

## Setup Guide & Troubleshooting

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### Requirements:

- Computer running Microsoft Windows operating system (Windows 95/98/Me/NT/2000 or XP). We recommend computers running Microsoft Windows XP;
- Parallel port / printer port (if computer/laptop does not have a built-in one you can buy one from a 3<sup>rd</sup> party; for desktop computers without LPT port you may want to look for a PCI to Parallel card; for laptop computer you may want to look for a PCMCIA to Parallel card);
- PFG Lab software – either provided on the CD shipped with the unit or available for download from our website;

### Quick setup:

1. Use the parallel cable and connect the PFG to computer's parallel port (printer port).
2. Plug in the PFG power adapter.
3. Turn on the computer if it is not already on. The Power Light on PFG unit should be OFF. If it is on, then there is a problem with the LPT port. Please refer to Port Configuration.
4. Install the PFG Lab software
5. Run the program (either from your Desktop or from Program Files list).
6. Press "Start PFG" button and a new window will pop-up with some configuration options.
7. Make sure to set the following in the configuration panel: USB – Devices set to None; LPT – Devices select 378 from the drop down list (this is your LPT port address default for most



installations) and press the PCGI0 button. If you are using Windows XP operating system, you need to check the option “Disable LPT Plug-and-Play (Windows XP only)” which will require to restart the system. Press OK button.

8. The Function Generator window appears. Now, the Power Light on PFG unit should be on. If it is not then there is a port configuration problem. Please refer to Port Configuration. If Power Light is ON press any of those 3 buttons: sin, square or triangle wave form buttons. The Active light on PFG should come on. If it doesn't, then there is a port configuration problem. Please refer to Port Configuration.
9. You are now ready to start using your PFG. You can either run frequencies manually from the Function Generator window, or you can use Wave Sequences (access it from Function Generator windows by going to Tools menu). For more information on how to operate the software or generate the wave sequences please refer to PFG Wave Sequence Generation

### Port Configuration Issues:

Most computers, desktop or laptop computers, which have a built-in LPT port usually are set to use the LPT 1 port address to 378. If you have problems with the PFG by not coming on, or active light is not coming on, or the power light comes on when Windows starts, then there is a configuration issue with LPT port and PFG Lab software. Please note that even if we provide support on how to configure your software we do NOT offer Microsoft Windows support or on site support, if problem is not fixed with this guide.

### Locating Parallel Port Properties Window

#### Windows XP:

1. Click Start and then click Control Panel.
2. If your computer is set up in Classic view using the more familiar Start menu, click Start, point to Settings, and then click Control Panel.
3. Double-click System.
4. On the Hardware tab, click Device Manager.
5. Click the "+" sign next to the "Ports".
6. Double-click "Printer Port (LPTx)".
7. Click the Resources tab to see the Input/Output start address.

#### Windows 2000:

1. From the Start menu, select Settings, then Control Panel.
2. Double-click System.
3. Select the Hardware tab, and then click the Device Manager.
4. Click the "+" sign next to the "Ports".
5. Double-click "Printer Port (LPTx)".
6. Click the Resources tab to see the Input/Output start address.

### Windows 98SE and Me;

1. From the Start menu, select Settings, and then Control Panel.
2. Double-click the System icon, and then click the Device Manager tab.
3. Click the "+" sign next to the "Ports".
4. Double-click "Printer Port (LPTx)".
5. Click the Resources tab to see the Input/Output start address.

### Possible Issues:

#### ***Issue 1: PFG power light does not come on when Function Generator window appears.***

This situation usually happens when either the computer (most cases the laptops) does not output enough power to the PFG unit. In this case you are on a laptop make sure you are not running on batteries. If problem persists check cables and power adapter are firmly plugged.

In other cases there might be the issue where the port has not been properly installed. You can try to uninstall the driver. Please refer to Driver Uninstall. If that still doesn't work try changing the resources that the port use. Please refer to Port Resources Change.

#### ***Issue 2: PFG power light comes on when Windows starts***

In this case try first to uninstall the port driver. Please refer to Driver Uninstall. If this doesn't fix your issue please refer to Port Resource Change.

#### ***Issue 3: PFG active light does not come on when you run a frequency***

This is the most common case where the software is not set on the same LPT address as the parallel port. Please see Locating Parallel Port Properties Window. In that window see under Resource settings you have at least one I/O Range and something to the right, like 0378 – 037F. This is a port range. If you have more than one you need to write down the first part of the range for the first entry that you see, in this case 0378. The 0 in front of 378 is not important. Please start with Step 5 above and, at step 7 replace the value with the. Most common values are 278, 378 and 3BC. Other values might appear in other cases. Make sure that in the Port Properties Window in the Resources tab there is no conflict. Windows should complain if something is wrong. If this still doesn't fix it, there might be a hardware problem with the PFG unit. In this case please write or call the Support Department.

### Driver Uninstall

To uninstall the port driver you need to do it from the Device Manager (see Locating Parallel Port Properties Window) and right click on the Parallel Port entry and select uninstall. You can do it also from the Port Properties Window by click the Driver tab and then clicking on the Uninstall button. It is recommended to restart the system after you uninstall the driver so Windows reinstalls the driver automatically.

### Port Resources Change

To uninstall the port driver you need to do it from the Resources tab in Port Properties (see Locating Parallel Port Properties Window). Uncheck "Use automatic settings". First try to locate a configuration



that does not have a conflict. See the drop down menu to the right of “Setting based on”. If you see one basic configuration of which the start address of I/O Range is different than the old one and which not conflicts with something else, click ok and restart your computer and resume with Step 5 above. Make sure you type in, at Step 7, the new start address of the I/O Range.

### Other Cases

In other cases please write or call the Support Department.

### Pulsed Technologies Support:

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