

Troubleshooting

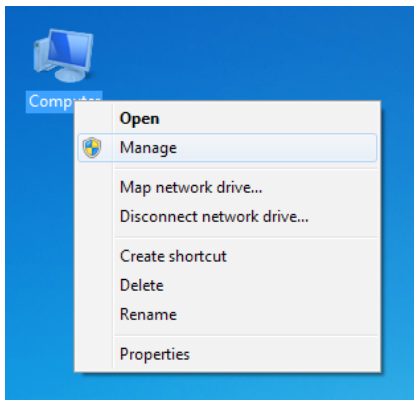
VEX Cortex PC Connection Troubleshooting

This document lists some of the known issues with connecting the VEX Cortex to the PC, along with their solutions.

Problem: The Cortex will connect to the PC, but ROBOTC is unable to see or connect to the Cortex.

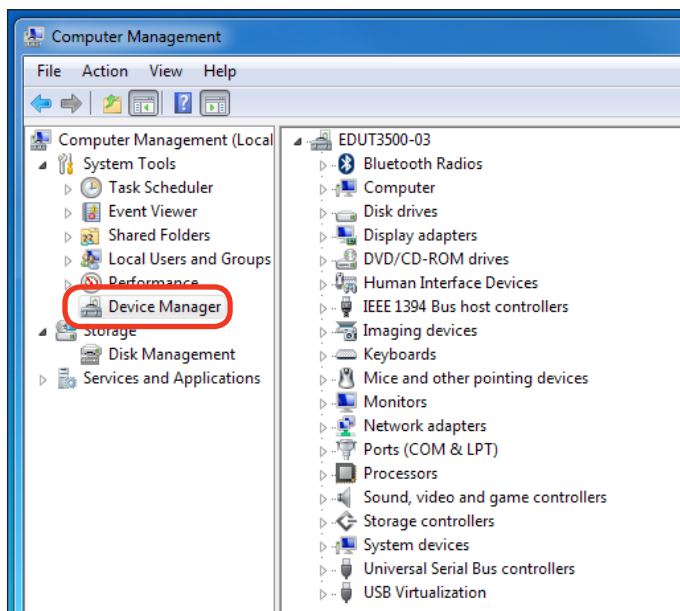
Possible Solution: If you have SMART Board software installed on your computer, it may be blocking ROBOTC's access to the Cortex. This can be resolved by disabling the SMART Virtual TabletPC device in the Windows Device Manager. Use the following steps to disable the SMART Virtual TabletPC in the Windows Device Manager.

1. Open the *Windows Device Manager* by right-clicking on *Computer* or *My Computer* and selecting *Manage*.



1a. Right-click on Computer or My Computer and Select Manage

Computer or My Computer can often be found on your desktop or in your Windows Start Menu.



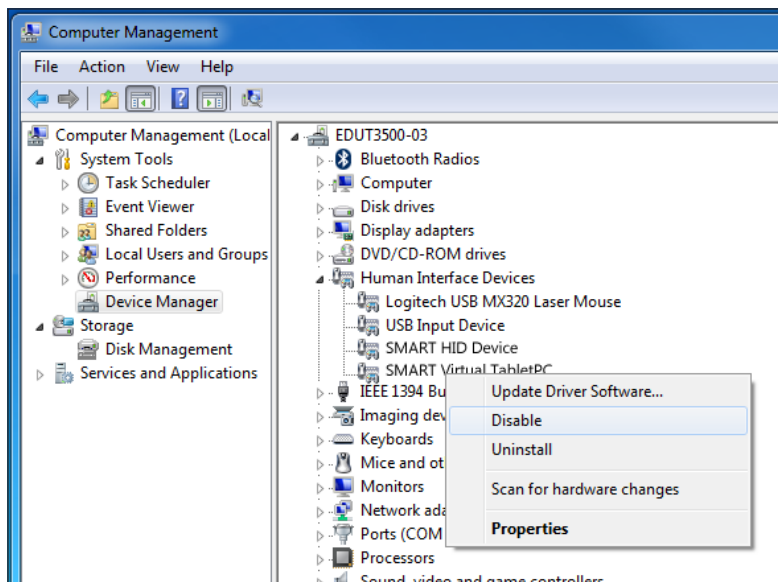
1b. Select Device Manager

When the Computer Management window appears, select Device Manager to list all available devices connected to your computer.

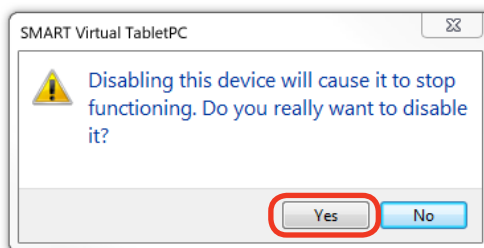
Troubleshooting

VEX Cortex PC Connection Troubleshooting (cont.)

2. Disable the *SMART Virtual TabletPC* Device from the *Human Interface Devices* category.



- 2a. Disable SMART Virtual TabletPC**
Expand the Human Interface Devices category and right-click on the SMART Virtual TabletPC device. Select Disable from the menu that appears.



- 2b. Confirm Disable**
A window will appear asking you to confirm that you would like to disable the device. Press Yes.

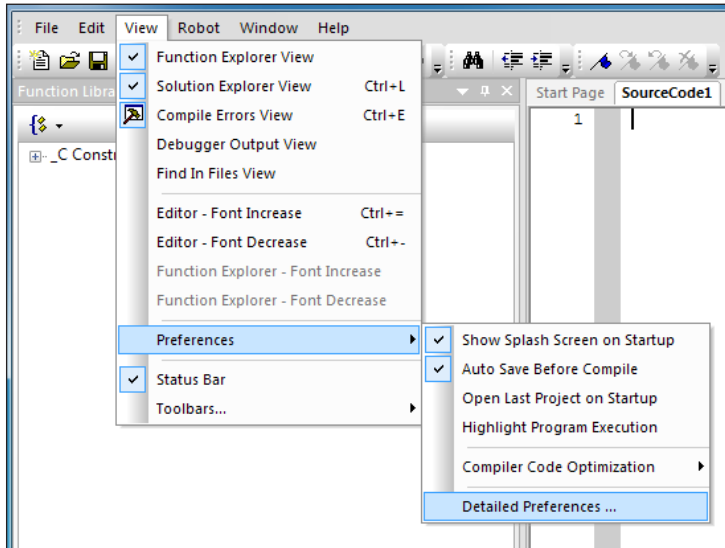
3. Connect the VEX Cortex to your computer using the USB A-to-A cable.



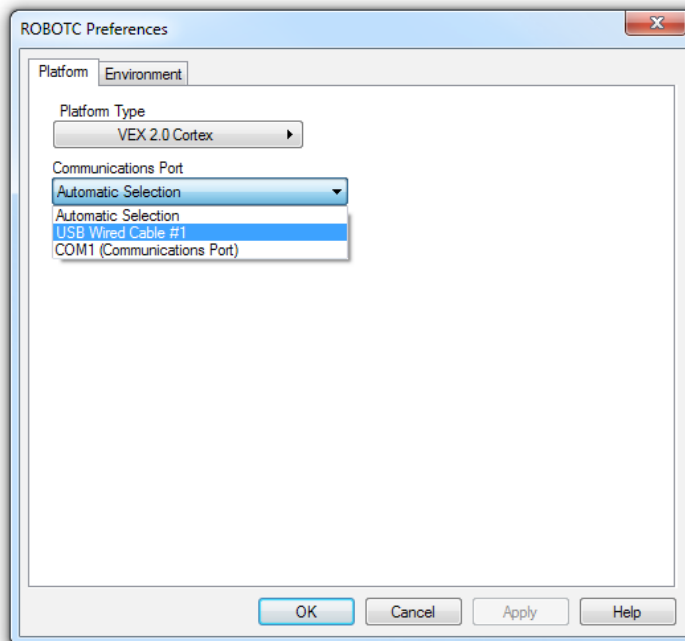
Troubleshooting

VEX Cortex PC Connection Troubleshooting (cont.)

4. Verify that the VEX Cortex is recognized in ROBOTC by going to *View > Preferences > Detailed Preferences...*



4a. Open the Detailed Preferences



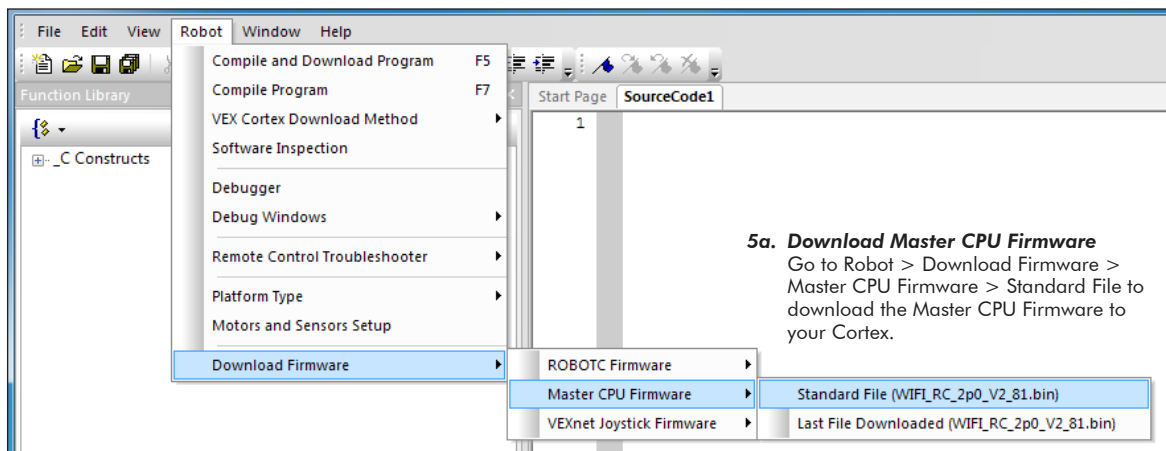
4b. USB Wired Cable #1

On the Platform Tab, "USB Wired Cable #1" will appear as an option, verifying that the Cortex has been detected by ROBOTC.

Troubleshooting

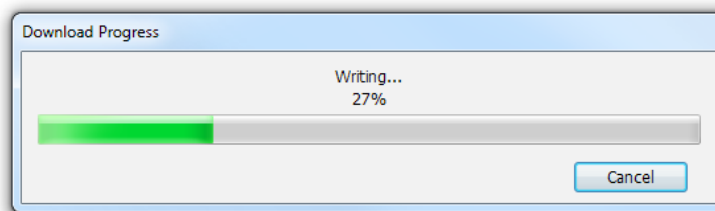
VEX Cortex PC Connection Troubleshooting (cont.)

5. Test the connection by downloading the Master CPU Firmware to the VEX Cortex.



5a. Download Master CPU Firmware

Go to Robot > Download Firmware > Master CPU Firmware > Standard File to download the Master CPU Firmware to your Cortex.



5b. Download Progress

A Download Progress window will appear. It will close once the Master CPU Firmware is complete.

Note: Once the Master CPU Firmware download is complete, you must also download the ROBOTC firmware before programming your robot.