

Sandel ST3400H HeliTAWS™ USB Driver Installation Instructions

Date: October 17, 2011

Introduction

This document includes instructions for installing the USB driver for the Sandel ST3400H HeliTAWS. This enables the updating of software and databases through the USB port located on the front bezel of the units.

Note: This procedure only applies to the ST3400H HeliTAWS. Other Sandel models use a different USB driver.

Hardware Requirements

- PC with Microsoft Windows 7, Vista or XP. The ST3400H HeliTAWS USB driver supports both 32 and 64 bit versions.
- USB to mini-USB interface cable, Sandel part number 88114 or equivalent. Use of USB extension cables is not recommended.

USB Driver Installation Instructions

It is necessary to install a USB driver the first time a Sandel unit is connected to a PC via the USB interface.

Troubleshooting

Please contact Sandel Product Support if there are any questions with this procedure:

Phone: 877-726-3357 or 760-727-4900 ext. 2
Email: support@sandel.com

Windows XP ST3400H HeliTAWs USB Driver Installation

1. With power removed from the ST3400H, connect the unit to the PC via the USB cable.
2. Power up the ST3400H in maintenance mode. This is done by holding down the SENS and MUTE buttons while applying power. Continue to hold down the buttons for about 30-45 seconds until the display is visible.
3. A message 'Found New Hardware – Gadget Serial' will appear.



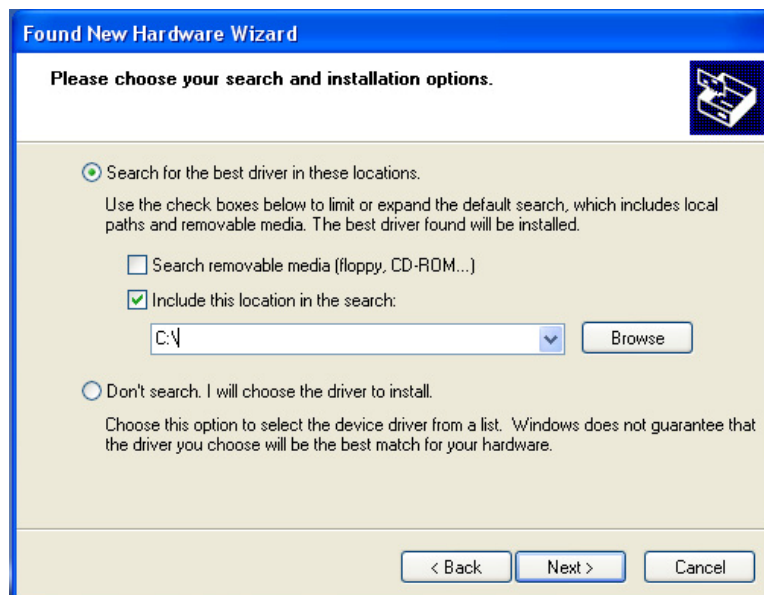
4. The Found New Hardware Wizard will start. Select the option 'No, not this time' and click on 'Next'.



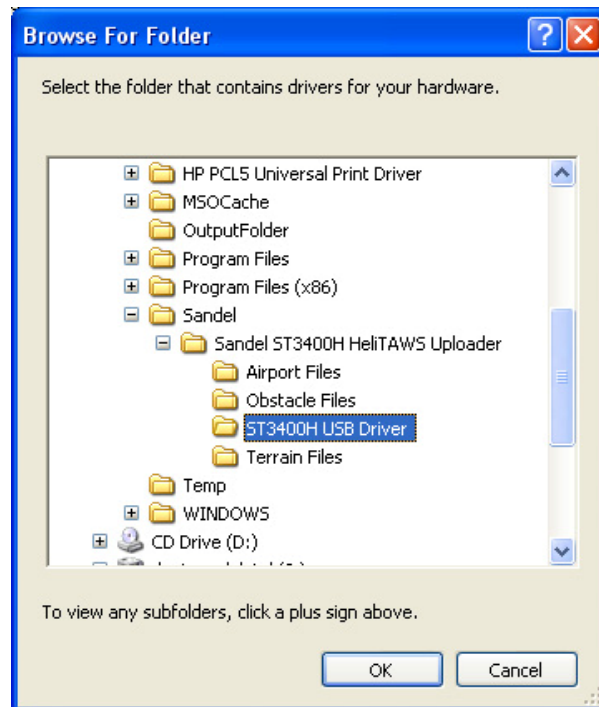
- Windows will ask if it should install the software automatically or install from a list or specific location. Select the option 'Install from a list or specific location (Advanced)' and click on 'Next'.



- Windows will ask for the location of the driver. Select the option 'Search for the best driver in these locations' and check the box 'Include this location in search'.



- Click on 'Browse' and select the ST3400H USB Driver folder. The default location is 'C:\Sandel\Sandel ST3400H HeliTAWs Uploader'. Click on 'OK'.



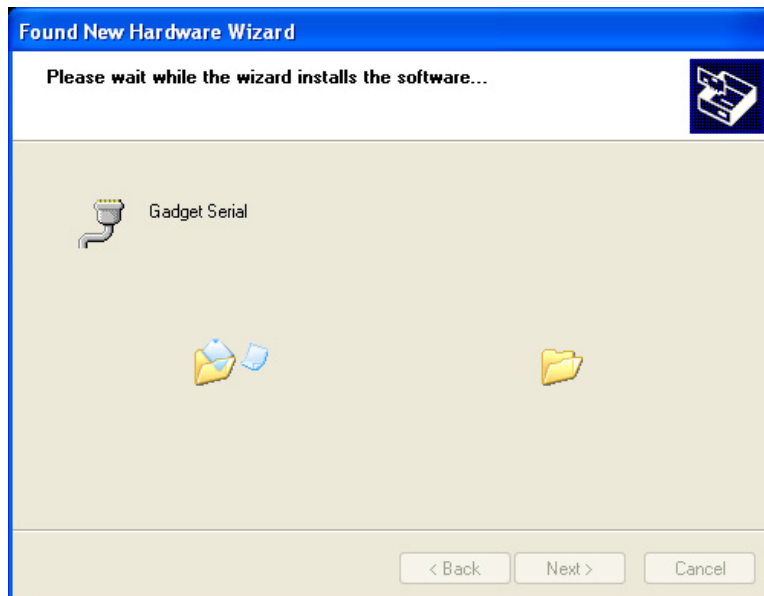
- The USB driver folder will be shown in the selection window. Click on 'Next'.



9. If a warning message appears, click on 'Continue Anyway' to proceed.



10. Windows will locate and install the necessary driver.



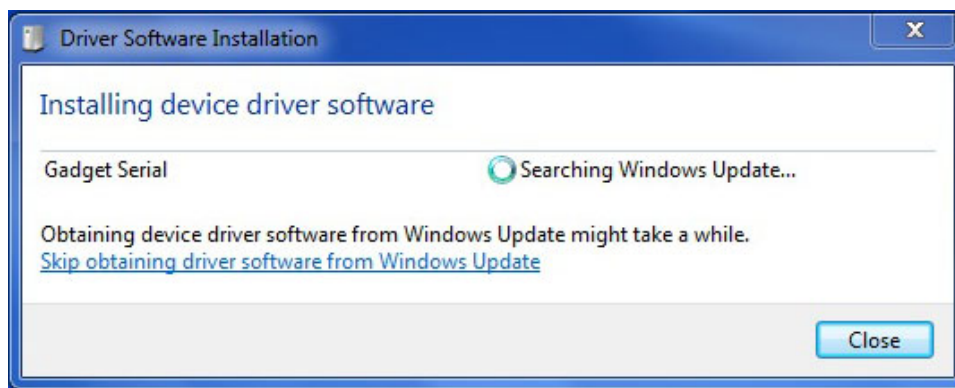
11. The driver has been installed. Click on 'Finish' to close the Hardware Wizard window.



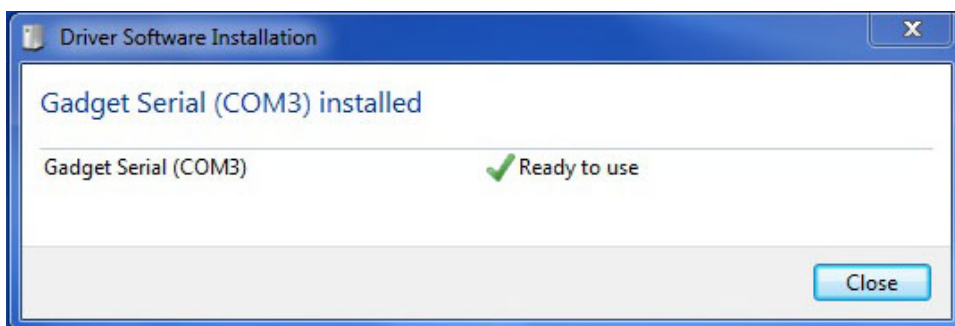
12. Power down the ST3400H unit and then re-power in maintenance mode before proceeding to update databases and/or software.

Windows 7 and Vista ST3400H HeliTAWS USB Driver Installation

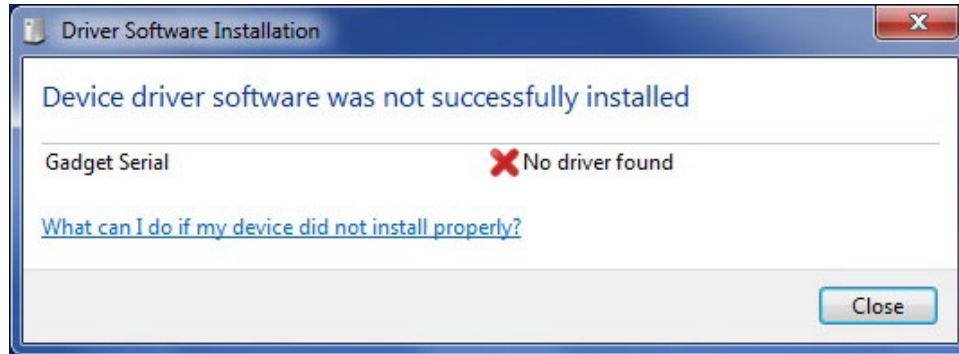
1. With power removed from the ST3400H, connect the unit to the PC via the USB cable.
2. Power up the ST3400H in maintenance mode. This is done by holding down the SENS and MUTE buttons while applying power. Continue to hold down the buttons for about 30-45 seconds until the display is visible.
3. If the computer is connected to the Internet, it will attempt to automatically locate and install the USB driver via Windows Update. The name of the device will be 'Gadget Serial' and the following window will be shown:



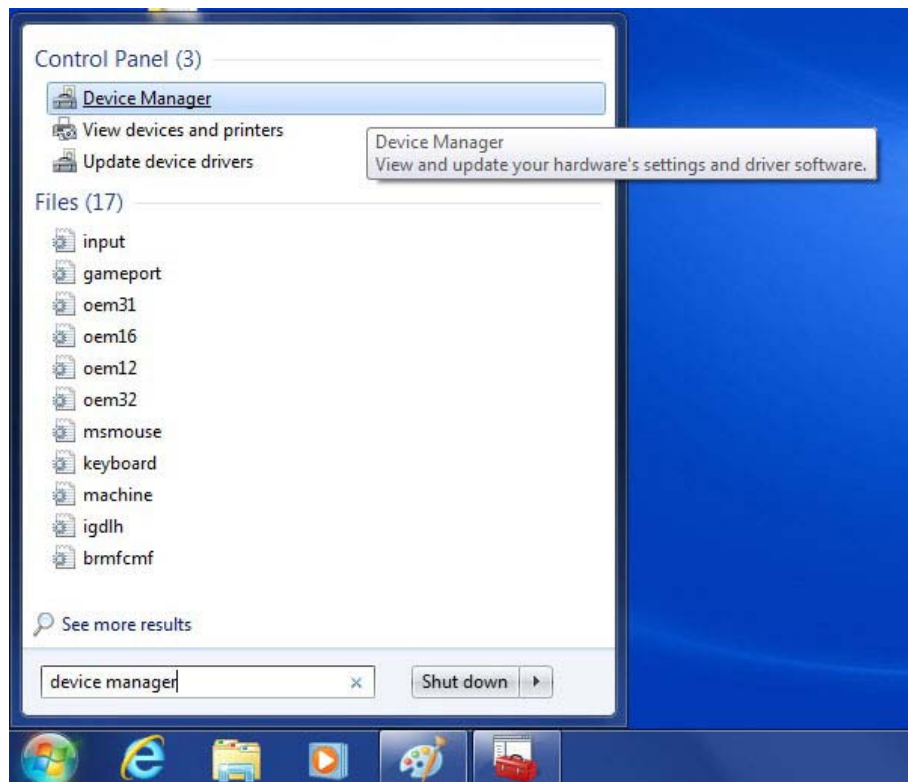
4. If successful, the message 'Gadget Serial installed' will appear. Close the message window. Power down the ST3400H unit and then re-power in maintenance mode before proceeding to update databases and/or software. The remaining steps in this procedure can be skipped.



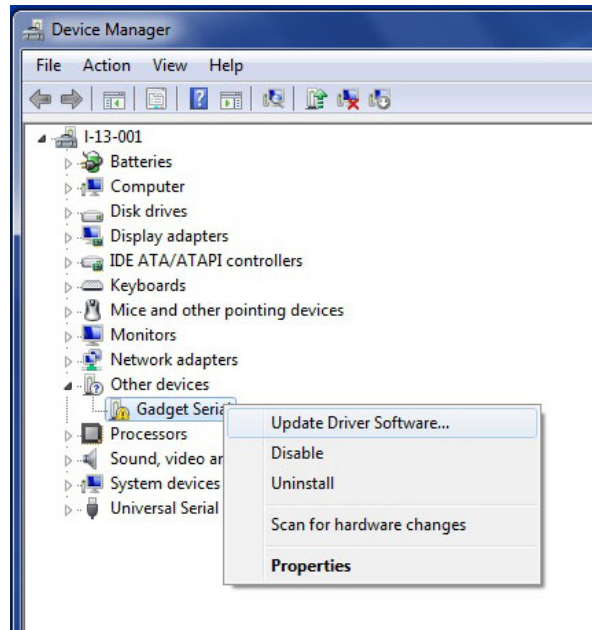
5. If the USB driver is not found or the computer is not connected to the Internet, the message 'Device driver software was not successfully installed' will be shown. Close this window and proceed to step 6.



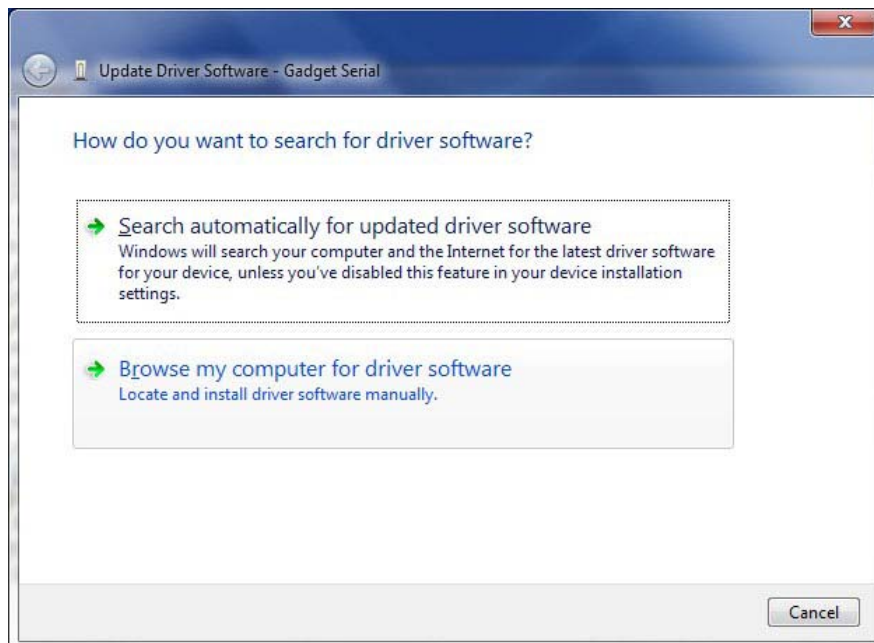
6. Click on the start icon at the lower left of the desktop and type 'device manager' in the search box. Click on the 'Device Manager' program when it appears at the top of the start window as shown below.



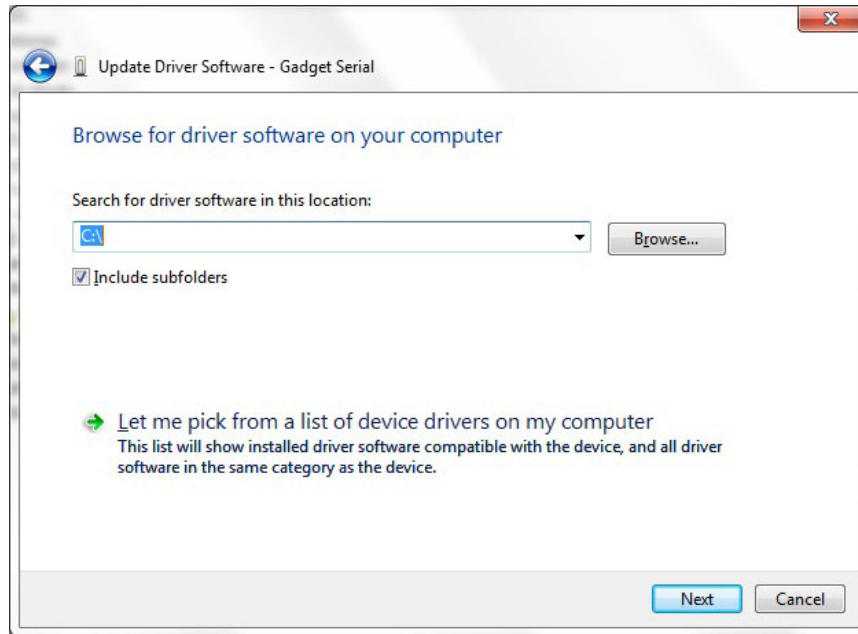
- On the Device Manager window, double-click on 'Other devices' and then right-click on Gadget Serial. Then click on 'Update Driver Software'.



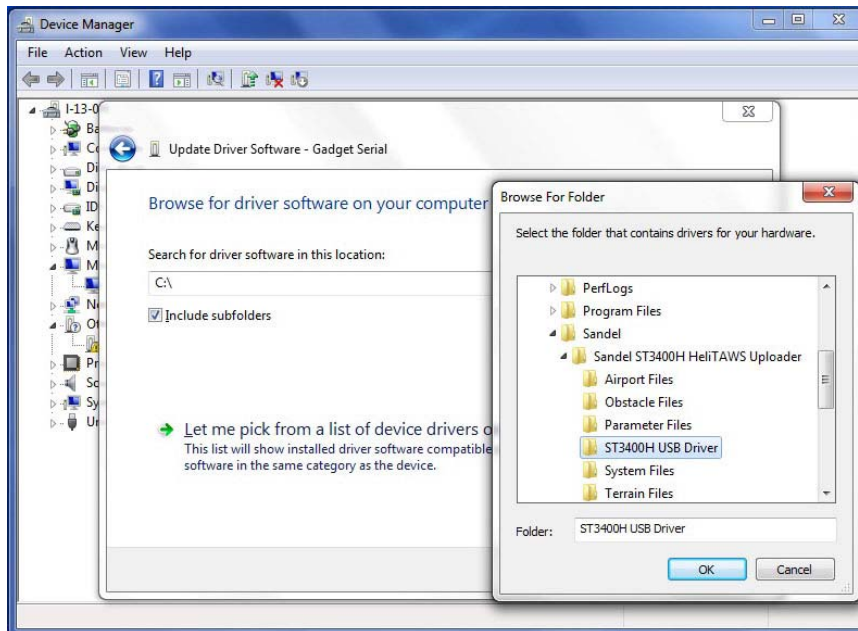
8. The Update Driver Software window will appear. Click on "Browse my computer for driver hardware".



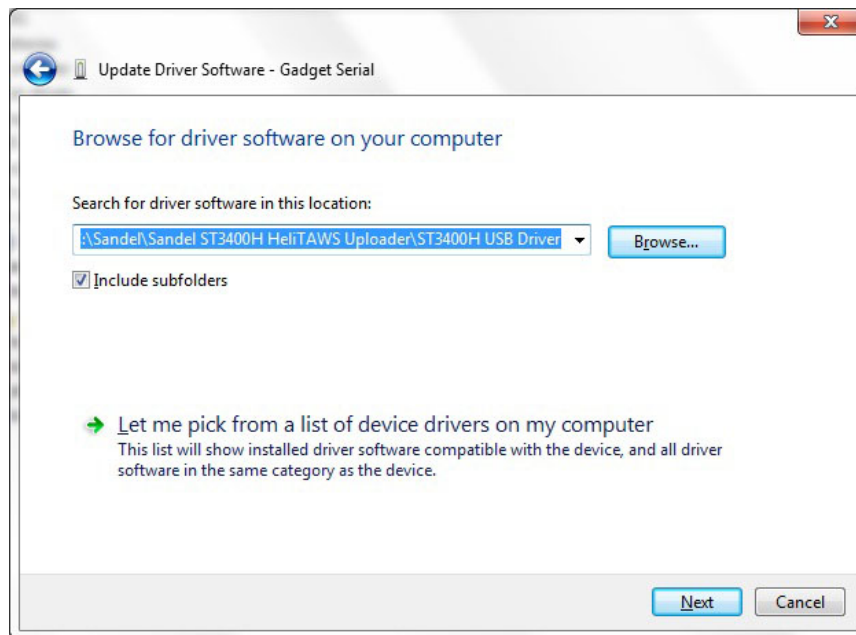
9. The Browse for driver software on your computer will be shown. Click on 'Browse'.



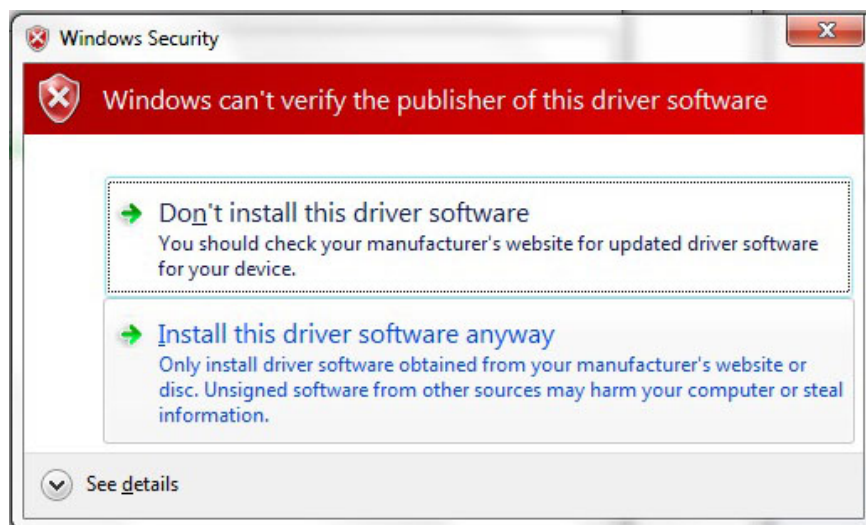
10. Select the ST3400H USB Driver folder. The default location is 'C:\Sandel\Sandel ST3400H HeliTAWs Uploader'. Click on 'OK'.



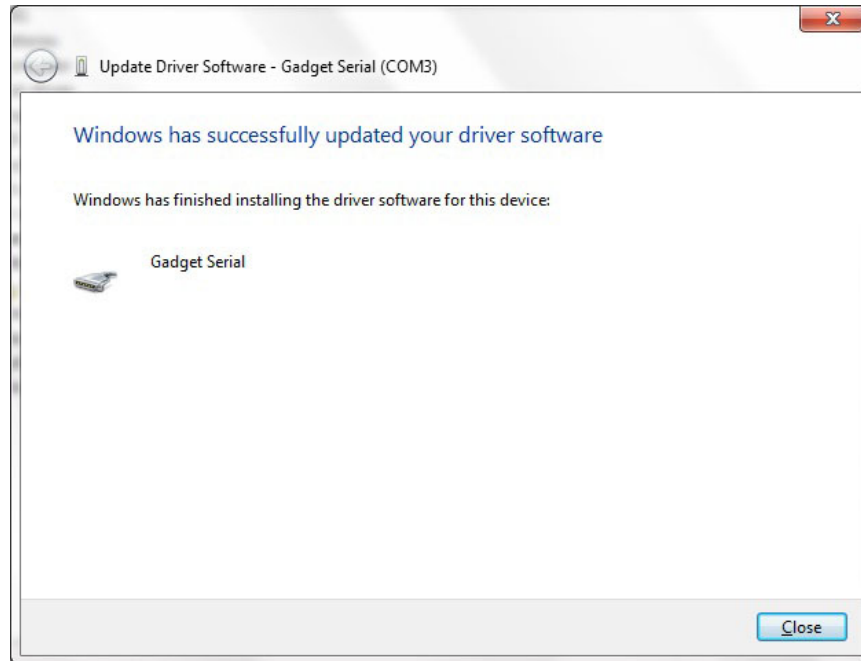
11. The USB driver folder will be shown in the selection window. Click on 'Next'.



12. If a warning message appears, click on 'Install this driver software anyway'.



13. Windows will install the driver and display the message 'Windows has successfully updated your driver software' when complete.



14. Power down the ST3400H unit and then re-power in maintenance mode before proceeding to update databases and/or software.

END OF USB DRIVER INSTALLATION INSTRUCTIONS