Optimus USB troubleshooting

Cirrus Research plc

Technical Note No. 64

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1 Overview

The Optimus sound level meters appear under Windows as a USB mass storage device, very much like a USB drive. If the configuration is correct, the Optimus will appear as shown below and will be available within NoiseTools.

If Windows has installed the wrong device driver or has mis-identified the Optimus sound level meter as another device, the instrument may not connect to NoiseTools.

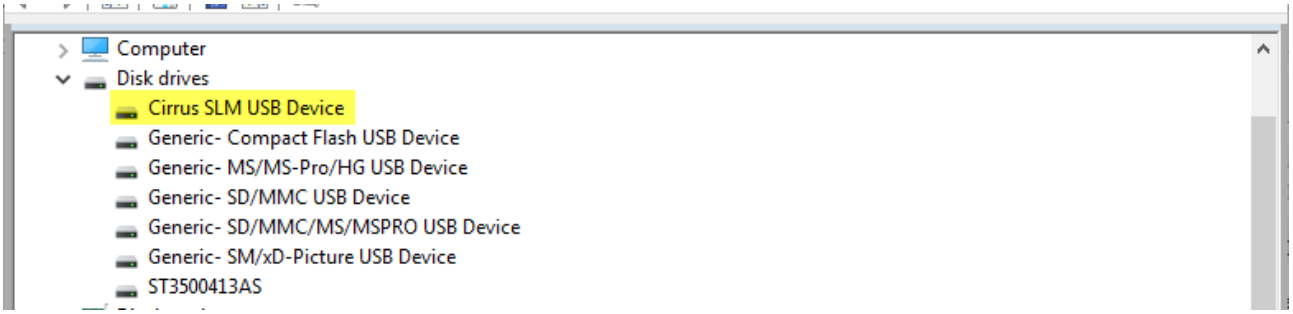
2 Correct configuration

If the Optimus is connected correctly as a USB mass storage device, the information shown in the device manager will appear as shown below.

There are three items in the device manager that show that the configuration is correct.

2.1 Disk Drives

The Optimus will appear as Cirrus SLM USB Device

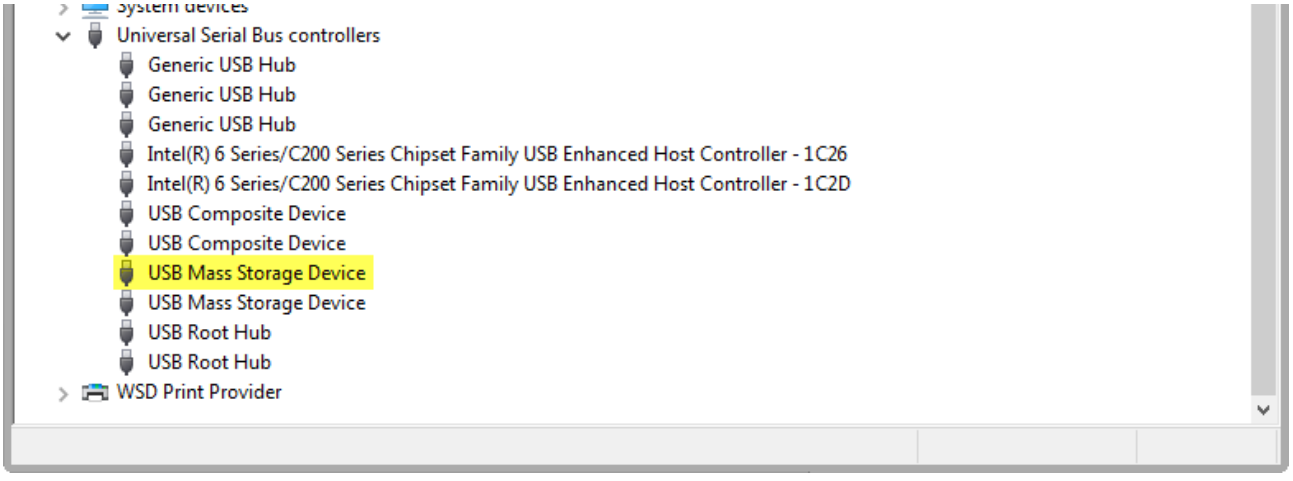


2.2 Portable Devices

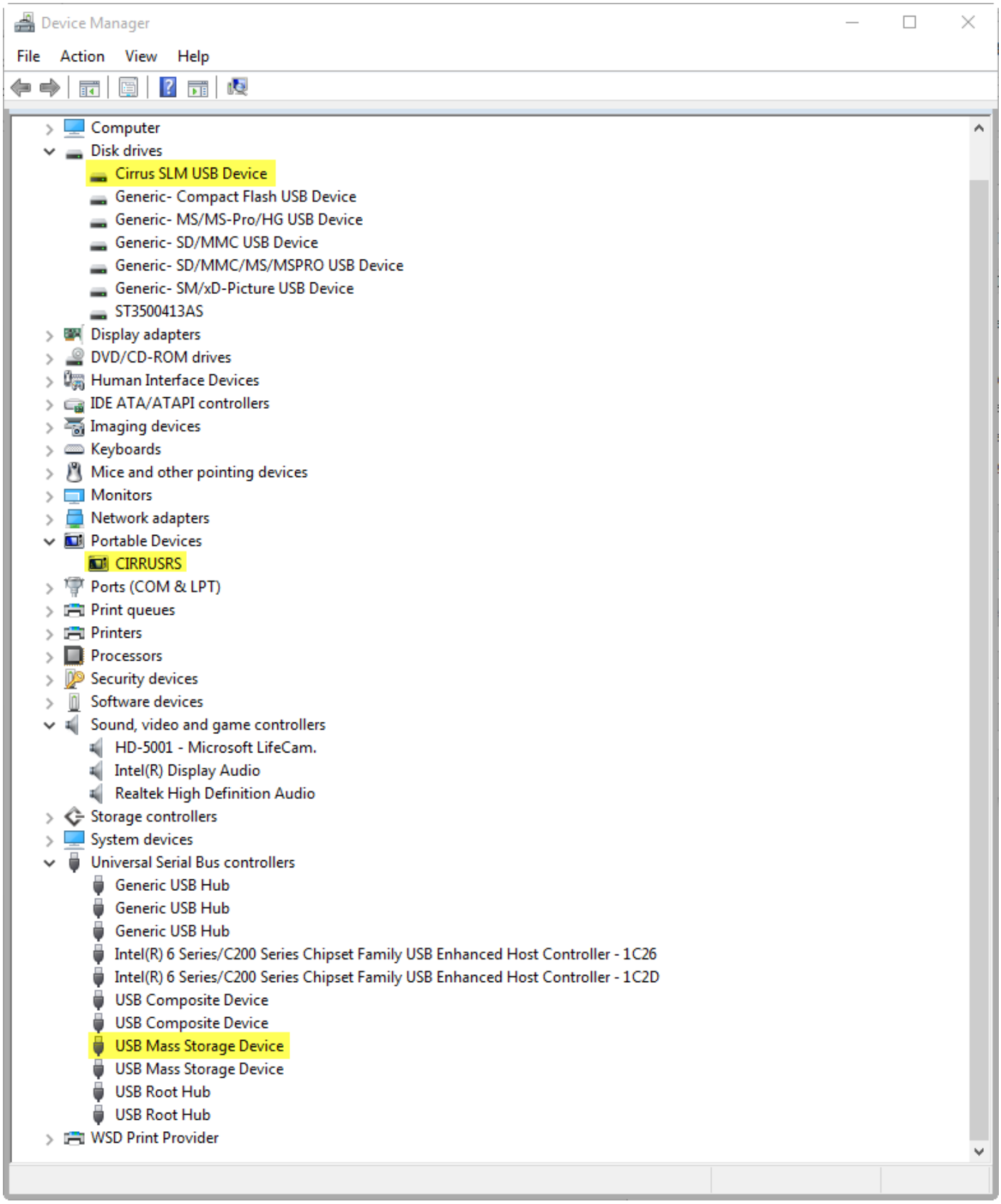
The Optimus will appear as CIRRUSRS

2.3 Universal Serial Bus Controllers

The Optimus will appear as a USB Mass Storage Device.



The correct configuration will appear as below:

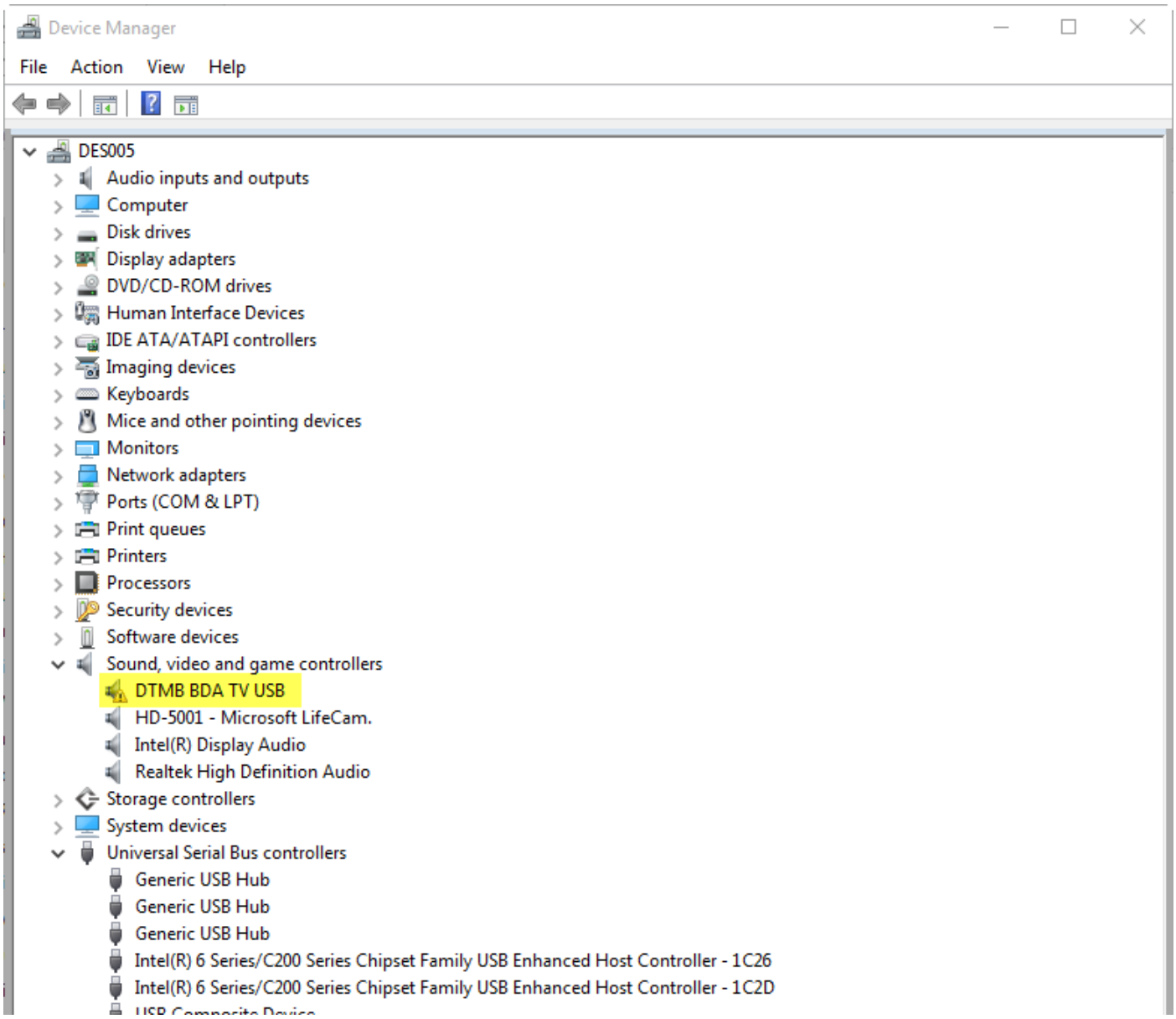


3 Incorrect identification of the Optimus

However, it is possible that the Optimus may be incorrectly identified as, for example a DTMB BDA TV USB. This will prevent NoiseTools from being able to connect to the instrument.

Windows may detect the Optimus as another device and so the error message may not be the same as below.

An example of the incorrect configuration is shown below.



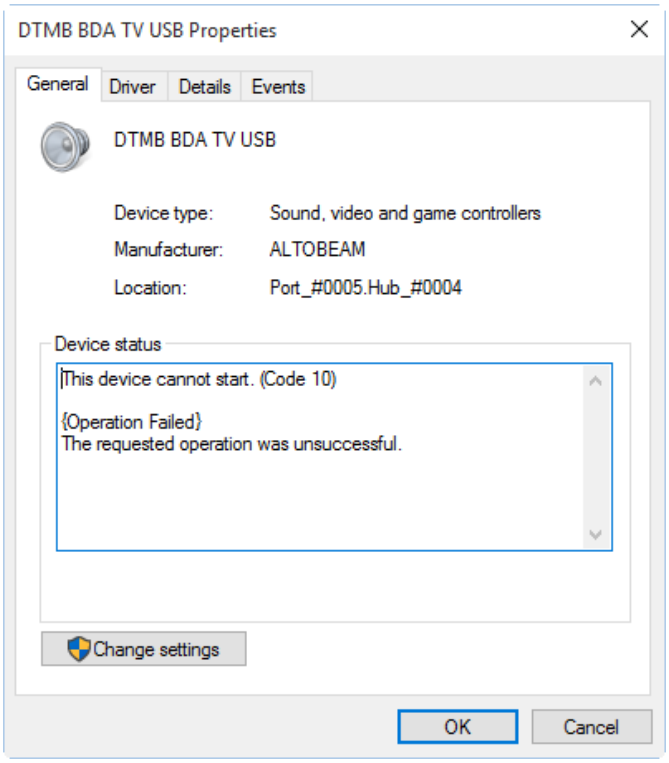
If the Optimus does not appear correctly or if NoiseTools cannot connect, check the Device Manager in Windows for any errors. These are typically shown as a yellow warning triangle.

Check that this warning is the Optimus by unplugging and then reconnecting the Optimus. Check that the error reappears when the Optimus is connected.

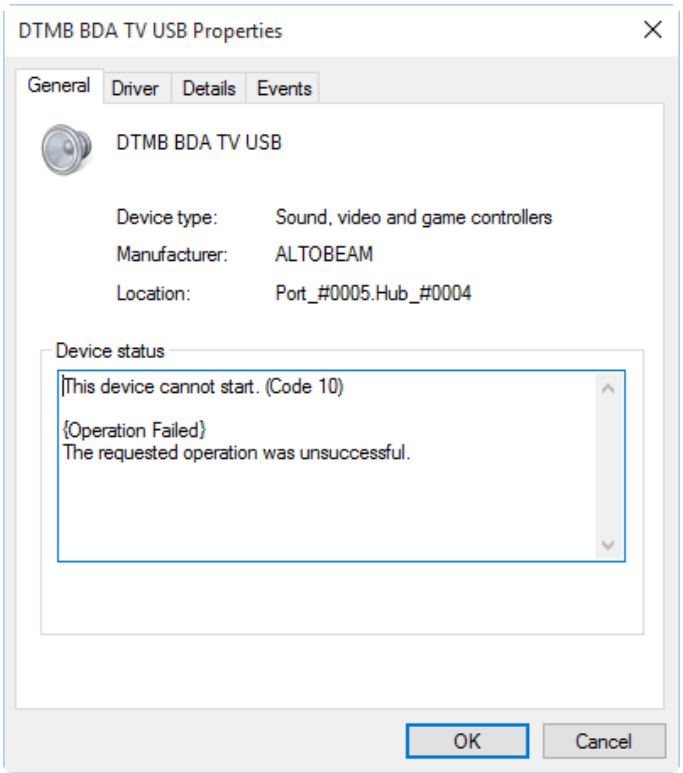
4 Reinstalling the correct driver for the Optimus

To reinstall the correct drivers for the Optimus:

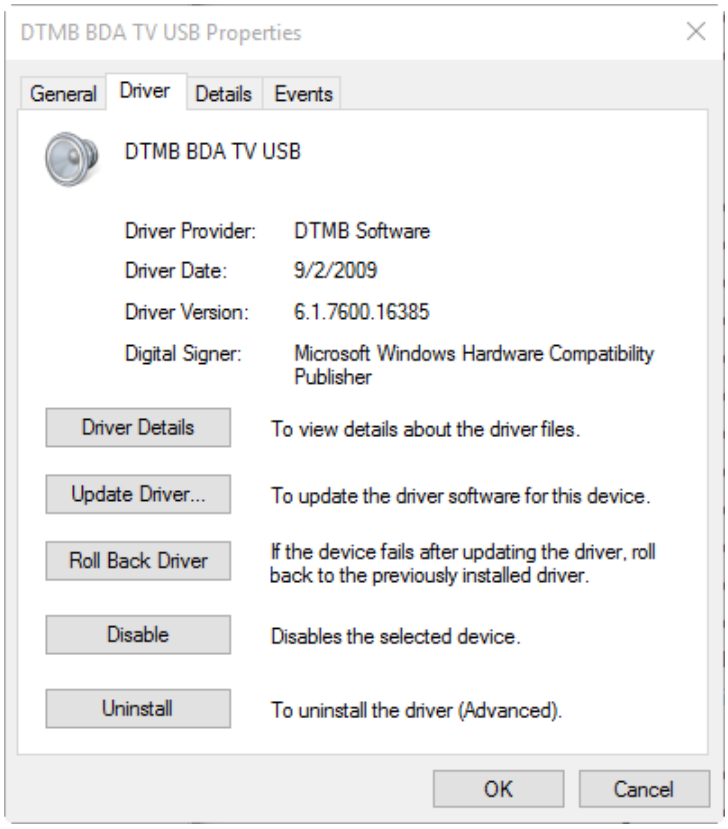
1. Locate the device with the error message. Right click and select Properties.
2. Click the Change Settings option as shown below



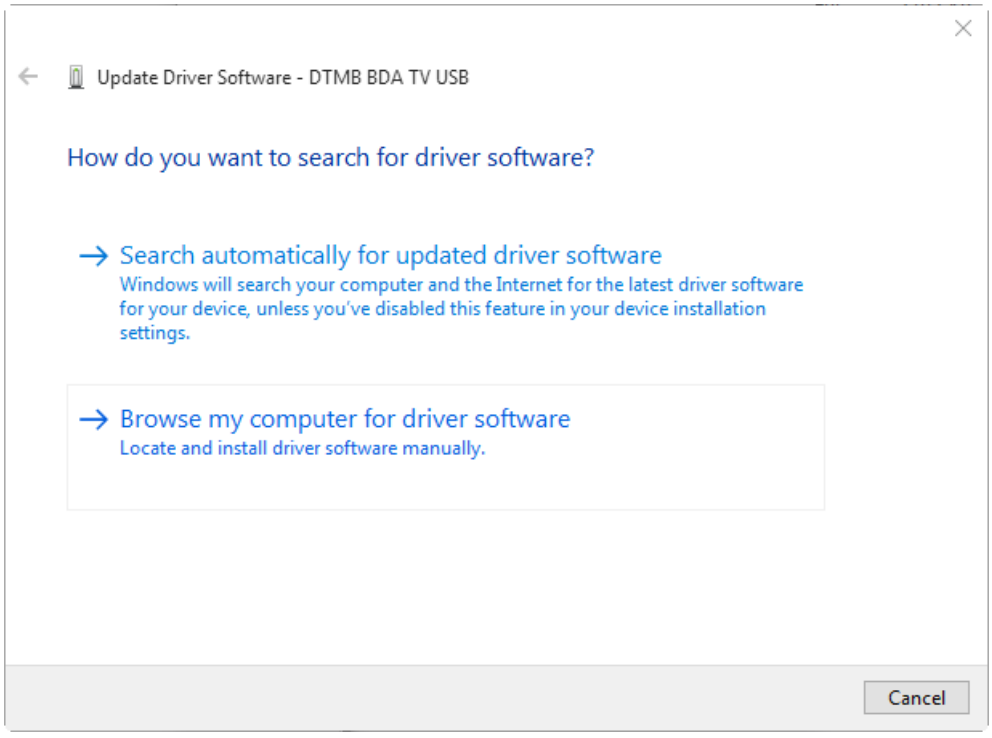
3. Click the Driver tab at the top of the screen:



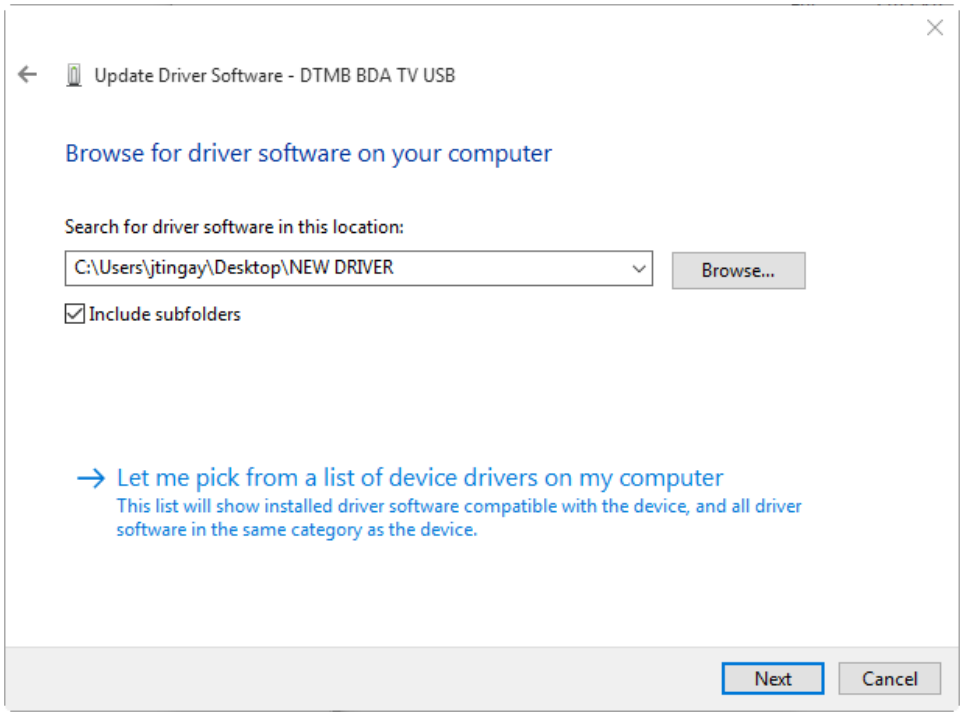
4. From the Driver tab, click **Update Driver**



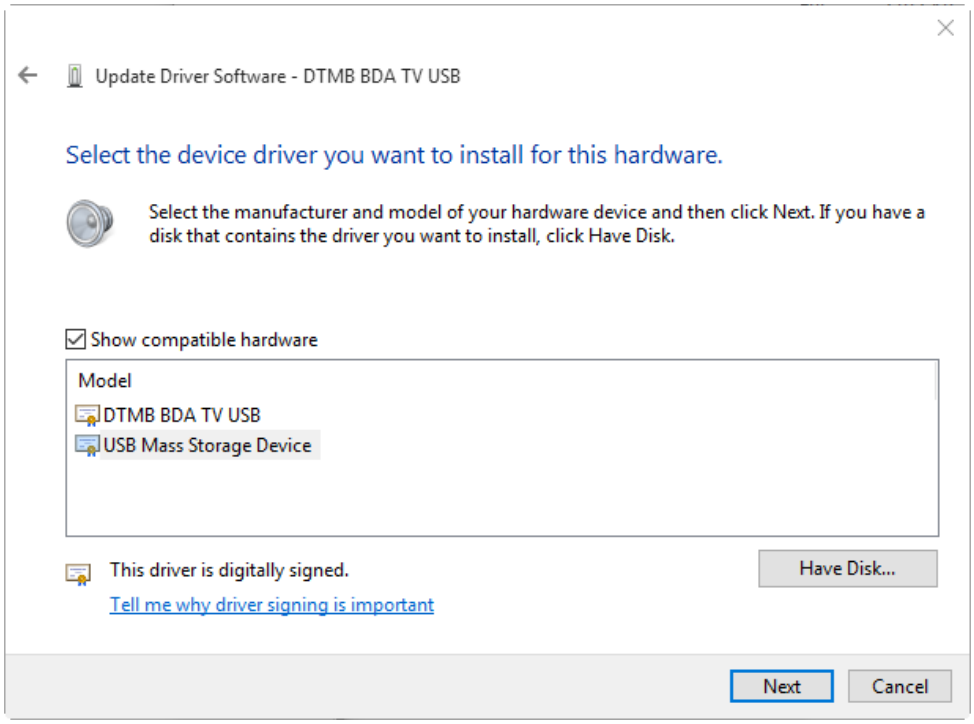
5. Click **Browse my computer for driver software**



6. Click **Let me pick from a list of drivers on my computer:**



7. Choose **USB Mass Storage Device** and click



This will install the USB Mass Storage Device for the Optimus.

Check that the Optimus appears as shown in Figure 1.

Check that the Optimus connects to NoiseTools as expected.

5 Cirrus Research Offices

The addresses given below are the Cirrus Research plc offices. Cirrus Research plc also have approved distributors and agents is many countries worldwide. For details of your local representative, please contact Cirrus Research plc at the address below. Contact details for Cirrus Research authorised distributors and agents are also available from the Internet Web site at the address shown below.

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