

Velocitek Control Center Failure to Correctly Recognize Device

Trouble Shooting Guide

March 1st, 2011

Problem Summary

Symptoms

Control Center incorrectly recognizes the device as a S10, when you connect a SpeedPuck or ProStart to the PC. In the Device Information text box it displays “S10” instead of “SpeedPuck” or “ProStart”.

Cause

FTDI chip eeprom was not programmed correctly during manufacturing. Control Center recognizes the device plugged into the PC by reading the eeprom in the FTDI chip.

Solution

Fortunately FT Prog can program the FTDI chip eeprom.

Programming the Eeprom

FT Prog Download and Install

To reprogram your device eeprom, you will need to download and install FT Prog. The setup file for the FT Prog can be downloaded from ftdi.

http://www.ftdichip.com/Support/Utilities.htm#FT_Prog

Tips

Do not have both FT Prog and Control Center open at the same time. They use the same dlls and having both open can cause problems.

Programming with FT Prog

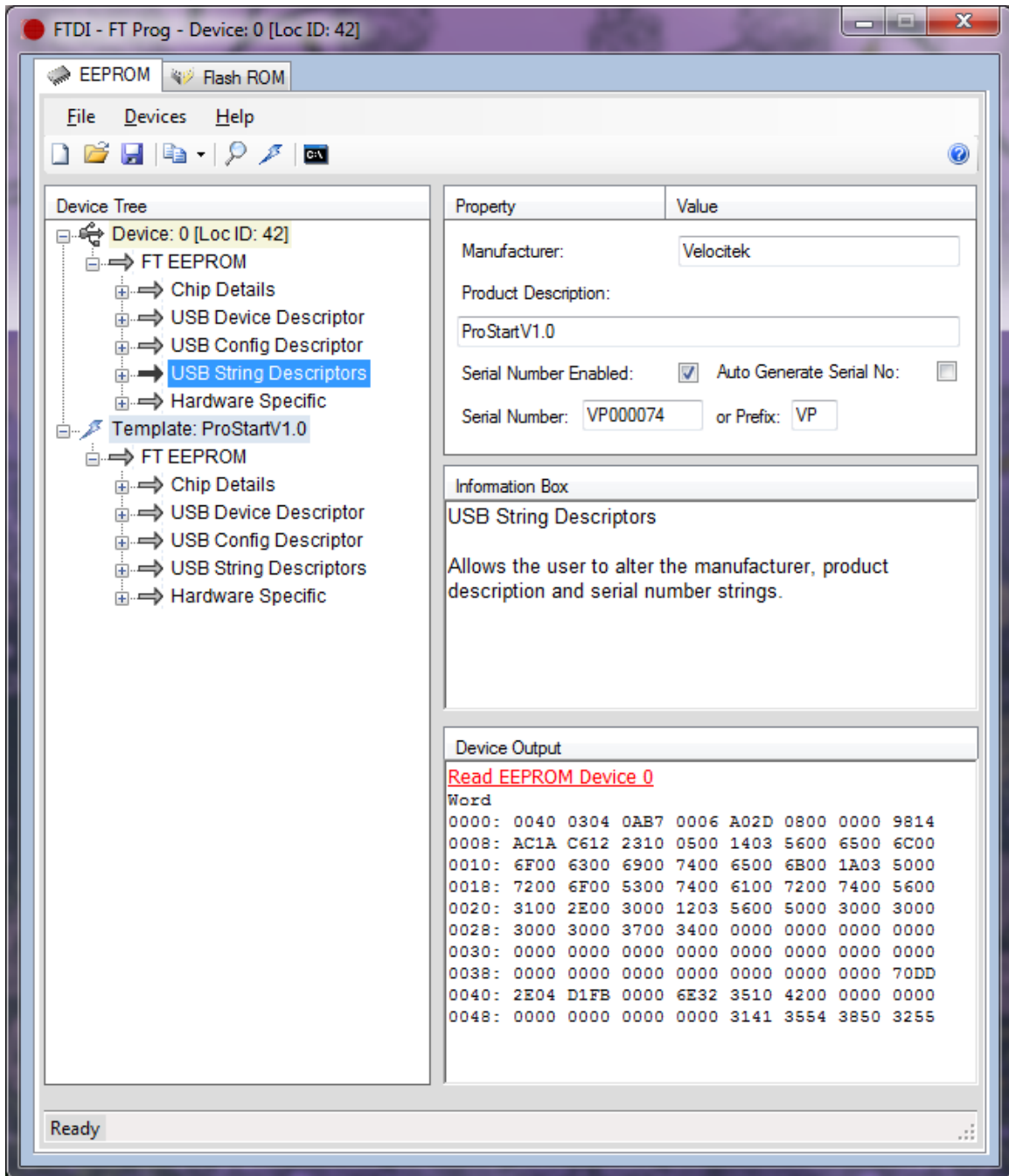


Figure 1 FT Prog Screen Shot after the template is opened and the ProStart unit is connected.

FT Prog is a FTDI supplied utility software that edits the eeprom settings in the FTDI 232RL chip. The eeprom settings are provided in the SpeedPuckV1.0.xml and ProStartV1.0.xml file.

Instructions

Follow the instructions below to program the eeprom settings:

- Open FT Prog
- Open the appropriate template file “SpeedPuckV1.0.xml” or “ProStartV1.0.xml” by following the menu “File -> Open Template” and browsing for the file. The file is included in the zip file folder you downloaded.
- Plug your Velocitek device to your PC.
- Scan for your device by following the menu “Devices -> Scan and Parse”. Your device should appear on FT Prog.
- Right click on your Device and apply the appropriate template SpeedPuckV1.0 or ProStartV1.0 you opened.
- Edit your serial number under “USB String Descriptors” to match the serial number on your device. The serial number of your device can be located in the battery compartment of the device. Refer to Serial Number Location if you cannot find your device serial number.
- Hit the program button (lighting icon), to program the device with the new eeprom.

Serial Number Location

View the images below if you have trouble locating the serial numbers on the SpeedPuck or ProStart.

SpeedPuck



Figure 2 The Serial Number (VT002145) is on the sticker in the battery compartment.

ProStart



Figure 3 The Serial Number (VP000074) is on the sticker above the USB port.

Re-Installing the Drivers

Once the eeprom has been programmed, unplug the device from your PC and then plug it back in. The PC should prompt you to reinstall the drivers. The PC thinks your device is new due to the new device serial number. The drivers should re-install automatically.