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Imager Connection Errors

(No connected imagers detected, 61 & 0, 2 & 0 or 129)

When the X-Ray computer produces an Imager Connection Error, do the following:

- 1) If the imager is plugged into a power strip or surge protector, make sure it hasn't been turned off accidentally or had the internal fuse/breaker tripped
- 2) Turn off the imager by disconnecting the power supply (unplug both cables going into the black power converter box in the power supply cable)
- 3) Disconnect the imager's USB cable (either at the imager or at the computer)
- 4) Power off the PC (do not use the restart option)
- 5) Reconnect the USB cable (**Please make sure that if there are one or more USB extension cables connected any and all connections in the chain are firmly connected**)
- 6) Reconnect the power supply (**Please make sure that both cables going into the black power converter box in the power supply cable are inserted firmly**)
- 7) Power up the PC
- 8) Open the A2D2 software

If this does not work please follow these advanced steps:

- 1) Try changing the USB port the imager is plugged into
- 2) If the imager is connected to a USB extension cable and not plugged directly into the computer
 - a. Plug an external hard drive (small flash drive or larger model) into the extension cable in place of the imager (please use an external hard drive for this process because it will check the connection in both directions which is required by our imager but not for all USB devices)
 - b. Run a different USB cable from the imager to the computer
- 3) If the imager is connected to a power strip or surge protector remove or replace it
- 4) Try plugging the imager power cable into a different outlet (an extension cable might have to be run to a different room temporarily)

Imager connection errors are primarily caused by the fact that the imager connects to the computer via the Microsoft USB bus. Devices such as mice, keyboards, printers and hard drives are very disruptive to the normal office workplace if they become disconnected so they have the highest priority. Our imager falls into a category that has a very low priority and this sometimes causes these connection errors as the USB bus is reshuffled according to this priority structure.

If you are still having problems with connection errors or you have any questions or concerns you can contact the office either by e-mail at a2d2help@gmail.com or by phone at (734) 730-2232.