

## MouseOx<sup>®</sup> System is Running Fine Then it Just Stops Working

The MouseOx system uses HID (Human Interface Device) Driver USB communications to pass data from the subject to the computer. If there is any interference with the USB communications, the MouseOx software will stop working. Here is a list of things that may cause this interference:

1. The host computer may have power saving features turned on such as System Standby, System Hibernate, and/or screen saver. These features usually stop the power from going to the USB port so that the system can save power. To fix this problem, make sure that these features have been shut off on the host computer. These are typically found in the Control Panel under the Start button.
2. The system may undergo a power surge or a power drop due to the power grid that the system is connected to. Sometimes large devices that could have periodic large power needs (e.g., a refrigerator) may be on the same circuit as the MouseOx system. To fix this problem, use an uninterruptable power supply (UPS) surge protector. These can be purchased from any electronics store. We recommend purchasing one with a minimum of 450 volt-amps.
3. A heating pad or some other piece of equipment may be interrupting the USB communications with an Electro Magnetic Pulse (EMP). To fix this issue, place the MouseOx control box physically distant from equipment that may be causing this interference.

There are two ways to re-establish USB communications after one of the above situations may have severed it:

If the error that caused a disruption in communications did not damage the software driver, follow these steps:

1. Close the MouseOx Software
2. Unplug the USB cable from either the MouseOx control box or the host computer
3. Wait 10 seconds
4. Plug the USB cable back in
5. Wait 10 seconds
6. Restart the MouseOx software and communications should have been repaired

If the error that caused a disruption in communications did damage the software driver, follow these steps:

1. Close the MouseOx Software
2. Unplug the USB cable from either the MouseOx control box or the host computer
3. Wait 10 seconds
4. Open InstaCal (Located in the Windows Start menu → All Programs → Measurement computing group)
5. InstaCal will detect that a MouseOx is no longer connected to the host computer
6. InstaCal will remove the corrupt driver from the referenced location
7. Close InstaCal
8. Plug the USB cable back in
9. Wait 10 seconds
10. Open InstaCal
11. InstaCal will detect the MouseOx and install a new driver that is not corrupt for proper USB communications
12. Close InstaCal
13. Restart the MouseOx software and communications should be re-established