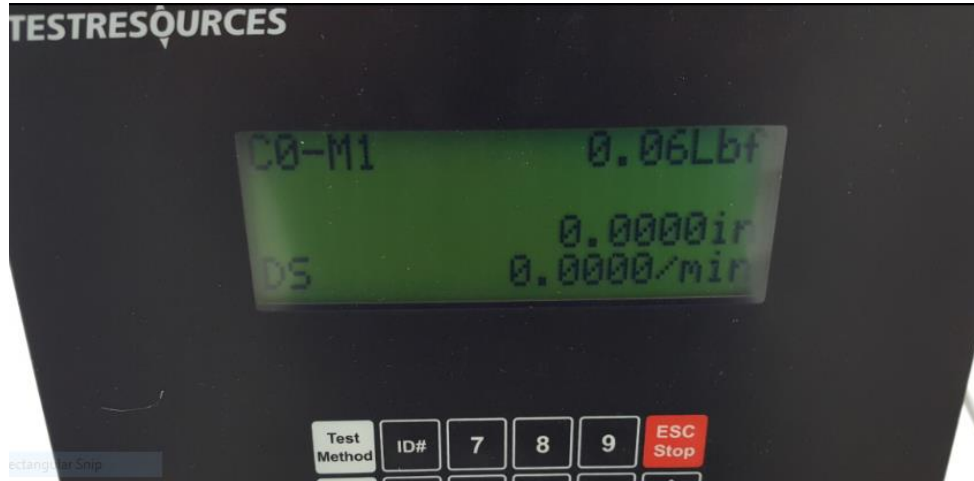


Correcting Xy Driver Issues

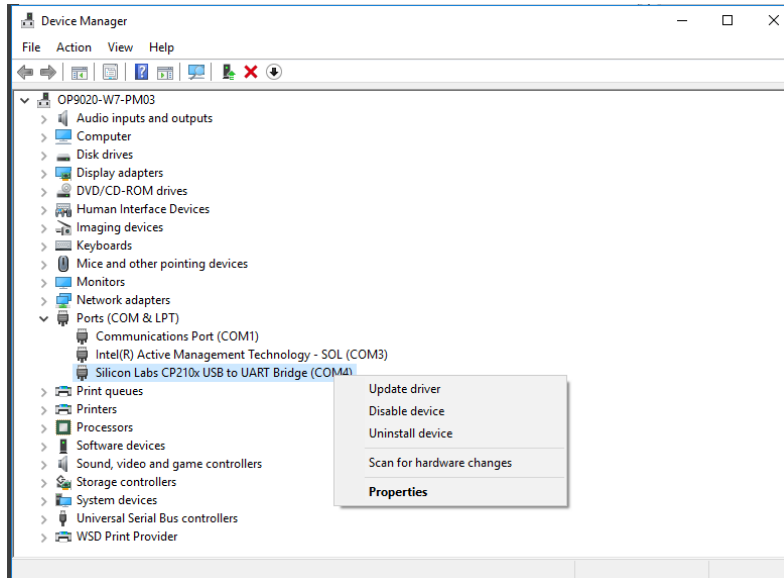
1. Connect P/Q controller to computer via USB cable and power ON.
 - a. USB port on the PC should be a USB 2.0 and NOT a USB 3.0.
2. Controller should be at the Main Screen.



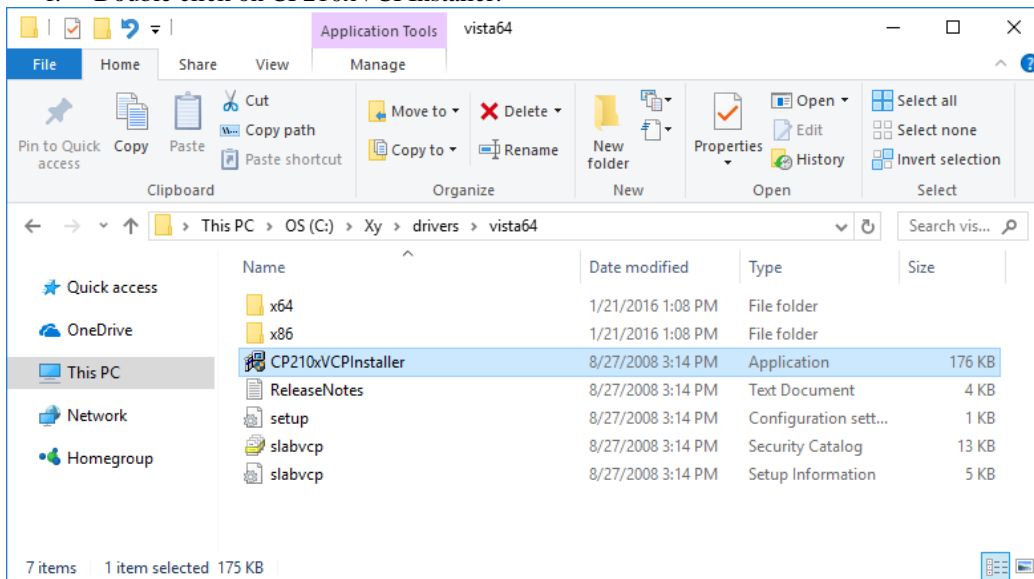
3. Start Xy software by double clicking on application file or shortcut.
 - a. There are two connection steps:
 - i. First connection step will change the software to the ReportView tab.
 - ii. After about 10-15 seconds, the controller will display “SENDING METHODS”.
 - iii. Software will change to the SetupView tab. Full connection has been established and the software is ready to use. Do not use software until both steps are completed!
 - b. Software should be run as Administrator.

If a communication error occurs or steps 3.a.i – 3.a.iii do not occur, follow steps 4 – 11 to reset the drivers for the software.

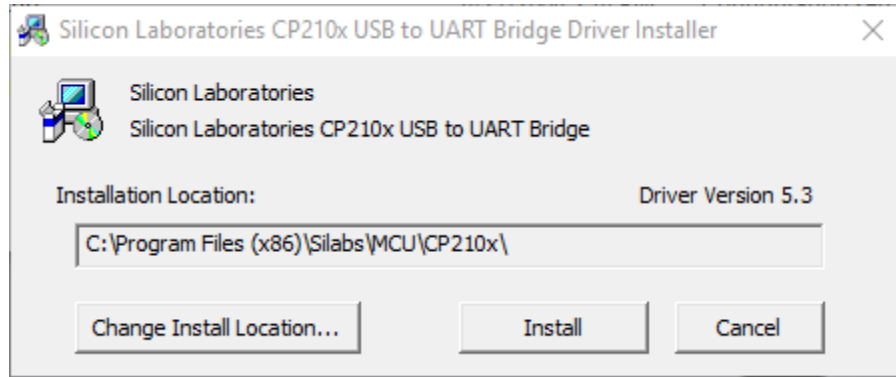
4. Close the Xy software and navigate to the Device Manager on the computer.
 - a. For Windows 7, search “Device Manager” in the Windows menu.
 - b. For Windows 10, search “Device Manager” in the taskbar search option.
5. Under the Ports drop down, right click on “Silicon Labs CP210x USB to UART Bridge” and select Properties.



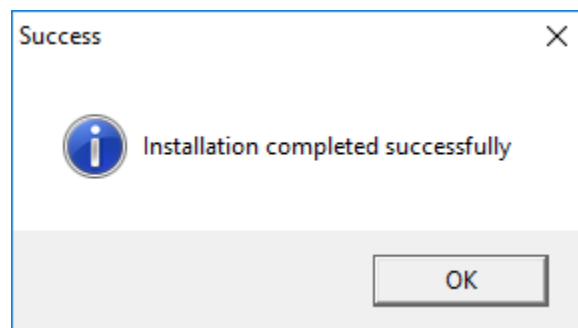
6. In the Properties window, under Driver tab, verify that the driver version is 5.3.0. **If driver version is 5.3, move onto step 7.** Otherwise follow the steps below:
 - a. In the Properties window, click Uninstall Device. Make sure “Delete driver software for this device” checkbox is checked. Click Uninstall.
 - b. Disconnect the USB cable at the computer.
 - c. In the search menu, search for “change device installation settings” and select NO then click Save Changes.
 - d. Restart the computer.
 - e. Once the computer is restarted, navigate to C:\Xy\Drivers\vista64
 - f. Double click on CP210xVCPInstaller.



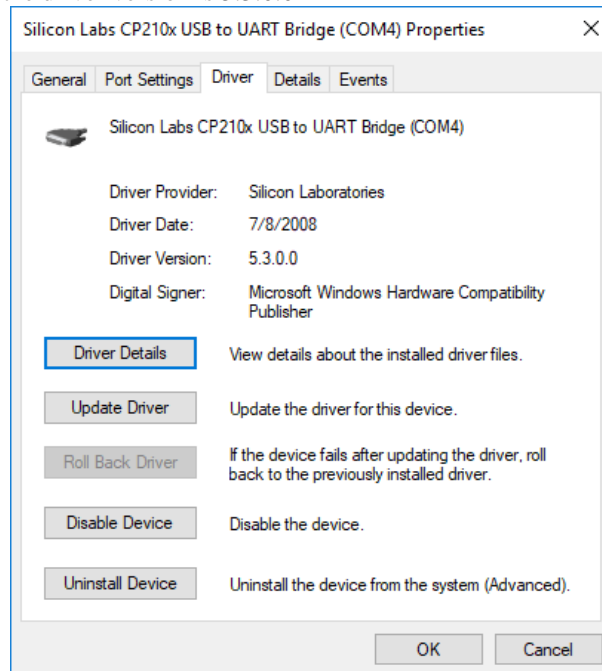
- g. Click on Install to run the installer.



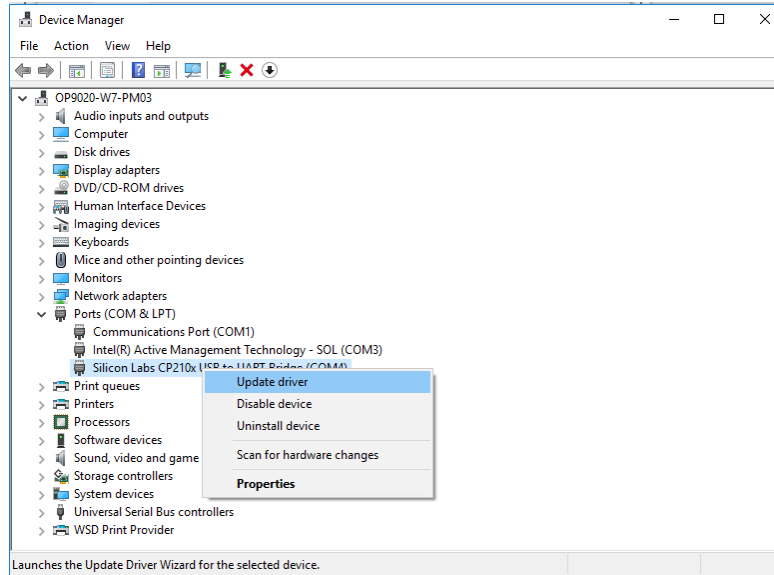
- h. Once the install is complete, the window below will appear. Click OK.
 - i. If another message appears, contact TestResources Support.



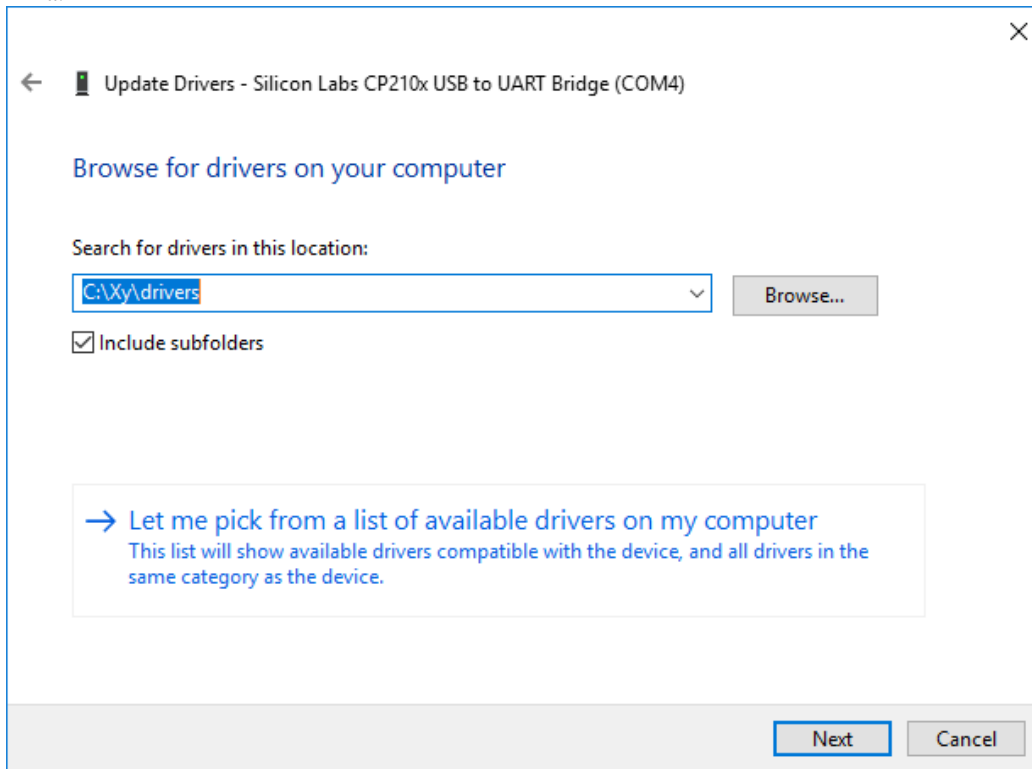
- i. Restart the computer.
 - j. Once the computer is restarted, connect the USB at the computer.
 - k. Verify that the driver version is 5.3.0.0



- 7. Right click on “Silicon Labs CP210x USB to UART Bridge” and select Update Driver.



8. Select “Browse my computer for driver software”.
9. Click Browse and navigate to the drivers folder in the Xy software folder.
 - a. Make sure “Include subfolders” is checked.



10. Drivers will install. Once complete, exit out of Device Manager.
 11. Repeat Step 3.
- If communication issues persist please contact TestResources Support at 800-430-6536, or support@testresources.com.