



Appendix A: PC to BASIC Stamp Communication Trouble-Shooting

Here is a list of things to try to quickly fix any difficulties getting the BASIC Stamp Editor to communicate with your BASIC Stamp:

- √ If you are using a Board of Education Rev C, make sure the power switch is set to position-1.
- √ Rule out dead batteries and incorrect or malfunctioning power supplies by using a new 9 V battery or four new 1.5 V AA alkaline batteries in the battery pack.
- √ Make sure the serial cable is firmly connected to both the computer's COM port and the DB9 connector on the Board of Education or BASIC Stamp HomeWork Board.
- √ Make sure that your serial cable is a normal (straight-through) serial cable. DO NOT USE A NULL MODEM CABLE. Most null modem cables are labeled NULL or Null Modem; visually inspect the cable for any such labeling.
- √ Disable any palmtop communication software.

If you are using a BASIC Stamp and Board of Education, also check the following:

- √ Make sure the BASIC Stamp was inserted into the socket right-side-up as shown in Figure 1-24 on page 17.
- √ If you are using a DC power supply that plugs into the wall, make sure it is plugged in to both the wall and the Board of Education. Verify that the green Pwr light on the Board of Education emits light when the DC supply is plugged in.
- √ Make sure the BASIC Stamp is firmly inserted into the socket.
- √ Visually inspect the BASIC Stamp module to make sure that none of the pins folded under the module instead of sinking into their sockets on the Board of Education.

If your Identification window looks similar to Figure A-1, it means that the BASIC Stamp Editor cannot find your BASIC Stamp on any COM port. If you have this problem, try the following:

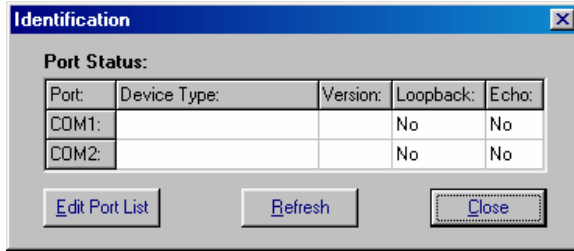


Figure A-1
Identification Window

Example: BASIC Stamp 2 not found on COM ports.

If you know the number of the COM port, but it does not appear in the Identification Window:

- √ Use the Edit Port List button to add that COM port. When you return to the Identification window, click the Refresh button to find out if the BASIC Stamp 2 is now detected.
- √ Close the Identification window.
- √ In the BASIC Stamp Editor, Click Edit and select Preferences. Click the Editor Operation tab, and set the Default COM Port to AUTO.
- √ Try the Run → Identify test again.

If you are unsure of which COM port your BASIC Stamp is connected to, or if you are using a USB to serial port adaptor, you may need to look in your computer's Device Manager to find the list of COM ports in use.

- √ Click on your computer desktop's Start button.
- √ To view the list of COM ports in use, make the selections listed next to your operating system :

Windows® 98: Control Panel → System → Hardware → Device Manager → Ports(COM & LPT1).

Windows® 2000: Settings → Control Panel → System → Hardware → Device Manager → Ports (COM & LPT).

Windows® XP: Control Panel → Printers and Other Hardware.
In the See Also box select System.

Select Hardware → Device Manager → Ports

Windows® XP Pro: Settings → Control Panel → System → Hardware → Device Manager → Ports (COM & LPT).



- √ If you are using a serial port (no USB to serial adaptor), make a note of the COM ports listed. If one or more of these COM ports do not appear in your BASIC Stamp Editor's list, make a note of the numbers for each COM port that doesn't appear in the list now.
- √ If you are using an FTDI USB to Serial adaptor, look for the COM port that reads FTDI USB to Serial COM...
- √ Repeat the Run → Identify test.
- √ Click the Edit Ports List button and add the missing COM port numbers.
- √ Repeat the Run → Identify test again, this time, the Identification window should "find" your BASIC Stamp 2.

Still no BASIC Stamp Detected?

- √ If you have more than one COM port, try connecting your Board of Education or BASIC Stamp HomeWork Board to a different COM port and see if Run → Identify works then.
- √ If you have a second computer, try it on the different computer.

If you get the error message “No BASIC Stamp Found” but the Run → Identify test shows a “Yes” in both columns for one of the COM ports, you may need to change a setting to your FIFO Buffers. This happens occasionally with Microsoft Windows® 98 and XP users. Make a note of the COM port with the “Yes” messages, and try this:

Windows® 98:

- √ Click on your computer desktop's Start button.
- √ Select Settings → Control Panel → System → Device Manager → Ports (COM & LPT).
- √ Select the COM port that was noted by the Run → Identify test.
- √ Select Properties → Port Settings → Advanced.
- √ Uncheck the box labeled “Use FIFO Buffers” then click OK.
- √ Click OK as needed to close each window and return to the BASIC Stamp Editor.
- √ Try downloading a program once more.

Windows® 2000:

- √ Click on your computer desktop's Start button.
- √ Select Settings → Control Panel → System → Hardware → Device Manager → Ports (COM & LPT).

- √ Select the COM port that was noted by the Run → Identify test.
- √ Select → Port Settings → Advanced.
- √ Uncheck the box labeled “Use FIFO Buffers” then click OK.
- √ Click OK as needed to close each window and return to the BASIC Stamp Editor.
- √ Try downloading a program once more.

Windows® XP:

- √ Click on your computer desktop’s *Start* button.
- √ Select Control Panel → Printers and Other Hardware.
- √ In the See Also box select System.
- √ Select Hardware → Device Manager → Ports.
- √ Enter the COM port number noted by the Run → Identify test.
- √ Select Port Settings → Advanced.
- √ Uncheck the box labeled “Use FIFO Buffers” then click OK.
- √ Click OK to close each window as needed and return to the BASIC Stamp Editor.
- √ Try downloading a program once more.

Windows® XP Pro:

- √ Click on your computer desktop’s *Start* button.
- √ Select Control Panel → System → Hardware → Device Manager → Ports(COM & LPT1).
- √ Select the Communications Port number noted by the Run → Identify test.
- √ Select Properties → Port Settings → Advanced.
- √ Uncheck the box labeled “Use FIFO Buffers” then click OK.
- √ Click OK to close each window as needed and return to the BASIC Stamp Editor.
- √ Try downloading a program once more.
- √

If none of these solutions work, you may go to www.parallax.com and follow the Support link. Or, email support@parallax.com or call Tech Support toll free at 1-888-99-STAMP.