



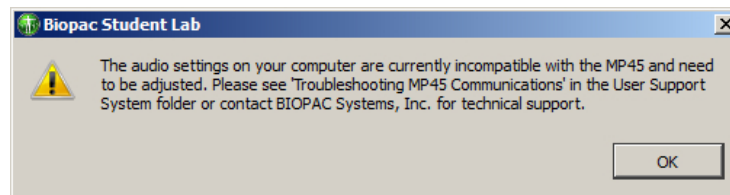
Applicable when using MP45 hardware only!

Troubleshooting MP45 Communications

The purpose of this document is to assist in resolving the following rarely encountered MP45 hardware communication issues. **If further assistance is required, please contact BIOPAC Technical Support.**

MP45 audio communications error (Windows 7 & Vista)

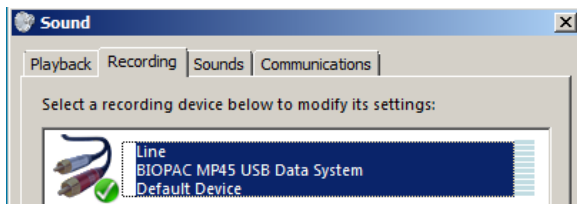
If upgrading from an earlier version of BSL and using an older MP45 unit, the following error may appear:



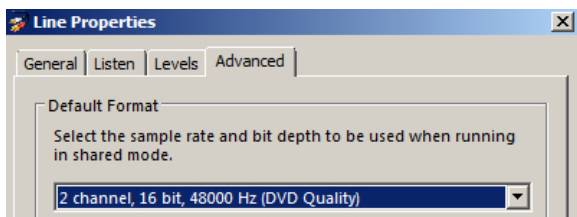
This means the default audio settings used by your MP45 unit are no longer supported in BSL 4 and will require a simple adjustment.

To adjust the audio format setting

1. Go to "Control Panel > Sound" to open the audio settings (Sound) panel.
2. Click the "Recording" tab.
3. Highlight "BIOPAC MP45 Data System" and click the 'Properties' button.



4. Click the 'Advanced' tab and select "2-channel 16 bit, 48,000 Hz (DVD Quality)" as the Default Format.

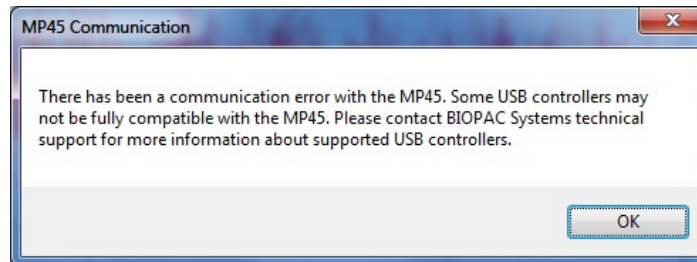


5. Click 'Apply' and 'OK'
6. Click 'OK' to exit the 'Sound' dialog.

On rare occasions, the Windows OS may override the new setting and apply the previous default when connecting the MP45 hardware for a subsequent session. If this occurs, it will be necessary to repeat the audio format adjustment.

USB adapter error (occurs following BSL application launch or during data recording)

Certain USB adapter/controllers have exhibited compatibility issues with the USB chip built into the MP45 unit. If this occurs, the following error will appear:



To resolve this issue, the computer's existing USB adapter/controller must be replaced with a compatible unit.

While most current USB adapter/controllers do not conflict with MP45 hardware, testing has confirmed that the following products are reliable:

- Intel 82801G (ICH7 Family) USB Universal Host Controller
- Renesas Electronics USB 3.0 Host Controller (PCI)
- Renesas Electronics USB 3.0 Express Card Adapter
- StarTech USB 3.0 Express Card Adapter

For additional support, please contact BIOPAC:

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