

These instructions are for customers who have recently purchased a TG device or are using a TG device on a new PC and the TG does not appear to be outputting a signal. This is often the case of Windows loading the wrong driver for the TG.

1. Disconnect all Signal Hound devices from the PC except the TG.
2. Open the Device Manager and find the TG in the device list. You can find it under Universal Serial Bus controllers listed as a USB Serial Converter. (See picture)
3. Right click this device and select properties. Under the “Advanced” tab, uncheck the “Load VCP” check box. (See picture) Press OK when finished.
4. Power cycle the TG and verify the “Load VCP” checkbox is no longer selected after it reappears in the device manager list.
5. Verify correct operation in Spike.

