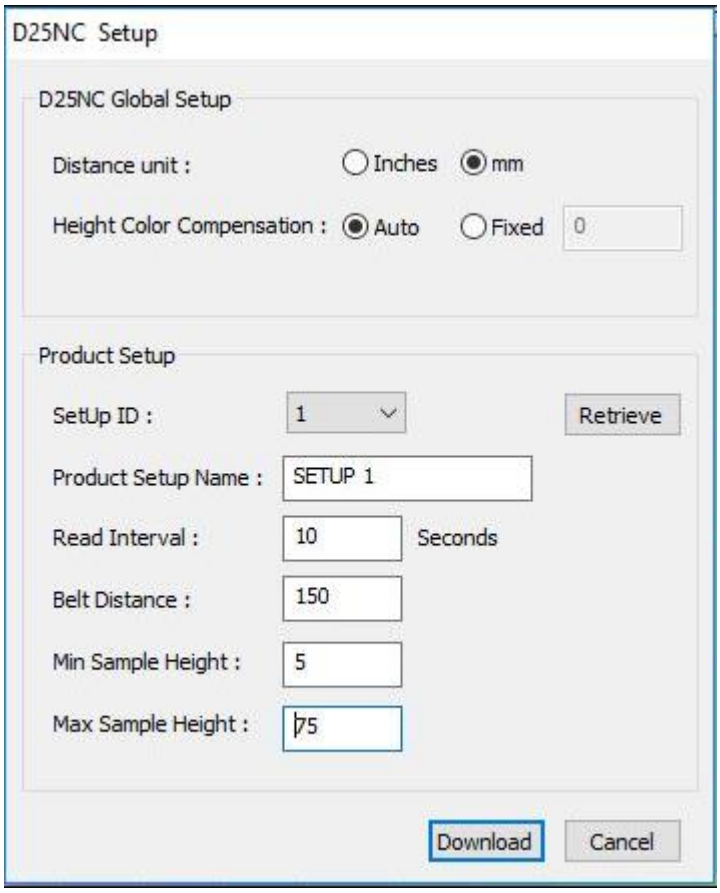
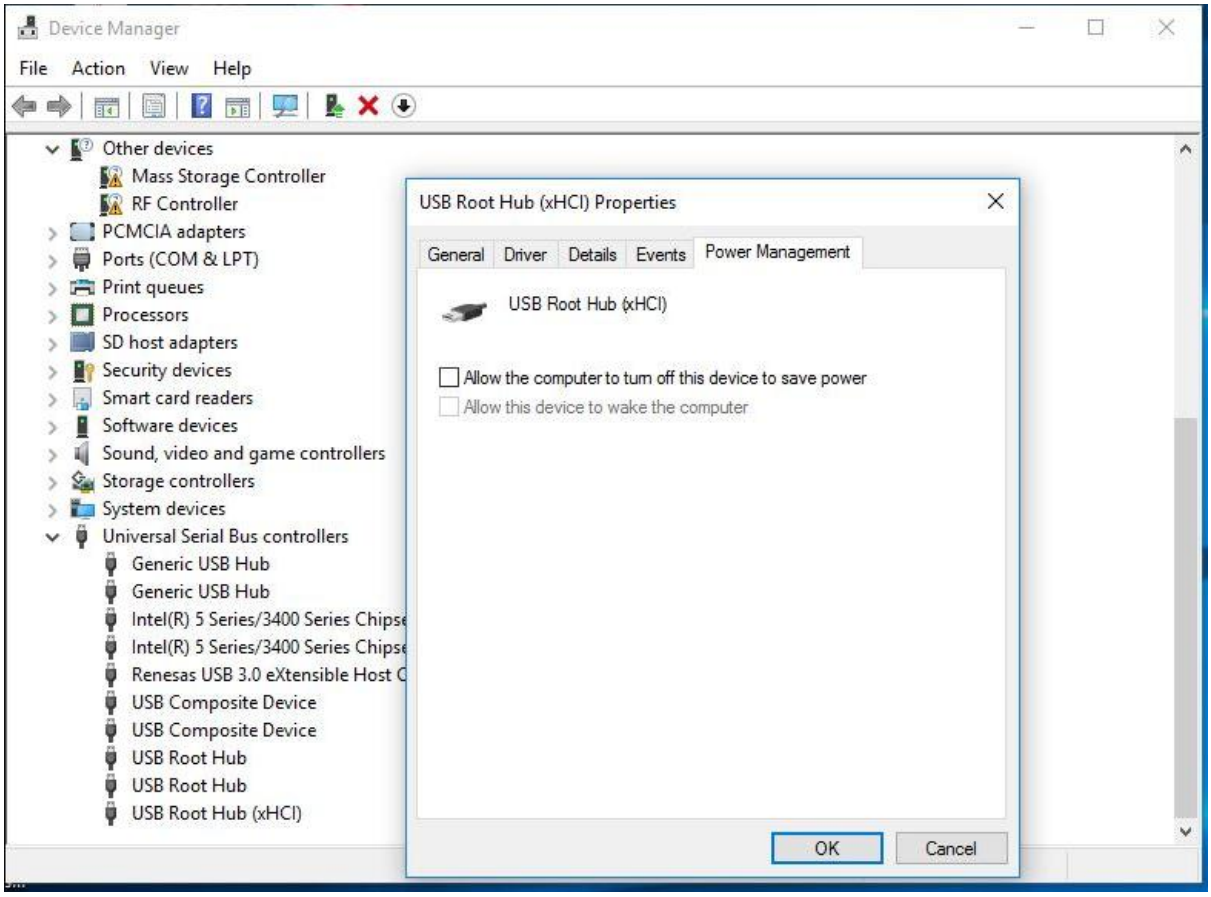
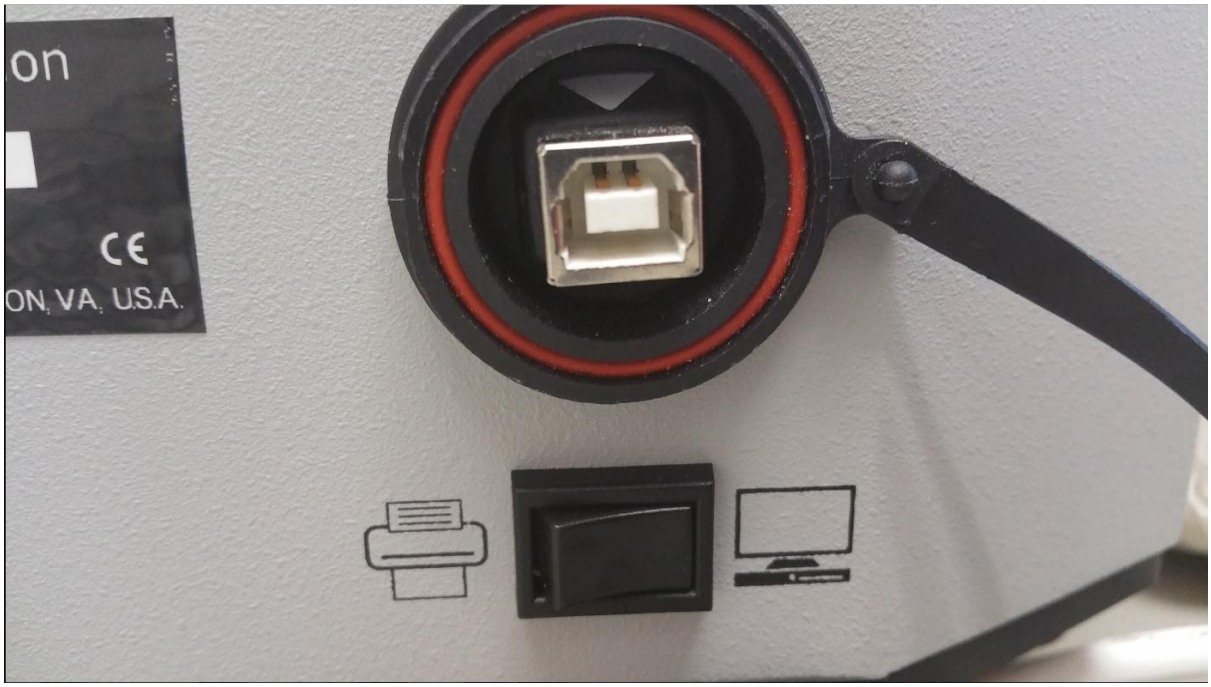
Here are 5 common items to check when experiencing issues connecting a D25NC to EasyMatch QC. Please see the attachments for more details.

1) Are you using the latest version of EasyMatch QC V 4.83 or above?
2) Did you select Sensor/D25 Product Setup and fill in the required fields?
3) Is there a switch on the back of the base that has a computer and printer icon (picture) ? Make sure it is switched to computer.
4) Is the system showing up in the computer control panel when you connect USB?
5) Is USB starting and stopping (beeping sound or disappearing in Control Panel)? Turn off USB Power savings in Root Hub of Device Manager USB Controllers Properties




Device Manager
File Action View Help
Other devices
Mass Storage Controller
RF Controller
PCMCIA adapters
Ports (COM & LPT)
Print queues
Processors
SD host adapters
Security devices
Smart card readers
Software devices
Sound, video and game controllers
Storage controllers
System devices
Universal Serial Bus controllers
Generic USB Hub
Generic USB Hub
Intel(R) 5 Series/3400 Series Chipse
Intel(R) 5 Series/3400 Series Chipse
Renesas USB 3.0 eXtensible Host C
USB Composite Device
USB Composite Device
USB Root Hub
USB Root Hub
USB Root Hub (xHCI)
USB Root Hub (xHCI) Properties
General Driver Details Events Power Management
USB Root Hub (xHCI)
Allow the computer to turn off this device to save power
Allow this device to wake the computer
OK
Cancel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