

## **AVR Upgrade Application - computer installation**

This document is intended to address issues you may have when installing the AVR Update Application and associated drivers. The information contained in this document is accurate and current to the best of our knowledge, and supersedes any information you may obtain from other sources - including various Internet discussion forums.

This document does NOT replace the original update instructions.

### **SOFTWARE COMPATIBILITY -**

The version of the Updater Application and driver currently available for download from the web site have been tested with the following results:

The Updater is known to work in Win XP (32), Win XP Pro (32), Windows 7 (32)

The Updater is known to usually NOT work with Vista (32) and Vista (64) – but sometimes it does

The Updater is known to work in Windows 7 (64) - but you will need to update the driver

The Updater so far has not been tried with Win XP (64) and Win XP Pro (64) –  
but it probably will work with them

The Updater has been run successfully in Windows 2000

The Updater is known to usually NOT work with any Mac – although it sometimes does

The Updater has not been tried with older versions of Windows

The driver that is installed automatically when you install the current version of the Updater usually does NOT work correctly with the latest version of Windows 7 (64 bit). If you have this version of Windows, you will probably need to install a newer driver (the latest version is v3.3).

**COMPUTER ISSUES** - Because the configuration of computers varies widely, various problems may arise that prevent the driver and/or the AVR Update Application from working properly.

The first important thing to understand is that the included USB driver MUST be properly installed, and be running, if the update is to succeed. Initially, you should connect the unit to your PC (being careful to use the correct USB connector on the unit), and place the unit in Standby mode (it must, of course, be plugged in and the rear panel Power switch must be On). At this point you should have heard a connection tone from the PC. When you now run the Updater Application, towards the bottom of the Updater Application window (to the left of the START button) you will see an icon that shows whether the unit is alive and connected to the computer (it looks like a little monitor and an integrated circuit with a line connecting them.) If the connection is present, the line will be connected; if the connection is NOT working correctly, there will be a big red “X” through the line.

***IF YOU SEE THE RED “X” THROUGH THE LINE, THE CONNECTION BETWEEN YOUR COMPUTER AND UNIT IS NOT PROPERLY ESTABLISHED; DO NOT ATTEMPT TO PROCEED UNTIL THIS IS CORRECTED.***

The following is a short list of things you can try if you have a compatible operating system but you still cannot get the Updater Application to work:

- 1 – Use a different (or shorter) USB cable; especially long cables may have problems, and even some short ones may not work (even a cable that works for other devices - like a printer - may NOT work with the Updater; a good quality short cable usually works best)
- 2 – Try a different USB port on your computer (especially front panel ones often work differently than rear panel ones)
- 3 – If you're using a USB hub, try plugging directly into the computer
- 4 – If you have other USB devices plugged into the computer, try again after unplugging them
- 5 – Try temporarily disabling your antivirus program (if you have one running)
- 6 – If you have a lot of other programs open or running, close them and try again
- 7 – Try running in safe mode without network connectivity (after downloading all files)

Assuming that the Update Installer is able to connect properly after trying any of these steps, proceed to do your update according to the standard update instructions.

**INSTALLING THE USBXPRESS 3.3 DRIVER** - If you are running the newest 64 bit version of Windows 7, you will almost certainly have to install the USBXpress v3.3 drivers for it to work; you may also have to update the drivers for various other reasons. The USBXpress v3.3 drivers can be obtained from Tech Support.

The latest distribution of the drivers are packaged as an encrypted archive (which makes it easier to get them through various e-mail systems). You will need to place this archive in a folder, and use WinRAR or another RAR compatible archiver to unpack it. The password for the file is "USBXpress33" - and capitalization counts. Once you enter the password, a folder will be created inside the current folder named "USBXpressInstaller33". Inside that folder will be an executable file named "USBXpressInstaller.exe". This is the file you run to install the drivers.

The easiest way to install the new driver is to just install it over the old one, and this usually works. To do that:

- 1 – Disconnect your unit from the computer
- 2 – Run USBXpressInstaller.exe
- 3 – Re-connect your unit to the computer and run the AVR Update Installer

If the red "X" is gone, then the driver install was successful, your unit and PC have established connection, and you can proceed with the standard instructions. If not, then the driver installation may have failed, and you will have to "do it the long way".

## AVR Upgrade Installer - Computer Addendum

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The following procedure is the official sequence for re-installing a Windows driver - and usually works, although it takes a bit longer and requires some additional steps:

- 1 – Connect the PC to the unit with the unit in Standby (USB drivers only load when they are called)
- 2 – Open Device Manager (now that the unit is connected, you should see the USBXpress driver listed under USB devices....)
- 3 – Right click on the driver and Delete it
- 4 – Close everything and shut down and turn off the PC
- 5 – Disconnect the unit while the PC is off
- 6 – After a half minute or so, restart the PC
- 7 – Run the installer (USBXpressInstaller.exe) to install the new driver (the unit and PC are still DISCONNECTED)
- 8 – After the driver finishes loading, reconnect the unit
- 9 – When you reconnect the unit, the PC should see it as a device, recognize that the driver is needed, and reload the new one

You should see messages about “device connected” “driver found” etc.

If it asks, give it permission to install the driver automatically.

If it can't find the driver (shouldn't happen), you can manually point to it....

It should be here....

C:\Program Files (x86)\Silabs\MCU\USBXpress\

Now run the AVR Update Installer and the red “X” should be gone

NOTE: DO NOT uninstall or reinstall the AVR upgrader – the install of the old driver is bundled with the Updater install, and it may overwrite the new driver you just installed if you do so.

If you reinstall it, it MAY overwrite the new drivers with the old ones.