

Acute USB 3.0 Hardware Install Troubleshootings

Abstract:

The software still running in demo mode after you successfully installed the Acute USB 3.0 Series Product software and driver.

Device install procedures and troubleshootings:

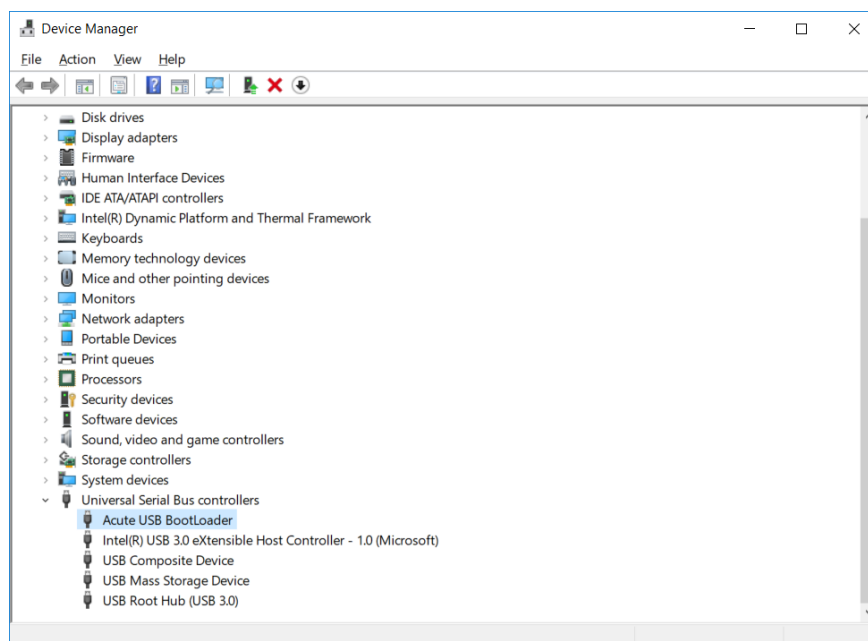
Q1 After connected the Acute USB 3.0 unit, the LED device power indicator doesn't light up normally.

A1 This issue was usually introduced by hardware connection problems, please retry the software connection with different USB Cables or USB Ports.

Q2 After connect the Acute USB 3.0 unit, the Device Manager failed to recognize the unit as Acute USB Boot Loader.

A2 Please re-install the Acute software with the driver, unplug the USB connection and reset your computer to reload the driver.

If this problem still exist after above method, please download the latest driver (http://www.acute.com.tw/Software/U3Drv/AcuteUSB3_Driver.zip), and run the ChkDriver.exe/ChkDriver_x64.exe to force update the driver and reconnect the device. (Not applicable to XP)



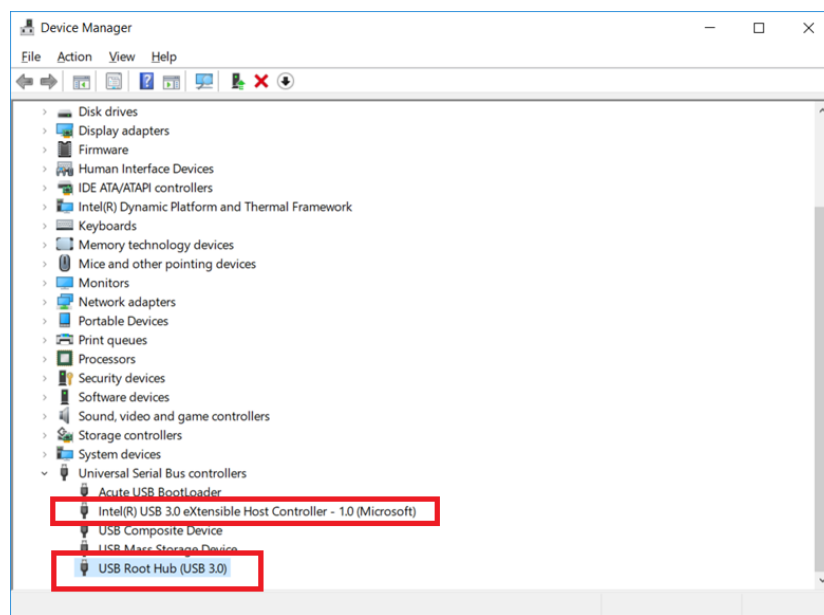
Q3 The Acute USB 3.0 unit was disappeared in the Device Manager after you started the software application.

A3 Some Intel USB controllers with out-dated drivers were found not compatible with Acute USB 3.0 products. Please check with your PC vendor for the USB controller driver update, you may also download the USB driver update from Intel official website:

Download link from Intel official website:

(Strongly recommend you to download the driver from your PC vendor website to avoid some incompatible issue)

<https://downloadcenter.intel.com/download/22824/Intel-USB-3-0-eXtensible-Host-Controller-Driver-for-Intel-8-9-100-Series-and-Intel-C220-C610-Chipset-Family>



Q4 The software keep running in Demo mode, but the unit shows normally as Acute USB 3.0 Product in the Device Manager.

A4 Please make sure you are running the latest software version from Acute website, and the software is matched and support your product. Please contact your sales agent if this issue keeps happening after you updated the latest software.