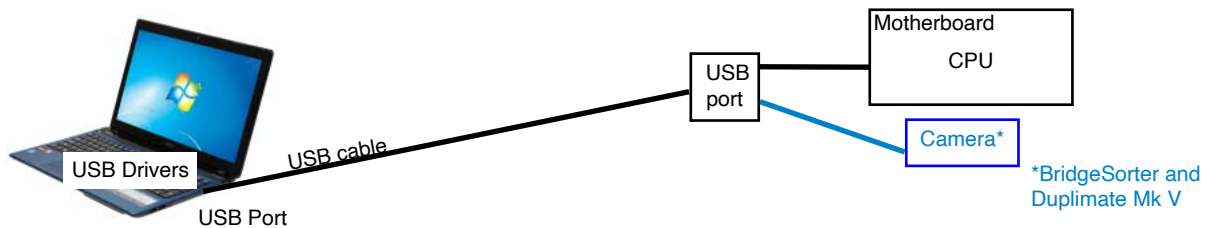


COMMUNICATION PROBLEMS

Communication is a chain consisting of the following links:



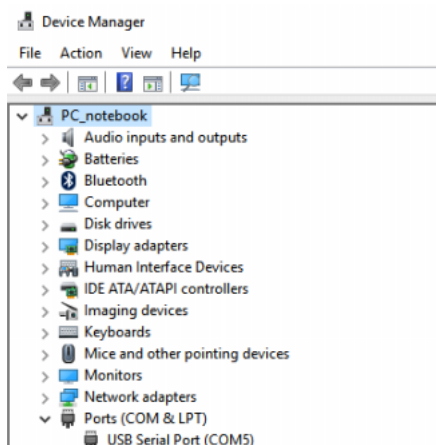
Each link need to be verified when communication fails.

A. COM PORT NOT FOUND

The communication between the dealing machine and the PC has failed if you get an error message when you try to start duplication.

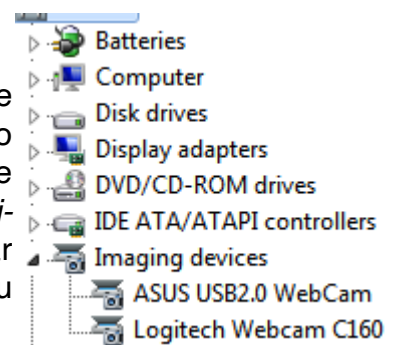
First check that the USB cable is properly connected at both ends and that the dealing machine is powered. You need to check the drivers in the following way, if the problem persists.

1. Open Windows *Device Manager*. The location of this varies slightly in different Windows versions, but it is generally located in Windows Control Panel/System/Hardware tab/Device manager (as shown in this document).
2. Make sure that the dealing machine is connected with the USB cable to the PC when you power the machine.
3. There should appear/disappear an entry in Ports (COM & LPT) called *USB Serial Port* when you disconnect/connect the USB cable repeatedly. You will hear it connect if the sound is on.
4. You need to reinstall the drivers if the “USB Serial Port” does not show up in the Device Manager. That is to say, you must run the BOS package setup anew. c.f. [Driver installation](#)
5. Try to duplicate when the port shows up in the Device Manager.



BRIDGESORTER & DUPLIMATE Mk V

The BridgeSorter and Duplimate Mk V need TWO drivers; one for the machine and one for the camera. You should therefore hear two sound signals when the machine connects. This is so because the camera also needs to be connected. *Logitech WebCam C160* (*Logitech WebCam 120* on some older BridgeSorters) should appear under *Imaging Devices* when the USB cable is connected. And you should hear TWO sound signals if the sound is switched on.



You need to (re)install the drivers (i.e. install BOS package anew) if “Webcam 160” would not show up. See further the doc. [Camera Driver Problems](#)

We also recommend you to study section F (on the last page) if you have an older Bridge-Sorter.

DUPLIMATE Mk IV WITH USB CONNECTION

Same procedure as above but there is no camera driver. That is to say, you only need to make sure that the machine gets a USB Serial Port assigned by Windows.



DUPLIMATE WITH RS232 CONNECTION

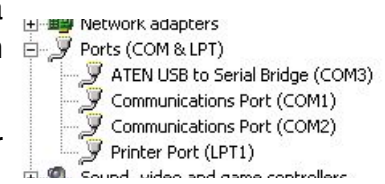
RS232 port in PC

You should first of all check that the Duplimate appears among the Ports in the Device Manager. You can force DupSoft to use the COM port that appears in the Device Manager via Diagnostics by an alt+F command. This will display the Force COM port dialog in which you can set the port no. that you saw the Duplimate connected to.

The COM chip on the motherboard is faulty if the Duplimate connects in Diagnostics, but not at a normal duplication.

USB port in PC

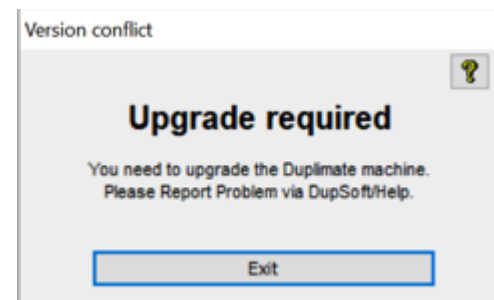
The adapter should show up in the *Device Manager* if you use a RS232<->USB adapter. In the example an ATEN adapter has been assigned COM 3.



You should suspect that you do not have the right drivers if your RS232<->USB adapter does not show up in the *Device manager*. Please refer to the manufacturer's webpage for the appropriate drivers.

Version conflict

The Version conflict — Upgrade required message appears if your USB adapter is recognised as a FTDI. There is no other way around this problem than to use an adapter (e.g. Aten's)



PROBLEMS PERSIST

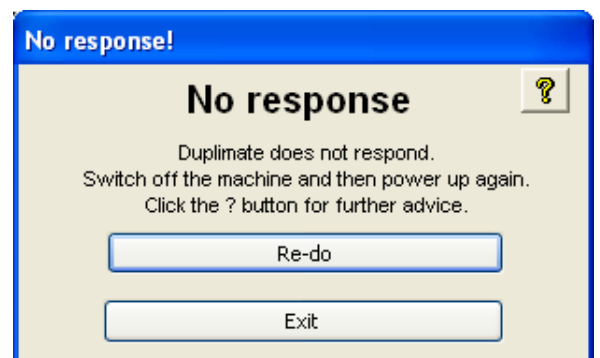
If nothing of the above helps, please try with another computer, or at least another port.

Report Problem (via DupSoft's Help Menu) if you cannot get it right.

B. DUPLIMATE MK IV DOES NOT RESPOND

You should switch off the machine and power it up again after a 5 second wait, if you get the message "No response" when you start duplication.

We ask you to perform "Diagnostics" before you "Report Problem" via the Help menu if the machine behaves normally at power up, but refuses to respond.



C. COMMUNICATION LOST; BridgeSorter Mk III/Duplimate Mk V

Normally it is sufficient to check the cables and confirm the Communication lost message to resume. You will find yourself in the same situation as described above under *A. Com Port Not Found* if communication is not resumed.

D. COMMUNICATION LOST; Duplimate Mk IV

DUPLICATION STOPPED

The root to the problem is in the Duplimate if the message "Communication lost" is displayed halfway through duplication. It can be the watchdog (the com chip if RS232), the eeprom, the processor, the RAM, or another electronic problem.

DUPLICATION COMPLETED

You should click "Retry" without further ado if the deal is completed when it says "Communication lost".

Retry works

It could be that the communication cable is damaged, not properly connected, drivers are obsolete if Retry resumes communication without any problems. But most probably it was a disturbance caused by another electric appliance. That is to say, the root to the problem is not to be found in the machine.

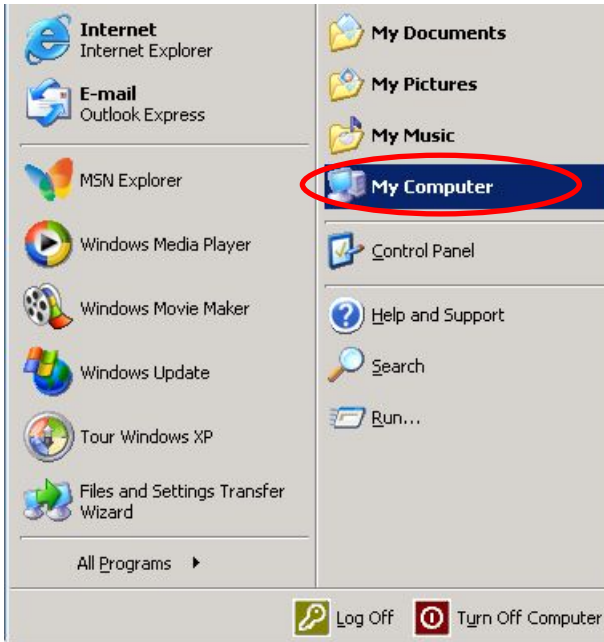
The USB - RS232 adapter should be your prime suspect if communication is lost occasionally on a RS232 machine even though the cabling is OK.

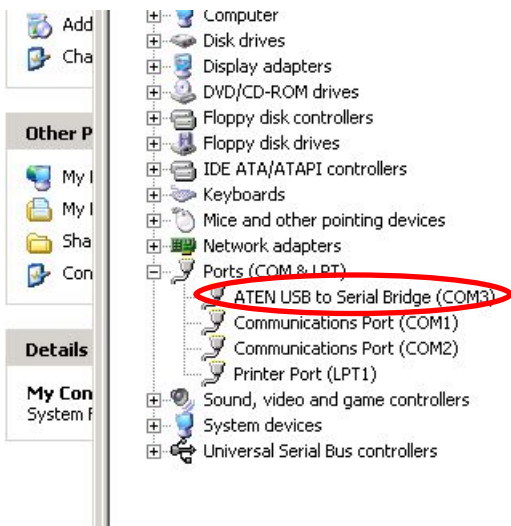
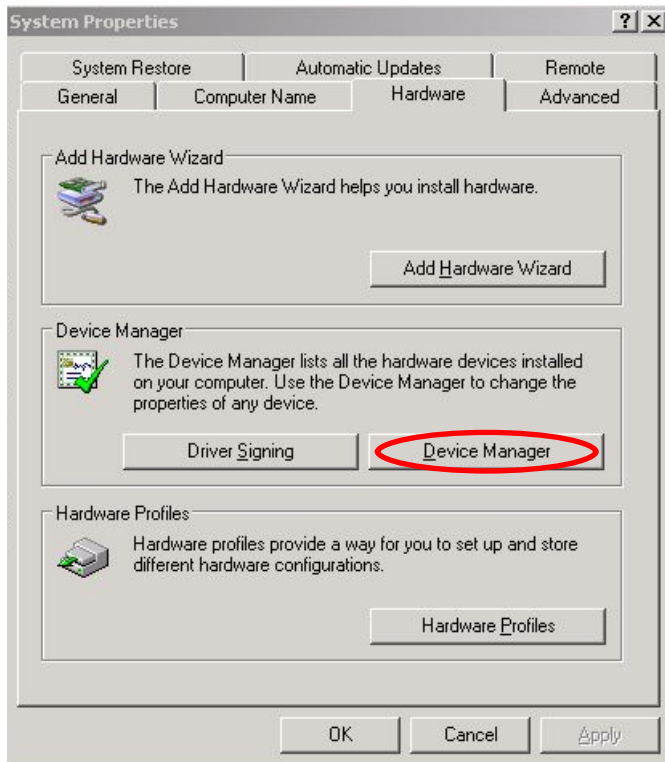
Retry gives "Duplimate does not respond"

First try to reset the machine by power off. Note that USB adapters must also be disconnected AT THE PC END to be reset. Run "Diagnostics" before creating a "Report Problem" via the Help menu, if you continue to lose communication during duplication repeatedly.

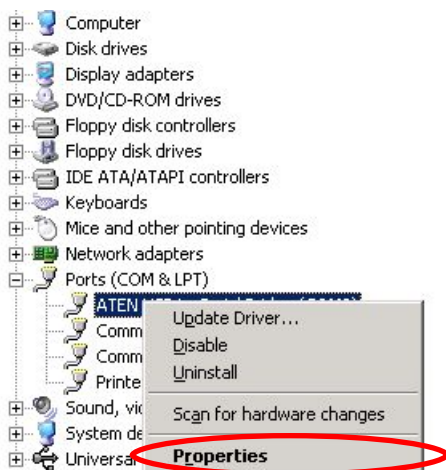
Locating/changing the COM port using an ATEN USB adapter

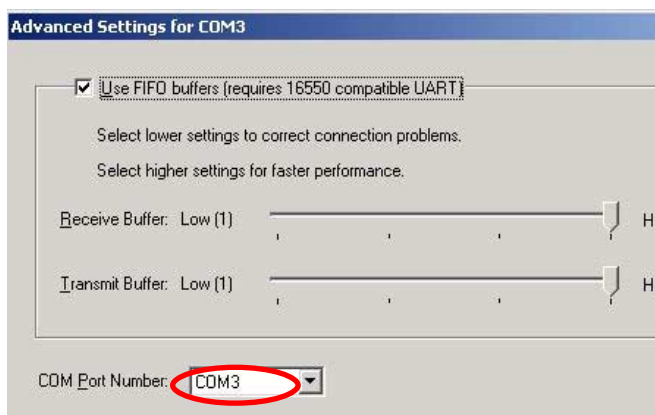
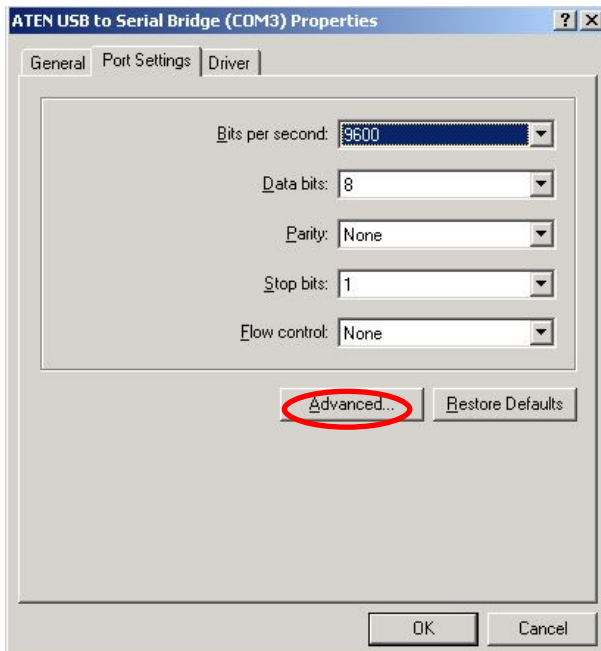
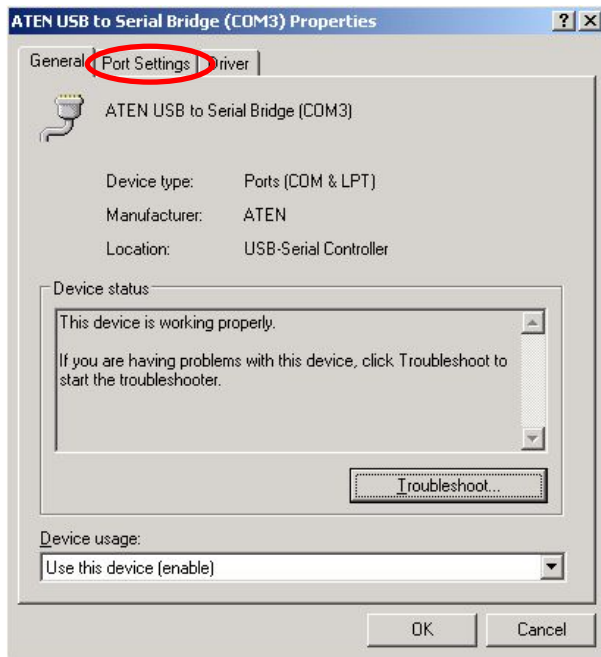
Bring up Windows' Start menu. Choose the "My Computer" option. Then follow the encircled alternatives in the illustrations below.





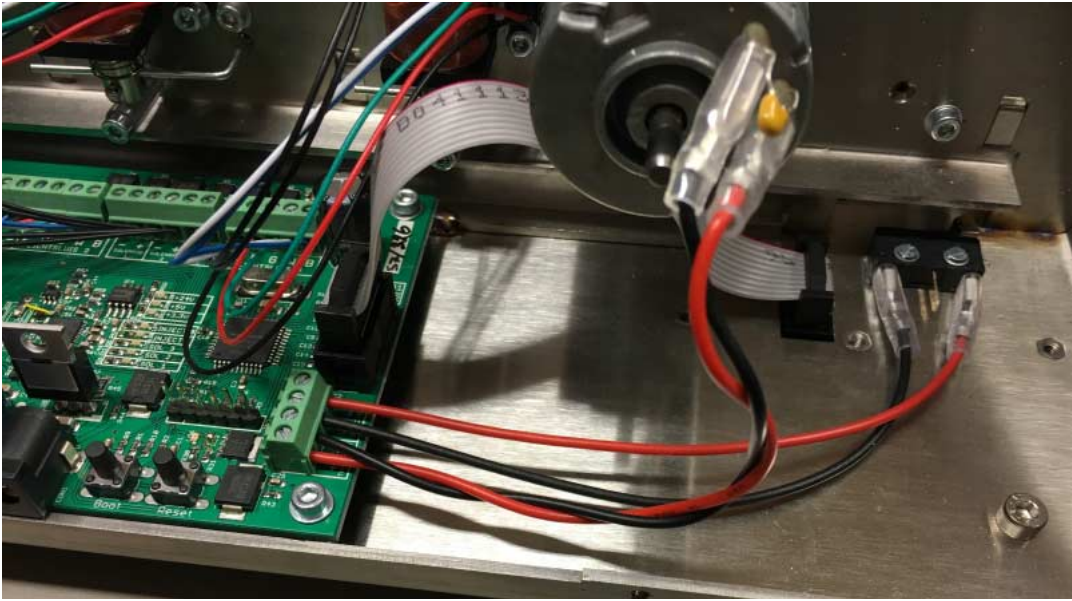
You can now see what COM port number your adapter uses. If you wish to change the assigned port please follow the pictures below.





You can change the port number of your USB adapter in this dialog. Make sure that you choose a vacant port.

F. COMMUNICATION LOST; BridgeSorter Mk II



Please check that the cables between the two motors and the main PCB are twisted as shown in the illustration above if the communication is interrupted repeatedly during duplication for no apparent reason.

Disconnect the black cable and twine it around the red cable if needed.