

Windows 7 – manual installation of bluefin drivers

Error “[E207] Unable to find a port called Superchips bluefin” displayed by the bluefin desktop software is generally caused by bluefin drivers not installed correctly. When the drivers have not been installed the display on the bluefin handset is usually blank.

The following procedure explains how to manually install the drivers.

The bluefin installation CD (May 2010 onwards) contains the drivers for both 32bit and 64bit operating systems so it should not be necessary to download the drivers. In this case skip steps 1 and 2.

1: Download 64bit Drivers

Visit www.mybluefin.co.uk/software and download the Windows Vista Drivers (64bit_drivers.zip).

Save file to your documents folder.

Note: This driver file contains both 32bit and 64bit drivers.

2: Extract files

This is a compressed zip file and will need its contents to be extracted before they can be used. To do this browse to the downloaded file in Windows Explorer, select the folder and right mouse click to show the context menu.

Select "**Extract All**" and follow the instructions.

Remember where the files have been extracted to as this location is needed later in the process.

3: Update drivers manually

Ensure that bluefin is still connected to the computer using the supplied USB cable before updating /installing the drivers and the bluefin desktop software is not running.

Open **Device Manager** by clicking the Start button , clicking **Control Panel**, clicking **System and Security**, and then, under **System**, clicking **Device Manager**. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.

Note: The Device Manager can also be found by typing “Device Manager” into the search box after clicking the Start button .

The bluefin requires 2 devices to be installed for correct operation.

They are located in **Ports (COM & LPT)** and **Universal Serial bus Controllers**.

When the drivers have not been installed correctly they will have an icon with an exclamation mark by them and are typically found in **Other devices**.

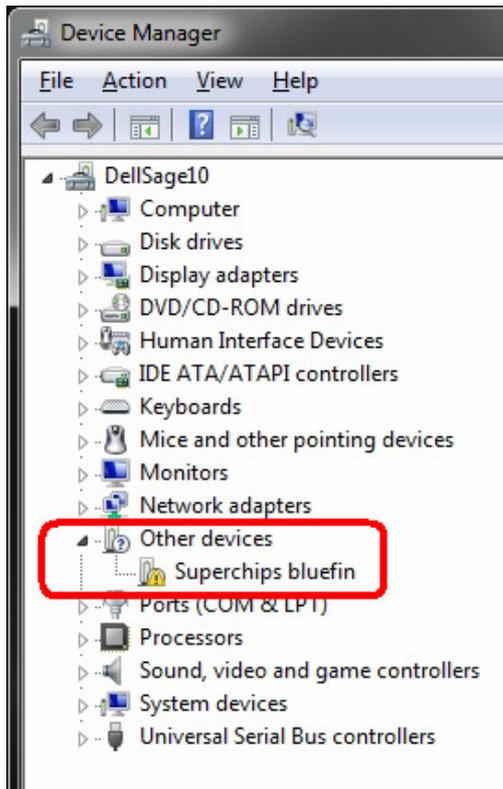


Fig 1: Device Manager.

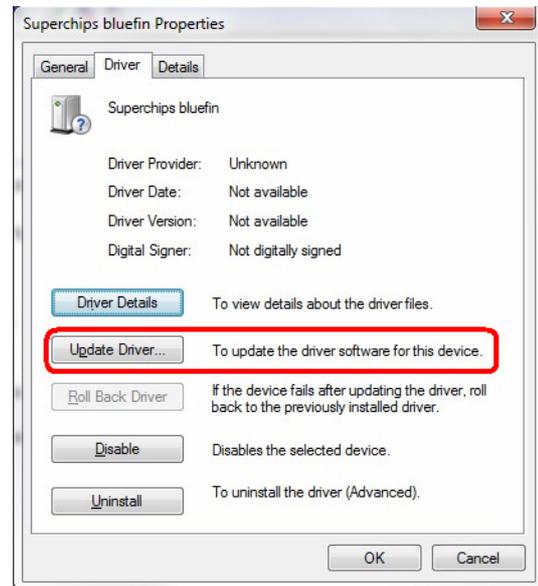


Fig 2: Superchips bluefin properties.

Double click the **Superchips bluefin** device in the **Other devices** section and click the **Driver** tab, then click **Update Driver**.

This will display the Update Driver Software dialog box.

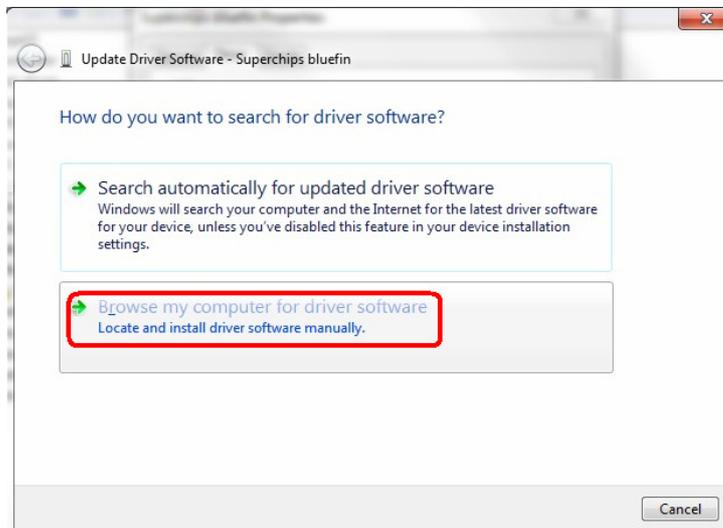


Fig 3: Update Driver Software dialog.

Do not select search automatically but select browse your computer for driver software.

If you downloaded the drivers then browse to find the files that were extracted at the start of the process and select the folder "CDM 2.04.16 WHQL Certified" otherwise browse to select the CD drive where the Installation CD is located.

Ensure that the **Include Subfolders** check box is ticked.

Select next to continue with the installation.

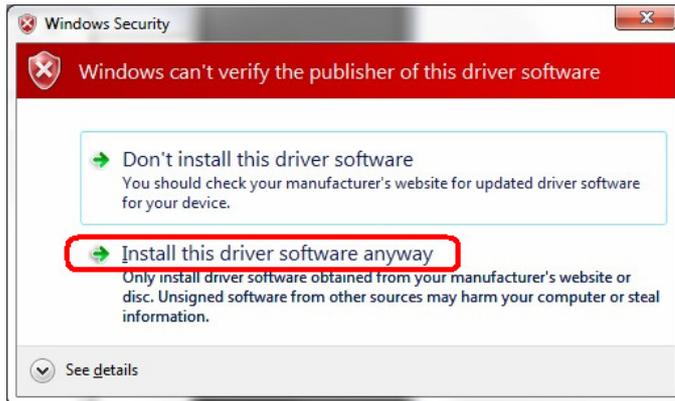


Fig 4: Driver verification warning dialog.

If a warning is displayed (Fig 4) about the drivers not being verified signed select Install this driver software anyway to continue with the installation.

After installing the first driver repeat the process for the 2nd driver which will now appear in the **Other devices** section as **USB Serial Port**.

Once the drivers have been successfully installed the bluefin will communicate with the bluefin desktop software. The bluefin display will show "Connected to PC".

The Device Manger will now show bluefin devices in the **Ports (COM & LPT)** and **Universal Serial Bus controllers** sections.

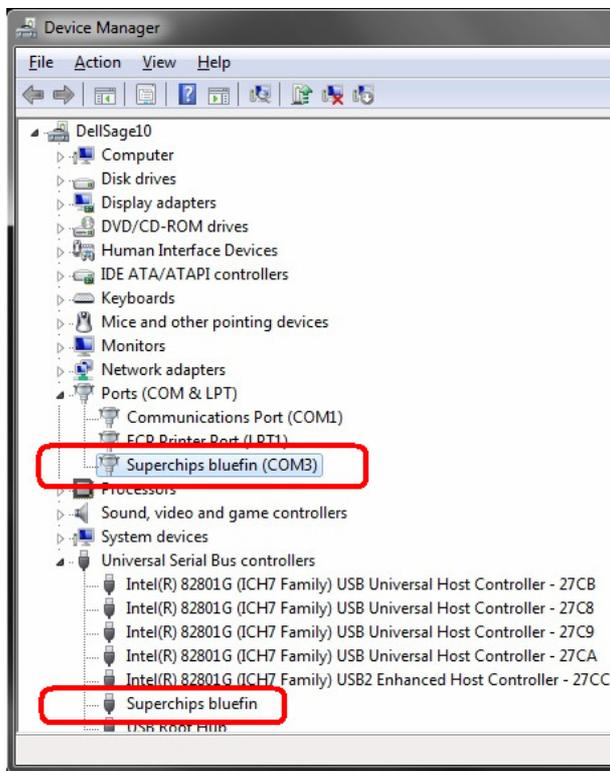


Fig 5: Device Manager after successful installation.