Models 4000
Software & Driver Installation x64

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Models 4000 Software & Driver Installation

For Windows 7 64-Bit Only

If you have a Windows 7 64-bit operating system, some drivers for your Model 4000 amplifier the drivers will not install as they are not certified. We are aware of this issue and are working to resolve it as soon as possible.

This guide lists steps for installing the downloading and installing FTDI drivers for Windows 7 64-bit operating system instead of using the A-M Systems drivers.

Please direct your questions and comments about this document to sales@a-msystems.com.

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Download and Install the Drivers

1. Visit http://www.a-msystems.com/etc/ftdi/CDM20814_WHQL_Certified.zip by clicking the link.

   If you are unable to click on the link, copy and paste the address into your Internet browser's

   address bar.

2. Note and remember the location of the downloaded ZIP file. (You may move the ZIP file to the

   Desktop for easier navigation.)

3. Unzip the file by right-clicking and selecting "Extract All."

4. Open your Control Panel and click on "Hardware and Sound."

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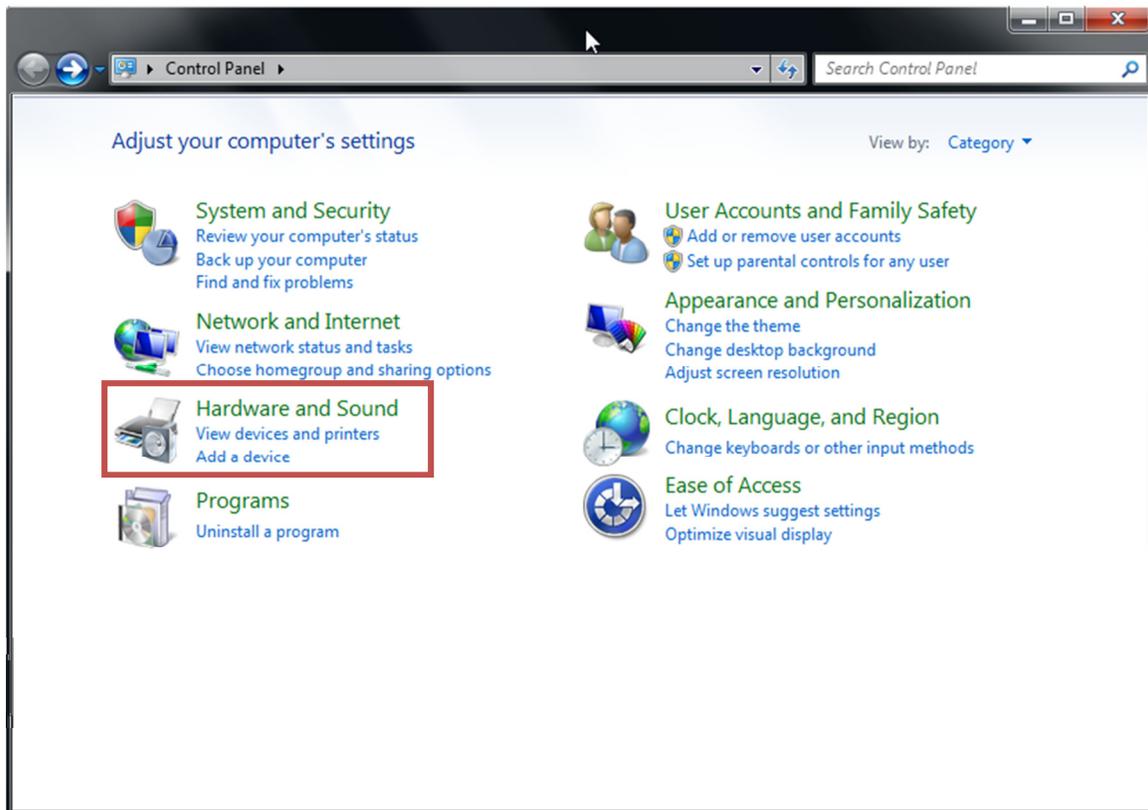
5. Click on Device Manager.
   - ✓ You need Administrator privileges to access the Device Manager.
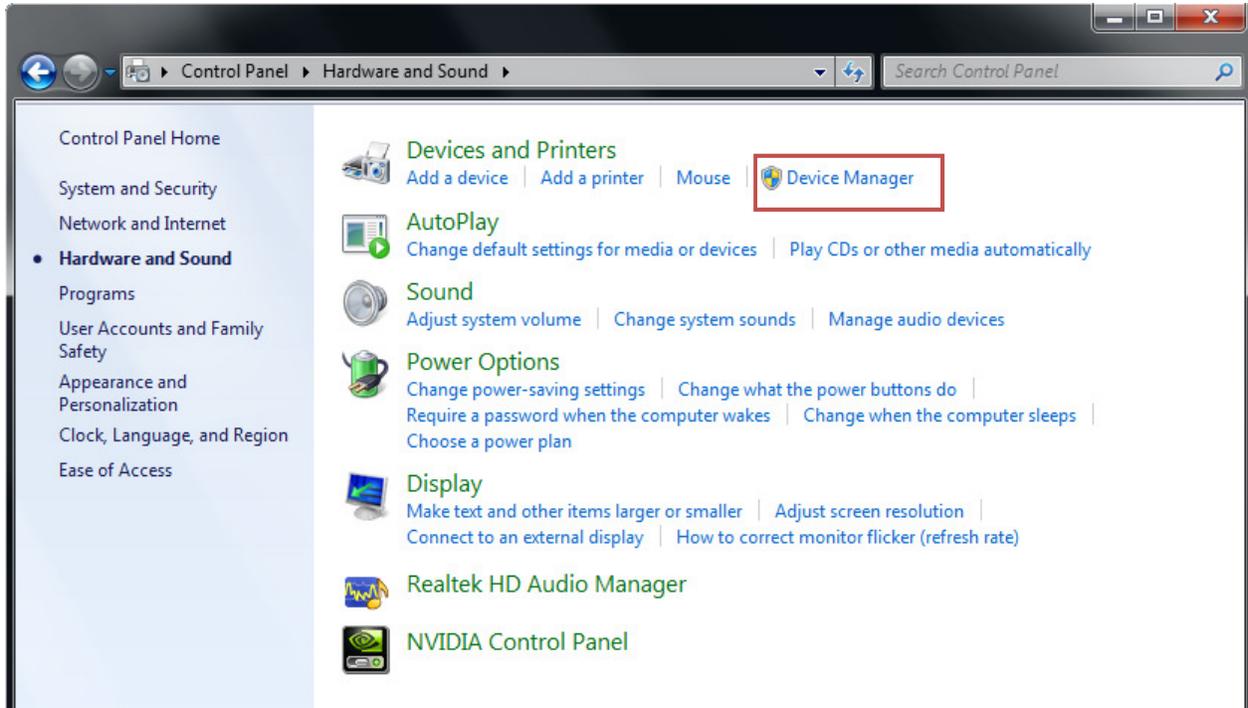
6. You will notice that "Model 4000" appears with a yellow warning sign under "Other devices." This indicates that one or more drivers are missing.

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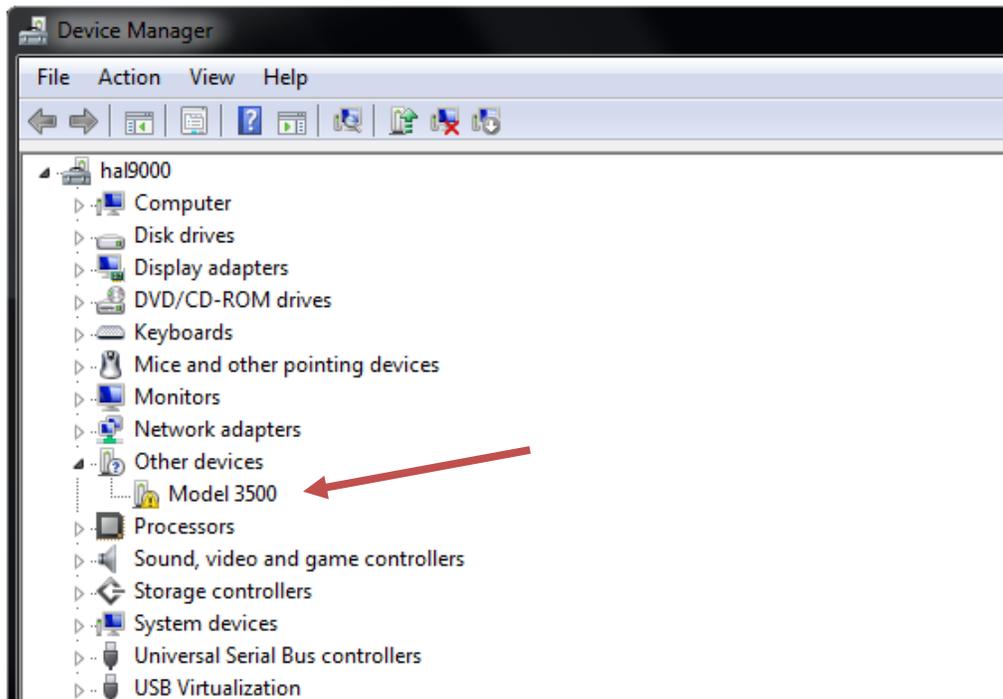
7. Right-Click on "Model 4000" (the example is for a Model 3500) and choose "Update Driver Software..."
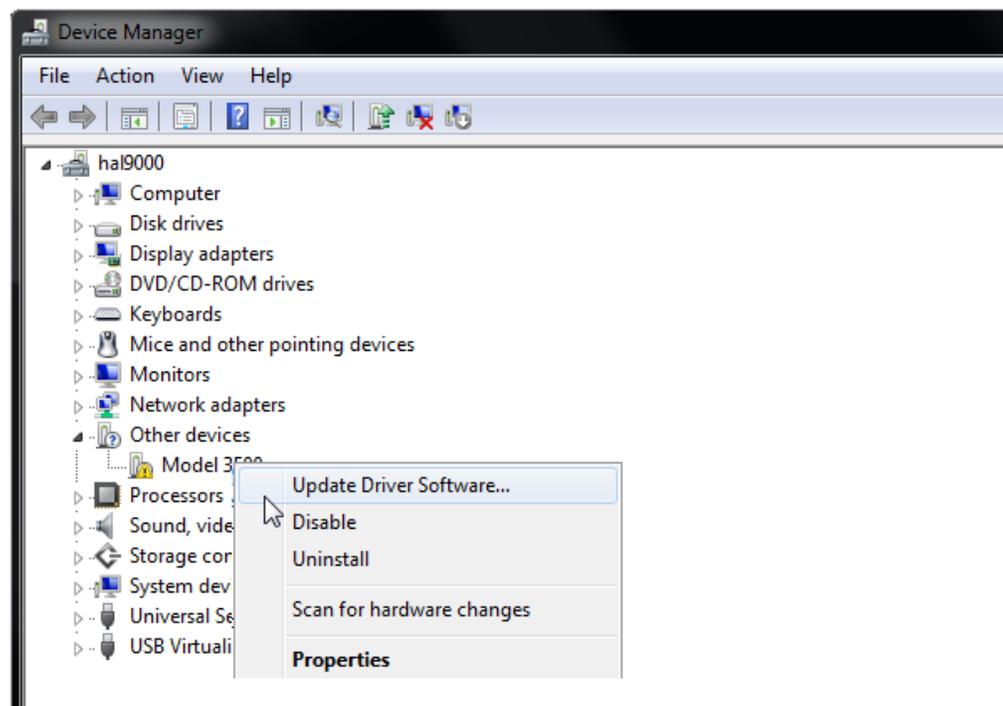
8. Select "Browse my computer for driver software."
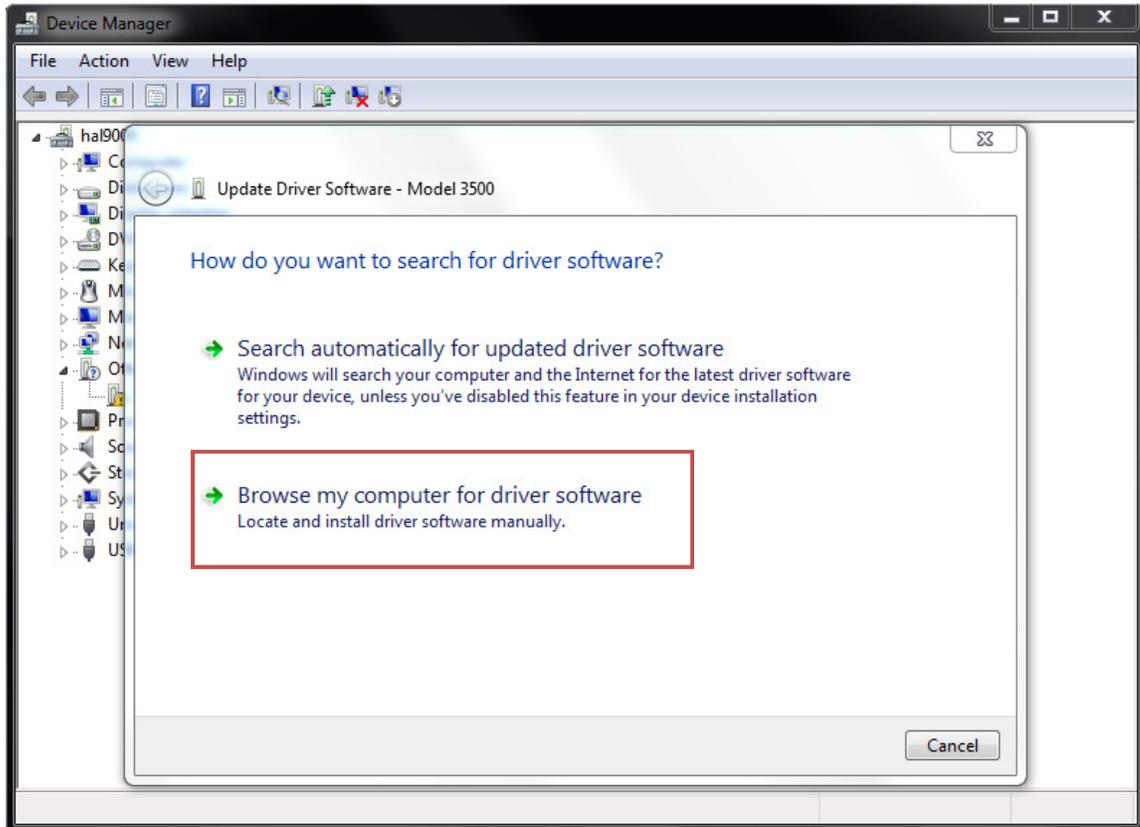
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9. Select "Let me pick from a list of device drivers on my computer."

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10. Make sure "Show All Devices" is selected and click "Next."

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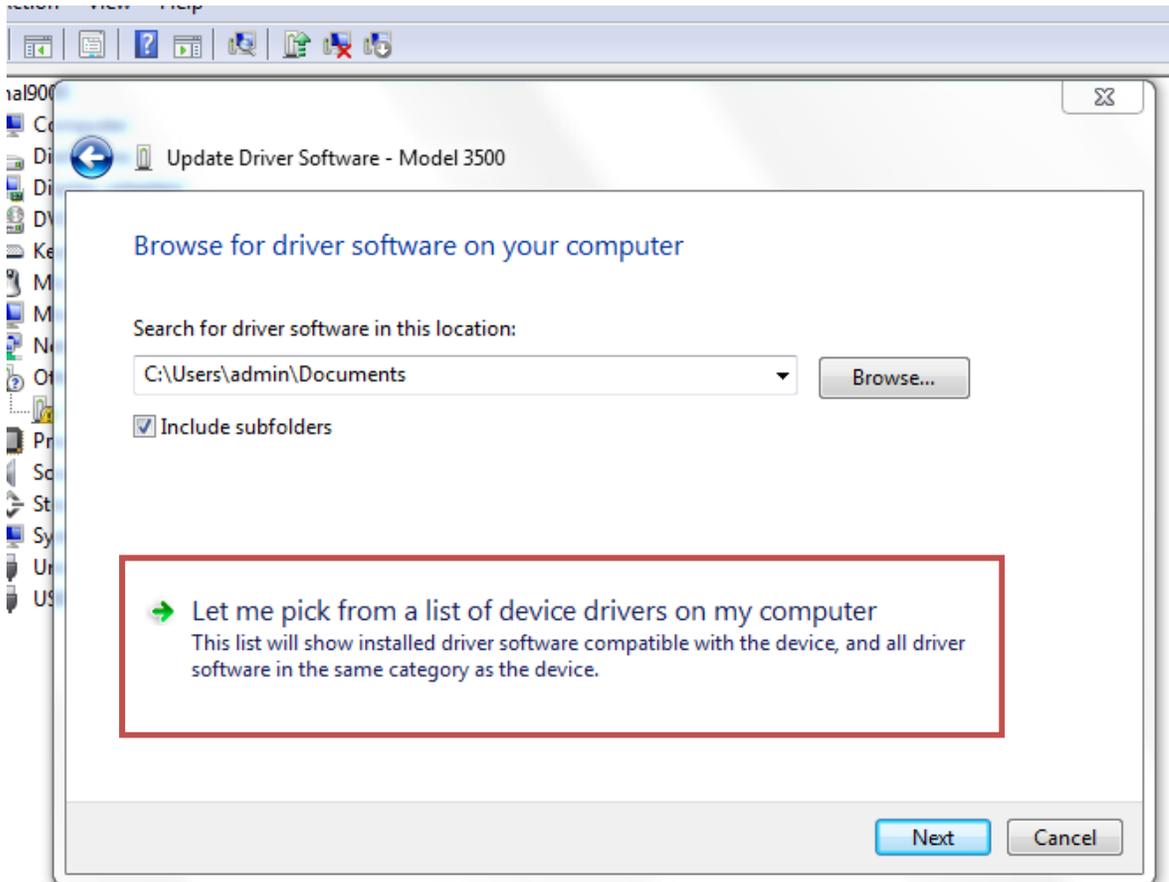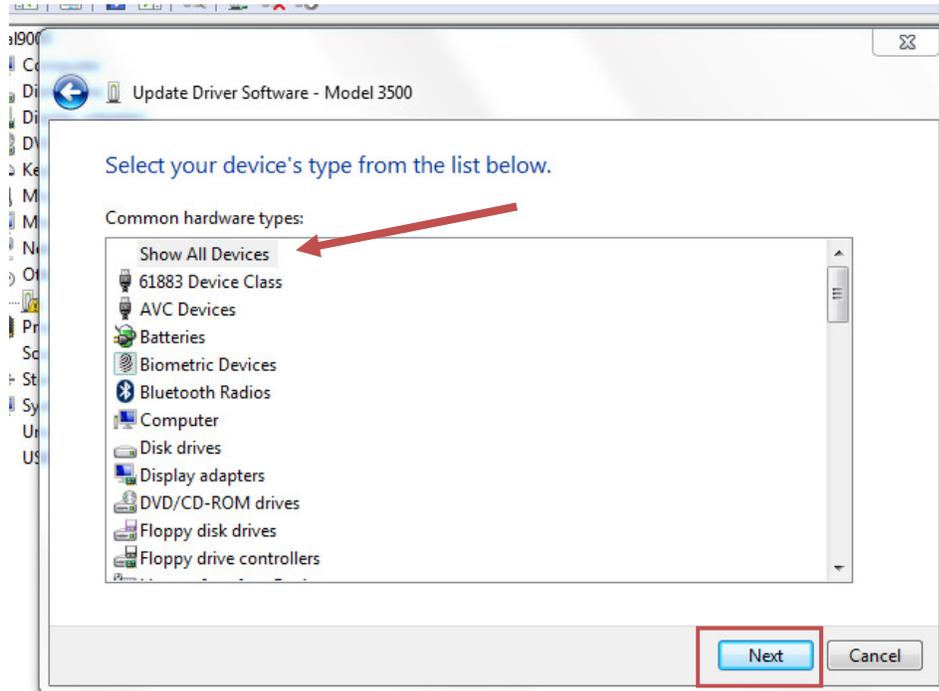
11. Click "Have Disk…"

12. Click "Browse" to navigate to the location where you downloaded the zip file.

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13. Open the unzipped folder "CDM20814_WHQL_Certified."

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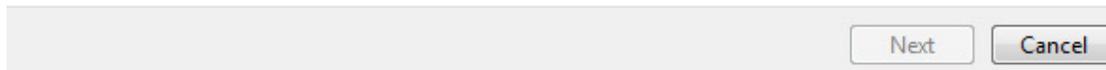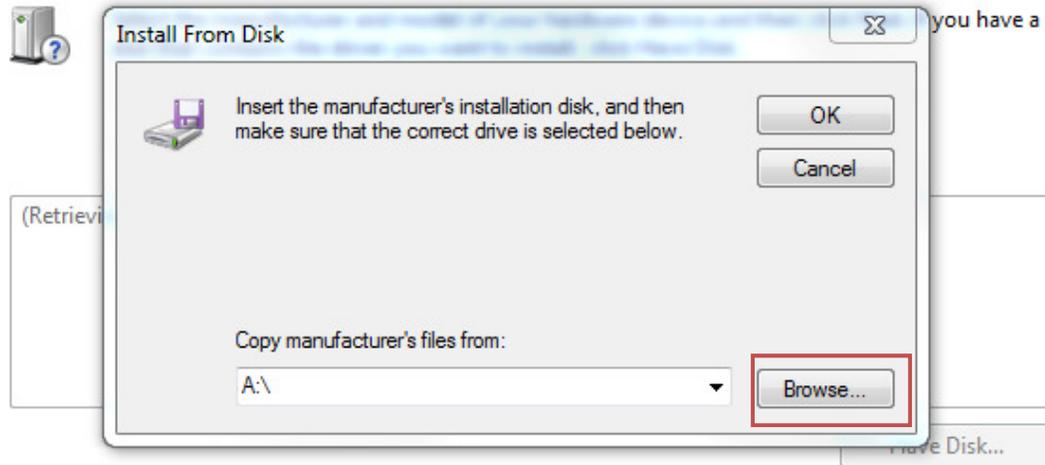
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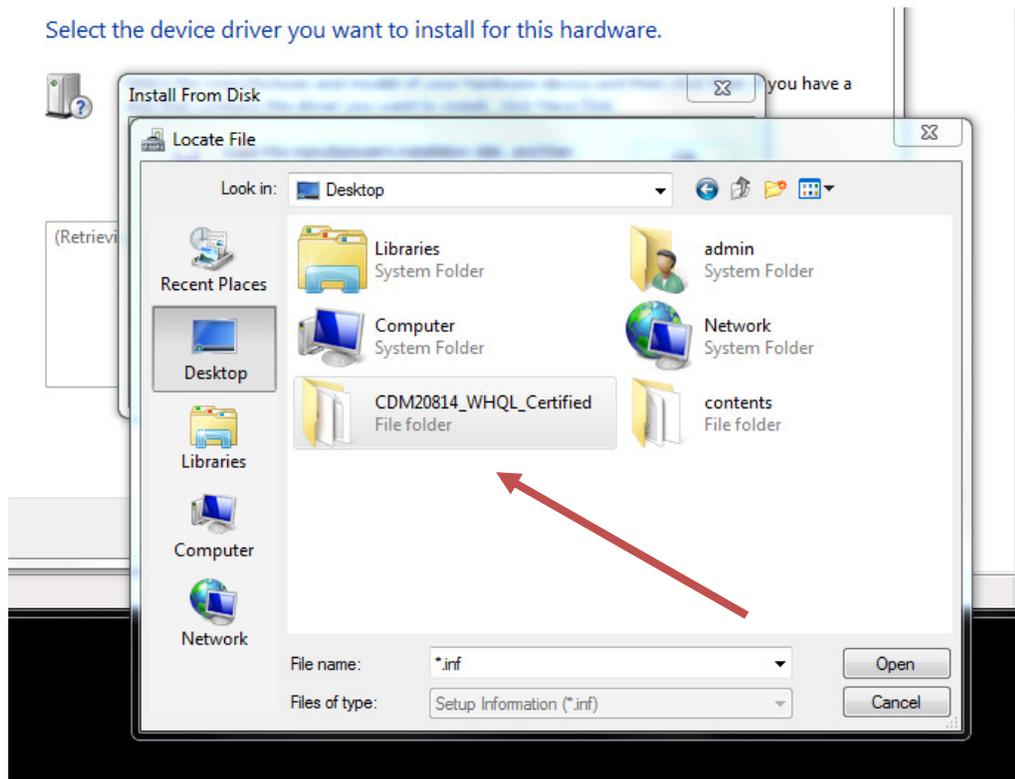
14. Select "ftdibus.inf" and click "Open."
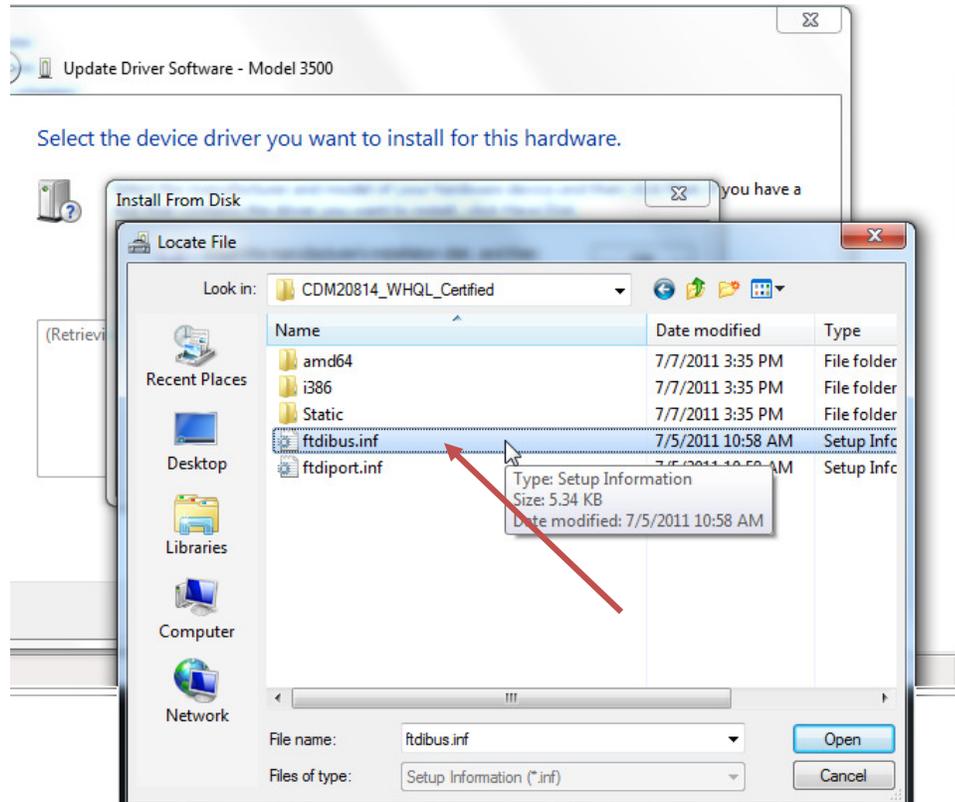
15. Click "OK" to continue.

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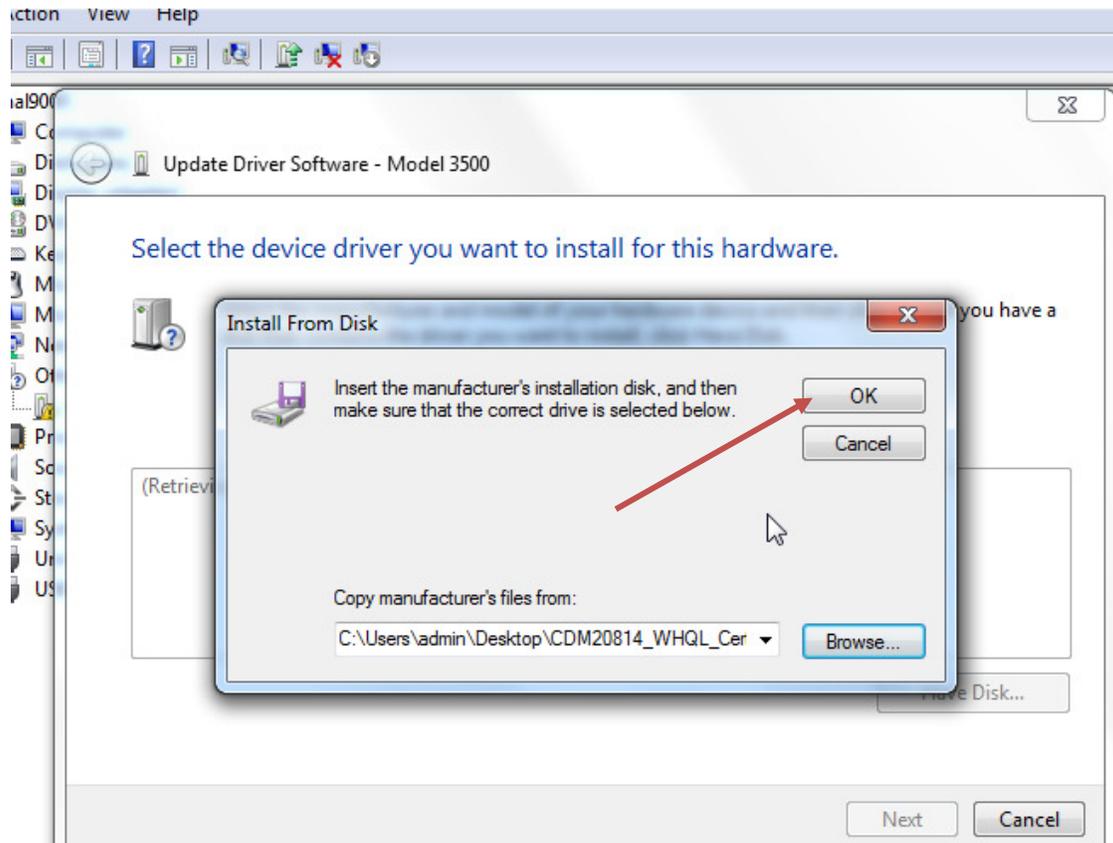
16. Select "USB Serial Converter" and click "Next."

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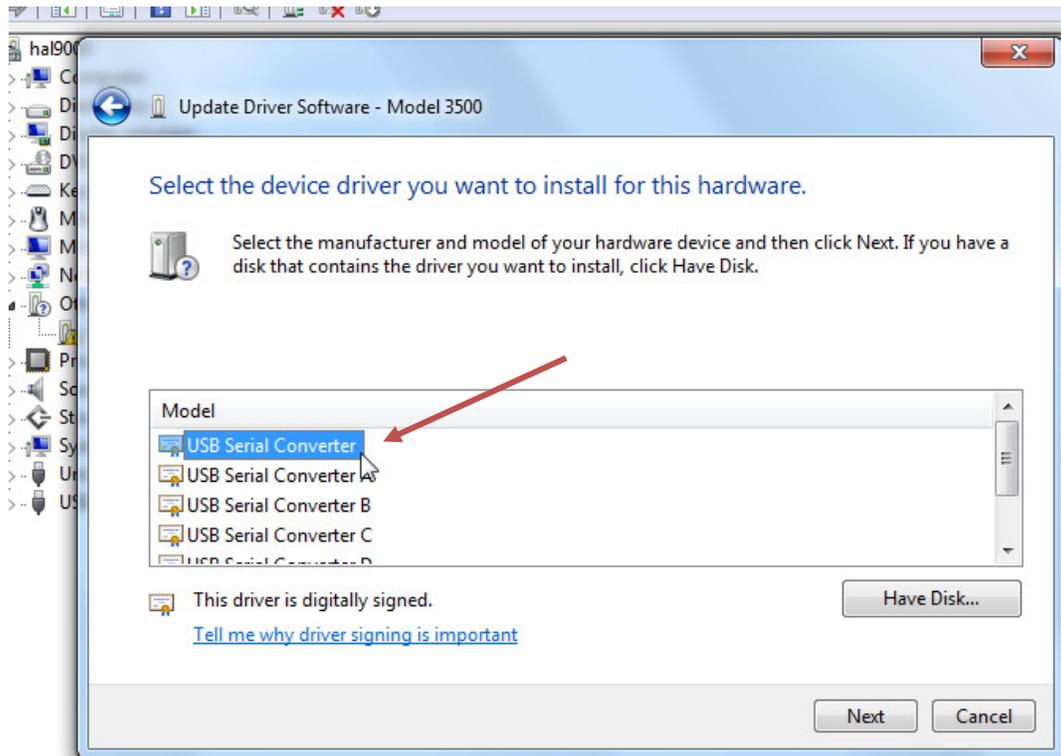
17. If an "Update Driver Warning" appears, then click "Yes" to continue.
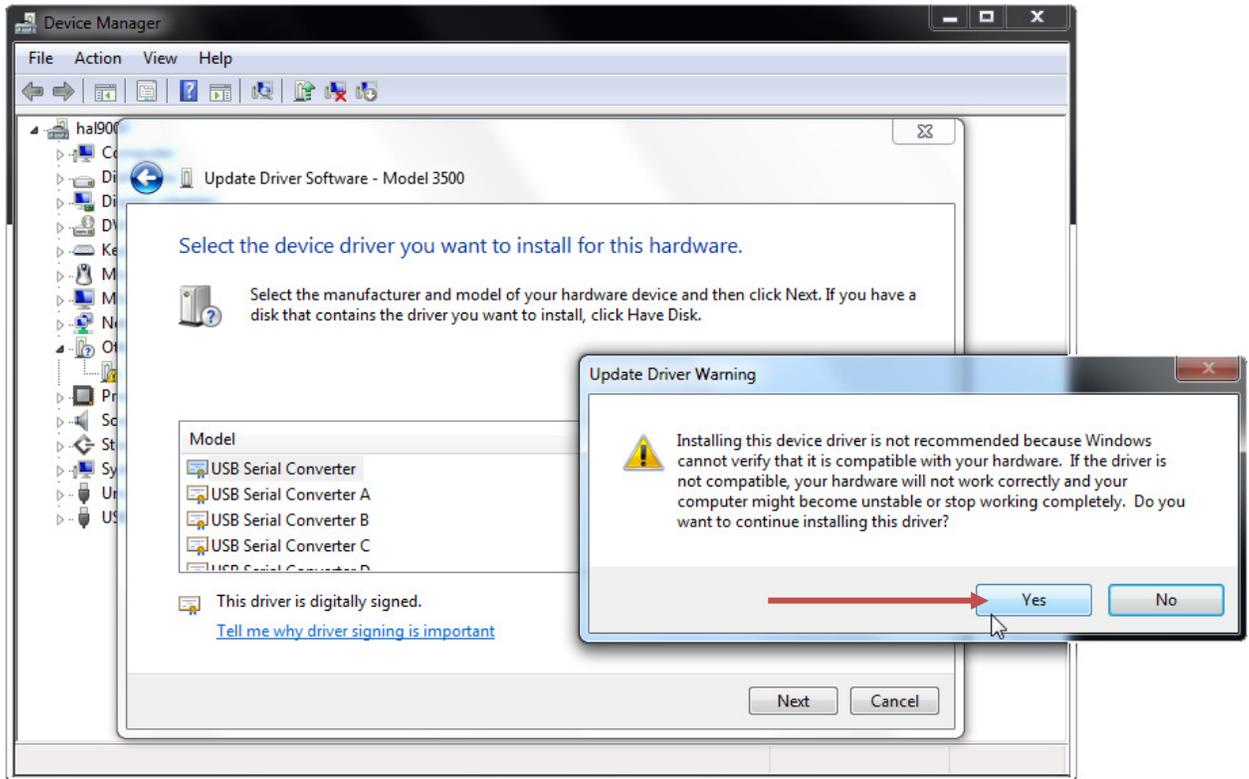
18. If the first installation is successful, dismiss the confirmation by clicking "Close."

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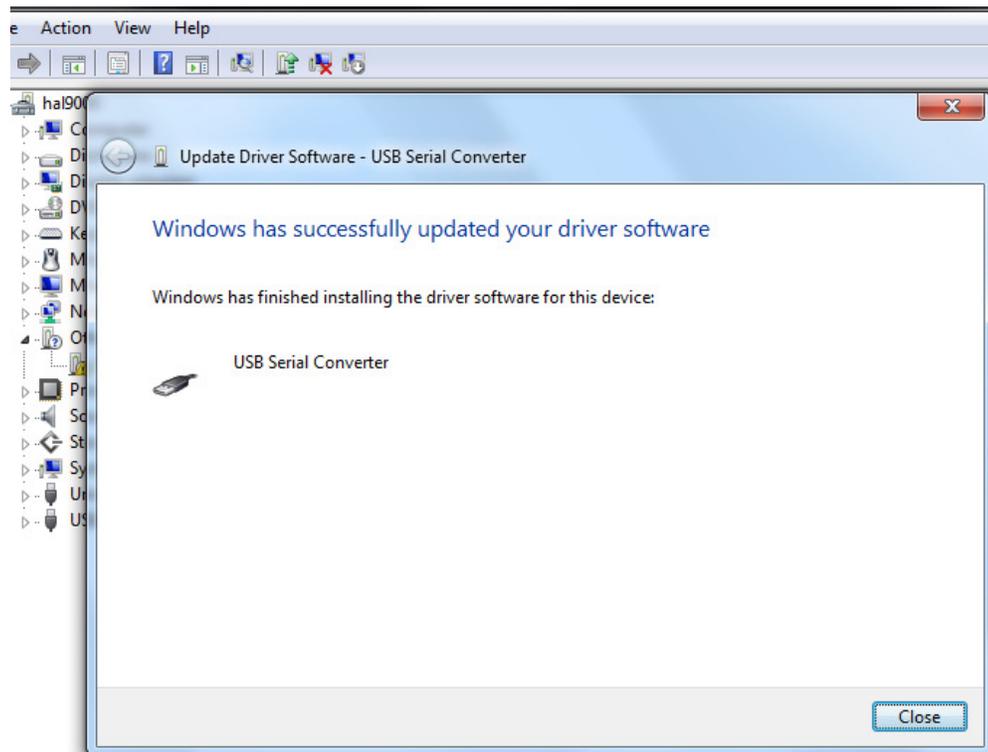
19. Notice that "USB Serial Port" appears under "Other Devices" and "USB Serial Converter" under "Universal Serial Bus Controllers."
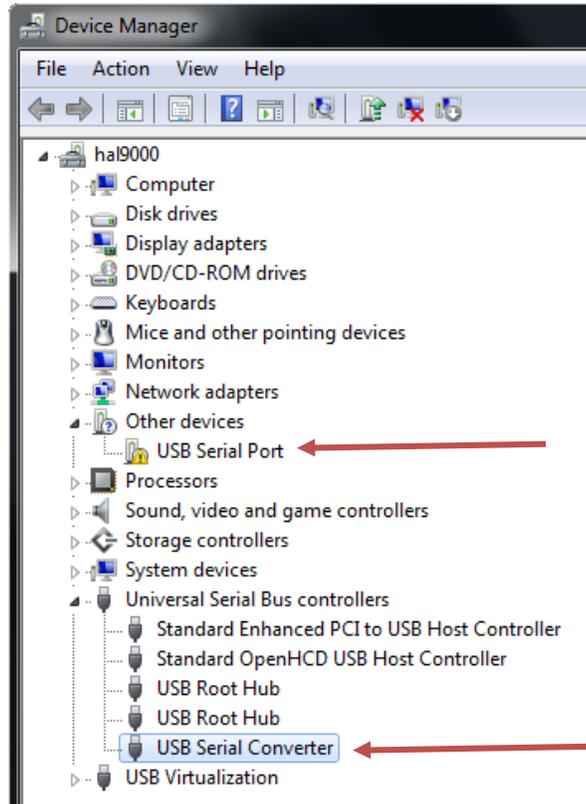
20. Right-click on "USB Serial Port" and choose "Update Driver Software…"

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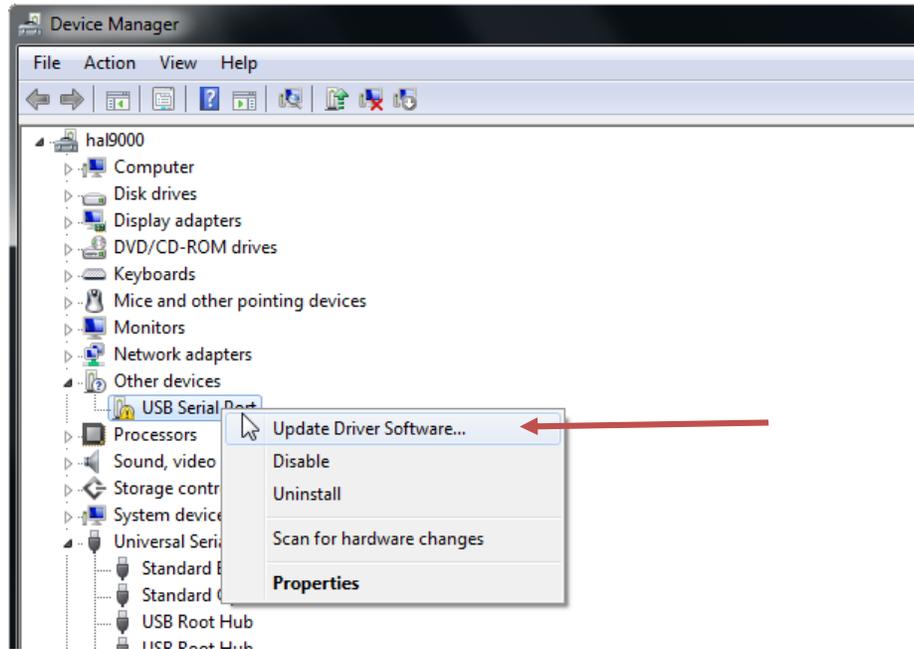
21. Select "Browse my computer for driver software."

22. Select "Let me pick from a list of device drivers on my computer."

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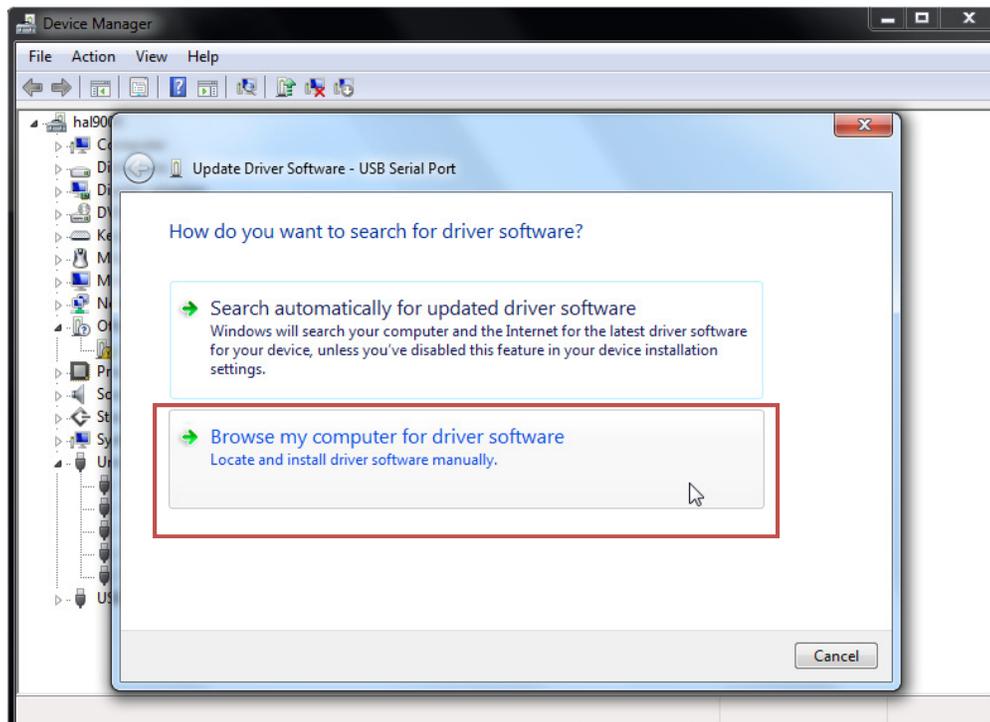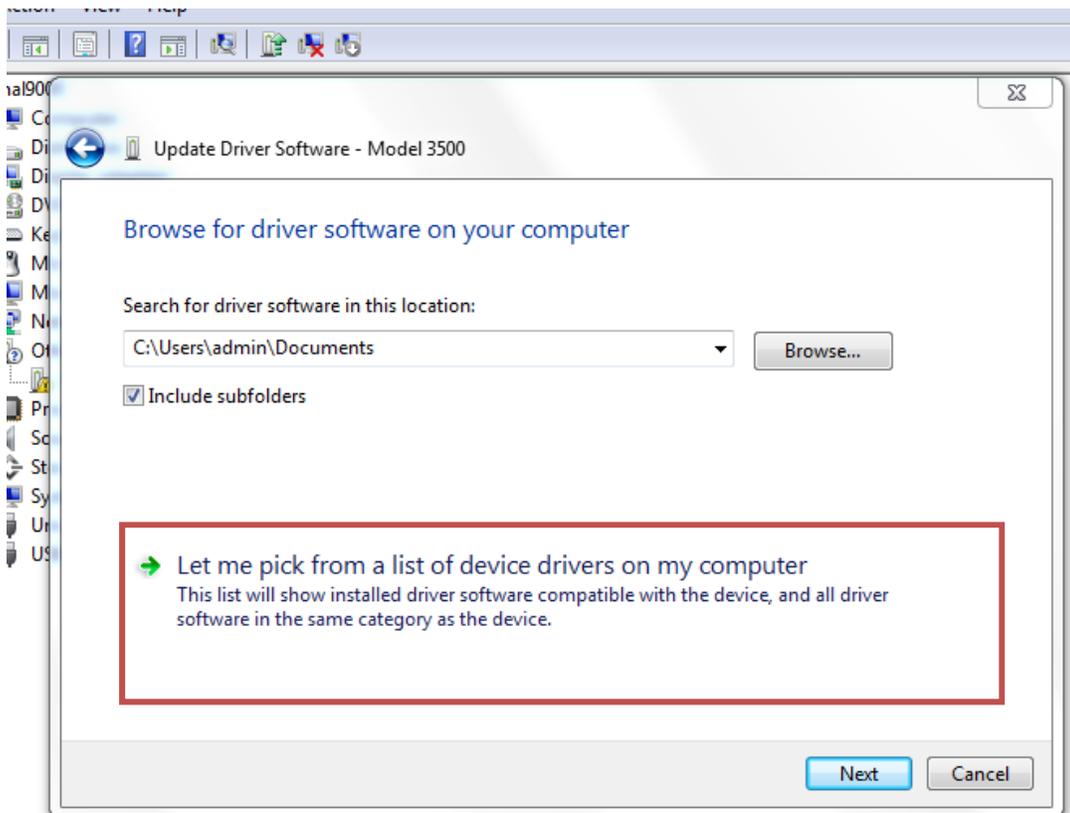
23. Make sure "Show All Devices" is selected and click "Next."

24. Click "Have Disk…"
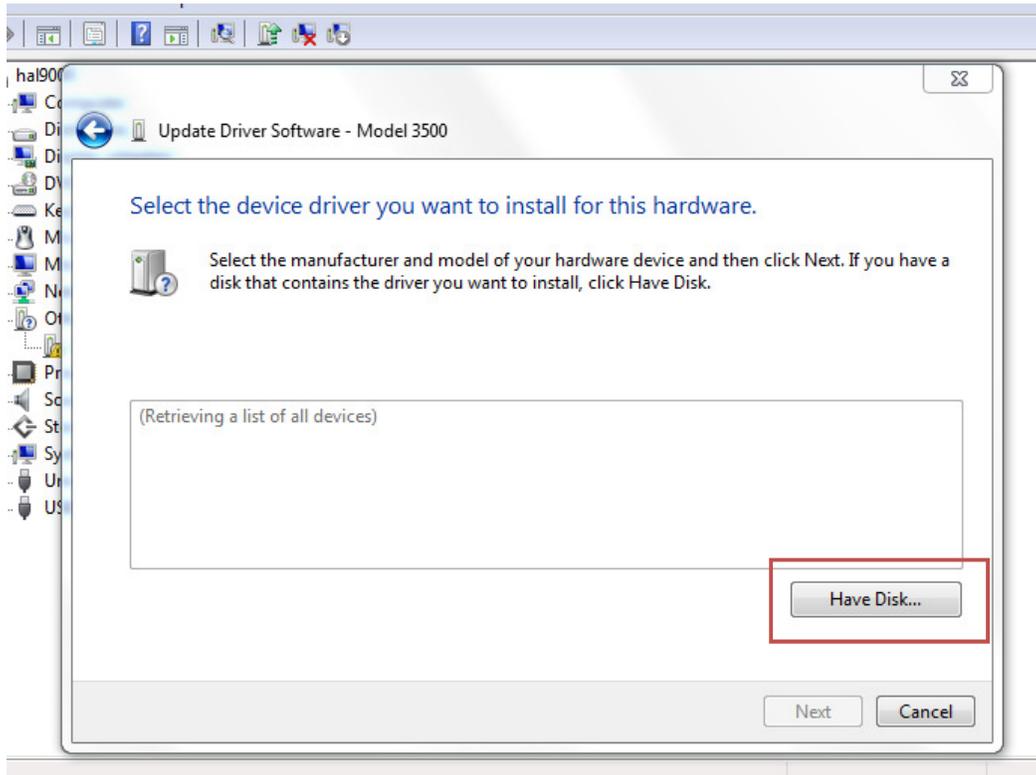
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25. Click "Browse" to navigate to the location where you downloaded the zip file.

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26. Open the unzipped folder "CDM20814_WHQL_Certified."

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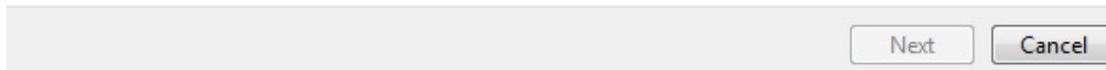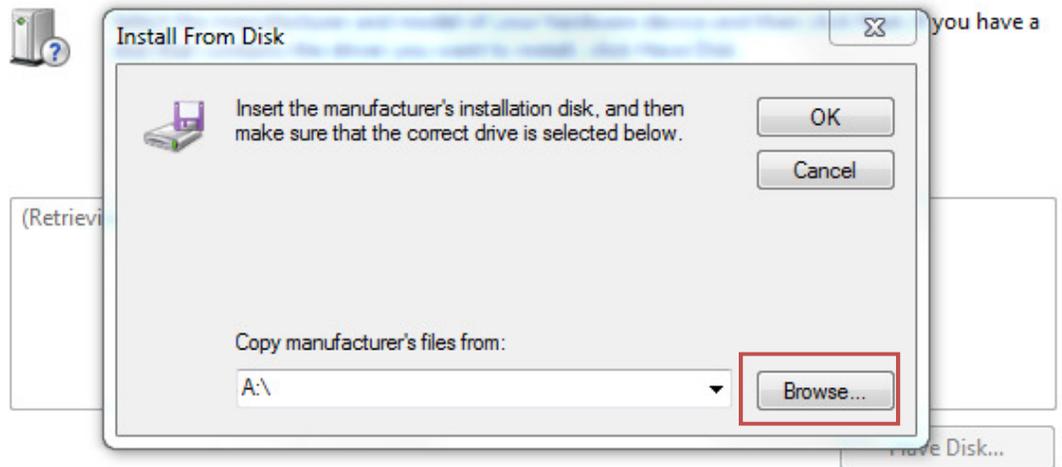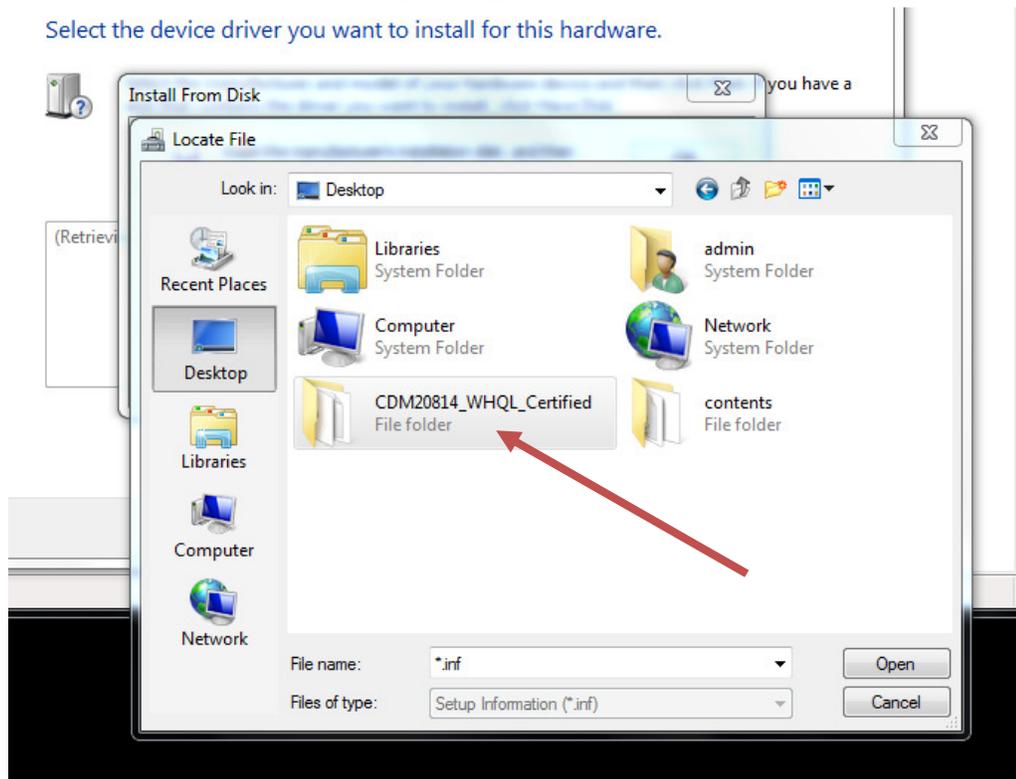
27. Select "ftdiport.inf" and click "Open" to continue.

28. Click "OK" to continue.

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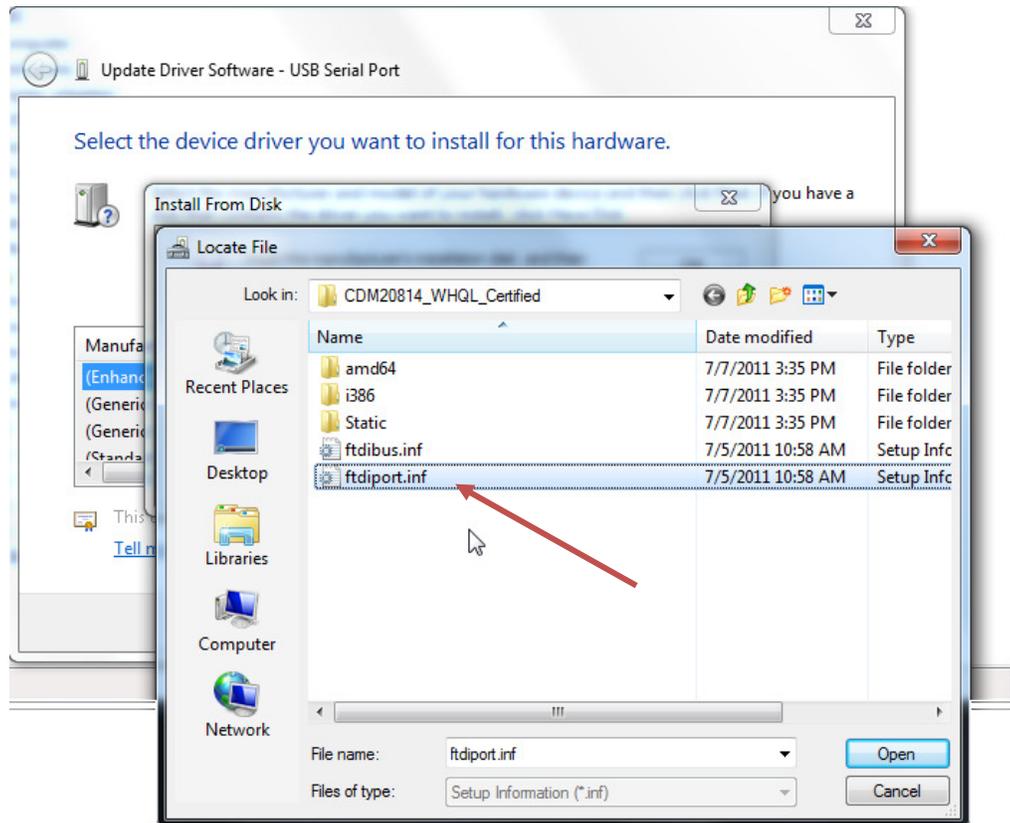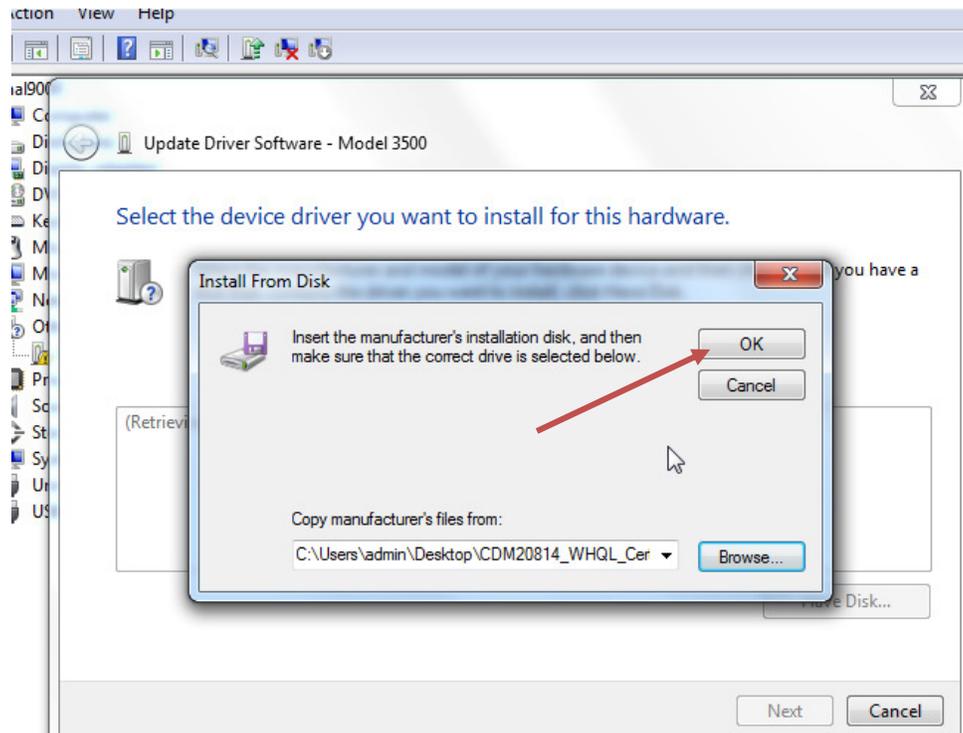
29. Select "USB Serial Port" at the bottom and click "Next."

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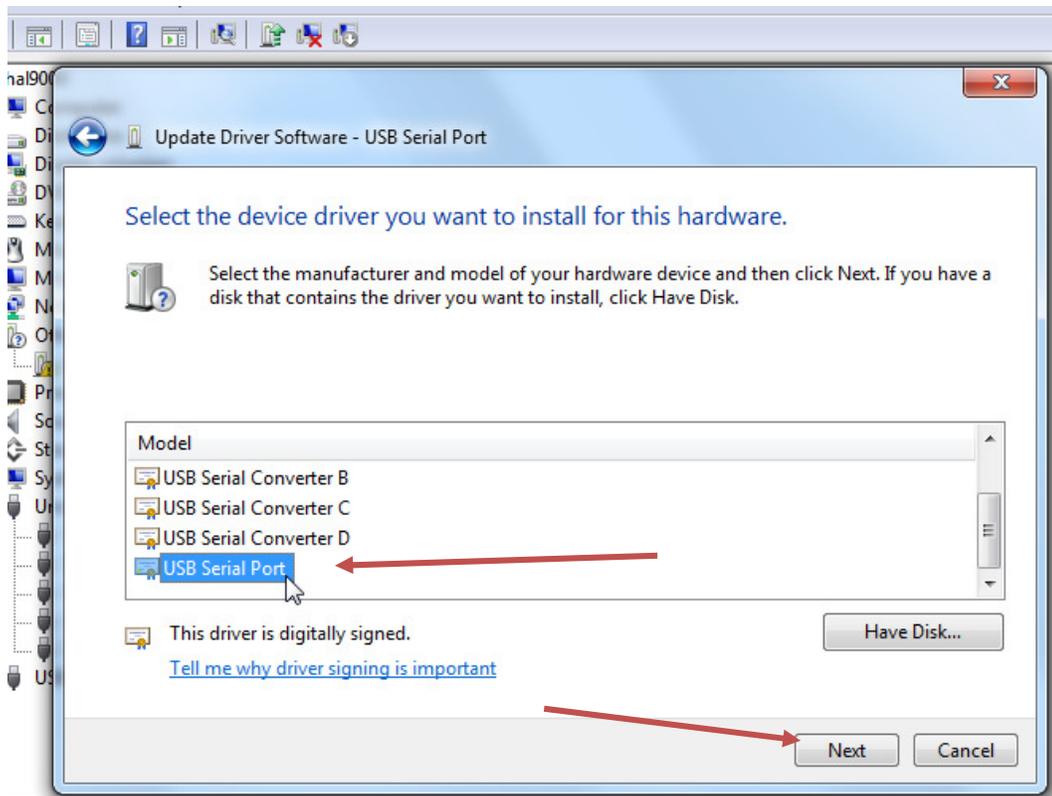
30. If an "Update Driver Warning" appears, then click "Yes" to continue.
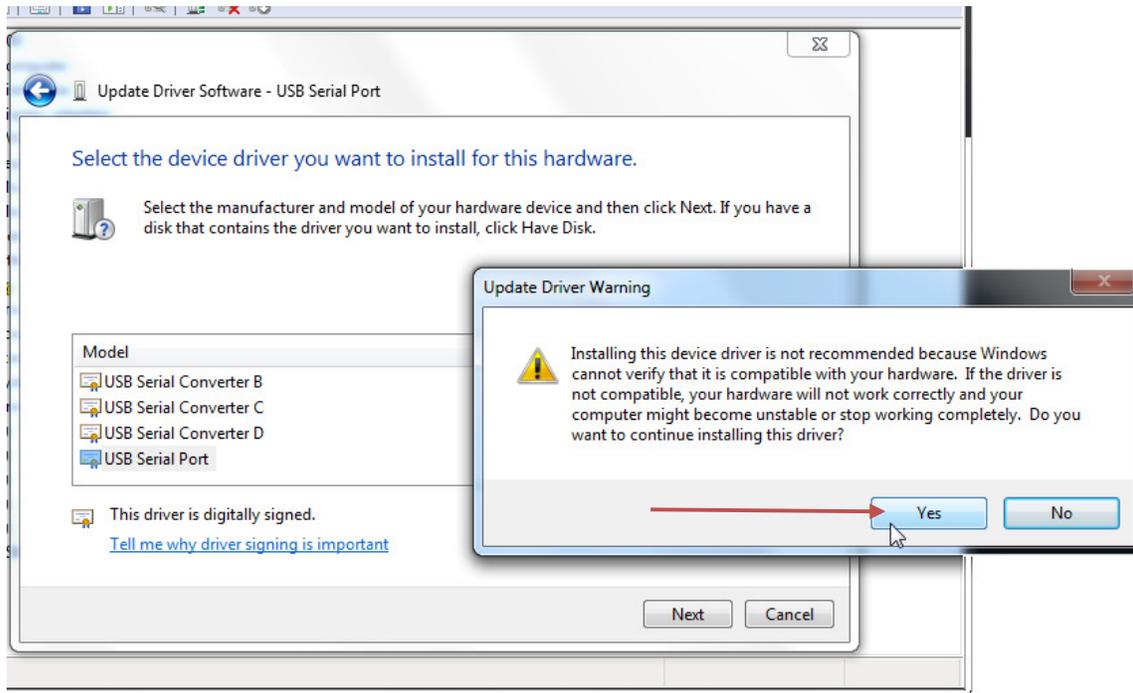
31. If the second driver installation is successful, dismiss the confirmation by clicking "Close."
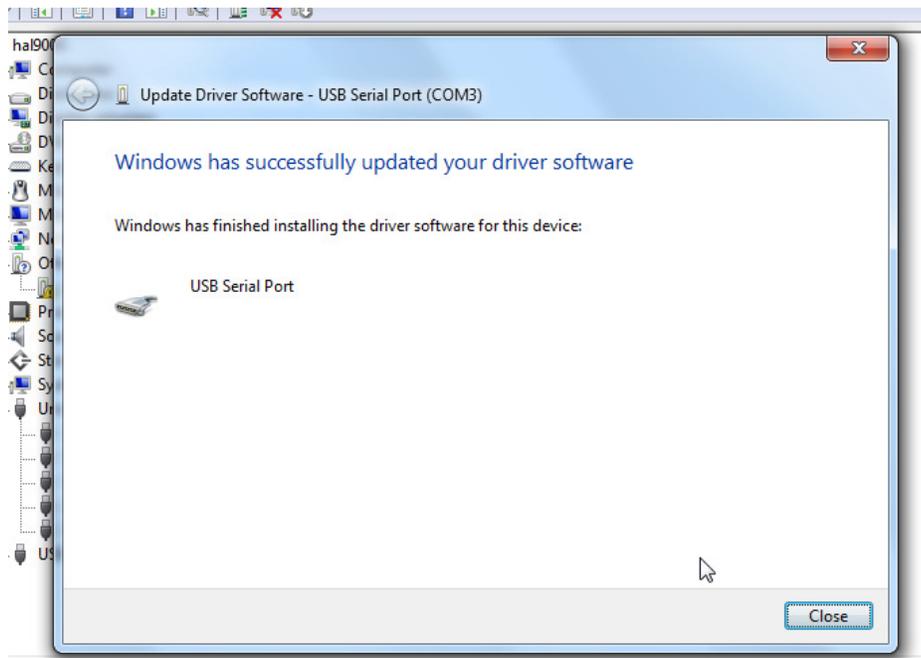
32. Notice that Model 4000 now appears as "USB Serial Port (COM[x])" where x is an integer.

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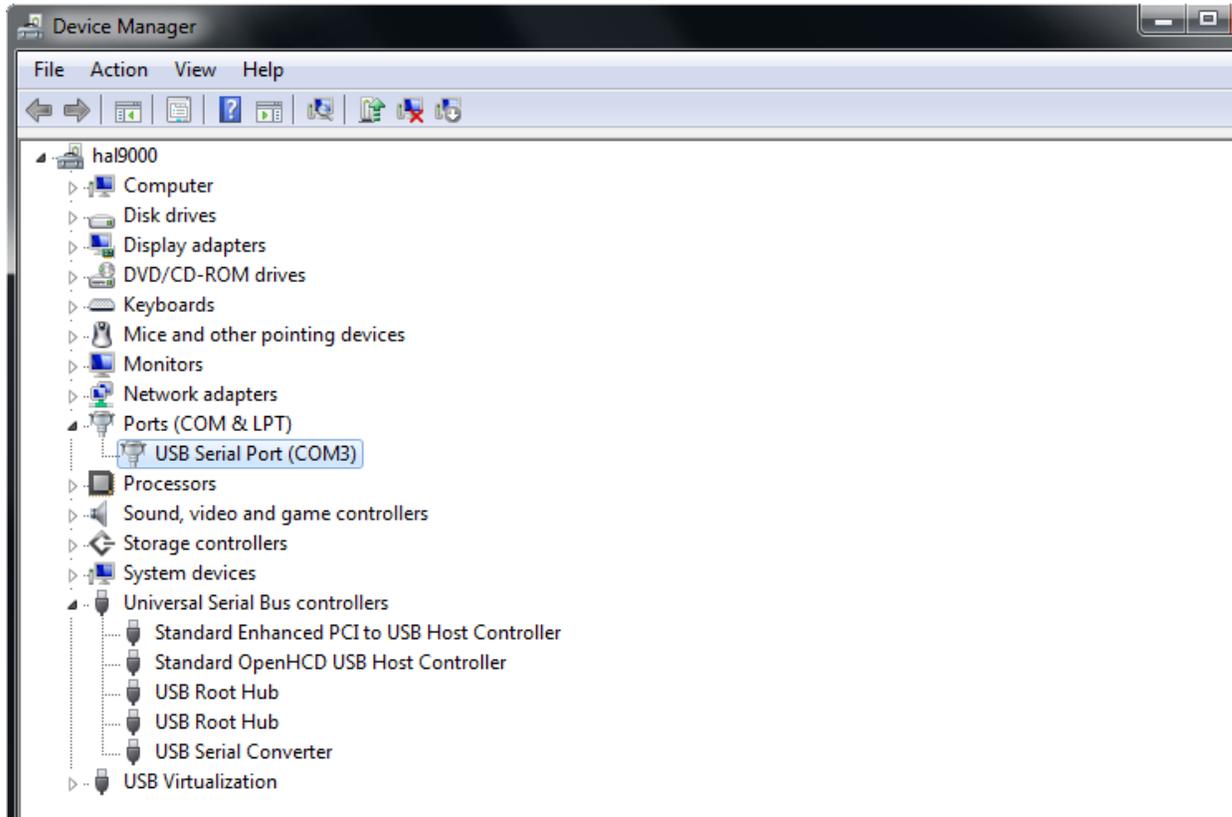
33. Now try launching the AMS Model 4000 appilcation.