

Adjusting Power Saving Settings on Your PC to Maintain Communication with Instrument – Titan 4

WARNING: Any maintenance work undertaken on a James Heal instrument must be done so by a trained and competent person. Where electrical work is detailed, this should only be completed by a qualified engineer. James Heal is not responsible for damage or injury arising from work carried out by any person not qualified to do so. If in doubt, please contact James Heal or your local James Heal Agent.

Introduction

When using James Heal supplied instruments that connects via USB, it is important to alter power and screen saving settings on the PC or laptop.

Data corruption can occur while the PC is talking to the machine if, for example, the USB port goes into power saving mode.

Laptops can be problematic when running from battery. This is because the system will do everything it can to conserve battery power, even if it means cutting off communication to the instrument. **When running a machine from a Laptop always have it plugged into the power adaptor.**

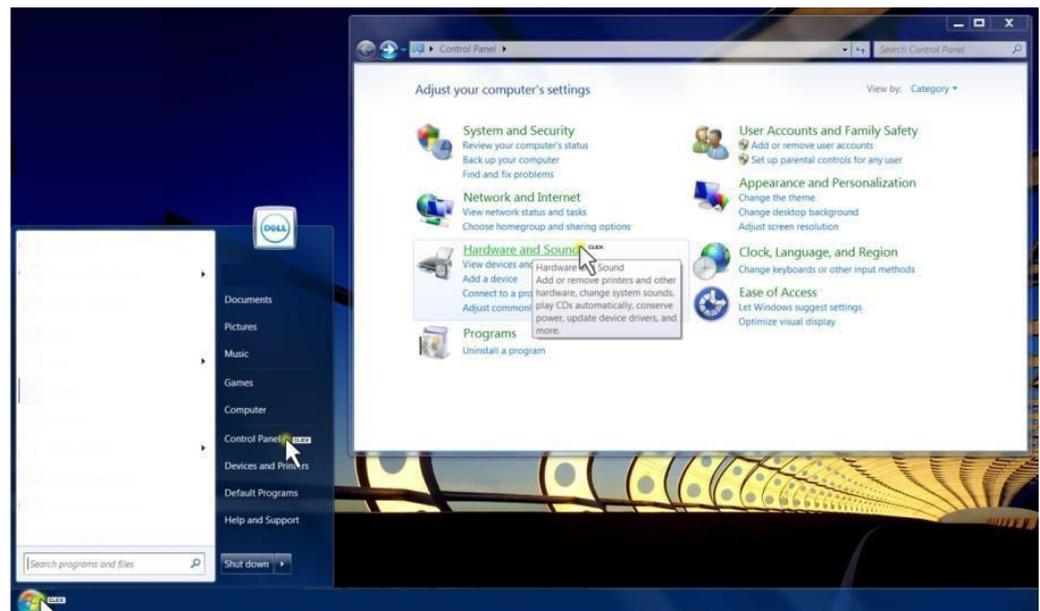
Because PC hardware differs between makes, you may not experience any issues from power saving. If you do, however, then it will be worth checking the following:

Power Settings

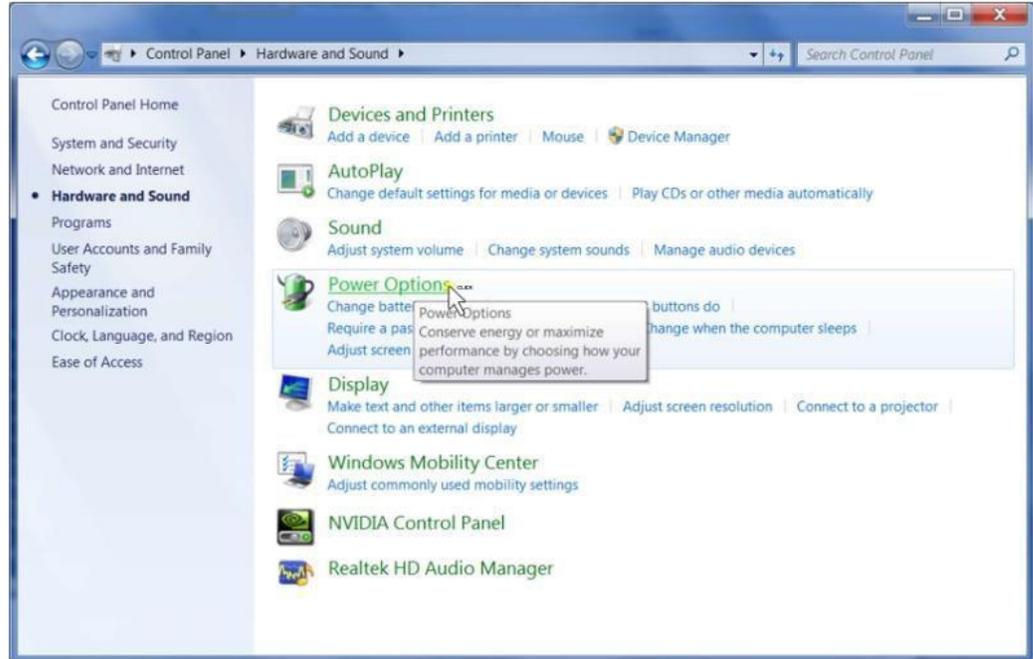
The main settings to change here relate to the hard disk, USB port and system sleep. There may be other options available, depending on your hardware. Use your judgment and disable those that may relate to USB communication being interrupted.

Firstly, open the Control Panel and choose Hardware and Sound settings:

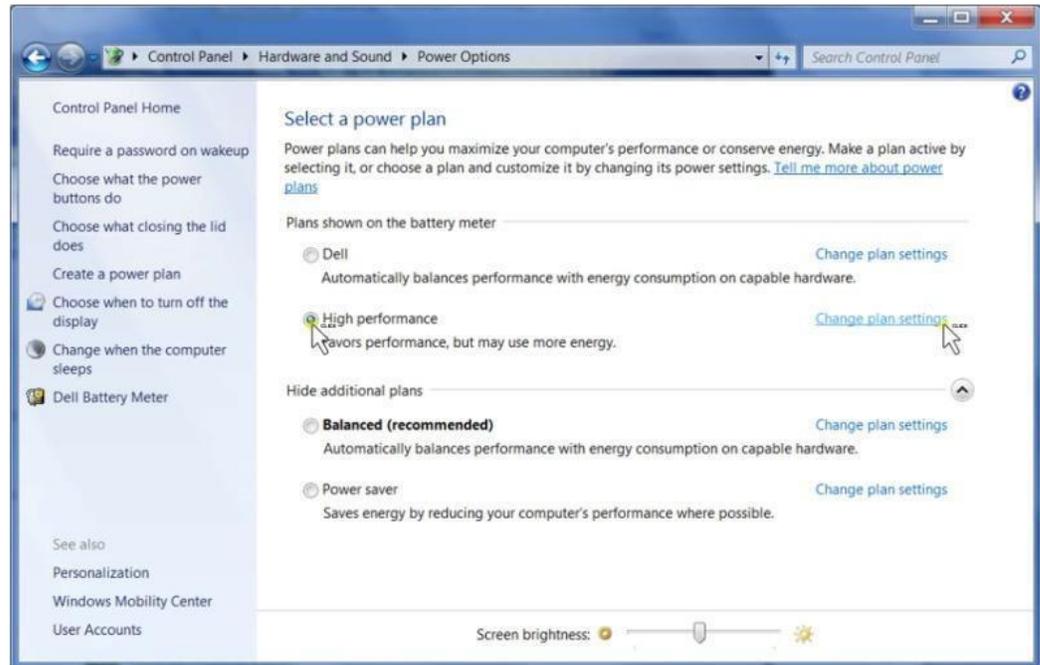
Tip: you can shortcut directly to the power options by typing *power* into the search box at the top right hand corner:



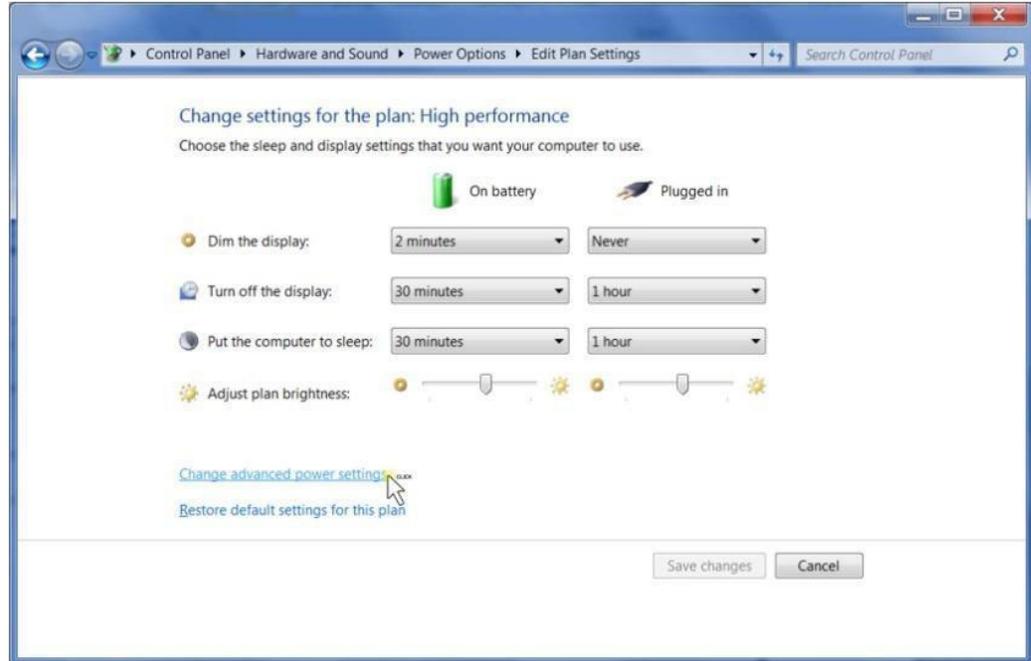
Now choose Power Options:



Make sure that High Performance settings are selected. Then choose Change Plan Settings



From there select
Change advanced power settings



Locate the advanced setting for Hard Disk.

Set both On battery and Plugged in to 0 which means Never turn off the hard disk.

(If you always intend to run a machine while plugged in, then you can leave the On battery setting as they are)



Locate the advanced setting for **Sleep**.

Set **Sleep after to 0** which means the PC/Laptop will never go into sleep mode.

(If you always intend to run a machine while plugged in, then you can leave the **On battery** setting as they are)



Locate **USB Settings** and **USB selective suspend setting**
Set both to **Disabled**

