BSL 4 Driver Troubleshooting Guide

42 Aero Camino, Goleta, CA 93117
Tel (805) 685-0066 | Fax (805) 685-0067
info@biopac.com | **www.biopac.com**

Administrator Privileges Required

This document provides **MP36/35/45** driver troubleshooting tips and instructions to reinstall drivers if the automatic installation fails to establish MP communication.

MP drivers are automatically installed at the end of the BSL 4 Lessons and *PRO* installation. The application installer will guide you through the driver installation process. Select the desired MP hardware type(s) and click "Next." If drivers have been previously installed, the installer will check the driver version numbers and update them if necessary. If you know your drivers to be current, you may also cancel the driver installation. The installer will also confirm whether or not a driver installation was successful.
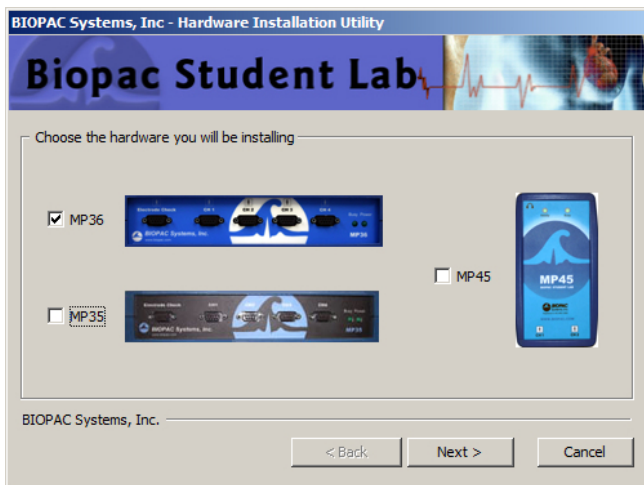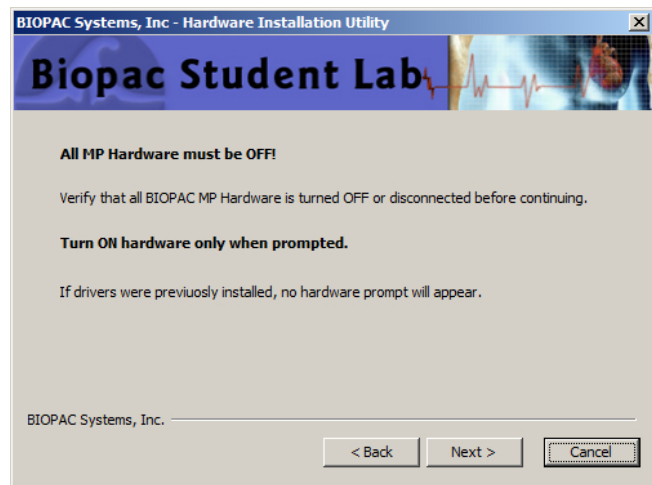

Fig. 1 – MP driver installer screen 1

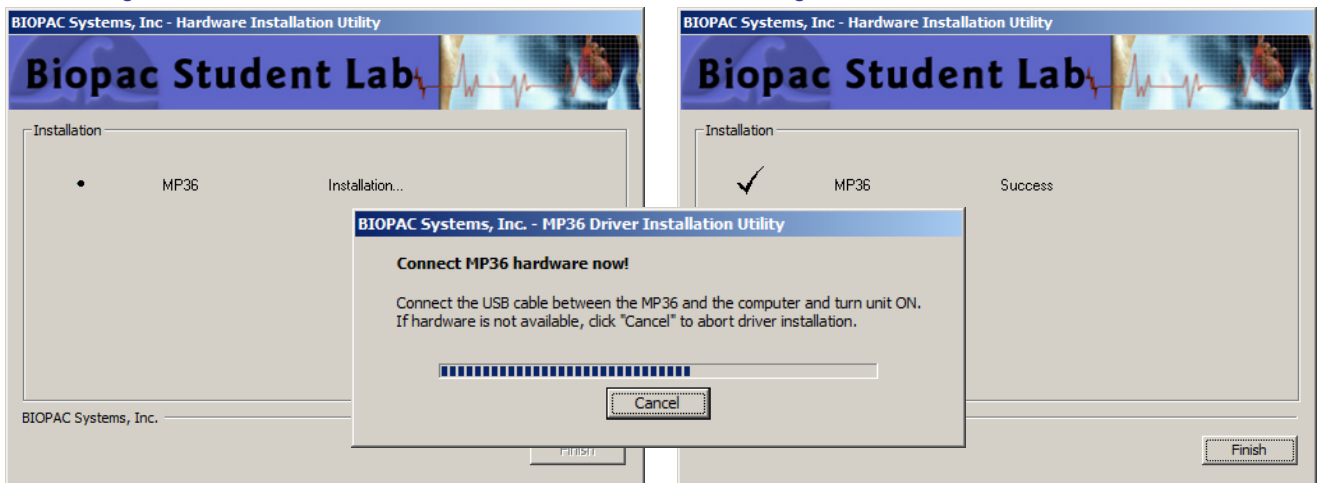

Fig. 2 – MP driver Installer screen 2

Fig. 3 – MP driver installer screen 3, hardware connection prompt & final confirmation screen

NOTE: Multiple MP hardware types may be selected for driver installation (see Fig. 1,) but in order for all drivers to install successfully, the selected hardware type must be physically present and ready to plug in or power on when the "Connect MP hardware now" prompt appears. (See above.)

MP36/35 Hardware

Drivers and firmware installed to establish communication between the MP3X and the computer. (Viewable in BSL 4 "Help > About" menu)
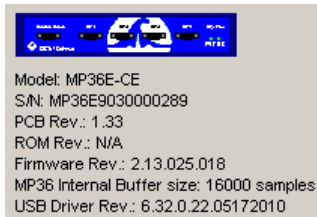

Fig. 4—MP36 Driver/Firmware
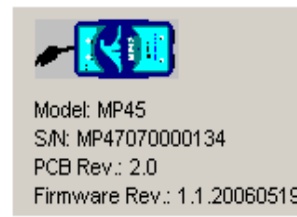

Fig. 5—MP35 Driver/Firmware

Fig. 6—MP45 Driver/Firmware

MP45 Hardware

Three drivers are installed to establish communication between the MP45 and the computer.

- o Driver 1 – installed to Device Manager > Sound, video and game controller <rev. controlled by Microsoft>
    - Windows 7 or Vista: "BIOPAC MP45 USB Data System"
    - XP: "USB Audio Device"
- o Drivers 2 and 3 – installed to Device Manager > Universal Serial Bus controllers
    - Driver 2: "BIOPAC MP45 Control Device" <current rev. 2.0.3.3 5/29/2007>
    - Driver 3: "BIOPAC MP45 Data Device"   <current rev. 2.0.3.3 5/29/2007>

After completing BSL 4 application installation/MP driver installation and launching the program, the BSL startup wizard (Fig. 5) will appear*. Select the desired program launch option and click OK. If the application can't find the MP hardware (Fig. 6,) try the **Basic Troubleshooting** steps and, if necessary, the **Advanced Troubleshooting** steps detailed on pages 3-4.
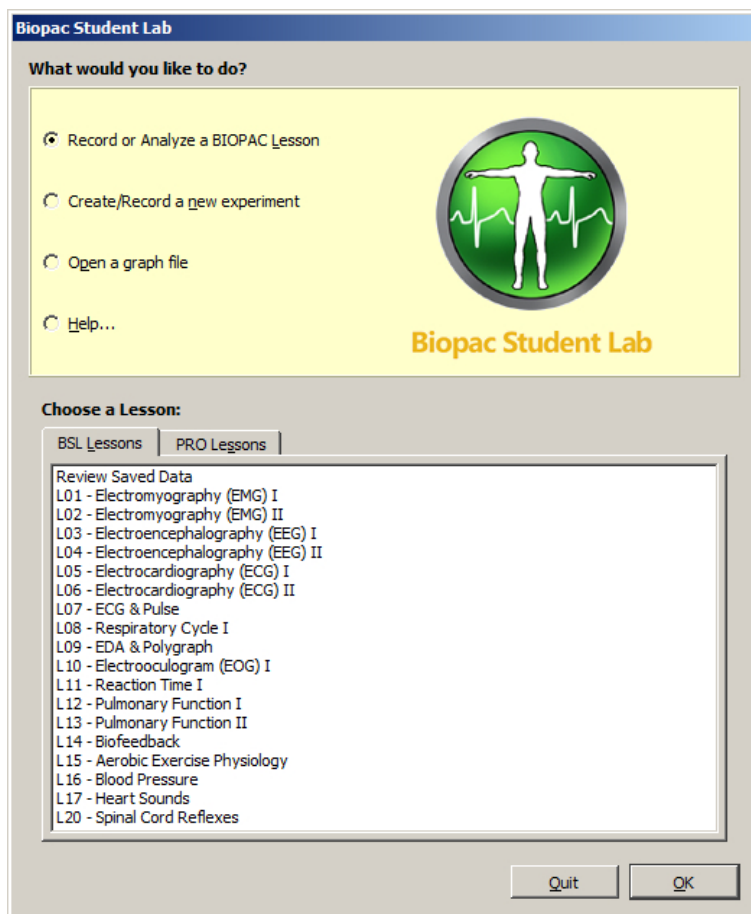

Fig. 5—BSL 4 Startup Wizard

BSL Driver Troubleshooting—**Administrator Privileges Required**

Fig. 6—Connect hardware prompt following BSL launch indicates possible failed driver installation

Basic Troubleshooting

If MP communication can not be established or the driver files have not updated correctly to the current version:

1. Unplug the MP device.
2. Turn off the computer (do not use Restart).
3. Turn on the computer.
4. Plug the MP device in (only after you have turned on the computer).
5. Wait (2-15 seconds) for the "Busy" light on the MP device to go out.
6. Launch the BSL software.
7. Check for green status indicator in the software window.
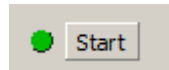
Advanced Troubleshooting:

If, **after following the procedures for installing application and drivers**, communication cannot be established between the MP device and the computer, OR if driver files have not updated correctly to the current version:

1. Check power and cable connections.
2. Turn off the MP3X. (Disconnect the MP45, as it has no power button)
3. Turn off the computer (do not use Restart).
4. Turn on the computer.
5. Turn on the MP3X (connect the MP45) **after** you have turned on the computer.
6. Wait (2-15 seconds) for the "Busy" light on the MP device to go out.
7. Launch the BSL Lessons or *PRO* software.
8. Check for green status indicator in the software window.
9. If communication is not established, manually uninstall the driver files as described below.

   - **Only manually uninstall drivers if all other troubleshooting options failed.**

   Windows XP/Vista/7:
   A. Turn on the MP unit.
   B. Go to Control Panel > Device Manager
   C. Expand the 'Universal Serial Bus Controllers' tree and locate the MP unit icon..
   D. Right click on the MP unit icon and select "Uninstall" from the contextual menu.
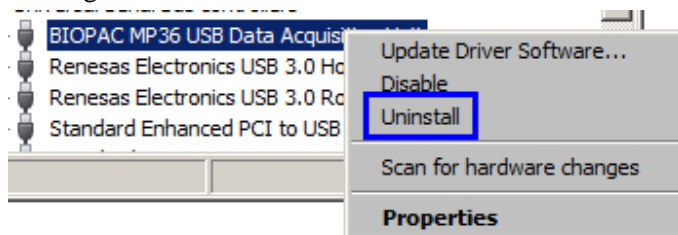
   E. Click OK in the uninstaller confirmation dialog.
      Warning! The above procedure applies to **MP36/35** hardware only! **MP45 drivers** cannot be fully removed by Windows. To remove **MP45** drivers, contact BIOPAC Support.

BSL Driver Troubleshooting—**Administrator Privileges Required**

MP Driver Re-installation Method

After completing the above driver <u>uninstallation</u> steps, you may reinstall the driver by launching the driver installation utility directly from the DRIVERS folder on the installation DVD.

1. Verify that MP hardware is OFF or disconnected.
2. Browse to the DRIVERS folder on the BSL 4 installation DVD. (installation > Drivers)
3. Right click on the MP installer utility and choose "Run as administrator".
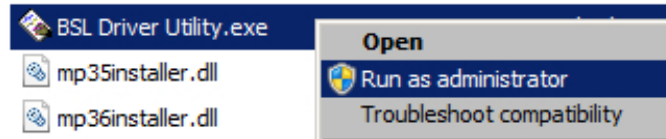
4. Follow the onscreen prompts. (See figures on Page 1.)

5. When the driver installation confirmation message appears, you may launch the application.

NOTE: For 64-bit operating systems, choose the "**64-bit Driver**" folder.

Troubleshooting Support

If the **Basic Troubleshooting** and **Advanced Troubleshooting** steps do not successfully complete the driver installation or if the BSL 4 application still cannot find the MP hardware, contact BIOPAC Support.

BIOPAC Support
- E-mail support@biopac.com
- Call 805-685-0066 from 8:00 AM to 4:30 PM Pacific Time

REMOVING DRIVERS

Uninstalling the BSL application via "Programs and Features" (Windows 7 or Vista) or "Add/Remove Programs" (XP) does not remove the MP hardware drivers. Use the driver removal steps shown on Page 3 or contact BIOPAC Support for assistance.