

Downloading Stored Runs into the Gtech Pro Competition

Sometimes Gtech users run into difficulty when trying to download runs from the Gtech into a PC.

This document will help you check some of the most common sources of problems.

Typically the problem resides in the PC. The culprit is often one of the following:

- a software program running in the background that has control of the serial port -- often this is Palm software, or Universal Power Supply (UPS) monitoring software
- a configuration problem
- a defective hardware component
- an operating system conflict

Unfortunately, it is impossible for us to troubleshoot the specific problems on your computer. This document will identify potential problem areas on your computer, so that you can correct the problem and get things working.

Before attempting to download runs using PASS, you should become familiar with your computer and its hardware configuration. This may require you to contact your vendor in order to obtain information about installed COM ports and which ports are used by installed devices and programs.

This document assumes you are using firmware version 3.0; if you are not, please upgrade the firmware in your Gtech first.

Here are some things to try / check. (Each of these items is a support issue that has been handled already.)

- If your Gtech is running firmware version 2.x, you must set PASS to a baud rate of 115200. The serial port on the Gtech only works at a baud rate of 115,200 in firmware 2.x.
- Make sure you explicitly set the baud rate and serial port number in PASS before attempting to download runs. You do this via the "Download" pull-down menu, and choose the "Serial Settings" item. Even if the settings are what you want, set them again. You can do this by changing both the baud rate and the serial port (e.g. COM1) to values that you do NOT want, then changing them back to the desired values. **Note:** *If you have selected a serial port that is in-use or unavailable on your computer, PASS will tell you that it cannot open the serial port. PASS has no way of determining why the port is*

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unavailable or what application/process is using it, so you will need to contact your vendor or system administrator to determine what application is controlling the serial port.

- Make absolutely sure the Gtech and PASS are set to use the same baud rate. You can check the Gtech baud rate by going into Configuration Mode, select Gtech Setup, select Serial Port Settings. The current Gtech baud rate has an asterisk (*) next to it. The PASS baud rate setting is described above.
- Try a lower baud rate. Some computers (especially older ones) have trouble keeping up at higher speeds. A baud rate of 115,200 is the fastest; the slowest is 19,200 baud, so if you are having problems, start at 19,200 and see if you have better luck.
- Make sure the serial port you chose in PASS is the same as the serial port in the back of your computer. If you have multiple serial ports on your computer, and you are unsure which of them are activated/working, or if you are unsure which physical serial port is COM1 for example, contact your computer vendor or system administrator for support. Very often a user is sure the serial cable is plugged into COM1, but really it is COM2, or vice versa.
- Make sure you are using the black serial cable that came with the Gtech. You may have other black cables that look similar, make sure you use the one that came with the Gtech.
- Make sure the cable is plugged into the Gtech and the computer. Loose or unplugged cables will cause problems.
- Make sure the serial port in your computer is actually working. Contact your computer vendor for information on troubleshooting your serial port, as this varies from computer to computer.
- Make sure the serial port is not in use by another program or application. Some computers have programs that are started when the computer boots. These programs run in the background and may gain control/ownership of the serial port. If this is the case, PASS will not be able to open the serial port and you will get an error when you select the serial port (PASS cannot do anything about it.)
- One almost sure-fire way to get something going quickly -- especially if you are not comfortable troubleshooting and probing the hardware configuration of your computer -- is to buy a USB-to-serial adapter. This is a device that has a USB connector on one end, and a male serial port on the other end. When this adapter is plugged into your computer, a new serial port become available on your computer. These adapters tend to work very well and it is very

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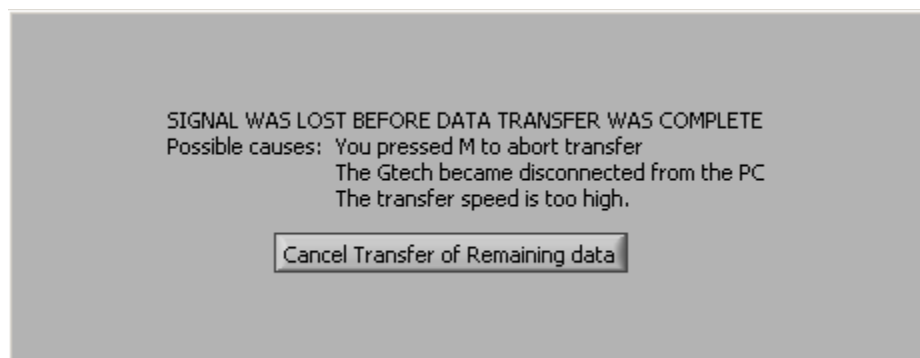
easy to determine the new serial port number (which you need for PASS.) If you do use one of these adapters, be sure to follow the vendor's installation instructions carefully, and use Windows Control Panel (System, Device Manager) to determine the ID of the new port that appears when you plug in the adapter.

Please use the following procedure for downloading runs from the Gtech into PASS:

- Verify the serial cable connection and serial port settings on the Gtech and PC are correct and ready, as described above
- Make sure PASS is not running on your computer
- Turn on the Gtech and put it into Drag Strip Mode
- Go to the Stored Runs menu, choose "Select a run", move the cursor to one of the runs and then press OK to select the run
- Move the cursor down to "Download to PC", press OK, and verify the Gtech screen reads "Downloading" across the top. At this point, just place the Gtech on a table, making sure that you do not unplug the power or serial cable. At this point, the Gtech is waiting for PASS to begin the download.
- Start up PASS on the PC. Go to the Download menu, and then select "Serial Settings." Explicitly set the serial port and baud rate to match your configuration (as described earlier in this document). Press the OK button in the PASS serial settings window when done. This will test and activate the settings.
- From the PASS menu, select "Download" and then "Download Data."
- A blue progress bar should appear as the run is downloaded

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If you tell PASS to Download Data before the Gtech is ready to send data, you will get the following messages:



Please make sure you follow the procedure recommended above to avoid this.