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: <u>http://www.powercommander.com/suppsoft.shtml</u> 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.

2	Power	Comma	nder Co	ontrol	Center								_ 6
Ei	e <u>E</u> dit	⊻iew	<u>Options</u>	Port	<u>U</u> tilities	<u>H</u> elp							
Ē	_							×					
			Х		X	X	X	Х	X	X	Х	X	Les en
	v												
	^												
	Х												
	~	_		-									

Click "Port"

🚺 Power Co	ommander C	ontrol Center								
<u>E</u> ile <u>E</u> dit ⊻	iew <u>O</u> ptions	Port Utilities	Help							
		Com <u>1</u>								
		Com2								
		Com <u>3</u>								
		Com <u>4</u>	_							
		<u>C</u> om5	_				-			
		C <u>o</u> m6								
	V	Com7	V	v	v	v	v	v	v	
	^	Com <u>8</u>	^	^	^	^	^	^	^	
X		✓ None				1				
~		Auto								REBEARCH
X	l									

Select "auto"

	ower	Comm	ander Co	ontrol	Center								
<u>F</u> ile	<u>E</u> dit	⊻iew	Options	Port	<u>U</u> tilities	<u>H</u> elp							
			RPM				%Throttle		%Fuel Ch	g	%Duty C	ycle	IGN Adv
		-					0	-	0	-	0	-	0
			Х		Х	Х	Х	Х	Х	Х	Х	Х	000000
	Х												
	Х												25

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 <u>http://www.powercommander.com/suppusb.shtml</u> 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 slight 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"

🔯 Control P	anel						_ 🗆 ×
<u> </u>	<u>V</u> iew <u>G</u> o	F <u>a</u> vorites <u>H</u> e	elp				
Back.	↓ → . Forward	, ti Up	Map Drive Dis	connect C	X È	Paste	»
Address 🐼	Control Panel						•
Accessibility Options	Add New Hardware	Add/Remove Programs	Adobe Gamma	Autodesk Plot	Autodesk Plotter	AvantGo Connect	
112 Date/Time	Desktop Themes	Display	Find Fast	Fonts	Gaming Options	Internet Options	
Java Plug-in 1.3.1	Java Plug-in 1.4.0	Keyboard	e Modems	Logitech Mouse	Multi-function Keyboard	Multimedia	
Network	ODBC Data Sources (32bit)	Passwords	PC Card (PCMCIA)	Power Management	Printers	QuickTime	
RealPlayer	Regional Settings	Sounds	Symantec LiveUpdate	System	No. Telephony	Tweak UI	
Users	VirusScan						
37 object(s)					My Computer		

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

🛃 Control Panel		
<u>File Edit View Favorites</u>	Tools Help	
🕝 Back 🔹 🌍 🔹 🏂	🔎 Search 📂 Folders 💷 🗸	
Switch to Classic View	Pick a category Appearance and Themes	Printers and Other Hardware
 Windows Update Help and Support Other Control Panel Options 	Network and Internet Connections	User Accounts
	Add or Remove Programs	Date, Time, Language, and Regional Options
	Sounds, Speech, and Audio Devices	Accessibility Options
	Performance and Maintenance	

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.

System Properties	System Properties			? 🛛
General Network Identification Hardware User Profiles Advanced	System Restore	Automati	c Updates	Remote
System: Microsoft Windows 2000 5.00.2135 Service Pack 2 Registered to: Dynojet Research Inc.		Sys	Hardware tem: Microsoft Window Home Edition Version 2002 gistered to:	Advanced is XP
OK Cancel Apply	Manufactured and sup	ported by:	Support Inform	ation Apply

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

System Properties	<u>?</u> ×
General Network Identification Hardwar	re User Profiles Advanced
Hardware Wizard	· · · · · · · · ·
unplug, eject, and configure y	ou install, uninstall, repair, jour hardware.
	Hardware Wizard
Device Manager	
The Device Manager lists all on your computer. Use the Depreties of any device.	the hardware devices installed evice Manager to change the
Driver Signing	Device Manager
Hardware Profiles	
Hardware profiles provide a w different hardware configuration	vay for you to set up and store ons.
	Hardware Profiles
OK	Cancel Apply

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

System Properties ?	×
General Device Manager Hardware Profiles Performance	
General Device Wanget Hardware Profiles Petromance Image: Marging Hardware Profiles Petromance Image: Marging Hardware Profiles Petromance Image: Marging Hardware Profiles Petromance Image: Computer Image: Computer <tr< th=""><th></th></tr<>	
Properties Refresh Remove Print	
OK Cancel	

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

System Proper	ties		? ×
General Devi	ce Manager Hardware P	rofiles Performance	
Comput Compu	rices by type O View all ROM k drives alay adapters hyp disk controllers board disk controllers disk control	w devices by <u>c</u> onnection	4
Description			-
	s heiresn		
		OK Car	ncel

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".

View devices by type View devices by connection Computer Computer Computer Computer Disk drives Display adapters Floppy disk controllers Hard disk controllers Hard disk controllers Modem Monitor Notice Properties Refresh Remove Print.	em Pro	perties				e	l e			1		
View devices by type View devices by connection Computer CDROM CDROM CDIsk drives CDisplay adapters Floppy disk controllers Fl	eneral L	лемсе ма	nager Hardw	/are	Pro	hles	ĮΡ	ertorr	nanc	e		
Computer CDROM CDROM CDROM CDROM CDIsk drives Close C	• View	devices b	y <u>t</u> ype	Vi	ew	devi	ices	by <u>c</u>	onne	ectic	n	
CDROM CDROM CDROM CDROM CDIsk drives CDisk drives CDisk drives CDisk drives CDrom Controllers Controllers Controllers Controllers Controllers Close Cerror Cerror Close Cerror Close Cerror Close Cerror Cerror Cerror Close Cerror Ceror Ceror Ceror Cerror Ceror Cerror Ceror Cerror Ce	🛄 Con	nputer			_	_	_			_		
Disk drives Ports (COM & LPT) Disk (Come Cerres	÷-2	CDROM										
Display adapters Floppy disk controllers Floppy disk controllers Infrared Builtin Infrared port on laptop or desktop Modem Monitor Mouse Port (COM & LPT) Properties Refresh Remove Print Close Cerror		Disk drive:	3									
Ploppy disk controllers Hard disk controllers Hard disk controllers Modem Modem Modem Mouse Mouse Mouse Port (COM & LPT) Properties Refresh Remove Print Close Carres	E B	Display ad	apters									
Hard disk controllers Hard disk controllers Hard disk controllers Moraed Monitor Mouse Nouse Nouse Nouse Properties Refresh Remove Print Close Carres		Floppy disi	< controllers									
		Hard disk	controllers									
			Infrared port of	on la	nto	o or	des	ton				
	H-62	Keyboard	AL CONTRACTOR	лпа	pto		uesi	XIOP:				
Monitor Mouse Network adapters Other devices Port (COM & LPT) Properties Refresh Remove Print Close Cerror	H	Modem	č									
Mouse Network adapters Other devices PCMCLA socket Properties Refresh Remove Print Close Cerror Infrared port on laptop or desktop Properties	÷.	Monitor										
Network adapters Other devices PCMCIA socket Properties Refresh Remove Print Close Carree -in Infrared port on laptop or desktop Properties	± 6	Mouse										
Other devices PCMCIA socket Ports (COM & LPT) Properties Refresh Remove Print Close Cance -in Infrared port on laptop or desktop Properties	÷ 📭	Network a	dapters									
PCMCIA socket Ports (COM & LPT) Properties Refresh Remove Print Close Cance -in Infrared port on laptop or desktop Properties	± 💡	Other devi	ces									
Ports (COM & LPT) Properties Refresh Remove Print. Close Centre -in Infrared port on laptop or desktop Properties	<u>ب</u>	PCMCIA s	ocket									
Properties Refresh Remove Print Close Cence		Ports (CON	4 & LPT)									-
Properties Herresh Herrove Properties Close Carros				1				(12) (12)	1			
Close Carps	P <u>r</u> op	erties	Hetresh		_	He	emo	ve			Print	
-in Infrared port on laptop or desktop Properties						-		Cl-		-	1	0
-in Infrared port on laptop or desktop Properties							_	LIO	se	_	_	Lance
-in Infrared port on laptop or desktop Properties												
	lt-in In	frared p	ort on lapt	ор	or	de	skt	op F	oro	per	ties	
									10			

or Building	Infrared port on laptop or desktop
Device type:	Infrared
Manufacturer:	(Standard infrared devices)
Hardware versio	on: Not available
- Device status	
This device i	is working properly.
- Device usage	
- Device usage	n this hardware profile
⊂Device usage IZ Disable in IT A≩move	n this hardware profile from this hardware profile
- Device usage IV Disable in IV A≩move	n this hardware profile from this hardware profile
- Device usage IV Disable in IV A≩move	n this hardware profile from this hardware profile

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.