



KPG-36X KPG-46X

Troubleshooting

Version:	1.10
Last Updated:	April , 2018
Language:	English
Type:	M

© 2018 JVCKENWOOD Corporation

B5A-2782-00

About Copyright

All copyrights and other intellectual property rights for this troubleshooting document are owned by JVC KENWOOD Corporation.

About Notations

The following notation is used in this manual.

“ ” (Double Quotation Mark)

The characters in quote marks indicate the names of the functions, buttons and menus shown in the active window.

Bold Letters

The characters in bold letters indicate the names of the windows, tabs and checkboxes for the application in use.

About Trademarks

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

All other product names referenced herein are trademarks or registered trademarks of their respective manufacturers.

Disclaimer

Neither the whole nor any part of the information contained within, or the product described in this document, may be adapted or reproduced in any material or electronic form without the prior written consent of JVC KENWOOD Corporation.

This troubleshooting document is supplied on an “as-is” basis and no warranty is made, either express or implied, as to its suitability for any particular purpose.

JVC KENWOOD Corporation will not accept any claim for damages whatsoever arising as a result of use or failure of this driver.

The information in this troubleshooting document is subject to change without notice.

TROUBLESHOOTING FOR KPG-36X AND KPG-46X

This troubleshooting document helps you diagnose and resolve potential problems with your PC. Also, the document addresses some of the more common problems previously experienced by KPG-36X or KPG-46X users.

If you do not find a solution to your problem in this document, contact technical support for further assistance.

Note: "PC" represents Personal Computer in this document.

Question

For KPG-36X or KPG-46X, there is a switch to select between [USB] and [UART]. Which one do I select?

Answer

If KPG-36X or KPG-46X is connected to the NX-5000 series and the NX-3000 series, switching to [USB] is recommended. (Also can be used even if [UART] is selected.) For models other than the NX-5000 series and the NX-3000 series, refer to the user's manual of the model and if no description related to switching between [USB] and [UART] is found, use after switching to [UART].

Note:

- ◆ Do not switching between [USB] and [UART] while communicating with a PC.
-

Question

There are 2 drivers for installing. Which one do I use?

Answer

For KPG-36X or KPG-46X, there is a switch to select between [USB] and [UART]. If [UART] is selected, install "CP210x_VCP_Windows".

If [USB] is selected, install "Kenwood_Type_1_USB_Driver".

Question

What do I do if KPG-36X or KPG-46X does not work properly on my PC?

Answer

Although the cause cannot be specified, the problem may be overcome by one of the following methods.

● Solution 1

Make sure that the installation of KPG-36X or KPG-46X driver has completed successfully.

● Solution 2

If there are multiple USB ports on the PC, connect KPG-36X or KPG-46X to a different USB port. If a USB port on the front panel is used, connect KPG-36X or KPG-46X to a USB port on the back panel

● Solution 3

If KPG-36X or KPG-46X does not work properly, restart Windows or disconnect KPG-36X or KPG-46X from the USB port and re-connect it to the port.

● Solution 4

If any USB device other than KPG-36X or KPG-46X is connected to a USB port, disconnect the device, and then re-connect KPG-36X or KPG-46X.

● Solution 5

If you have a USB hub with an external power supply, connect KPG-36X or KPG-46X to the PC via the USB hub.

● Solution 6

If sliding the SW of KPG-36X or KPG-46X to [USB], the transceiver is not recognized as a COM port if the transceiver is not turned ON. Check again after turning the transceiver ON and then restarting the PC. If the transceiver is still not recognized, slide the SW to [UART].

TROUBLESHOOTING FOR KPG-36X AND KPG-46X

Question

How do I change the COM number for KPG-36X or KPG-46X.

Answer

Normally, a new COM number is automatically assigned to KPG-36X or KPG-46X in the existing PC environment.

Depending on the PC, multiple communications ports for items such as a built-in modem or an infrared device are available. In this case, the next available COM number is assigned to KPG-36X or KPG-46X .

Follow the procedure below to change the automatically assigned COM number.

● Solution (If sliding the SW of KPG-36X/ 46X to [UART])

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, or Windows 10 is properly running.
2. Make sure that the installation of the KPG-36X or KPG-46X driver has completed.
3. Connect KPG-36X or KPG-46X to a USB port on the PC.
4. For Windows 7: Click Windows "**Start**" button, and then click the "**Search programs or files**" box. Enter "**cmd.exe**" by using a keyboard, right-click "**cmd.exe**" in the searched program list, and then click "**Run as Administrator**".

The command prompt starts.

For Windows 8.1, and Windows 10 : Right click Windows "**Start**" button, and then click "**Search**". Enter "**Command Prompt**" by using a keyboard, right-click "**Command Prompt**" in the searched program list, and then click "**Run as Administrator**".

The command prompt starts.

5. Enter the following commands and then start the Device Manager.

```
set devmgr_show_nonpresent_devices=1
```

```
cd c:\windows\system32
```

```
start devmgmt.msc
```

6. Right-click "**Silicon Labs CP210x USB to UART Bridge (COMx)**" in the Device Manager > "**Ports (COM & LPT)**", and then select "**Properties**".

7. Click the Port Settings tab and then click the "**Advanced**" button.

8. Select the desired COM port number from the COM Port Number dropdown list.

A COM port number with (in use), such as "**COMx (in use)**" cannot be selected since the number is being used by another device. If a COM port number with (in use) is selected, the message "**This COM name is being used by another device (such as another com port or modem). Using duplicate names can lead to inaccessible devices and changed settings. Do you want to continue?**" appears.

If you wish to use a COM port number with (in use), make the number available by disabling the device using the COM port number in advance.

9. Click the "**OK**" button.

Note:

- ◆ If installation information on a device that no longer physically exists (or a modem card that was installed before but is now disconnected) is retained, the COM port assigned to the device may become "**in use**".
 - ◆ The administrative privilege is required to do the above operations.
-

● **Solution (If sliding the SW of KPG-36X/ 46X to [USB])**

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, or Windows 10 is properly running.
2. Make sure that the installation of the KPG-36X or KPG-46X driver has completed.
3. Make sure that KPG-36X or KPG-46X is not connected to a USB port on the PC.
4. For Windows 7: Click Windows **"Start"** button, and then click the **"Search programs or files"** box.
Enter **"cmd.exe"** by using a keyboard, right-click **"cmd.exe"** in the searched program list, and then click **"Run as Administrator"**.
The command prompt starts.
For Windows 8.1, and Windows 10 : Right click Windows **"Start"** button, and then click **"Search"**. Enter **"Command Prompt"** by using a keyboard, right-click **"Command Prompt"** in the searched program list, and then click **"Run as Administrator"**.
The command prompt starts.
5. Enter the following commands and then start the Device Manager.
set devmgr_show_nonpresent_devices=1
cd c:\windows\system32
start devmgmt.msc
6. Click the **"View"** menu in the Device Manager, and then click **"Show hidden devices"**.
7. Right-click the unused port you wish to delete, and then select **"Uninstall"**.
The **"Confirm Device Uninstall"** dialog box appears. Confirm the message, and if you agree to proceed to the next step, click the **"OK"** button to delete the selected port. Be careful not to delete necessary devices.
8. For Windows 7, and Windows 8.1 : Right-click **"KENWOOD Type 1 (COMx)"** in the Device Manager > **"Ports (COM & LPT)"**, and then select **"Uninstall device"**.
For Windows 10 : Right-click the unused port you wish to delete, and then select **"Uninstall device"**.
9. Turn the transceiver ON, slide the SW of KPG-36X or KPG-46X to [USB], and then connect KPG-36X or KPG-46X to a USB port on the PC. (The KPG-36X /46X port will be newly assigned to the port deleted in 7.)

Note:

- ◆ If installation information on a device that no longer physically exists (or a modem card that was installed before but is now disconnected) is retained, the COM port assigned to the device may become **"in use"**.
 - ◆ The administrative privilege is required to do the above operations.
-

TROUBLESHOOTING FOR KPG-36X AND KPG-46X

Question

How do I uninstall the KPG-36X or KPG-46X driver?

Answer

Follow the procedure below to delete KPG-36X or KPG-46X setup file and drivers.

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, or Windows 10 is properly running.
 2. For Windows 7: Click Windows **"Start"** button, and then click **"Control Panel"**. Select **"Uninstall a program"**
For Windows 8.1: Right click Windows **"Start"** button, and then click **"Program and Features"**.
For Windows 10: Right click Windows **"Start"** button, and then click **"Apps and Features"**
 3. Delete the drivers.
For Windows 7, and Windows 8.1: If uninstalling the [USB] Driver, right-click **"Windows Driver Package - JVC KENWOOD Corporation Type 1 USB Driver (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall/Change"**
If uninstalling the [UART] Driver, right-click **"Windows Driver Package - Silicon Laboratories (silabnm) Ports (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall/Change"**
For Windows 10: If uninstalling the [USB] Driver, click **"Windows Driver Package - JVC KENWOOD Corporation Type 1 USB Driver (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall"**
If uninstalling the [UART] Driver, click **"Windows Driver Package - Silicon Laboratories (silabnm) Ports (mm/dd/yyyy x.x.x.x)"**, and then select **"Uninstall"**
 4. For Windows 7, and Windows 8.1: **"All devices using this driver will be removed. Do you wish to continue?"** appears, and clicking the **"Yes"** button will complete the uninstallation.
For Windows 10: **"This app and its related info will be uninstalled."** appears, and clicking the **"Uninstall"** button will complete the uninstallation.
- Now the uninstallation completes.

Question

The assigned COM port number is too large. Is there any other way to change the COM port number?

Answer

Follow the procedure below to delete the reserved COM port number.

1. Start up the PC, and then make sure that Windows 7, Windows 8.1, or Windows 10 is properly running.
2. For Windows 7: Click Windows **"Start"** and then click the **"Search programs or files"** box.
Enter **"cmd.exe"** by using a keyboard, right-click **"cmd.exe"** in the searched program list, and then click **"Run as Administrator"**.
The command prompt starts.
For Windows 8.1 and Windows 10 : Right click Windows **"Start"** button, and then click **"Search"**.
Enter **"Command Prompt"** by using a keyboard, right-click **"Command Prompt"** in the searched program list, and then click **"Run as Administrator"**.
The command prompt starts.

3. Enter the following commands and then start the Device Manager.
set devmgr_show_nonpresent_devices=1
cd c:\windows\system32
start devmgmt.msc
4. Click the “**View**” menu in the Device Manager, and then click “**Show hidden devices**”.
5. For Windows 7, and Windows 8.1: Right-click the unused port you wish to delete, and then select “**Uninstall**”.

For Windows 10: Right-click the unused port you wish to delete, and then select “**Uninstall device**”.
6. The “**Confirm Device Uninstall**” dialog box appears. Confirm the message, and if you agree to proceed to the next step, click the “**OK**” button to delete the selected port.
Be careful not to delete necessary devices.

Note:

- ◆ The administrative privilege is required to do the above operations.
-

Question

Is KPG-36X or KPG-46X equivalent to the serial cable (KPG-22A, KPG-36A, KPG-43A, or KPG-46A) in terms of the time required for writing and reading data?

Answer

If sliding the SW of KPG-36X or KPG-46X to [USB], the time required for communication depends largely on the PC used.
Also, it may take longer if the firmware is written by using KPG-36X or KPG-46X and the corresponding Fpro (Version 6.30 or later) or KFL (Version 1.22 or later).

Note:

- ◆ If sliding the SW of KPG-36X or KPG-46X to [USB], the baud rate configuration by PC software is invalid and the value is fixed (12 Mbps).
-