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Grant Instruments
(Cambridge) Ltd
Shepreth
Cambridgeshire
SG8 6GB England

Tel: +44 (0)1763 260811
Fax: +44 (0)1763 262410
www.grant.co.uk

Technical Notification - Update

OQ610 series USB communication Issue

This is related to the 610 not communicating due to a certain USB chip set in some PCs. This is a compatibility issue between the logger and users using PCs with USB SIS 7001 chipsets.

Issue: OQ610 data logger won't communicate with the software.

Symptoms: USB driver is recognised and installed on the PC, logger appears on the assistant but communication is not possible.

PCs Affected: Any PC using **SIS 7001 series chipsets**, this can be confirmed in Windows by going into the Control panel->system->Hardware->device manager and viewing the USB controllers.

Solution: Upgrade to Squirrel View version 3.1 or if using Paint View version 2.1 and return the logger to Grant Instruments for a firmware upgrade to version 1.2

Contact: Should you have any questions regarding this problem notification then please do not hesitate to contact your local dealer or the Grant Instruments technical support department. acquisitiontech@grant.co.uk



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