

Communications Problems

Many of the calls and e-mails we receive are regarding problems with communicating with the Power Commander and its software. In almost all cases these problems come from improper computer setup, not trouble with the Power Commander itself. This sheet will cover the most common computer and communication setup issues. A user manual can be downloaded at

http://www.powercommander.com/man_download.shtml

This has details on overall operation and adjustment.

If you are having problems it is best to make sure you have the latest version of software before continuing. It can be downloaded at: <http://www.powercommander.com/suppsoft.shtml>
Once you have downloaded the file double click it. It will open a window with instructions. Click "OK". At the next window click the "Unzip" button. This will over write the previous version of software. Make sure your Control Center Software is not open while doing this. After it has extracted the file click "Close".

Power

The Power Commander must be powered up in order to communicate with the software. Normally this is done with the unit connected to the bike and the ignition switch in the on position and the kill switch in the "run" position. The light on the front of the Power Commander must be lit in order to communicate. Sometimes if the bike is in gear the power is shut off to the Power Commander. Make sure the bike is in neutral.

Due to the wiring design on certain bikes, the bike must be running in order to communicate with the Power Commander (PCIII and PCIIIr models only). A list of these bikes follows.

Aprilia Mille

Ducati 748 & 996

Suzuki GSXR600, 750 (2002 model), GSXR1000 & Hayabusa (2002 model)

Triumph Models

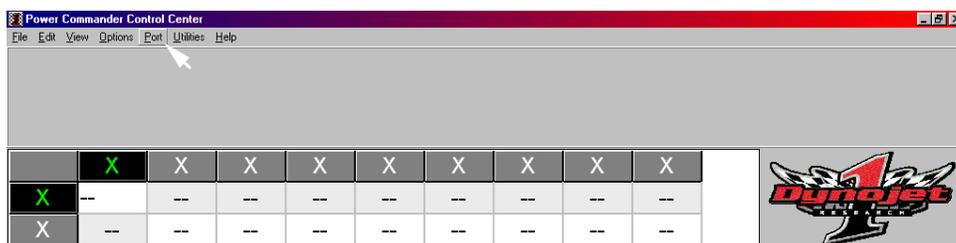
Yamaha R1 & Road Star Warrior

If you wish to program the unit without it connected to a bike we do offer a 9-volt "power up" adapter. This adapter supplies power to the Power Commander so that you can program it on your desk.

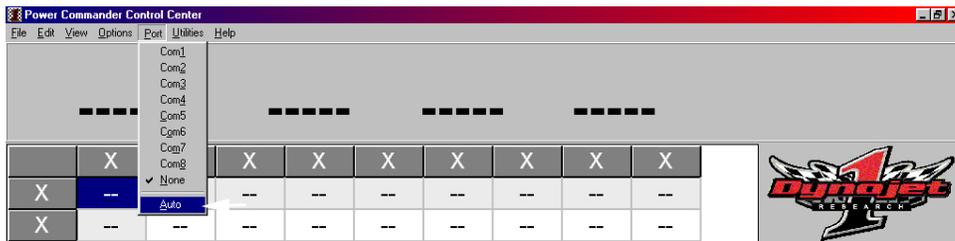
<http://www.powercommander.com/buynowacc.shtml>

Communication (COM) port selection

Connect the Power Commander to the computer and switch on the power (see above)
Open the Control Center Software.



Click "Port"



Select "auto"



Numbers should appear at the top of the software in the monitor area.

In most cases the software will find the port that the Power Commander is attached to. If not there may be several reasons why it has not.

Make sure that you do not have other software that uses the 9 pin serial port running such as Palm Pilot or digital camera software. If such software is running it will often have an icon in the task bar.



Right click this icon and select "exit"

USB adapters

USB to 9 pin serial adapters can be used if you do not have an open serial port on your computer. Click here <http://www.powercommander.com/suppusb.shtml> for more information about them. We do not sell these adapters nor do we guarantee that they will work. It is absolutely critical that the drivers that come with the adapter are installed. The device will appear to be active without them, but it will not function. Some USB to serial adapters install themselves as Com5 or higher. Only Control Center Software version 2.7.7.31 or later will support "Com" ports higher than Com 4. To see which version you have click the "Help" menu tab at the top of the software screen and select "About".

Other adapters

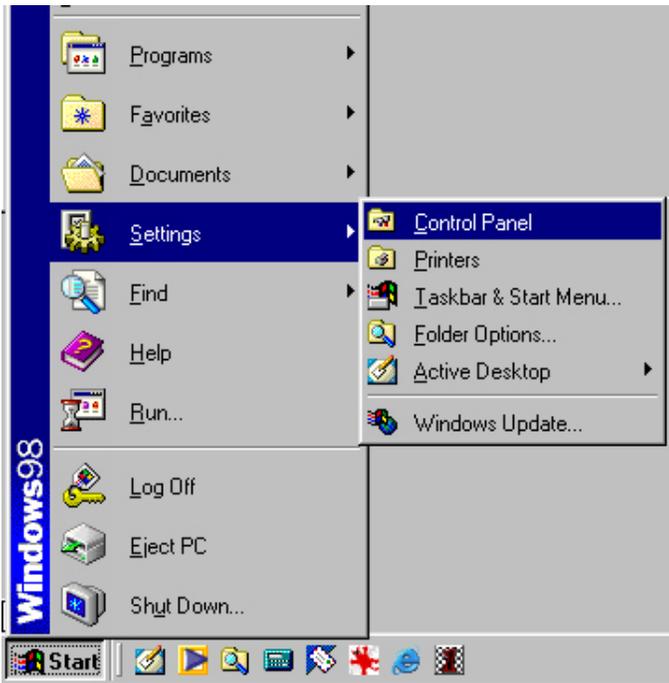
Other types of adapters generally will not work. Parallel (printer) port to 9 pin serial will not function. There are several different types of 25 pin serial to 9 pin serial adapters. Only the ones that have all of the pins in the 9 pin end will work. The problem at that point is that most computers do not have the 25 pin port activated by default. It must be switched on in the BIOS screen. This is beyond the scope of this "help guide" and should be done by a qualified computer technician.

Making sure your Com port is configured properly

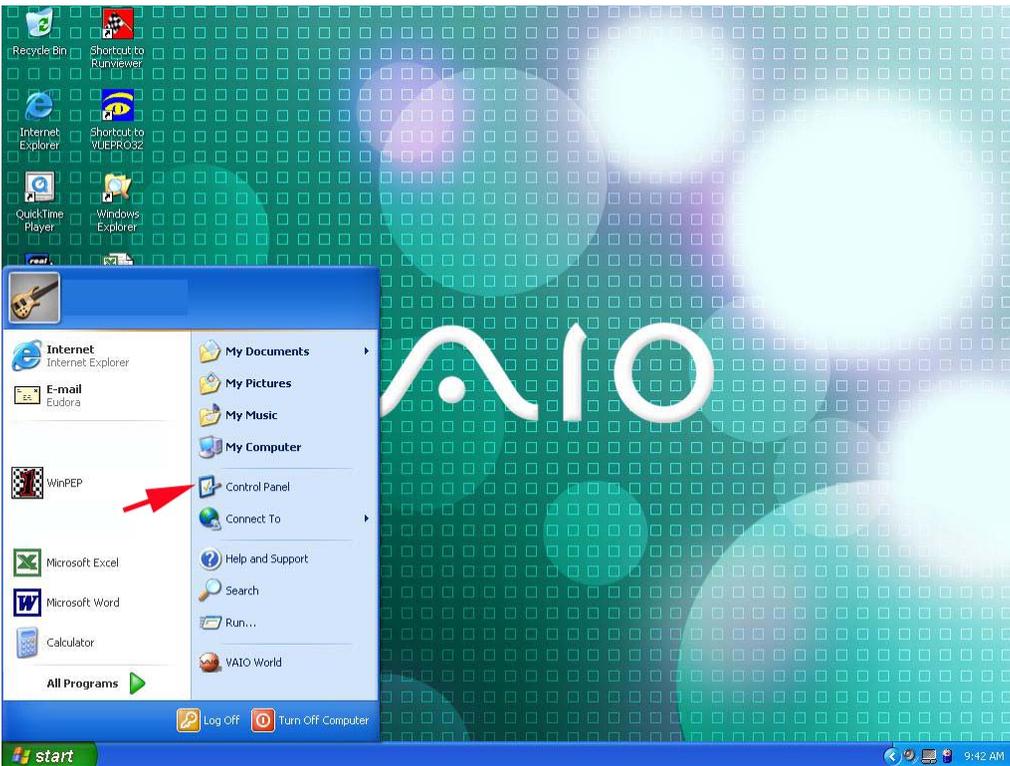
It is possible on machines that have had the OS (operating system) upgraded or reinstalled that the Com port assignment is not correct or has conflicts.

This can be checked by looking in "Control Panel" in Windows and then selecting "System".

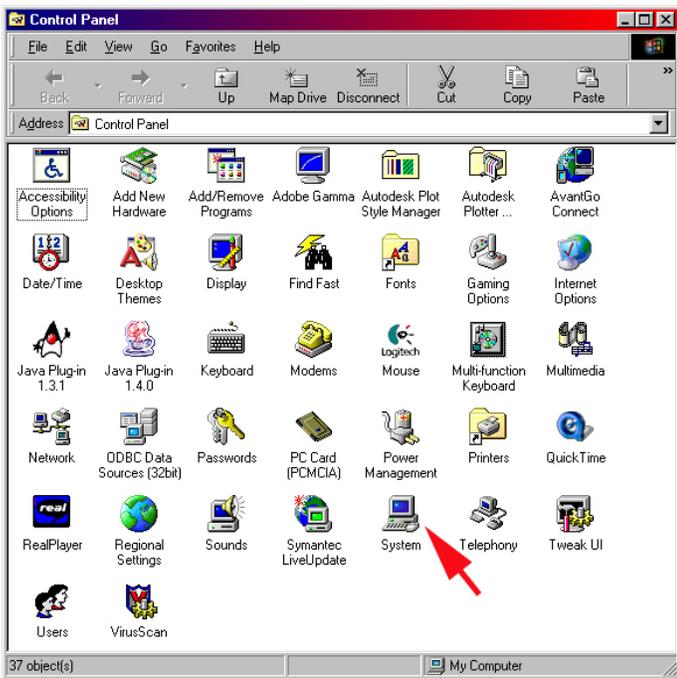
From this point the process will differ slightly depending on whether you have Windows 98 or Windows 2000 or XP.



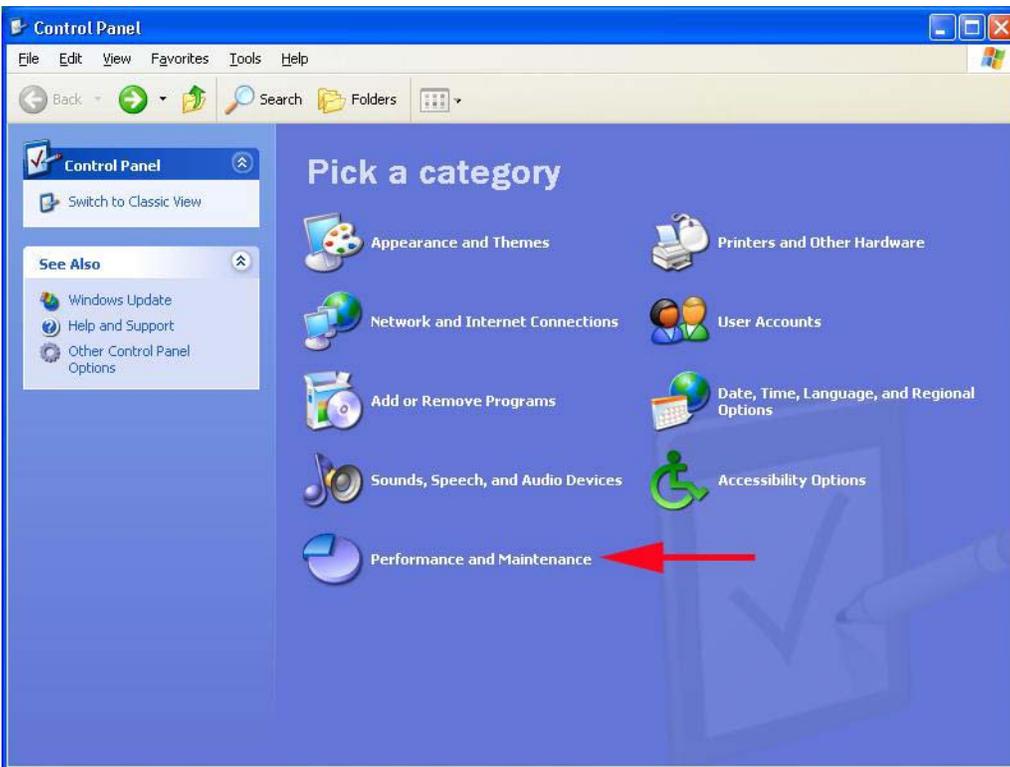
In Windows 98 and 2000, click the “Start” button and then mouse over “settings”. Click “Control Panel”.



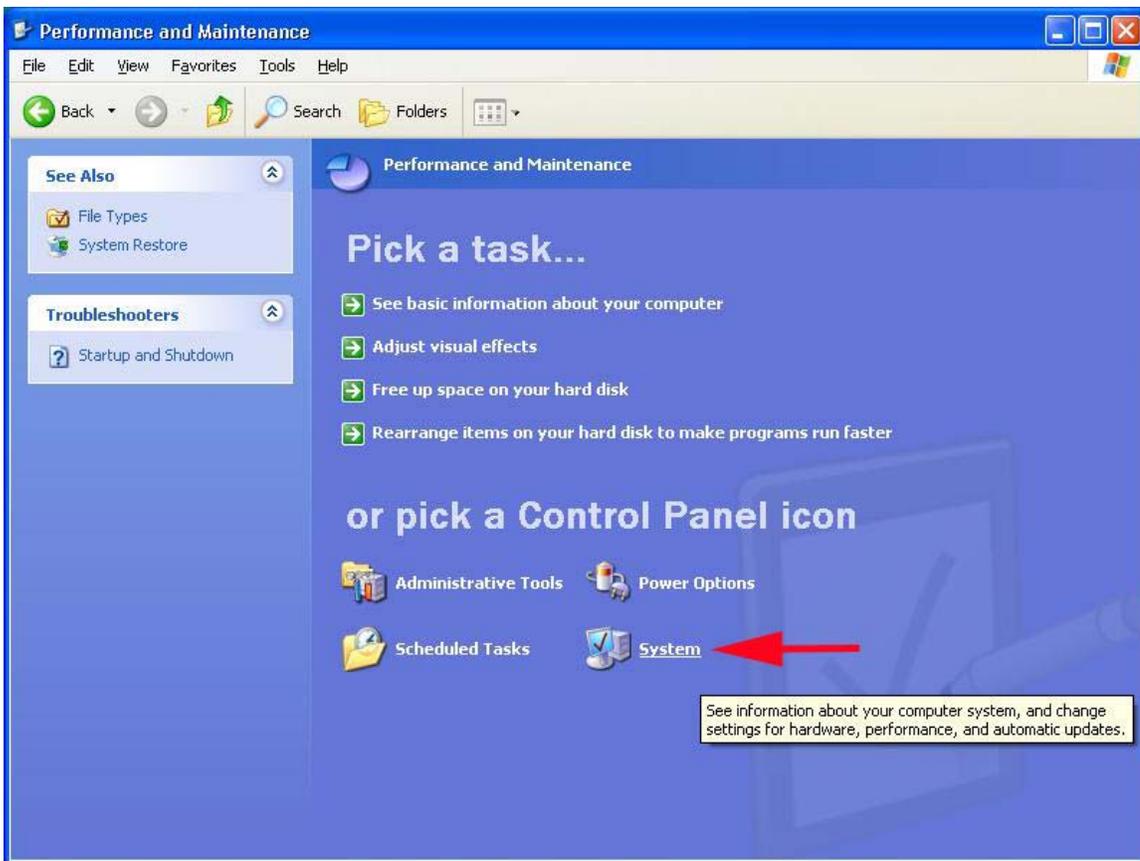
In Windows XP, click the “Start” button and then click “Control Panel”.



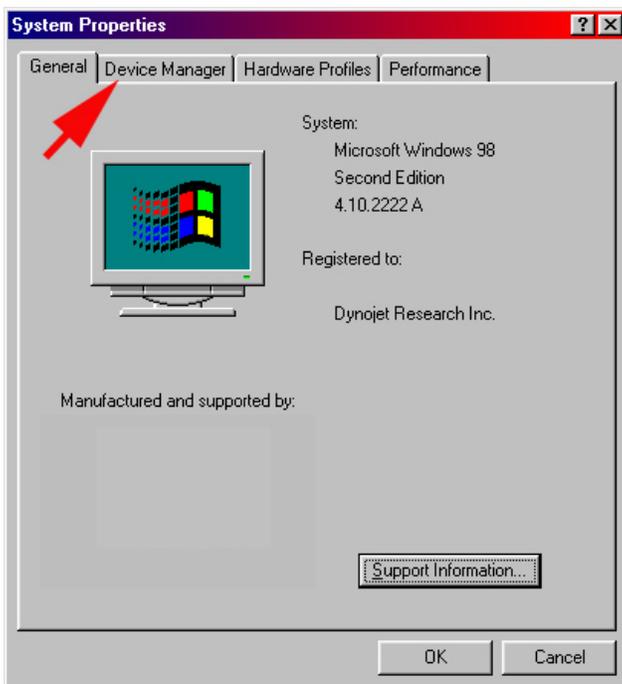
In Windows 98/2000, double click the “System” icon (the icon may look different depending on your setup)



In Windows XP, click the “Performance and Maintenance” icon



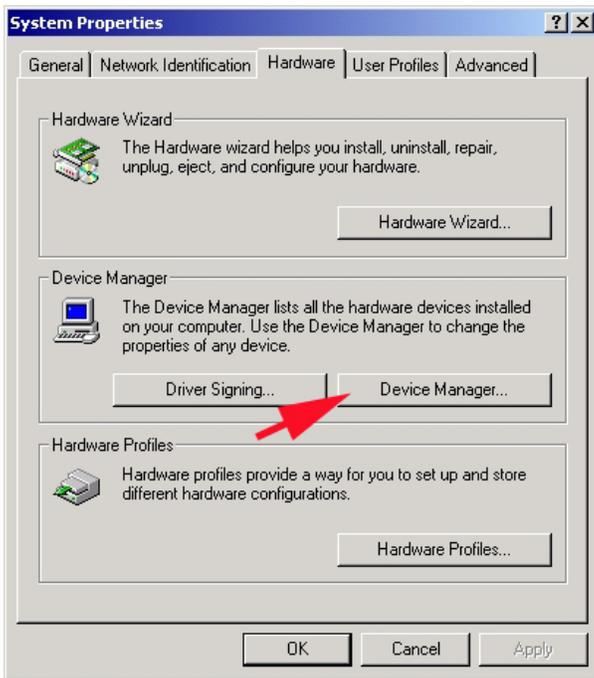
In Windows XP, then click "System"



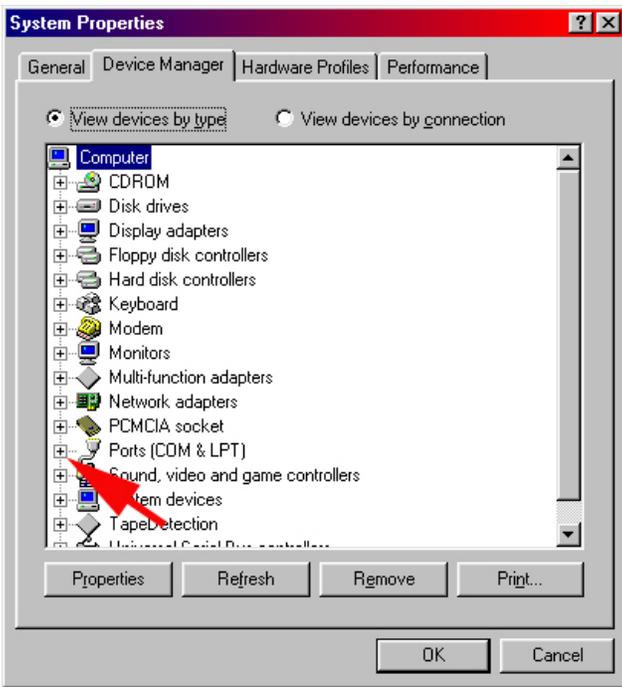
This window will appear (Windows 98). Click the "Device Manager" tab.



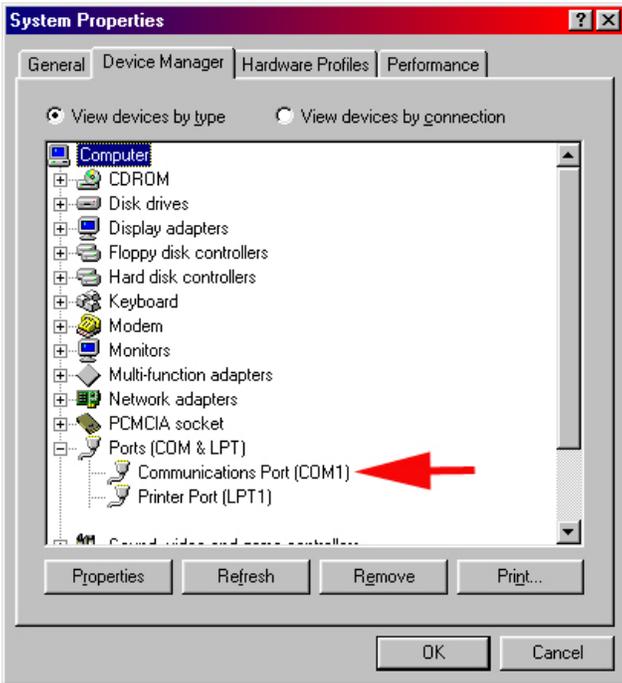
In Windows 2000 and XP you will see this window. Click the “Hardware” tab.



Then you must click the “Device Manager” button (Windows 2000/XP only)



You will see this window. Click the “+” sign next to Ports

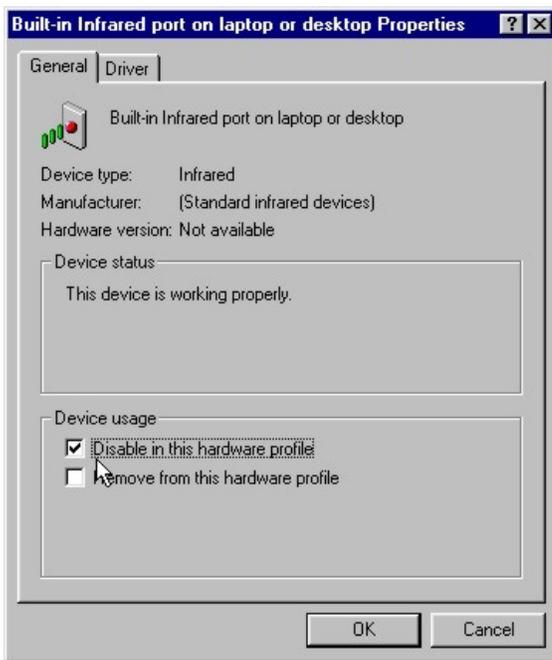
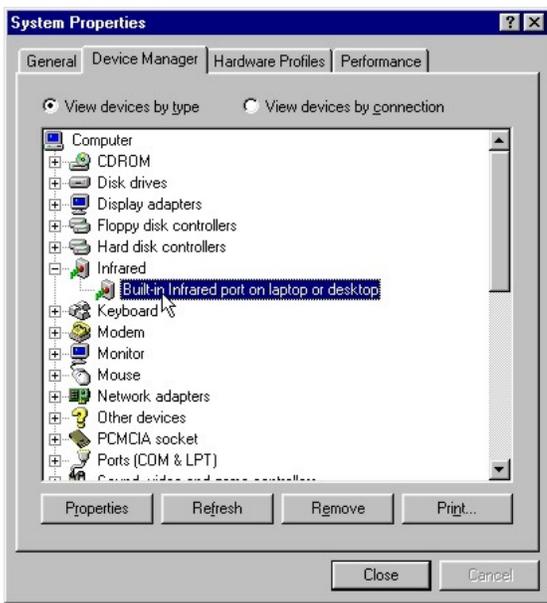


This will show you the active serial port number (Com1 in this example)

If there is a red “x” or a yellow “!” in front of the port number there is a driver problem or a resource conflict.

Infrared ports

If your laptop has an infrared port you should disable it if you are having problems communicating an all items above check out ok. Go through the above process but this time select “infrared”.



Click the box in front of “disable in this hardware profile”. Then click “OK”.

Anti-Virus Software.

On earlier releases of the Control Center Software some anti-virus software could interfere with opening and communication. The latest version should have those issues resolved; however it may still occur. If you are unsure temporarily disable the anti-virus program and try again.

Mouse drivers

On some laptops (and occasionally desktops) mouse drivers, including drivers for touch pads, can conflict with the proper operation of the Power Commander software. Symptoms are typically having the computer “freeze” as soon as the ignition is switched on. No mouse movement is possible until the ignition is switched off. You can try updating the mouse/touch pad drivers from the manufacturer’s web site or install a USB mouse. Some laptops will disable the touch pad when an external mouse is connected.