



Drivers for Linking to the SmartLink IV Software

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If you are having difficulty linking to the ThunderMax module, follow the questions below:

1. Before using the USB adapter, was the adapter driver properly loaded into the computer? Choose a link below for the appropriate driver.

USB ADAPTER DRIVER for Windows 7 & VISTA

<http://www.sabrent.com/drivers/vista-prolific-chip-driver-for-serial-adapters.zip>

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USB ADAPTER DRIVER for Windows® XP & earlier

<http://www.sabrent.com/drivers/windowsprolificdrivers.zip>

2. Are the ignition and handlebar switches turned ON?
3. Were there any active anti-virus or security programs running on your computer while performing the USB driver installation? Some security programs can interfere with installation.
4. Have you tried all of the COM port options available in the SmartLink IV software? See the Main Tool Bar > Configure > Select Com Port
5. Have you unplugged and re-inserted the USB adapter at your PC port? Have you tried using a different USB port on your PC?
6. Is the communication cable securely in place? Make sure that the cable is fully inserted into the ECM and making a good connection.

Driver Installation Instructions for USB Adapters

Serial port to USB adapters are used to convert the SmartLink serial communication cable to a USB connection. Your PC sees the USB adapter as a piece of hardware similar to a printer or other external device and requires that a driver be installed for this "hardware" to function.

The most common problems related to linking are either: (1) no driver was installed or (2) the installed driver is not compatible with your Windows® operating system.

Not all USB adapters are suitable for communication with your ThunderMax module. We've found that low cost, generic adapters which are compliant with USB version 1.1 and up work best.

Zipper's offers a low cost USB adapter which we fully support with the correct drivers for all Windows® versions, which are compatible with our software. Our USB adapters use a Prolific® chip, which is found in many brands of adapters. Below are links to drivers which are compatible with this type of USB adapter.

USB Adapter Driver Links

If you are using a USB to Serial adapter such as the one Zipper's provides (Sabrent® adapter with Prolific® chipset), use the appropriate link below for your version of Windows®. **DO NOT** connect the USB adapter to your PC until the driver has been installed.

Windows® 7 & VISTA® Driver

Click on the link below. When the window appears, choose Open then double click on the Vista Installer icon and select Run from the pop-up window. Follow the prompts from there.

USB ADAPTER DRIVER for Windows 7 & VISTA

<http://www.sabrent.com/drivers/vista-prolific-chip-driver-for-serial-adapters.zip>

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Windows® XP & Earlier Driver

Click on the link below. When the window appears, choose Open then double click on the PL-2303 Driver Installer icon and select Run from the pop-up window. Follow the prompts from there.

USB ADAPTER DRIVER for Windows® XP & earlier

<http://www.sabrent.com/drivers/windowsprolificdrivers.zip>

IMPORTANT!

Now that the driver has been successfully installed, the next step is to connect the USB adapter to your PC. Once the adapter is connected, your PC will automatically install the new hardware (adapter). Be patient; the process takes only a few minutes.

It is recommended to use the same USB port each time you link to your TMax module. If your PC fails to link to the module, unplug and re-insert the USB adapter in a different USB port to find the port that will link.