Sales & Service Bulletin

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Technical Information

USB Communication with MOTORTECH Devices

Solving Communication Issues between PC/Laptop and Device

If it is not possible to establish a USB connection between MOTORTECH ignition controllers or stepper motor drivers and a computer, we recommend to update the USB driver (FTDI driver) on your PC or laptop.

The current driver version 2.12.24.0 from chip manufacturer FTDI is recommended for the operating systems $Microsoft^{\circ}$ Windows 7/8/10.

You can download the driver on the following page of the manufacturer: http://www.ftdichip.com/Drivers/VCP.htm

Direct link to the current driver version 2.12.24.0: http://www.ftdichip.com/Drivers/CDM/CDM21224_Setup.zip

Installation instructions: http://www.ftdichip.com/Support/Documents/InstallGuides.htm

If you have any questions, the MOTORTECH service team will gladly assist you.



MOTORTECH GmbH Hogrevestr. 21-23

Hogrevestr. 21-23 29223 Celle, Germany Phone: +49 5141 - 93 99 0 Fax: +49 5141 - 93 99 99 www.motortech.de motortech@motortech.de

MOTORTECH AMERICAS, LLC 1400 Dealers Avenue, Suite A New Orleans, LA 70123 Phone: +1 504 355 4212 Fax: +1 504 355 4217 www.motortechamericas.com info@motortechamericas.com

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