

RockBox AMPD PC Software installation instructions

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Overview of RockBox software installation

There are three components that must be installed for your RockBox to communicate with your PC. These are:

- CDM and Virtual COM port drivers: These are the drivers that allow your PC to talk to your RockBox through the USB cable
- Microsoft .NET framework: This is a software framework for the Microsoft Windows operating system. It includes a large library of coded solutions to prevent common programming problems and a virtual machine that manages the execution of programs written specifically for the framework. The .NET Framework is a key Microsoft offering and is intended to be used by most new applications created for the Windows platform.
- RockBox Commander: This is the software application that you will use to configure, update graphics, update firmware, and download log data from your RockBox.

The procedures to install each of these three components are listed below, along with a troubleshooting guide to correct common errors.

Procedure 1: Install the Virtual COM Port drivers onto your PC

Step 1: Disconnect your PC from all internet connections

- Unplug all network cables
- Turn off or temporarily disable all wireless connections
- The purpose of this is to prevent Windows Update from installing incorrect software

Step 2: Connect your RockBox to your PC

- Use the included retractable USB cable
- Your computer will now start the "Found New Hardware" wizard
 - If this does not happen, see the troubleshooting section

Step 3: Install the CDM and Virtual COM Port drivers using the "Found New Hardware" wizard

Summary steps:

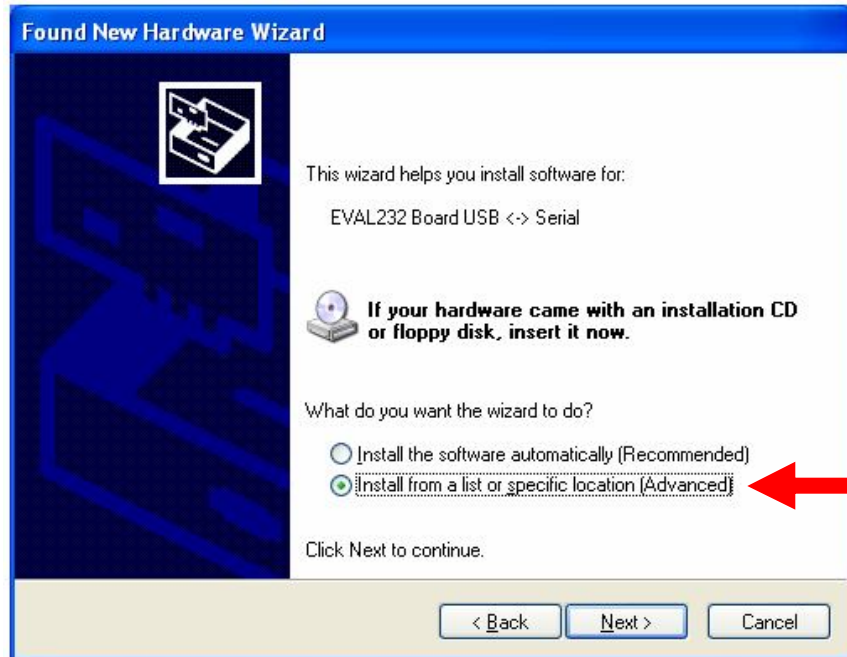
- Select "No, not at this time" when the wizard asks if it can connect to Windows Update, and click Next
- Choose to install from a specific location and click Next
- Choose to search for the best driver, check the box to include a location, and then click Browse.
 - Browse to this location on your RockBox CD:
 - \RB Commander Software Installation\RB Commander Software Procedure 1\Windows Vista-XP-2K drivers
- Once you have selected this location, click Next
- If the window regarding Windows logo testing appears, click Continue Anyway
- Your CDM drivers will now install, click Finish when complete
- **After the CDM drivers have been installed you will then be automatically asked to repeat this process to install the Virtual COM Port drivers, follow the same procedure as outlined above**

Detailed steps:

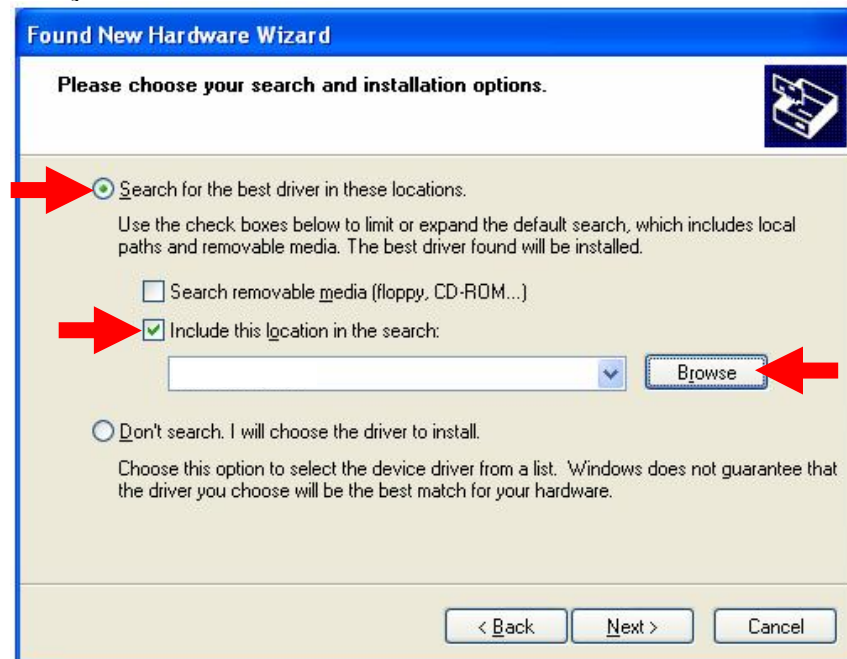
- Select "No, not at this time" when the wizard asks if it can connect to Windows Update, and click Next:



- Choose to install from a specific location and click Next:



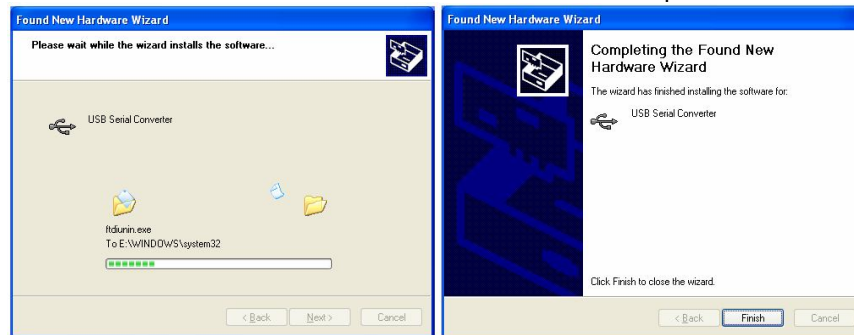
- Choose to search for the best driver, check the box to include a location, and then click Browse.
 - Browse to this location on your RockBox CD:
 - \RB Commander Software Installation\RB Commander Software Procedure 1\Windows Vista-XP-2K drivers
- Once you have selected this location, click Next



- If the window below appears, click Continue Anyway



- Your CDM drivers will now install, click Finish when complete



- **After the CDM drivers have been installed you will then be automatically asked to repeat this process to install the Virtual COM Port drivers, follow the same procedure as outlined above**

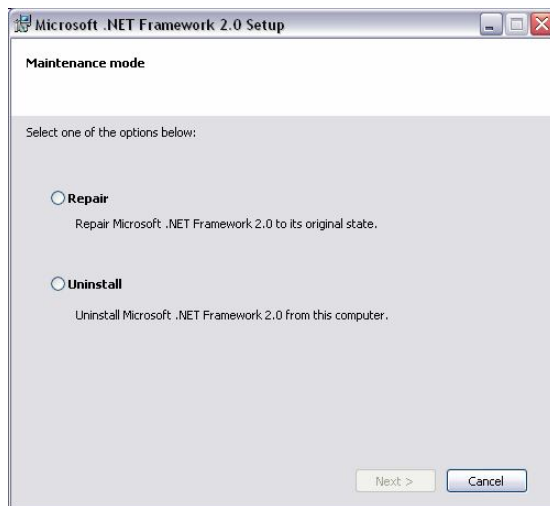
Procedure 2: Install the Microsoft .NET Framework

Step 1: Open the folder shown below on the included CD

\\RB Commander Software Installation\\RB Commander Software Procedure 2\\

Step 2: Double click on the installation file NetFx.exe

Note: If the file on your CD is named NetFx64.exe, you must download the latest version at:
<http://www.microsoft.com/downloads/details.aspx?familyid=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

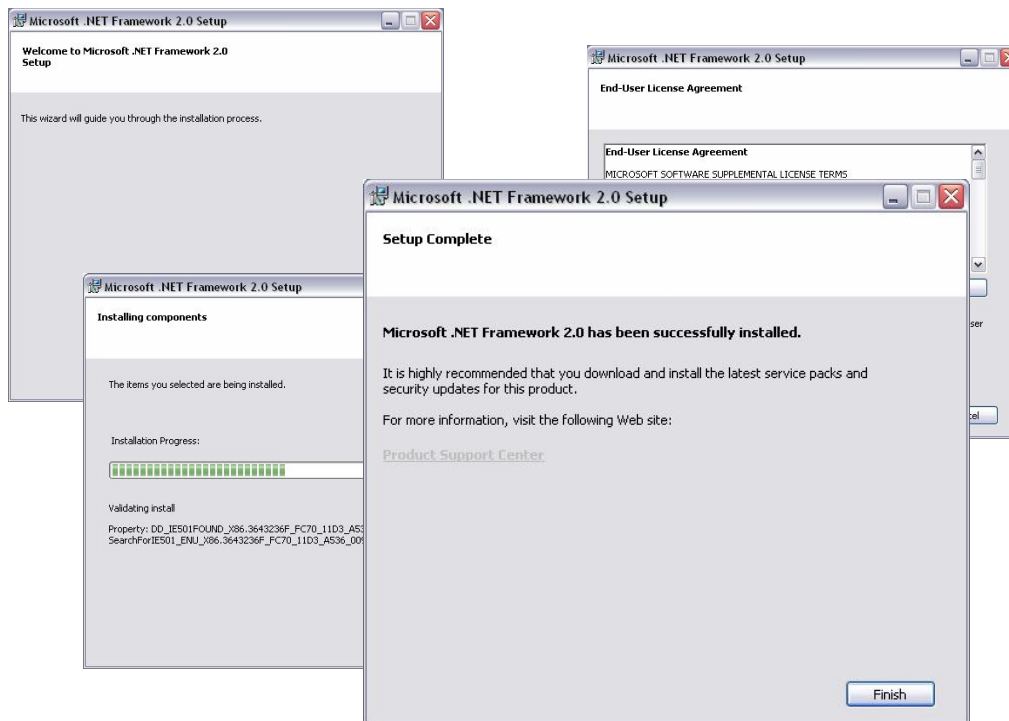


If you see the windows shown to the left asking if you would like to Repair or Uninstall the .NET framework, you already have the .NET framework installed.

click Cancel and proceed to Procedure 3

Note: RockBox Commander requires .NET Framework version 2.0 or higher, if you already have a higher version (3.0, 3.5...) installed, you can proceed to Procedure 3.

Step 3: Follow the on screen instructions to install the .NET Framework



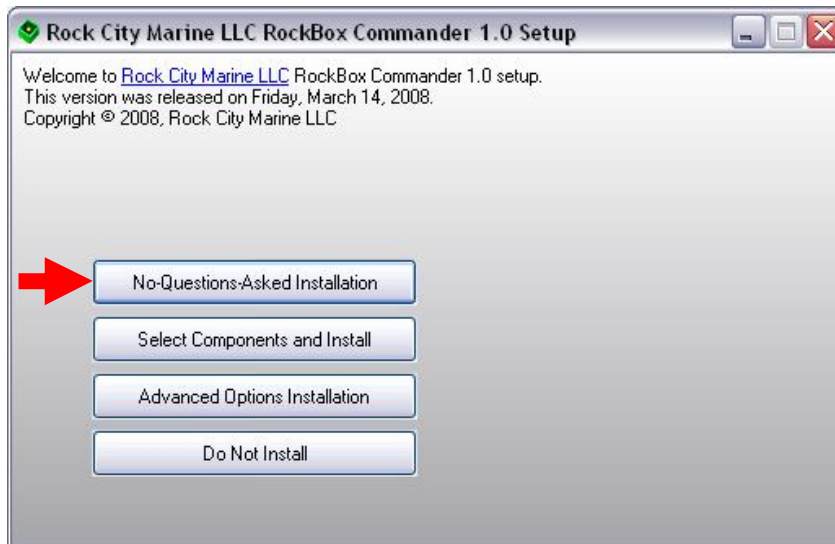
Procedure 3: Install RockBox Commander PC software

Step 1: Open the folder shown below on the included CD

\RB Commander Software Installation\RB Commander Software Procedure 3

Step 2: Double click on the installation file RBCsetupV20.exe

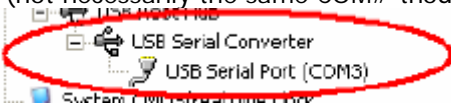
Step 3: Follow the on screen instructions to complete the RockBox Commander installation



Troubleshooting:

Help for the following issues can be found below:

- 1) The "Found New Hardware" wizard did not start when I connected my RockBox to my PC for the first time
- 2) The upload firmware buttons are not enabled in RockBox Commander
- 3) When attempting to upload new firmware, the uploading firmware dialog does not ever go away, or I get error after more than 10 minutes of uploading
- 4) I can connect to my RockBox to change settings and download logs, but can not upload new firmware
- 5) I get a "Port timed out" error when connecting to my RockBox using Commander version 1.X
- 6) Verifying COM Port Settings

| # | Issue | How to Fix |
|---|---|--|
| 1 | The "Found New Hardware" wizard did not start when I connected my RockBox to my PC for the first time | <p>You may have previously installed the FTDI Virtual COM Port drivers.</p> <ul style="list-style-type: none"> • With your RockBox connected to your PC, verify that you have a virtual COM port shown in the hardware manager <p>To verify this, go to your Windows Control Panel</p> <ol style="list-style-type: none"> 1) Double click on System 2) Select the Hardware tab 3) Click the Device Manager button 4) Expand "Ports (COM and LPT)" and you should see this: (not necessarily the same COM# though)  <p>If you do not see the USB Serial Port as shown above, you must reinstall the drivers. There are two programs that run to clean your system prior to reinstallation.</p> <ul style="list-style-type: none"> ○ FTCClean.exe ○ FTDIUNIN.exe <p>Run both of these programs and start again at Procedure 1 of the installation instructions</p> |
| 2 | The upload firmware buttons are not enabled in RockBox Commander | <p>When uploading new firmware, do not click the Connect button</p> <p>After clicking the find the RockBox button, select the appropriate COM port number, and then without clicking connect proceed to selecting a file and clicking Upload Firmware</p> |
| 3 | When attempting to upload new firmware, the uploading firmware dialog does not ever go away, OR I get an error message after more than 10 minutes of uploading | <p>To successfully upload firmware follow this procedure:</p> <ol style="list-style-type: none"> 1) Select the file to load (*.HEX) 2) Click Upload Firmware 3) Press the reset button on your RockBox 4) Close the uploading firmware dialog 5) Click Upload Firmware <u>again</u> <p>You will now see the progress bar advance. The upload will take at least 5-6 minutes.</p> |
| 4 | I can connect to my RockBox to change settings and download logs, but can not upload new firmware | <p>Verify that the COM port settings on your computer are correct. See Verifying COM Port Settings below.</p> |

| # | Issue | How to Fix |
|---|---|---|
| 5 | I get a "Port timed out" error when connecting to my RockBox using Commander version 1.X | <p>With RockBox Commander version 1.X, sometimes the PC will not hear the response from the RockBox when connecting.</p> <p>If this happens, do this:</p> <ol style="list-style-type: none"> 1) Close RockBox Commander (without clicking disconnect) 2) Leave your RockBox connected to your PC, and do not press any of its buttons 3) Reopen RockBox Commander, click Find the RockBox, select the correct COM port, and click Connect 4) You should now be connected |
| 6 | Verifying COM Port Settings | <p>To verify all COM port settings are correct, follow this procedure:</p> <ol style="list-style-type: none"> 1) Go to your Windows Control Panel 2) Double click on System 3) Select the Hardware tab 4) Click the Device Manager button 5) Expand "Ports (COM and LPT)" 6) Double click on the USB serial port 7) Select the Port Settings tab 8) Verify the following: <ul style="list-style-type: none"> • Bits per second = 9600 • Data bits = 8 • Parity = None • Stop bits = 1 • Flow control = None 9) Click the Advanced button 10) Select a COM port number that is <u>less than 10</u> 11) Verify the latency is 16 or less, if not then change it to a value of 16 12) Click OK to all windows and you are done |