# **Optimus USB troubleshooting**



Cirrus Research plc Technical Note No. 64



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## **1** Overview

The Optimus sound level meters appear under Windows as a USB mass storage device, very much like a USB drive. If the configuration is correct, the Optimus will appear as shown below and will be available within NoiseTools.

If Windows has installed the wrong device driver or has mis-identified the Optimus sound level meter as another device, the instrument may not connect to NoiseTools.

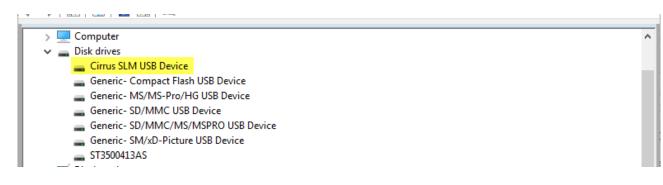
### 2 Correct configuration

If the Optimus is connected correctly as a USB mass storage device, the information shown in the device manager will appear as shown below.

There are three items in the device manager that show that the configuration is correct.

#### 2.1 Disk Drives

The Optimus will appear as Cirrus SLM USB Device



#### 2.2 Portable Devices

The Optimus will appear as CIRRUSRS



#### 2.3 Universal Serial Bus Controllers

The Optimus will appear as a USB Mass Storage Device.



# The correct configuration will appear as below:

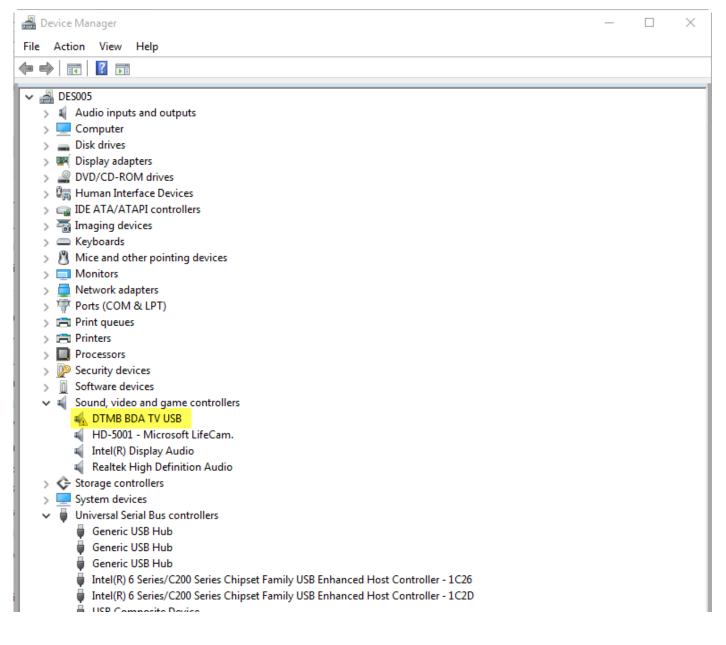
Devic	e Manager	—	$\times$
ile Ac	tion View Help		
P			
> 💶	Computer		
× =	Disk drives		
	👝 Cirrus SLM USB Device		
	Generic- Compact Flash USB Device		
	Generic- MS/MS-Pro/HG USB Device		
	Generic- SD/MMC USB Device		
	Generic- SD/MMC/MS/MSPRO USB Device		
	Generic- SM/xD-Picture USB Device		
	ST3500413AS		
	Display adapters DVD/CD-ROM drives		
> 🛁	Human Interface Devices		
	IDE ATA/ATAPI controllers		
	Imaging devices		
-	Keyboards		
िल	Mice and other pointing devices		
	Monitors		
	Network adapters		
- v 🖥	Portable Devices		
	CIRRUSRS		
> 10	<sup>#</sup> Ports (COM & LPT)		
	Print queues		
> 🖻	2 Printers		
> 🗖	Processors		
> D	Security devices		
> [	Software devices		
- ~ 4			
	📲 HD-5001 - Microsoft LifeCam.		
	🐗 Intel(R) Display Audio		
	📢 Realtek High Definition Audio		
-	Storage controllers		
	System devices		
× (			
	Generic USB Hub		
	Generic USB Hub Generic USB Hub		
	Intel(R) 6 Series/C200 Series Chipset Family USB Enhanced Host Controller - 1C26		
	Intel(R) 6 Series/C200 Series Chipset Family USB Enhanced Host Controller - 1C20		
	USB Composite Device		
	USB Composite Device		
	USB Mass Storage Device		
	USB Mass Storage Device		
	USB Root Hub		
	USB Root Hub		
> 🖻	WSD Print Provider		

## **3** Incorrect identification of the Optimus

However, it is possible that the Optimus may be incorrectly identified as, for example a DTMB BDA TV USB. This will prevent NoiseTools from being able to connect to the instrument.

Windows may detect the Optimus as another device and so the error message may not be the same as below.

An example of the incorrect configuration is shown below.



If the Optimus does not appear correctly or if NoiseTools cannot connect, check the Device Manager in Windows for any errors. These are typically shown as a yellow warning triangle.

Check that this warning is the Optimus by unplugging and then reconnecting the Optimus. Check that the error reappears when the Optimus is connected.

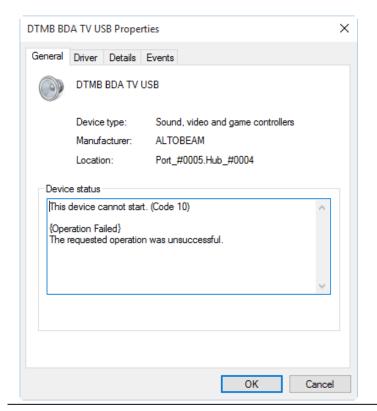
## 4 Reinstalling the correct driver for the Optimus

To reinstall the correct drivers for the Optimus:

- 1. Locate the device with the error message. Right click and select Properties.
- 2. Click the Change Settings option as shown below

DTMB BD	A TV USB Proper	ties	×
General	Driver Details	Events	
9	DTMB BDA TV U	ISB	
	Device type:	Sound, video and game controllers	
	Manufacturer:	ALTOBEAM	
	Location:	Port_#0005.Hub_#0004	
Device status			
[This device cannot start. (Code 10) {Operation Failed} The requested operation was unsuccessful.			
		~	
<b></b>	Change settings		
		OK Canc	el

3. Click the Driver tab at the top of the screen:



4. From the Driver tab, click **Update Driver** 

DTMB BDA TV USB Properties					
General	Driver	Details	Events		
0	OTMB BDA TV USB				
	Driver F	orovider:	DTMB Software		
	Driver [	Date:	9/2/2009		
	Driver \	/ersion:	6.1.7600.16385		
	Digital (	Signer:	Microsoft Windows Hardware Compatibility Publisher		
Drive	er Detail	s	To view details about the driver files.		
Update Driver		r	To update the driver software for this device.		
Roll B	ack Driv	/er	If the device fails after updating the driver, roll back to the previously installed driver.		
Disable			Disables the selected device.		
Uninstall			To uninstall the driver (Advanced).		
			OK Cancel		

# 5. Click Browse my computer for driver software

<	Update Driver Software - DTMB BDA TV USB	×
	How do you want to search for driver software?	
	→ Search automatically for updated driver software Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.	
	→ Browse my computer for driver software Locate and install driver software manually.	
		Cancel

## 6. Click Let me pick from a list of drivers on my computer:

←	Update Driver Software - DTMB BDA TV USB	×
	Browse for driver software on your computer	
	Search for driver software in this location:	
	C:\Users\jtingay\Desktop\NEW DRIVER	
	✓ Include subfolders	
	→ Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.	
	Next	Cancel

# 7. Choose USB Mass Storage Device and click

		$\times$
←	Dupdate Driver Software - DTMB BDA TV USB	
	Select the device driver you want to install for this hardware.	
	Select the manufacturer and model of your hardware device and then click Next. If you have a disk that contains the driver you want to install, click Have Disk.	
	Show compatible hardware	
	Model	
	TTMB BDA TV USB	
	Storage Device	
	This driver is digitally signed. Have Disk	
	Tell me why driver signing is important	
	Next Cance	1

This will install the USB Mass Storage Device for the Optimus.

Check that the Optimus appears as shown in Figure 1.

Check that the Optimus connects to NoiseTools as expected.

## **5 Cirrus Research Offices**

The addresses given below are the Cirrus Research plc offices. Cirrus Research plc also have approved distributors and agents is many countries worldwide. For details of your local representative, please contact Cirrus Research plc at the address below. Contact details for Cirrus Research authorised distributors and agents are also available from the Internet Web site at the address shown below.

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