

Loss of USB Connectivity Error Messages

LOSS OF USB CONNECTIVITY

When loss of USB connectivity occurs, one of the following error messages appears at software startup of the Thermo Scientific NanoDrop™ 1000 Spectrophotometer or the NanoDrop™ 8000 Spectrophotometer:



If this occurs upon initial start-up, it may indicate that the selected USB port is non-functional or the software did not load properly. If this occurs intermittently, it may indicate that the PC is set to go into standby or hibernate mode.

LOSS OF USB CONNECTIVITY AT START UP:

Check to make sure the USB cable connections are firmly seated in both the instrument and computer. If the error still persists after confirmation that the cable is properly connected run the 'USB Reset' application located in *Start > Programs > NanoDrop > Utilities > USB Reset*. If USB Reset is not installed on your PC, it may be downloaded from the 'Downloads' section of www.nanodrop.com.

Follow the onscreen instructions from USB Reset to disconnect and reconnect the USB cable and continue with the instructions below:

1. Upon reconnection of the USB cable, the Found New Hardware Wizard should start.

Note: Installation for the NanoDrop 8000 requires installation of internal USB drivers in addition to the USB cable. After attaching the USB cable, please wait at least 30 seconds for the multiple USB devices to be installed and recognized.

- The Windows XP SP2 operating system will ask to allow it to search the Internet for the proper software as shown below:
- Select 'No, not this time', then select 'Next'.
- Follow the prompts for automatic installation of the software.



Intro Page: Windows XP- SP2

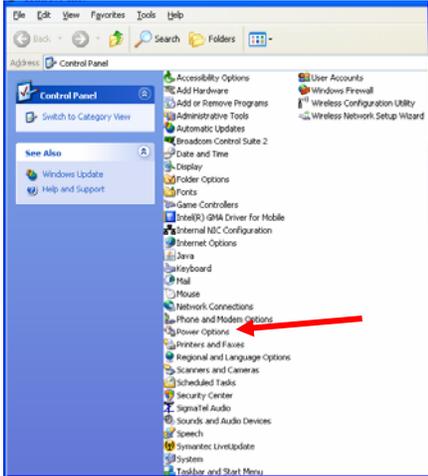
Other Windows Operating Systems

2. Ensure the USB port on the computer is not defective by using an alternative port if possible. If using a desktop PC, it is recommended that a USB port on the back of the computer be used as opposed to a port located on the front of the computer or one located on the side of the monitor.
3. If you have a black USB cable, contact Technical Support or your local distributor for a free replacement cable.
4. If the error message persists, call Technical Support or your local distributor for assistance.

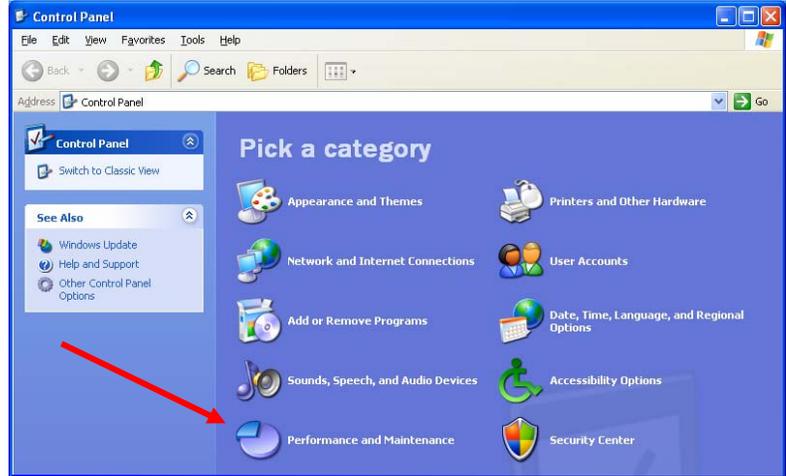
INTERMITTENT LOSS OF USB CONNECTIVITY

If your PC is set to automatically go into standby or hibernate after a period of time, the USB communication may be affected whenever this occurs. To check the power management setting for your PC follow these steps:

1. From the Windows *Start* menu, select Control Panel and then Power Options. If your computer is set to Category view, select Control Panel and then select Performance and Maintenance and Power Options. (See below)

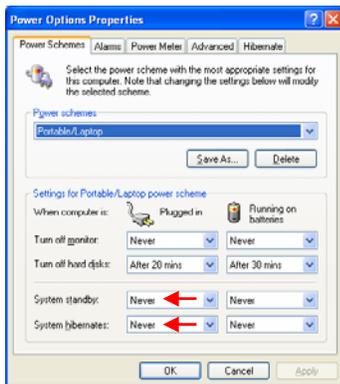


Windows Classic View



Windows Category View

2. From the Power Options Properties window, ensure that 'System standby' and 'System hibernates' are set to 'Never' for the 'Plugged in' column as shown below:



3. If no 'System hibernates' option is displayed, this means that hibernation has not been enabled on this PC. 'System standby' should still be set to 'Never'.
4. If you are required to maintain the Hibernate setting on your computer, you can unplug and then re-plug in the USB cable from the instrument to re-establish the USB connection after coming out of hibernation.

For Technical Support contact us at (302) 479-7707 or info@nanodrop.com.