

USB Series

High-Resolution USB Output Devices

Sensor Solutions Source

Load · Torque · Pressure · Multi-Axis · Calibration · Instruments · Software

www.futek.com

Table of Contents

Important Tips 3

Troubleshooting 5

Contact Information 7

TG1003
FUTEK reserves the right to modify its design and specifications without notice.
Please visit <http://www.futek.com/salesterms> for complete terms and conditions.

10 Thomas, Irvine, CA 92618 USA
Tel: (949) 465-0900

www.futek.com

Important Tips



Use only with USB 2.0.

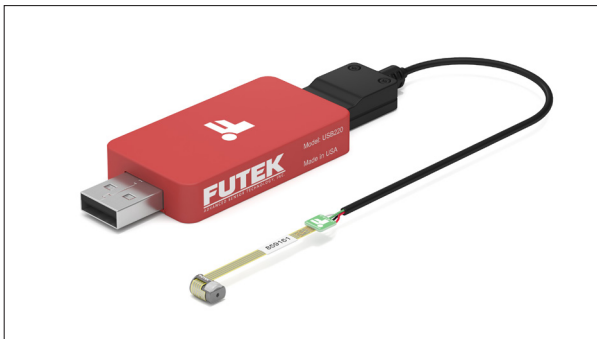
Be sure that you have the latest version of SENSIT installed. Download it at <https://www.futek.com/sensit-software-download>

SENSIT release notes can be found on the SENSIT download page. See link above.

Have FUTEK USB device plugged into computer before starting SENSIT.

The 14-day free trial provides the Full Version of SENSIT for a period of 14 days. If a purchase code is entered, the Full Version will remain permanently.

Important Tips



Sensors with Teflon cables are more prone to “wiggling” out of their Hirose connections due to the stiffness of the cable. Practice caution when placing and moving these sensors.



LED indicators function as follows:

LED INDICATORS

Blinking blue (10 Hz)	Module Auto-Calibration
Blinking blue (1 Hz)	Module Normal Operation
Green	USB Power
Red	USB Data Link

Troubleshooting

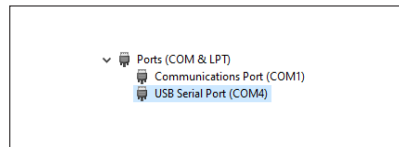
1. COMPUTER DOES NOT SEE FUTEK USB INSTRUMENT

The USB driver can be found on the SENSIT support page at: <https://www.futek.com/sensit-software-support>. The driver used is a standard FTDI USB driver and may also be available from FTDI at the FTDIChip website under D2XX drivers.

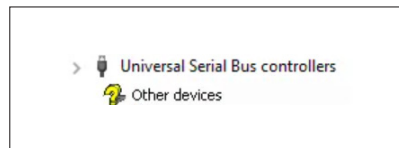
For best USB detection install driver prior to USB instrument connection to computer.



When recognized by the computer the USB device will be listed as USB Serial Converter under Universal Serial Bus controllers in the Device Manager.



Additionally, a virtual comport will be created under Ports (COM & LPT) in Device Manager.



If Windows incorrectly sees the USB device under Device Manager it may be necessary to un-install the other device, disconnect the FUTEK USB instrument, and re-install the FUTEK FTDI USB driver, and re-plug in the USB device.

Troubleshooting

2. ASCII OUTPUT DOES NOT WORK

If the USB kit has been previously used with the SENSIT USB Software, it may be in "Command mode". Re-inserting the USB will perform a reset, disabling the command mode and activating the automatic ASCII output mode.

3. USB DEVICE WILL NOT RESPOND TO COMMANDS AFTER A CLOSE OF PROGRAM

If any software communicating with USB closes unexpectedly, a reset will be needed for the USB device as it may be stuck in an unknown state. Unplug and re-plug the device to perform a reset.

4. EVERYTHING INSTALLED CORRECTLY. WHAT ELSE COULD BE WRONG?

If the software has been installed correctly following the [Software Installation Guide](#) and the USB kit still is not being recognized, all it may take is a computer restart.

5. SEE SENSIT TROUBLESHOOTING GUIDE FOR POSSIBLE SENSIT SOFTWARE RELATED ISSUES

https://media.futek.com/docs/troubleshooting/sensit_tsg.pdf

Contact Information

A one-year recalibration is recommended. But verification and calibration period shall be defined based on application, conditions, endurance and usage. Calibration data may be available online at:

<https://www.futek.com/support/calibrationdata>

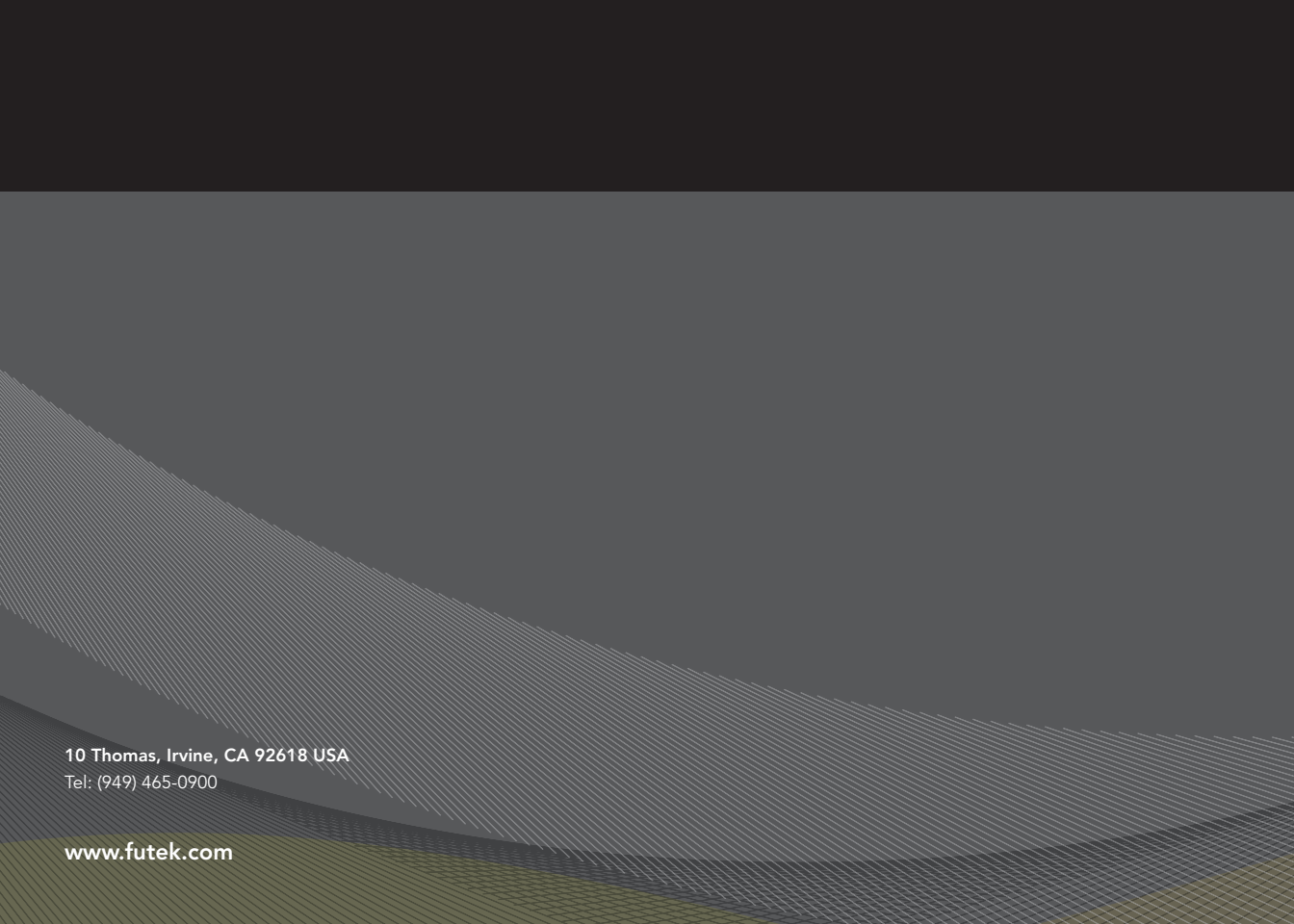
To send in your sensor or system for recalibration visit our FUTEK calibration web page at:

<https://www.futek.com/recalibration>

FUTEK Technical Support may be reached at:

<https://www.futek.com/contact/technical-request>

To send in your sensor or system for evaluation and repair visit our FUTEK RMA web page at: <https://www.futek.com/rma>



10 Thomas, Irvine, CA 92618 USA

Tel: (949) 465-0900

www.futek.com