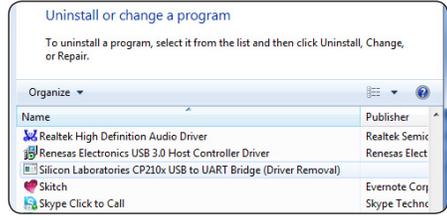# BAZZAZ®

Z-MAPPER SOFTWARE TROUBLESHOOTING

Use this guide when you have not been able to connect to the latest version of the Bazzaz Z-Mapper software. Before beginning, please make sure your USB cables were properly connected when experiencing the problem. You may want to try an alternate USB cable before beginning this process. Call (909) 597-8300 (M-F 7-4 PT) with any questions.

UNPLUG all devices from all USB ports on your laptop:
Z-Fi unit, mouse, keyboard, cell phone, etc.

REMOVE/UNINSTALL all previous Z-Mapper software and drivers

Go to Control Panel, "Programs And Features".
Uninstall any programs with the following names:
Bazzaz
Z-Mapper
Z-Fi Mapper
Silicon Laboratories
Si-Labs
*Windows Driver Package – Silicon Laboratories*

REBOOT the computer.

DOWNLOAD the latest software version from *Bazzaz.net*

When prompted, click the *Save* button and save the setup file to your hard drive.

LOCATE the downloaded setup file on your hard drive
Firefox: the file can be found under My Documents/Downloads
Internet Explorer or Chrome: the file can be found under Downloads
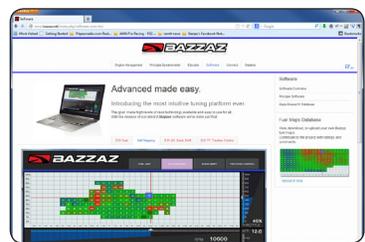
Right-mouse click on the *ZFiSoftwareV###.exe* and select *Run as administrator*
(in Windows XP "Run as …", then select "The following user: Administrator")

Note: if you do not know the Administrator account password you can skip this step but if the software doesn't communicate with the device you will have to try again with the Administrator login.

CHECK that the USB cable is properly connected to the Z-Fi unit's mini-USB plug. Unplug and re-connect the cable at the unit.

CONNECT the USB cable to your laptop.
You should see a balloon popup at the lower-right side of your screen with a message that a new device has been detected and the driver is being installed. Please wait a minute until this is completed.
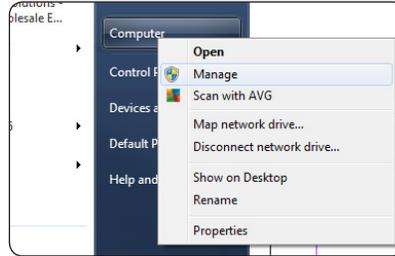
LAUNCH the Z-Mapper software.
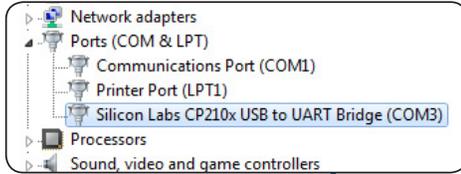*Start > All Programs > Bazzaz > Z-Mapper*

CONNECT?

YES   NO → Go to next page

CONNECT? → **YES**

↓
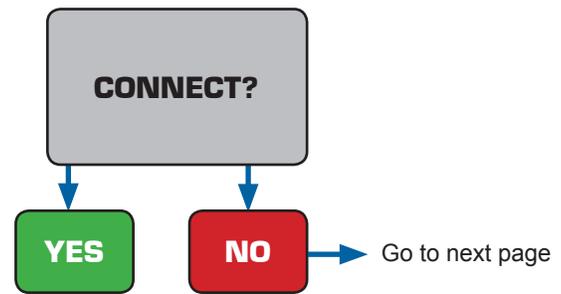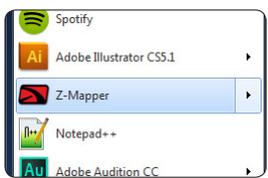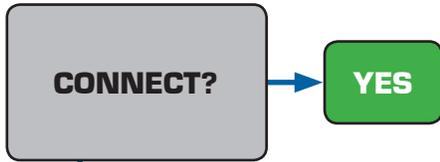
NO

CLICK START, right-mouse click on *Computer* (*My Computer* in XP). Select *Manage*. Click *Device Manager*.

Find the group called *Ports (COM & LPT)*

If you do not see any *Ports* and the Z-Fi unit is connected to the laptop, either the driver was not installed correctly or the USB cable may be the problem.

PORTS NOT VISIBLE

YELLOW WARNING ICON

If the device *Silicon Labs CP210X USB to UART Bridge (COM#)* is listed with a yellow exclamation icon, that means the driver is installed but the laptop isn't connected to the Z-Fi. The USB cable may be the problem.

Use different USB cable

YES ← **CONNECT?**

↓
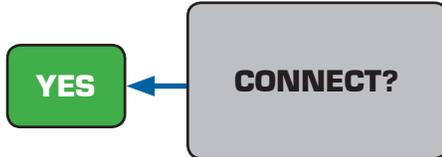
NO

Right-mouse click on the *Silicon Labs CP210X USB to UART Bridge (COM#)*
Select *Properties*
Go to the *Port Settings* tab
Click *Advanced…*
Change the *COM Port Number* to a number not being used by any other device

CONNECT? → **NO**

↓
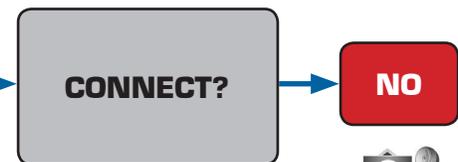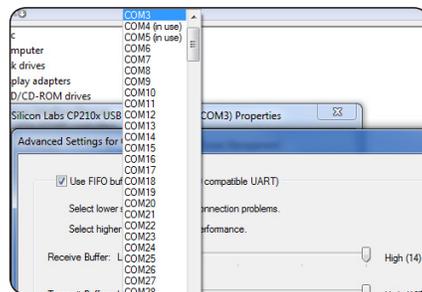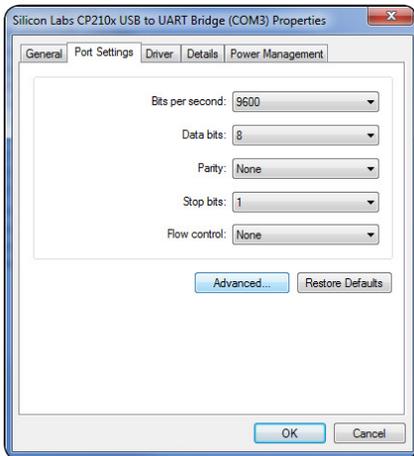
YES

contact us at (909) 597-8300 or
Bazzaz.net > connect > tech support