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HyperTerminal Diagnostic Procedure

To properly diagnose your Thermal Cycler, follow the instructions below to establish a connection between the cycler and a computer to log the necessary data.

Drivers for Windows 2000:

- A. Go to www.nyxtechnik.com and download the FTDI USB Driver Installer (Windows 2000).
- B. Turn on the Thermal Cycler. After it has booted up and is at the home screen, plug a USB cable into the rear port of the machine. (A cable is not provided, but is the same A-B type as found on a USB printer.)
- C. Plug the other end of the USB cable into your computer, which should prompt you to install the downloaded driver. Direct Windows to the file you downloaded to install.

Drivers for Windows XP:

- A. Go to www.nyxtechnik.com and download the FTDI USB Driver Installer (Windows XP).
- B. Open and run the downloaded driver file to install it.
- C. Turn on the Thermal Cycler. After it has booted up and is at the home screen, plug a USB cable into the rear port of the machine. (A cable is not provided, but is the same A-B type as found on USB printers, etc.) Plug the other end of the USB cable into your computer.

HyperTerminal Procedure:

1. Right click on the "My Computer" icon and go to "Properties". Click the "hardware" tab, then "device manger". Under "Ports (COM & LPT)", expand the listing so you can see the USB serial converter. Remember the COM number as you will need this in the steps to follow.
2. Open the HyperTerminal program on the computer by clicking on the "Start" button. Choose "Programs", then "Accessories", then "Communications", then "HyperTerminal".
3. Choose an icon, and name it "Thermal Cycler". Click OK. When the next window opens, select the COM number you saw in step 4 from the dropdown menu called "Connect Using". Click OK.
4. When the next window opens, under "Bits per Second" select 57600 and under "Flow Control", select "none". Leave all other fields at the default values. Click OK.
5. In order to capture the readout into a file that can be sent by email, on the top menu bar of the HyperTerminal program, select "Transfer", and then "Capture Text". In the pop-up window, create a filename for the HyperTerminal readout. Click "Start".
6. Start the run on the Thermal Cycler that results in an error or problem. You should see lines of numbers appearing on the screen. Let the machine run all the way through the program or until it stops automatically with an error.
7. On the top menu bar of the HyperTerminal program, select "Transfer", then "Capture Text", then "Stop". Email the file to customerservice@nyxtechnik.com or your technical support contact.