

Follow the instructions listed below:

- 1) **Verify that the Noraxon EMG System is on.**
 - Turn the Noraxon EMG System off and then turn it back on.
- 2) **Verify that the USB cable is plugged in securely into the Noraxon EMG System and the PC.**
 - Turn off the Noraxon EMG System.
 - Unplug the USB cable from the PC and then plug it back in.
 - Unplug the USB cable from the Noraxon EMG System and plug it back in.
 - Turn on the Noraxon EMG System.
 - Repeat this procedure about 3 times – after each time, check if you still have the error in MyoResearch XP.
- 3) **Try another USB port on your PC**
 - Turn off the Noraxon EMG System.
 - Plug the USB cable into another USB port on your PC.
 - Turn the Noraxon EMG System back on.
- 4) **Verify that the proper Noraxon EMG System is selected in MyoResearch XP.**
 - Open MRXP and go to the Measurement Setup screen.
 - For the Master mode version, click on the Hardware Icon, which is located above the “Red” Action button.
 - For the Applications Protocol mode, click “Modify”, then click on the Hardware Icon, this is located above the “Red” Action button.
 - Click on the icon of your Noraxon EMG System.
 - Verify that the correct icon is highlighted and then click “OK”.
- 5) **Verify that the Noraxon USB Driver is loaded on the computer USB port your system is plugged into.**
 - In Windows XP, the drivers must be loaded on each USB port you want to use with your Noraxon EMG System.
 - Easiest way to verify that the Driver is loaded on the selected USB port:
 - ◆ Unplug the USB cable from the PC, then plug it back in. If the Driver is loaded, you will hear a “Ding-Dong”. If there is a problem with the Driver on that USB port, you will hear three “Ding’s”.
 - If the “easy way” did not work:
 - ◆ Go to the Windows “Start” menu and right click on the “My Computer” icon and select “Properties”.
 - ◆ Select the “Hardware” tab
 - ◆ Click on the “Device Manager” button
 - ◆ In the screen that appears, scroll down until you find “USB devices” and expand it by clicking on the “+”. Check if there is a device that has “Noraxon” in its name. If it does, then the Noraxon driver is loaded. If not, you will need to reload the Noraxon driver.
 - NOTE: Some users load the driver on all the computer USB ports (recommended); other users just label the USB port that they use with their Noraxon EMG System.

6) Try a Mini USB hub between the USB A/D Converter and the computer USB port.

- Sometimes the USB “chip” in the USB A/D Converter is not directly compatible with the PC’s USB.
- The Mini USB Hub may be purchased at a local computer or electronics store.

MyoTrace 400 Users Only:

Download and install the latest MyoResearch XP patch located on the Noraxon website. If you are unable to download the patch from the website, contact Noraxon Technical Support. (Email your question to support@noraxon.com or call 480-443-3413)

MyoClinical Users Only:

If a USB A/D Converter was recently purchased AND you are using MyoClinical (MR98 version), you will need to reload the MyoClinical software and select the USB option.

TeleMyo 900 or MyoSystem 1200/2000 Users Only:

If you just purchased a USB A/D Converter and your EMG System is old, your EMG System may need to be modified so that it can send power to the USB A/D Converter. Please contact Noraxon Technical Support for more information. (Email your question to support@noraxon.com or call 480-443-3413)

USB Driver Location:

If you need to install the Noraxon USB Driver, go to Noraxon’s website (www.noraxon.com) and select “Downloads” and then “Drivers & Firmware”. Click on your EMG system icon and download the file “NXNUSB.zip”.

Unzip USB Driver “Zipped” file:

The USB Driver file, NXNUSB, is in a “zipped” folder. You MUST “unzip” the NXNUSB folder before installing the Driver; otherwise, the Windows Driver wizard will not be able to locate the files. Follow the instructions below to “unzip” the NXNUSB folder.

- (1) After you click on the Hardware Icon for your System, click on **NXNUSB.zip**
- (2) In the “File Download” screen, select **Open**.
- (3) A Windows Explorer screen will open.
- (4) In the upper left-hand corner under “Folder Tasks”, there is the menu item “Extract all files”.
- (5) Click on **Extract all files** to “unzip” the files.
- (6) An “Extraction Wizard” window will open. Follow the Wizard steps to “unzip” the folder. Save the “unzipped” files in a convenient location, e.g. your Desktop.