

# QOMO HiteVision Technical Bulletin

<b>BULLETIN NO</b>	ARS-08-002	<b>VERSION</b>	1.00.00	<b>STATUS</b>	Active
<b>PRODUCT</b>	QClick Audience Response System (ARS)				
<b>CATEGORY</b>	Software Installation				
<b>OS</b>	Windows XP				

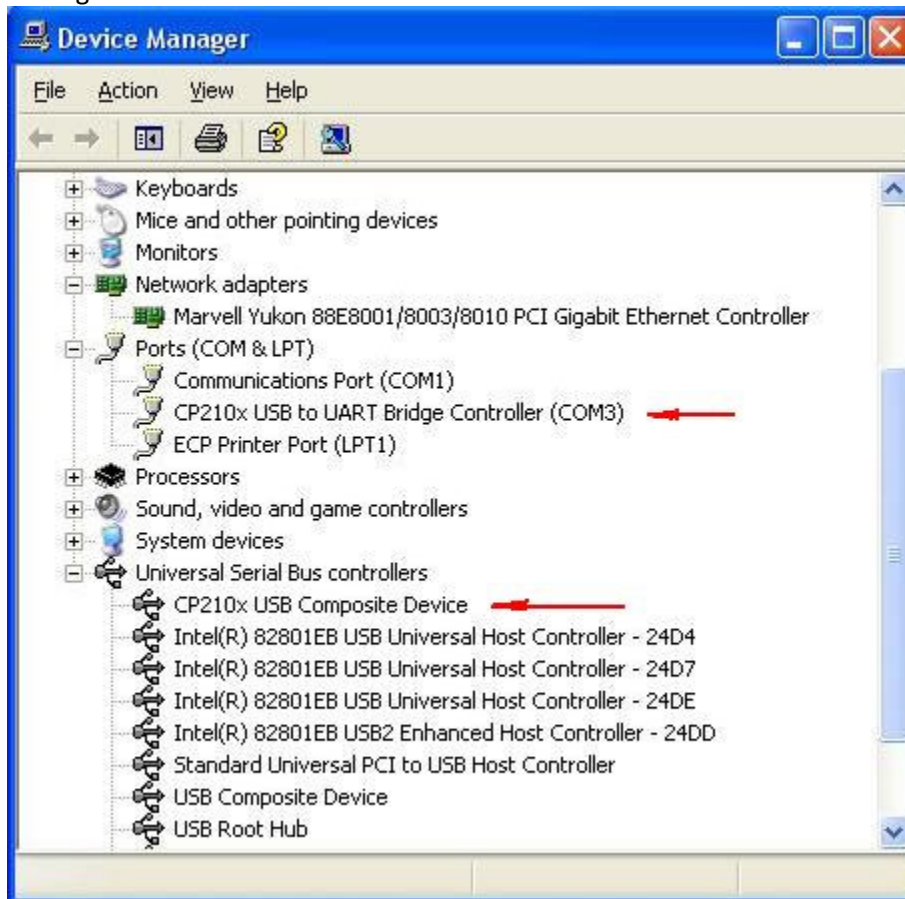
## ISSUE

Failure to connect to the receiver unit through USB

## RESOLUTION

Reinstall USB driver for ARS receiver:

- 1) Uninstall driver
  - a. Login as administrator
  - b. Connect the receiver to the computer through USB
  - c. At command prompt ("Start -> Run"), type "devmgmt.msc" to open Device Manager



- d. Right click on "CP210x USB Composite Device" and select "Uninstall" to uninstall the driver. Then close "Device Manager"
  - e. Open Windows Explorer and search for directory "Silab". If found under QClick, delete the folder
  - f. Unplug USB cable to the receiver
- 2) Reinstall driver
- a. Place installation CD in the CD ROM
  - b. Plug receiver USB cable the PC
  - c. Wait for the prompt for new driver
  - d. Choose the location for the driver from CD ROM  
"D:\USB\_interface\_driver\Win2K\_XP"
  - e. Complete installation
- 3) Test connection
- a. Click "QClick Setting and Query" under "QClick Audience Response System"
  - b. Select "Manager" at prompt and input password (default password "88888888")
  - c. Click "Set" to check if connection can be established
- 4) If prompt indicates failure to connect to the receiver, repeat steps 1) to 3)