

# FAQ and Troubleshooting

View the following advices on most frequently asked questions.

## About the General

- 1. If your older DSP840U (the previous MFG. NO) works correctly with your computer, but your new DSP840U (the newer MFG. NO) can't work correctly with the same computer**
  - The older driver installed in your computer may not be able to support the newer version DSP840U. Connect the display with your computer and then go to [Control Panel]\ [System]\ [Hardware]\ [Device Manager]\ [Ports (COM & LPT)]. If "Promag USB232/422/485 (COM number)" appears under [Device Manager]\ [Ports (COM & LPT)], it indicates the older driver is installed. Find the latest driver in the disk coming with the new DSP840U. Then see "2. How do you remove the old driver and install the new driver" to remove the old driver and install the new driver.
- 2. How do you remove the old driver and install the new driver**
  - For XP/2000/ME/98
    - (1) Do not connect the display with your computer.
    - (2) Double-click "RMUSB232.exe". (Note: "RMUSB232.exe" and "DRemover98\_2k.exe" have to be put in the same folder.)
    - (3) Restart your computer.
    - (4) Double-click "Setup.exe" (that is in "USB\_PDR00002" folder).
  - For Vista
    - (1) Do not connect the display with your computer.
    - (2) Login your computer with Administrator account.

- (3) Go to [Control Panel]\ [Add or Remove Programs] and remove "PL-2303 Vista Driver Installer".
- (4) Right-click "DRemover98\_2k.exe" and click [Run as administrator]. (Note: "RMUSB232.exe" and "DRemover98\_2k.exe" have to be put in the same folder.) Do not restart your computer.
- (5) Right-click "RMUSB232.exe" and click [Run as administrator]. (Note: "RMUSB232.exe" and "DRemover98\_2k.exe" have to be put in the same folder.)
- (6) Restart your computer.
- (7) Login your computer with Administrator account.
- (8) Double-click "Setup.exe" (that is in "USB\_PDR00002" folder).

**3. If you want to work DSP840U on Apple Mac computer and need the driver**

- Go to the website <http://www.prolific.com.tw/eng/downloads.asp?ID=31> to download Mac driver for DSP840U.

**4. If you want to work DSP840U on Linux operating system and need the driver**

- Linux Kernel 2.6 and above already include the built-in driver for DSP840U.

**5. Is JavaPOS driver available**

- No, we don't have JavaPOS driver.

## About Software (DSP840U Utility)

### 1. If strange characters appear on the display

- Make sure the baud rate adjusted by DIP SWITCH of the display and the baud rate configured by the software are set the same.

### 2. The display can't clean all the pervious message and show the new message at the same time

- To clean all the previous data, use “Clear” command and set the pixel range from 1 to 40 before sending the next message. See the setting as below that takes our demo software *DSP840U Utility* for example.

DSP840U Utility V2.2R0

Setting: **Main(GIGA)** Adv.(EPSON) Send by ASCII

Firmware Version :  GetVersion

Change the DSP Baud-Rate :

Parity,Data bit,Stop bit :

International Code :

Save the Current View Message (Layer) :

Set Cursor Position :

**Clear Display Range : Form  To**

Display the Saved Demo

Layer :

Mode :

Show Saved Message after Reboot Mode :

Peripheral Device :

Get/Send Message:

Status:

TM970135 REV. 002

If you need further technical support, please contact GIGA-TMS Support.  
Email address: [support@gigatms.com.tw](mailto:support@gigatms.com.tw)