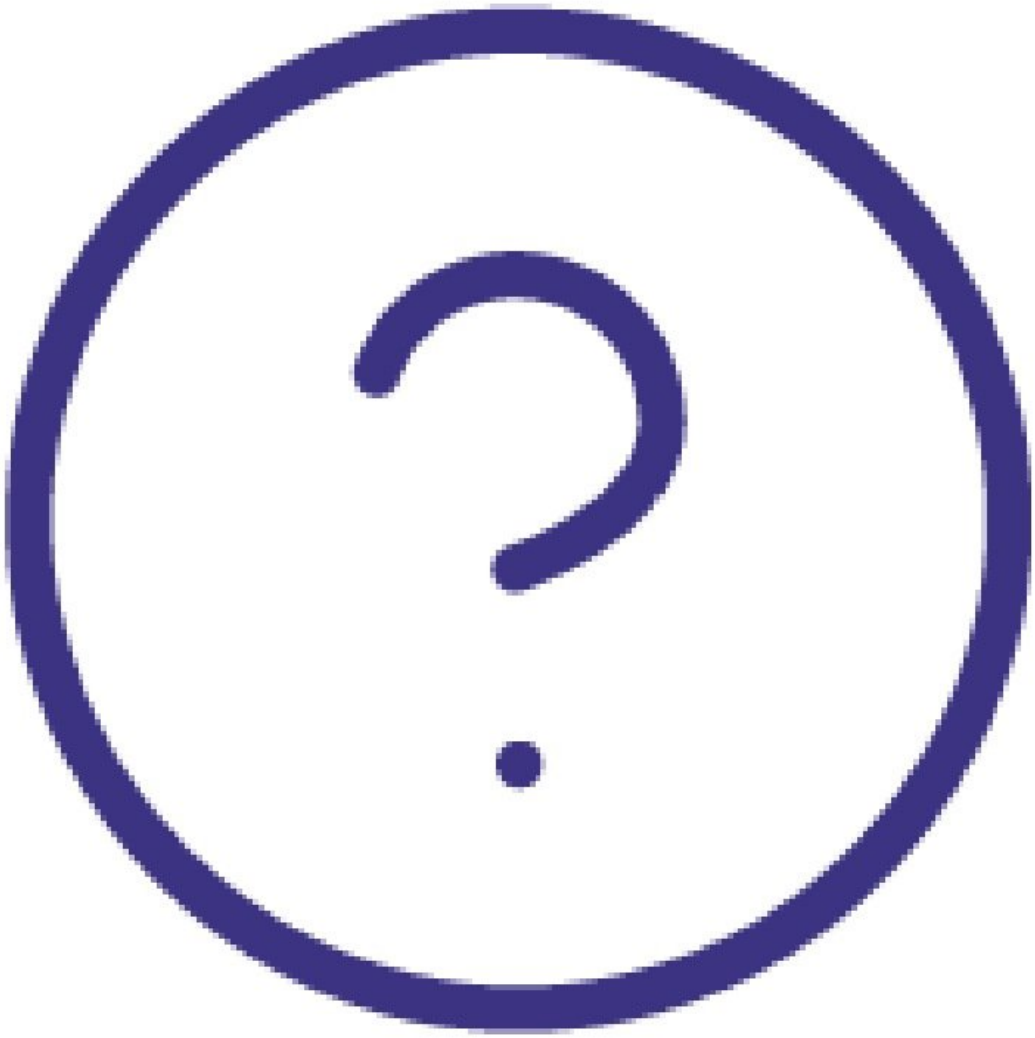
S500 takes multiple attempts to download

This page provides a detailed method to fix the S500 download taking multiple attempts

Written By: ben.morgan@aeroqual.com



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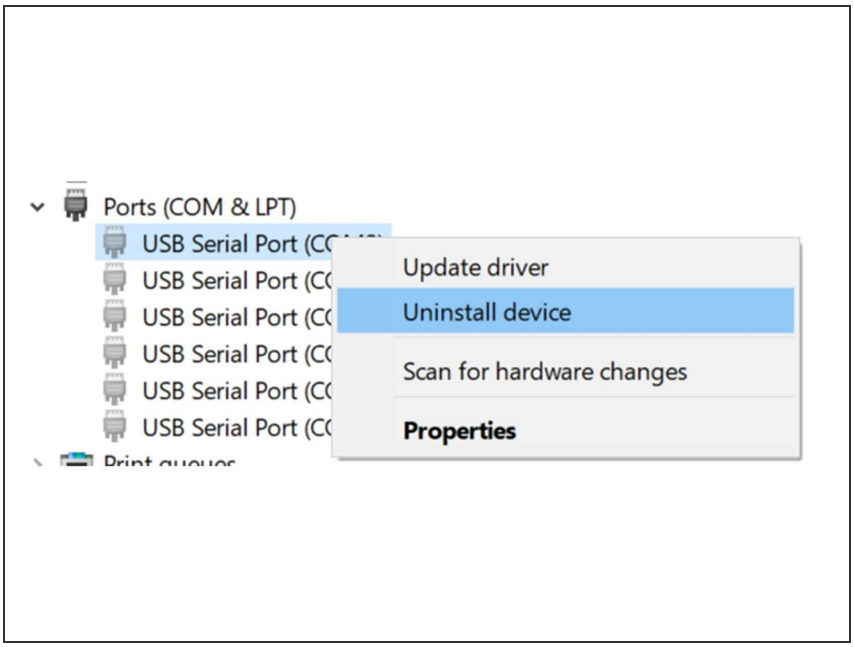
INTRODUCTION

If your handheld monitor is failing to download the data to your PC, please check your cable is correctly plugged into your PC and handheld monitor. If this does not fix your issue, please follow this guide.

The latest FTDI driver and windows update has resulted in some S500s being unable to download their data. We expect this to be resolved in future updates but in the meantime installing the VCP driver will fix this issue.

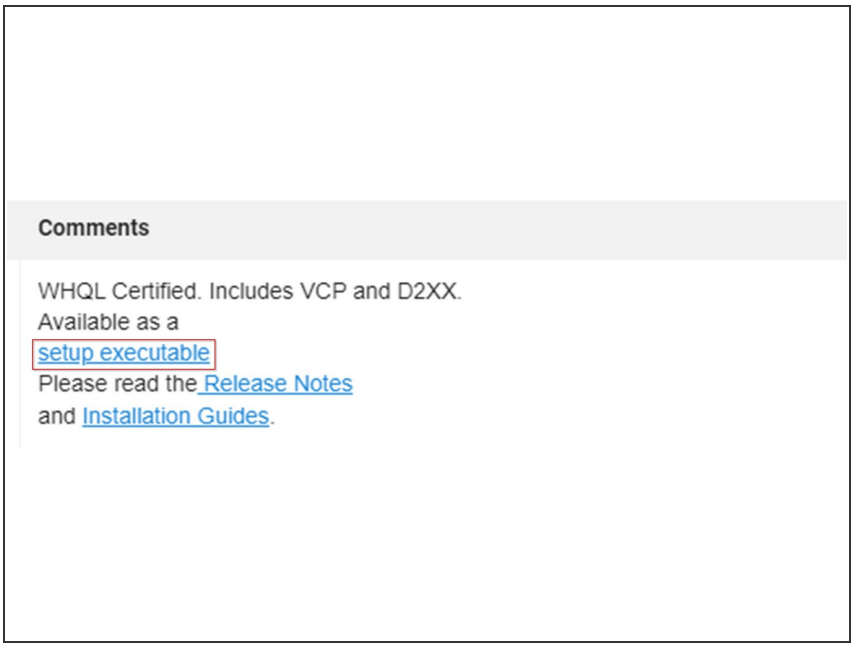
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Step 1 — Uninstall your current D2XX cable driver



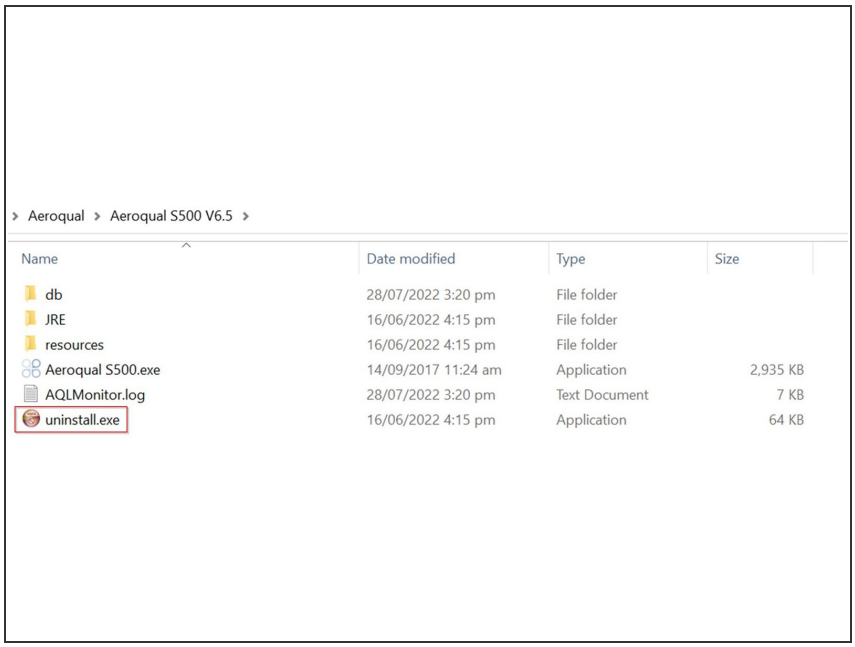
- Open device manager by pressing windows + R
- Type ‘devmgmt.msc’ and press OK
- Expand Ports (COM & LPT)
- Right-click any USB COM port and click uninstall device

Step 2 — Install the VCP cable driver



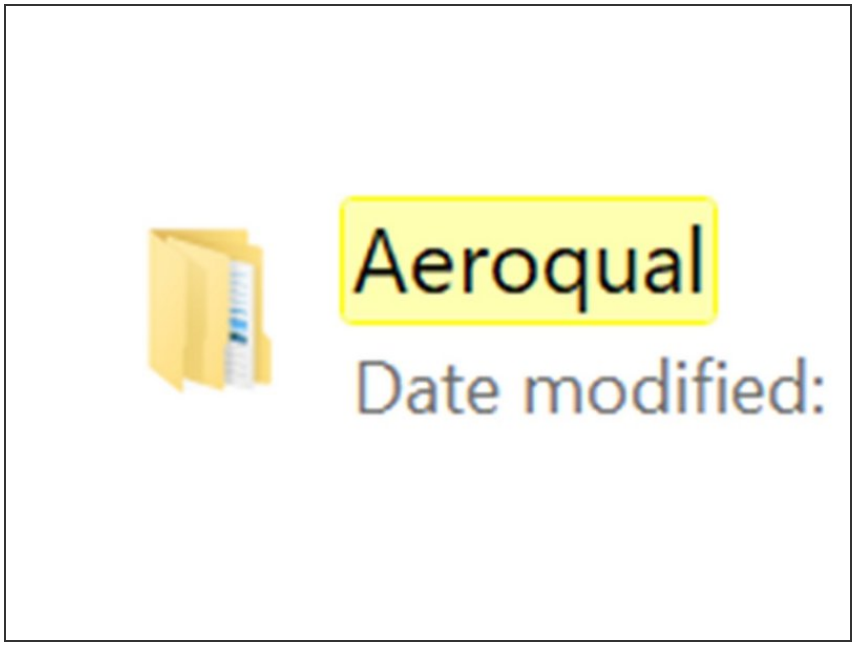
- Go to https://ftdichip.com/drivers/vcp-drivers... and click the setup executable link for windows.
- Download and run the CDM_seup.exe file to install the latest driver.
- If this issue persists, continue to steps 3 and 4.

Step 3 — Uninstall The S500 software



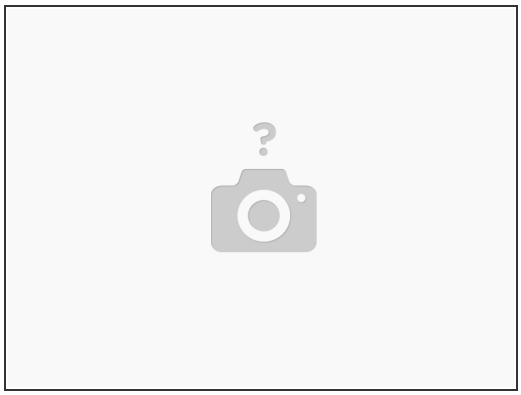
- Run the uninstall.exe file in the Aeroqual S500 V6.5

Step 4 — Delete the Aeroqual folder



- Locate the Aeroqual folder on your computer and click delete to remove.

Step 5 — Re-install the S500 software



- You can reinstall the S500 software from your original installer downloaded on your PC or request the latest S500 software version here.

For further support, contact Aeroqual Support.