

# Communication Losses between PeakSimple and GC November 2014

Communication between the GC and computer via USB cable is sometimes temporarily lost ( disconnects ).

Please see the companion doc on the SRI website describing some simple actions to take.

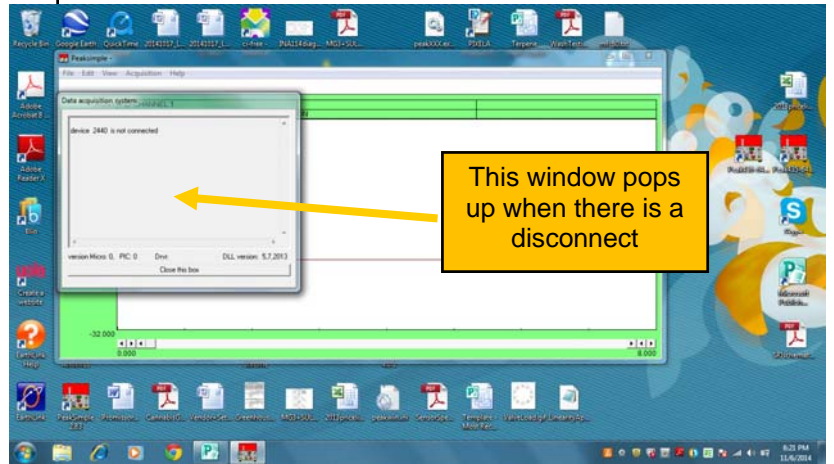
[http://www.srigc.com/Losing%20Communications%20Troubleshooting%20Guide%20\(Nov.%202012\).pdf](http://www.srigc.com/Losing%20Communications%20Troubleshooting%20Guide%20(Nov.%202012).pdf)

SRI has determined that disconnects are sometimes caused when the +5volt power supply of the computer is intermittent. Some computers do this frequently, some never. This is important because the USB cable is powered from the computer's ( not the GC's ) 5volt supply.

To prevent this from happening, purchase a product called a "powered USB hub" like the one at right which we bought from Amazon for about \$30 in November 2014.

Like many computer items, the prices and specs change frequently, but what is important is:

- 1) There must be an external power supply, and
- 2) Try to get USB 3.0 rather than USB 2.0 compliance



There must be an external power supply like this



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We have also made a firmware update in November 2014 which substantially eliminates disconnects on the 302 six channel A/D board.

Gently pry the chip out of the socket with a small screwdriver.

Replace it with the new chip.  
The part# of the new chip is 8600-1053. Cost as of Nov 2104 is \$110.

