## Sales & Service Bulletin

Nr. 2017/03 | March 14, 2017 | Page 1/1



### 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: <a href="http://www.ftdichip.com/Drivers/VCP.htm">http://www.ftdichip.com/Drivers/VCP.htm</a>

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.



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### DISTRIBUTION

Customers / others	Yes
Representatives and Sales Partners	Yes
OEM partners	Yes
MOTORTECH subsidiaries	Yes