



KENWOOD

Listen to the Future

KPG-22U/ KPG-36U/ KPG-43U/ KPG-46U

Troubleshooting

Document No.:	028
Version:	1.00
Last Updated:	February, 2011

Kenwood Corporation

About Copyright

All copyrights and other intellectual property rights for this troubleshooting document are owned by Kenwood Corporation.

About Notations

The following notation is used in this manual.

“ ” (Double Quotation Mark)

The characters in quote marks indicate the names of the functions, buttons and menus shown in the active window.

Bold Letters

The characters in bold letters indicate the names of the windows, tabs and checkboxes for the application in use.

About Trademarks

Microsoft[®], Windows XP[®], Windows Vista[®], Windows[®] 7 and Windows[®] logo are registered trademarks of Microsoft Corporation.

All other product names referenced herein are trademarks or registered trademarks of their respective manufacturers.

Disclaimer

Neither the whole nor any part of the information contained within, or the product described in this document, may be adapted or reproduced in any material or electronic form without the prior written consent of Kenwood Corporation.

This troubleshooting document is supplied on an “as-is” basis and no warranty is made, either express or implied, as to its suitability for any particular purpose.

Kenwood Corporation will not accept any claim for damages whatsoever arising as a result of use or failure of this driver.

The information in this troubleshooting document is subject to change without notice.

TROUBLESHOOTING FOR KPG-22U, KPG-36U, KPG-43U AND KPG-46U

This troubleshooting document helps you diagnose and resolve potential problems with your PC. Also, the document addresses some of the more common problems previously experienced by KPG-22U, KPG-36U, KPG-43U or KPG-46U users.

If you do not find a solution to your problem in this document, contact technical support for further assistance.

Note: "PC" represents Personal Computer in this document.

Question

What do I do if KPG-22U, KPG-36U, KPG-43U or KPG-46U does not work properly on my PC?

Answer

Although the cause cannot be specified, the problem may be overcome by one of the following methods.

● Solution 1

Make sure that the installation of KPG-22U, KPG-36U, KPG-43U or KPG-46U driver has completed successfully.

● Solution 2

If there are multiple USB ports on the PC, connect KPG-22U, KPG-36U, KPG-43U or KPG-46U to a different USB port. If a USB port on the front panel is used, connect KPG-22U, KPG-36U, KPG-43U or KPG-46U to a USB port on the back panel.

● Solution 3

If KPG-22U, KPG-36U, KPG-43U or KPG-46U does not work properly, restart Windows or disconnect KPG-22U, KPG-36U, KPG-43U or KPG-46U from the USB port and re-connect it to the port.

● Solution 4

If any USB device other than KPG-22U, KPG-36U, KPG-43U or KPG-46U is connected to a USB port, disconnect the device, and then re-connect KPG-22U, KPG-36U, KPG-43U or KPG-46U.

● Solution 5

If you have a USB hub with an external power supply, connect KPG-22U, KPG-36U, KPG-43U or KPG-46U to the PC via the USB hub.

Question

How do I change the COM number for KPG-22U, KPG-36U, KPG-43U or KPG-46U on Windows XP, Windows Vista and Windows 7?

Answer

Normally, a new COM number is automatically assigned to KPG-22U, KPG-36U, KPG-43U or KPG-46U in the existing PC environment.

Depending on the PC, multiple COM ports for items such as a built-in modem or an infrared device are available. In this case, the next available COM number is assigned to KPG-22U, KPG-36U, KPG-43U or KPG-46U.

Follow the procedure below to change the automatically assigned COM number.

● Solution

1. Start up the PC, and then make sure that Windows XP, Windows Vista or Windows 7 is properly running.

2. Make sure that the installation of the KPG-22U, KPG-36U, KPG-43U or KPG-46U driver has completed.

3. Connect KPG-22U, KPG-36U, KPG-43U or KPG-46U to a USB port on the PC.

4. For Windows XP: Right-click "My Computer" and then select "Properties".

The "System Properties" window opens.

For Windows Vista and Windows 7: Click "Start", right-click "Computer", and then select "Properties".

The "System" window opens.

5. For Windows XP: Click the "Hardware" tab and then click the "Device Manager" button.

For Windows Vista: Click the "Hardware" tab and then click the "Device Manager" button.

For Windows 7: Click the "Device Manager" task.

6. Right-click "Silicon Labs CP210x USB to UART Bridge (COMx)" in the Device Manager > "Port (COM and LPT)", and then select "Properties".
7. Click the "Port Settings" tab and then click the "Advanced Settings" button.
8. Select the desired COM port number from the "COM Port No." dropdown list.

A COM port number with (Busy), such as "COMx (Busy)" cannot be selected since the number is being used by another device. If a COM port number with (Busy) is selected, the message "This COM name is being used by another device (such as another COM port or modem)" appears.

If you wish to use a COM port number with (Busy), make the number available by disabling the device using the COM port number in advance.

9. Click the "OK" button.

Note:

- ◆ If installation information on a device that no longer physically exists (or a modem card that was installed before but is now disconnected) is retained, the COM port assigned to the device may become "Busy".
- ◆ For Windows Vista and Windows 7, the administrative privilege is required to do the above operations.

Question

How do I uninstall the KPG-22U, KPG-36U, KPG-43U or KPG-46U driver?

Answer

Follow the procedure below to delete KPG-22U, KPG-36U, KPG-43U or KPG-46U setup file and drivers.

1. Start up the PC, and then make sure that Windows XP, Windows Vista or Windows 7 is properly running.
2. For Windows XP: Click "Start" > "Settings" and then select "Control Panel".
For Windows Vista and Windows 7: Click "Start" and then select "Control Panel".
3. For Windows XP: Select "Add or Remove Programs".
For Windows Vista and Windows 7: Select "Uninstall a program".
4. Delete the setup file.
For Windows XP: Select "Silicon Laboratories CP210x VCP Drivers for Windows XP/2003 Server/Vista/7" from the program list, and then click the "Change/ Delete Programs" button.
For Windows Vista and Windows 7: Select "Silicon Laboratories CP210x VCP Drivers for Windows XP/2003 Server/Vista/7" from the program list, and then click the "Uninstall a program" button.
5. Click the "Yes" button in the "Do you want to completely remove the selected application and all of its features?" message.
6. Click the "OK" button in the driver deletion message.
7. Click the "Finish" button after "Uninstall Complete" appears.
8. Delete the drivers.
For Windows XP: Select "Silicon Laboratories CP210x USB to UART Bridge (Driver Removal)" from the program list, and then click the "Change/ Delete Programs" button.
For Windows Vista and Windows 7: Select "Silicon Laboratories CP210x USB to UART Bridge (Driver Removal)" from the program list, and then click the "Uninstall/Change" button.
9. Click the "Uninstall" button after the uninstaller is activated.
10. Click the "OK" button after the "Success" message appears.

Now the uninstallation completes.

Question

The assigned COM port number is too large. Is there any other way to change the COM port number?

Answer

Follow the procedure below to delete the reserved COM port number.

1. Start up the PC, and then make sure that Windows XP, Windows Vista or Windows 7 is properly running.
2. For Windows XP: Click "Start" > "Run".
For Windows Vista and Windows 7: Click "Start" and then click "Search programs or files" box.
3. For Windows XP: Enter "cmd" and then click the "OK" button.
The command prompt starts.
For Windows Vista and Windows 7: Enter "cmd" by using a keyboard, right-click "cmd" in the searched program list, and then click "Run as Administrator". The command prompt starts.
4. Enter the following commands and then start the Device Manager.
`set devmgr_show_nonpresent_devices=1`
`cd c:\windows\system32`
`start devmgmt.msc`
5. Click the "View" menu in the Device Manager, and then click "Show hidden devices".
6. Right-click and delete an unnecessary reserved COM port number since all devices, including those not connected to the PC, are visible. Be careful not to delete necessary devices.

Note: For Windows Vista and Windows 7, the administrative privilege is required to do the above operations.

Question

Is KPG-22U, KPG-36U, KPG-43U or KPG-46U equivalent to the serial cable (KPG-22A, KPG-36A, KPG-43A or KPG-46A) in terms of the time required for writing and reading data?

Answer

The communication time significantly varies depending on the PC and the configured baud rate.

Also, it may take longer if the firmware is written by using KPG-22U, KPG-36U, KPG-43U or KPG-46U and the corresponding FPRO (Version 6.00 or later).

