

## Troubleshooting Tips

### Agilent U1602A/B and U1604A/B series PC link 2.51 software manual installation at Windows 7, 64 bits Operating System

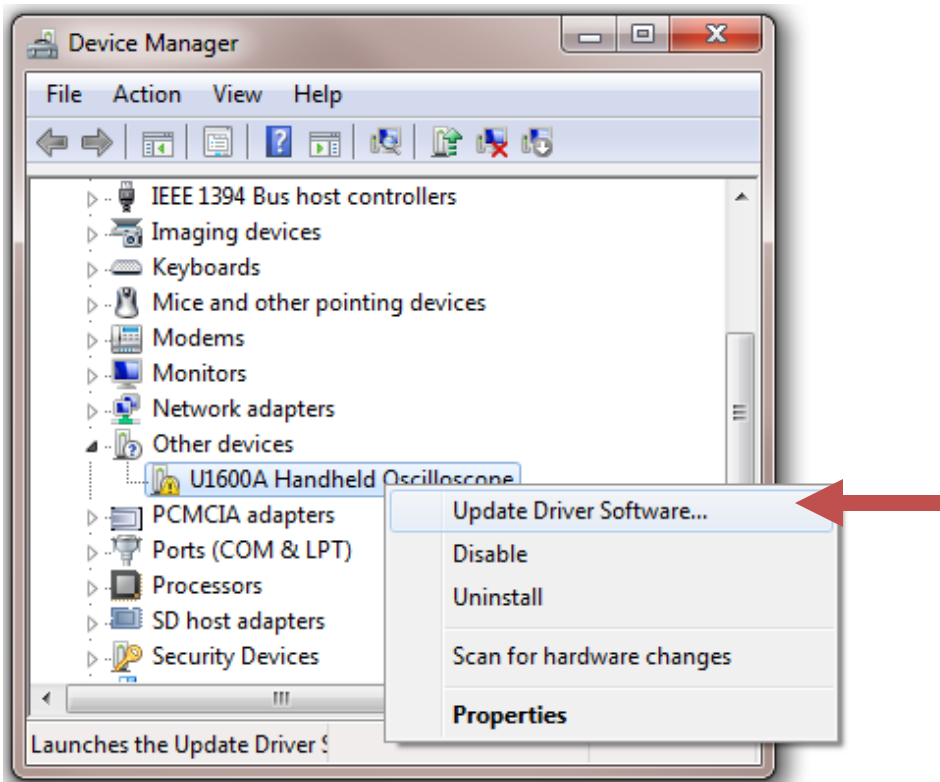
Please follow the below steps on manual installation of PC link 2.51 software at Windows 7, 64bits Operating System:

1. Download the D2xx x64 (64-bit) driver versions 2.08.14 from this website and then extract the driver to a folder of your choice. <http://www.ftdichip.com/Drivers/D2XX.htm>

Currently Supported D2XX Drivers:

Operating System	Release Date	Processor Architecture							Comments
		x86 (32-bit)	x64 (64-bit)	PPC	ARM	MIPSII	MIPSIV	SH4	
Windows*	2011-04-12	2.08.14	2.08.14	-	-	-	-	-	2.08.14 WHQL Certified Available as setup executable <a href="#">Release Notes</a>
	2011-08-26	<a href="#">2.08.17(Beta)</a>	<a href="#">2.08.17(Beta)</a>	-	-	-	-	-	2.08.17 Beta Version <a href="#">Release Notes</a>

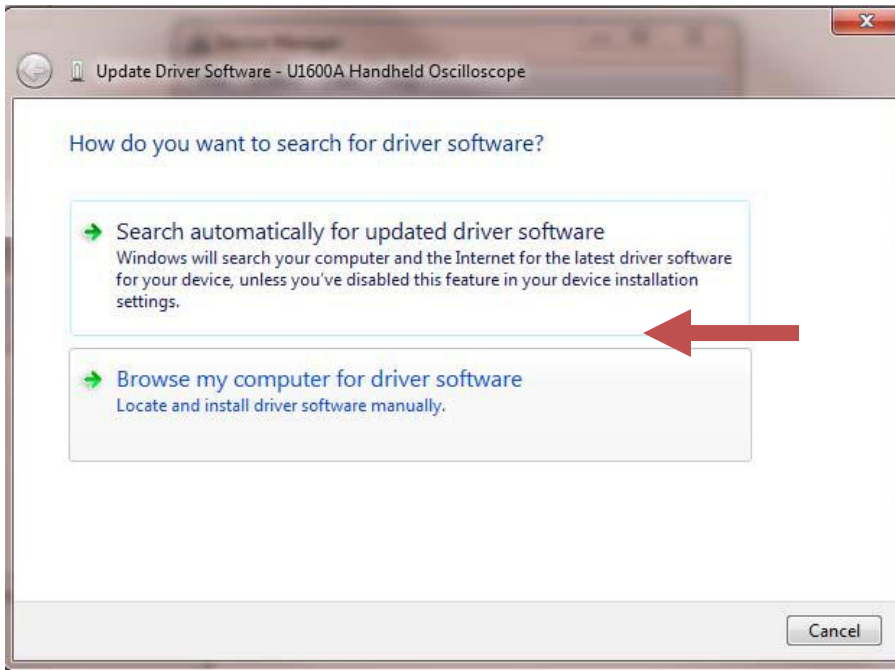
2. Connect U1602A/B or U1604A/B Handheld Oscilloscope and you will get a message saying Driver not installed. From Control Panel, Open "Device Manager". Right Click on "U1600A Handheld Oscilloscope" and select "Update Driver Software".



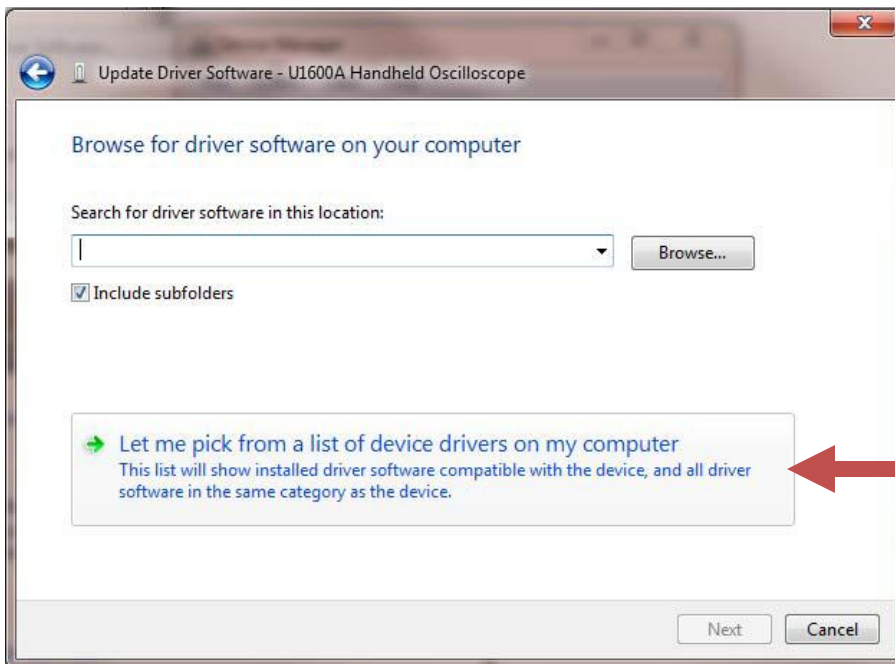
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3. On screen pop up, click "Browse my computer for driver software".



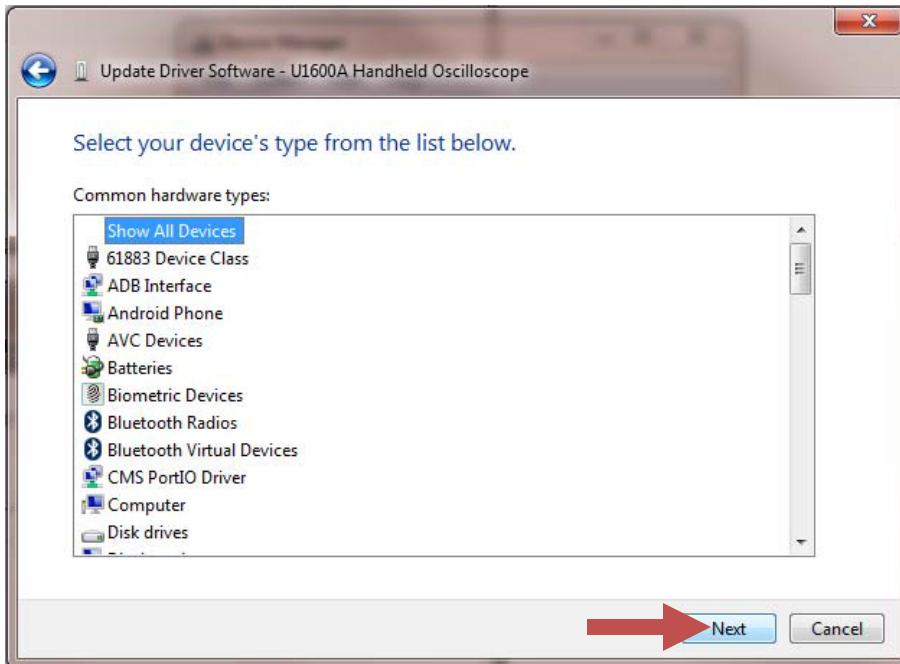
4. Click "Let me pick from a list of device drivers on my computer".



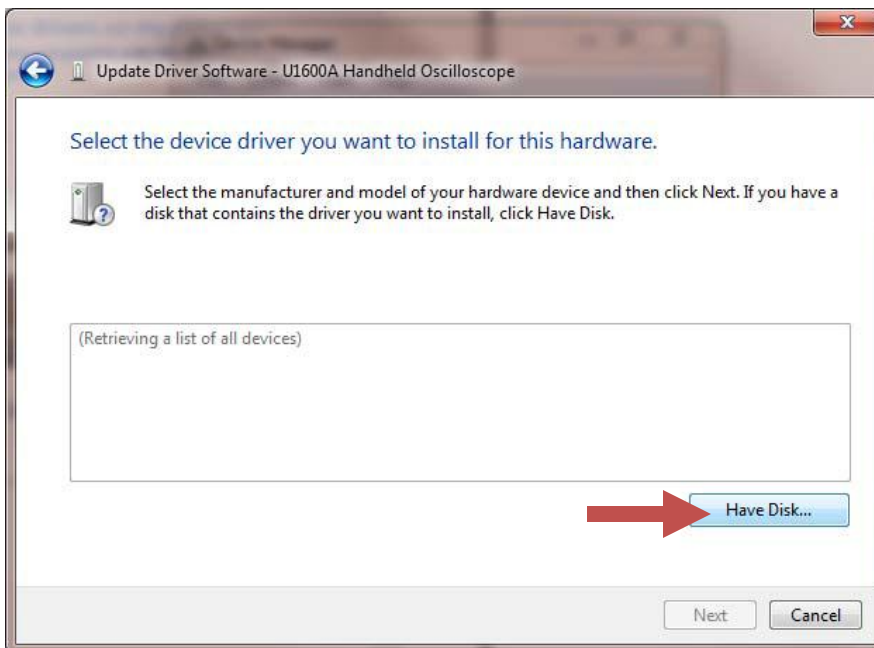
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5. Click "Next" on screen pop up.



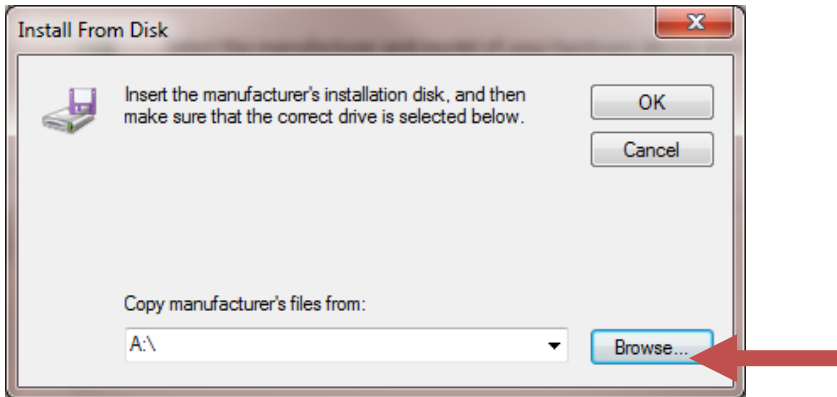
6. Click "Have Disk".



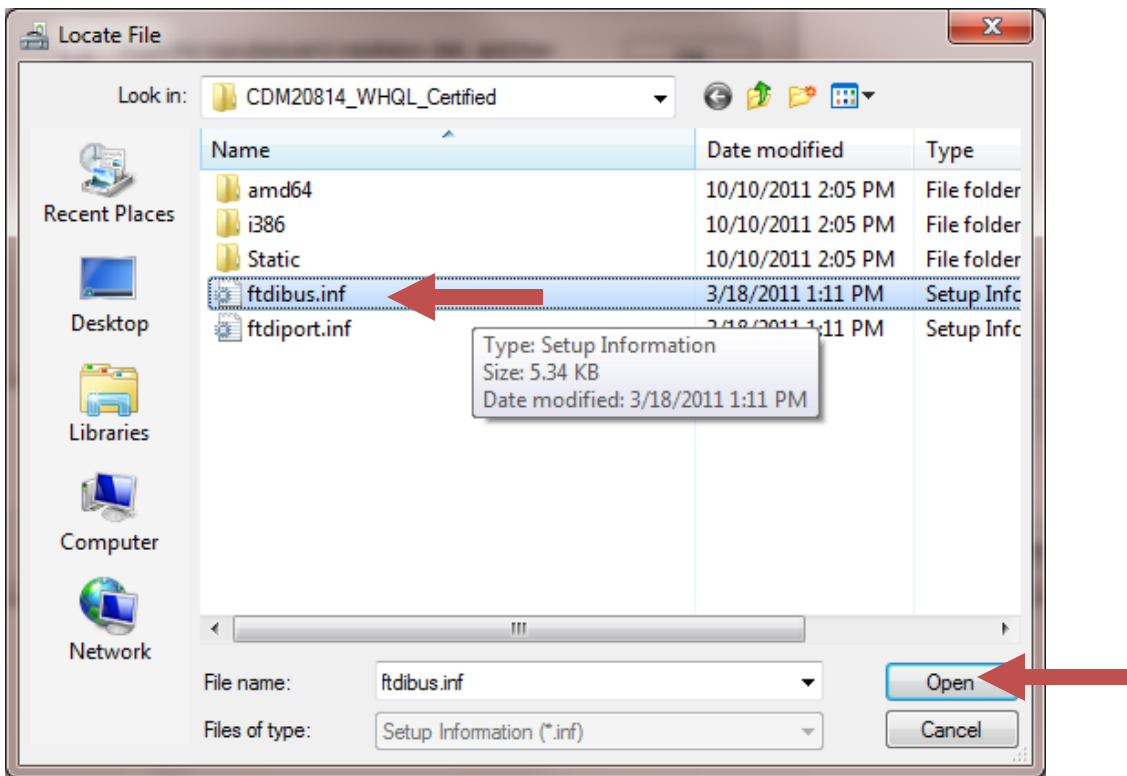
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7. Click "Browse".



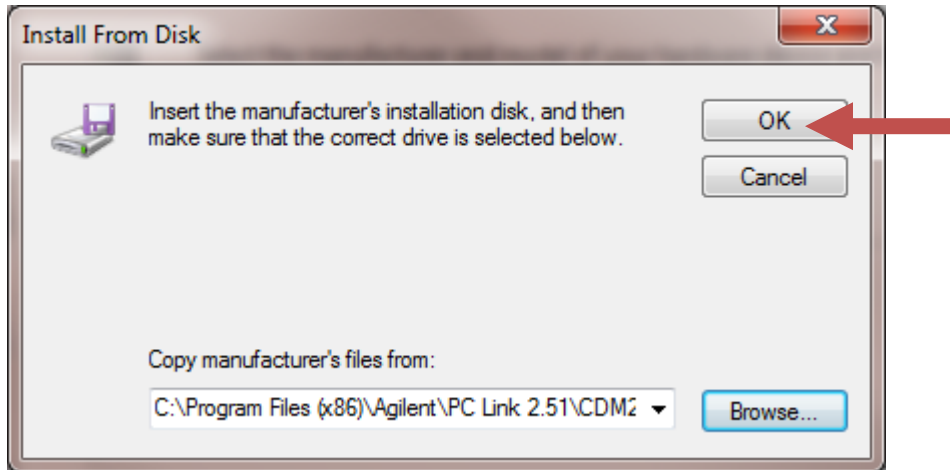
8. Browse to the folder where you store the extracted driver files downloaded earlier. Select "ftdibus.inf", and click "Open".



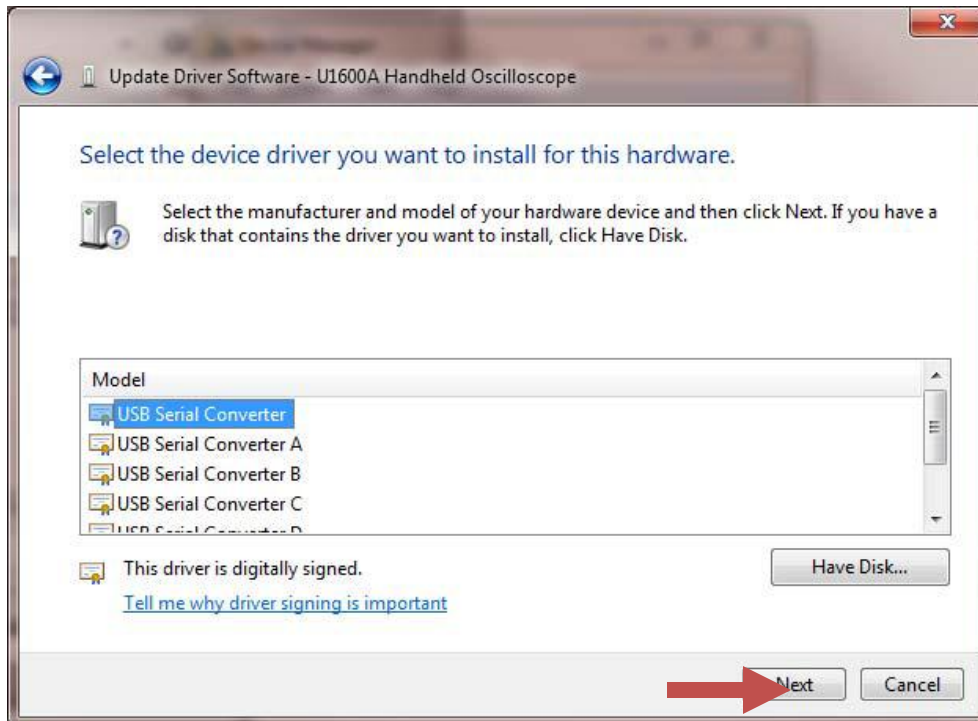
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9. Click "OK".



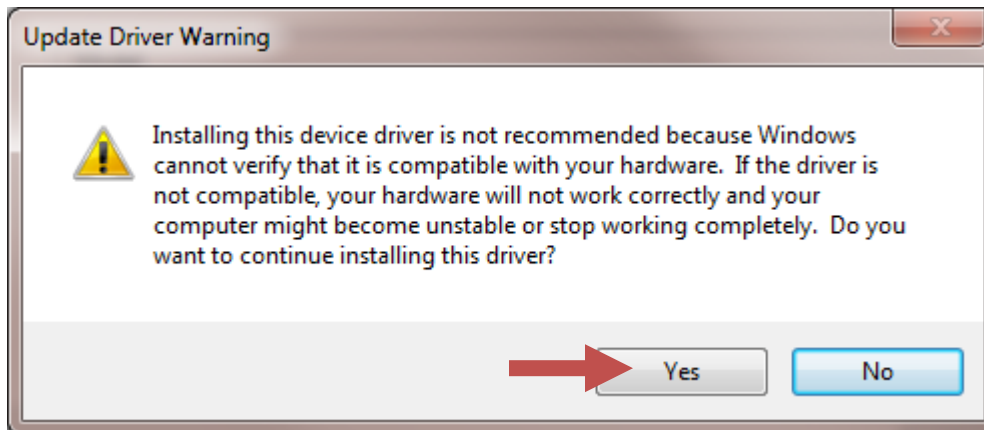
10. On the screen pop up, select "USB Serial Converter" and click "Next".



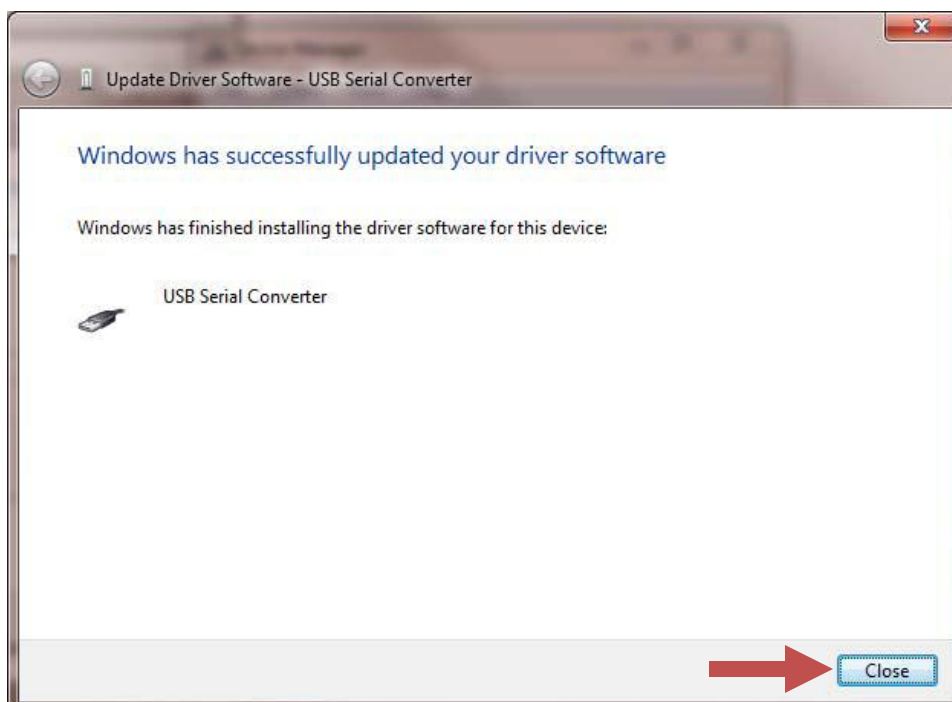
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11. On the screen pop up, click “Yes”.



12. Click “Close”.



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13. **Ignore** "USB Serial Port" problem. New "USB Serial Converter" available. Now, open the PC Link software and it should operate as usual.

