected *leakage tester* can cause an error when a user tries to power up the computer. This circuitry is not always active on every USB port, and sometimes can be disabled. If you encounter this problem try to use a different port, otherwise you have to unplug your *tester* every time after use.

1.4 Installing USB driver software

Plug the *leakage tester* into a USB port (both USB 2 and USB 3 are supported), the LED on your device will start blinking **red** and Windows 10 will silently (and automatically) connect to the "Windows Update Website" and install any suitable driver it finds for your *device*.

During this installation, the notifications on the next page can sometimes be seen:



The name of your device will be visible and after a while the LED turns to stable **red** and then the *leakage tester* will beep shortly and the LED will turn **orange**, the *Device Setup* screen will close.

This completes the *USB driver* installation for your *leakage tester*.

2 ABOUT THE USB STANDARD APP

2.1 Download, unzip and location

The standard (*classic*) app for Windows 10 can be downloaded on our site and is packed in a *zip*-file, the name depends on language, e.g. the *Dutch* version is called *OtoTestUSBv2.45_NL.zip* and resides on the webpage with the URL: <https://www.cursorengineering.nl/app-win-usb/>

The standard software-bundle you are about to install is so-called portable software. This means the software is installed into a directory as a whole and relevant files for running the software live inside this directory. The standard software bundle does not change registries nor writes to system folders. Therefore you can install (or, better, unpack) the software to any folder you want and run it from there. When unpacking (extracting) the .zip file, the desired folder name can be entered directly, e.g. **C:\USBleakagetester**, even if the folder does not exist yet.

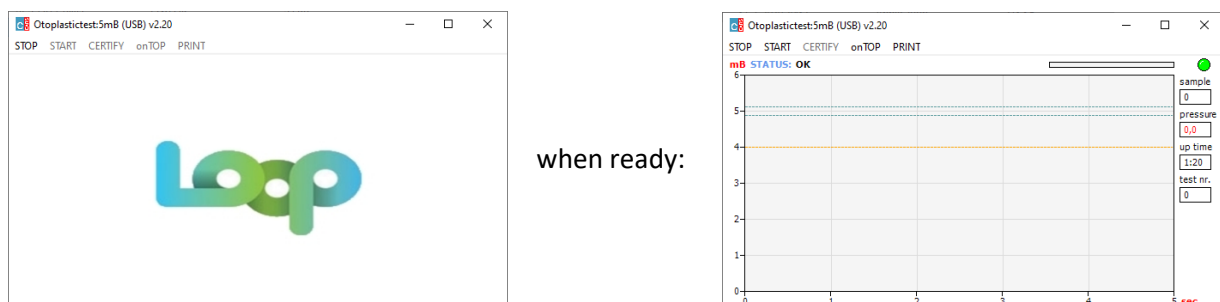
Attention: if the .zip file is unpacked in the same location where the file is currently located, then the Windows OS will automatically create a subdirectory.

The application resides in the chosen subfolder and named *OtoTestUSB[.exe]*.

You can always create a shortcut on your *Desktop*, or *Pin* it to the *Start* screen.

2.2 Update warning .NET while bringing app into operation

Double-click on *OtoTestUSB* and the following initialization window appears:



when ready:

It is possible that at the first time you start the controlling *app*, Windows 10 might:

- ask you for a **Security Warning** confirmation: *confirm*
- want you to update the **.NET Framework** to 4.0 (min.): *follow the instructions*
note: newer Framework versions (e.g. 4.8) might not include earlier versions

At the end, your *leakage tester* will beep shortly and the LED will turn to **green**.


This completes the installation of your USB leakage tester on Windows 10 with the standard software.

3 TROUBLESHOOTING USB CONNECTIONS

3.1 Windows 10 did not install drivers for my USB *leakage tester*

This version of Windows 10 is very accommodating to detecting and installing drivers for devices, as mentioned detection and installing drivers for a USB device goes smoothly and silently.

Be sure that your system is connected to the internet and that Windows 10 is up-to-date, read §1.1. When there is a problem detecting USB devices, there is certainly a problem with the 'Universal Serial Bus controllers', or the 'USB Serial Converter'.

Check: **right-click** the **Start**  button, select *Device Manager*. The Device Manager displays a graphical view of the hardware that is installed on your computer. At the bottom of the list you should see the device "Universal Serial Bus controllers". If this item is not complete or not visible at all, you have to restart Windows, because it will always reload the USB drivers during power-up. Double-click on "Universal Serial Bus controllers" and the device "USB Serial Converter" should now be visible in the list shown. Now check:

- if this item is **not** visible, and your USB *Leakage Tester* is **not** physically connected yet, then do connect a USB Leakage Tester to the USB port of your desk- or laptop and the "USB Serial Converter" should emerge
- if this item is **not** visible, and your USB *Leakage Tester* is physically connected, right-click on 'Universal Serial Bus controllers' and click 'scan for hardware changes'
- if this item **is** visible: right-click 'USB Serial Converter' and select 'Uninstall device' then tick the box 'Delete the driver software for this device' and click the [Uninstall] button. Again, right-click on 'Universal Serial Bus controllers' and click 'scan for hardware changes'.

These operations force this version of Windows 10 to install your device again and the device should now work properly. For *stubborn* driver problems carefully read the following paragraph (3.2).

3.2 USB Serial Converter *still not visible*

When Windows still complains that the tester doesn't have a driver then, in the *Device Manager*, right-click the 'Leakage Tester USBxxx' (the one with the trouble triangle) and click *Update driver*. Then let Windows *Search automatically for drivers*: proceed to *Search for updated drivers on Windows update* and click *View optional updates*, then > *Driver updates*: in the list check *FTDI – USB – [version]* thereafter click the button *Download and install*.

3.3 Finding device properties

If you want to locate your USB *leakage tester* on your system, try this:

- select the **Start**  button > **Settings**  > **Devices**  > Bluetooth and other devices

The *leakage tester's* properties can be found by clicking *Devices and printers* (in the list Related settings) and your tester appears at the bottom under *Unspecified devices* (x). Select *Properties* after right-clicking your device.