



960B SOFTWARE v19.12.13 – INSTALLATION INSTRUCTIONS

ABOUT THIS DOCUMENT

This document describes how to install the 960B PC software, as well as how to configure network settings on units that have Option 800 (Remote Control) installed.

REQUIREMENTS

You need to have the following items in order to complete this procedure:

- PC/laptop (hereinafter referred to simply as “PC) running Windows XP/7/10/11 and equipped with available USB port and internet connection.

NOTE – You must have Administrator rights in order to certain necessary changes to the system. If you’re not sure whether you have Administrator rights, use the instructions at:

<http://www.technipages.com/how-to-check-for-administrator-rights>

- 960B Multi-Channel Test Unit
- USB A/B cable (provided with the 960B accessories)
- 960 GUI Software Installation Package v19.12.13 (instructions below will detail how to obtain this package)

START THE SOFTWARE INSTALLATION

WARNING – If a previous version of Sage 960 software is already installed in the PC, it needs be uninstalled before installing version 19.12.13. Also, it’s possible that any existing 960 configuration files (.cfg) may no longer be useable, due to file format change – Sage recommends deleting the existing .cfg files (prior to installing version 19.12.13).

WARNING – **DO NOT CONNECT** the 960B USB port to the PC USB port (at this time). **IF** you have previously made that connection while both PC and 960B were powered up, you must first jump to the end of this document and complete the ‘IF YOU CONNECTED THE USB CABLE TOO SOON’ section, before proceeding to step 1 (below).

1. Use the following (direct download) link to download the 960 GUI Software Installation Package v19.12.13:

https://sageinst.com/assets/download_doc/960_20191213.zip

2. Extract all of the contents of the zip file downloaded in (the above) step 1.
3. Locate the setup executable file (Sage96x_20191213_setup.exe) that was extracted from the zip file (in step 2), and double-click on it – a ‘Security Warning’ window may be displayed – click on ‘Run’.

NOTE: Depending on the Windows version, the installer may prompt you at some point to reboot the PC before continuing with the installation.

4. The ‘Sage Instruments’ splash screen will now be displayed – click on ‘Next’.

5. The 'Welcome to the InstallShield Wizard for 960 Multi-Channel Test Unit' window will now be displayed – click on 'Next'.
6. The installer will now display the license agreement – click on 'I accept the terms....' and then click on 'Next'.
7. The 'Customer Information' screen will now be displayed – fill in the 'User Name' and 'Organization' boxes.
8. Click on 'Anyone who uses this computer (all users)' and then click on 'Next'.
9. The 'Custom Setup' screen will now be displayed.

DETERMINE WHETHER DEVICE SYNC SOFTWARE NEEDS TO BE INSTALLED

1. **IF** Option 800 is **NOT** installed, do the following steps:
 - a. Click on 'Next'.
 - b. Wait until the 'InstallShield Wizard Completed' window is displayed, then click on 'Finish'.
 - c. The software installation process is now complete. Please refer to the 'ADDITIONAL INFORMATION' section at the end of this document.
2. **IF** Option 800 **IS** installed – Continue on with the next section below ('CHOOSE DEVICE SYNC SOFTWARE').

CHOOSE DEVICE SYNC SOFTWARE

(ONLY if Option 800 is installed in the 960B)

1. **If the installed version of Windows is 7, 10, or 11** – Skip to the 'WINDOWS 7/10/11 – INSTALL SYNC SOFTWARE' section (below).
2. **If the installed version of Windows is XP** – Skip to the 'WINDOWS XP – INSTALL SYNC SOFTWARE' section (further below).

WINDOWS 7/10/11 – INSTALL SYNC SOFTWARE

(ONLY if Option 800 is installed in the 960B AND Windows 7/10/11 is installed in the PC)

1. Click on 'Next'.
2. When the 'Ready to Install the Program' window is displayed, click on 'Install'.
3. Wait until the 'InstallShield Wizard Completed' window is displayed, then click on 'Finish'.
4. The complete software installation process is now complete.
5. Please use the following (direct download) link, to download the sync software package:
https://sageinst.com/assets/download_doc/WMDC-setup_96x-USB-driver-update.zip
6. Extract all of the contents of the zip file downloaded in (the above) step 5.
7. Follow the instructions in the 'WMDC SETUP & 96X USB DRIVER UPDATE' document (one of the files extracted (in step 6 above), to install the proper sync software and USB driver.
8. When completely done with the above step (7), refer to the 'CONFIGURE NETWORK CONNECTION SETTINGS' and 'ADDITIONAL INFORMATION' sections in this document.

WINDOWS XP – INSTALL SYNC SOFTWARE

(ONLY if Option 800 is installed in the 960B AND Windows XP is installed in the PC)

1. Click on the drop-down box just to the left of the text 'TCP/IP Remote Control' and select 'This feature will be installed on local hard drive'.

2. Click on 'Next'.
3. The 'Ready to Install' screen will now be displayed – click on 'Install'.
4. Wait until the 'InstallShield Wizard Completed' window is displayed, then click on 'Finish'.
5. The text file 'remoteControlInstall.txt' will now be displayed – close that window.
6. The ActiveSync installation will now proceed. When the 'Set Up Microsoft ActiveSync 3.8' window is displayed, click on 'Next' and then click on 'Next' again – A 'Copying File' window will now open. The progress bar may pause at '92%' for 30 seconds to several minutes, depending on the speed of the PC.
7. After ActiveSync is installed, a 'Windows Security Alert' box may be displayed – click on 'Unblock'.
8. When the 'Get Connected' window is displayed, power on the 960B.
9. Wait approximately 90 seconds, and then connect the 960B to the PC with the supplied USB cable.
10. Wait until the 'Found New Hardware Wizard' is displayed, then select 'No, not this time' and click on 'Next'.
11. Select 'Install from a list or specific location', then click on 'Next'.
12. Click on 'Include this location in the search' check box and then click on the 'Browse' button to select the driver folder.
13. In the 'Browse for Folder' dialog box, select the 'C:\Program Files\Sage Instruments\960\ce\drivers' folder.

NOTE: Alternately the file path and name (without quotes) 'C:\Program Files\Sage Instruments\960\ce\drivers' can be typed directly into the 'Search Location' text box.
14. Click on 'Next' – an alert box may be displayed, warning that the driver has not passed 'Windows Logo testing...'; click on 'Continue Anyway'.
15. When ActiveSync detects the 960B, the 'New Partnership' dialogue box will be displayed; click on 'No', then click on 'Next'.
16. The 'Microsoft ActiveSync' window will now be displayed; it may be obscuring part of the 'Found New Hardware Wizard' window. Click on the 'Found New Hardware Wizard' window to bring it to the front, and then click on 'Finish'.
17. If the 'Microsoft ActiveSync' window does not come up, try power cycling the 960B and resume this procedure at step 14 (above).
18. The complete software installation process is now complete.
19. Skip to the 'CONFIGURE NETWORK CONNECTION SETTINGS' section further down in this document.

CONFIGURE NETWORK CONNECTION SETTINGS

(Option 800 ONLY)

NOTE – This section should only be performed after the 960 GUI, WMDC, and USB driver updates have been installed in the PC.

1. Ensure that the 960B is powered on, and fully booted.
2. Connect the 960B to the PC via USB cable.
3. Launch the 960B GUI application (file shortcut name is 'Launch Sage 960').
4. Click on the 'Tools' menu.
5. Click on 'Configure TCP/IP Unit via USB...' – the 'Remotely Accessible Unit Administration' window will be displayed.

6. Enter the IP Address, Subnet Mask, Default Gateway (address), and Preferred DNS Server (address), or click on the 'Obtain an IP Address Automatically via DHCP' box. If you're not sure of the proper configuration, or need authorization to connect the unit to your network, then contact your network administrator accordingly.
7. Click the 'Save' button.
8. Click the 'OK' button – the 960B will automatically reboot.
9. Wait about 90 seconds, and then power off the 960B.
10. The network settings configuration process is now complete. Please refer to the 'ADDITIONAL INFORMATION' section at the end of this document.

IF YOU CONNECTED THE USB CABLE TOO SOON

If you (prematurely) connected the 960B to the PC via USB cable, the PC won't be able to find the proper driver, and therefore won't be able to communicate with the 960B. This section describes how to recover from this situation and re-launch the Windows 'Found New Hardware Wizard'.

1. If the USB cable is still connected between the PC and the 960B, disconnect it now.
2. Click on 'Start', 'Control Panel', 'System', 'Hardware', 'Device Manager'.
3. In the 'Device Manager' dialog box, look for an 'Unknown USB Device' preceded by a yellow question mark. Highlight it and press the DEL (delete) key.
4. Close the Device Manager, and all its 'parent' windows that opened up on the way there.
5. Resume this procedure at step 1 (on Page 1)

ADDITIONAL INFORMATION

If any questions or problems arise, please call SAGE Technical Support at (831) 761-1000 option 1, or send an email to technicalsupport@sageinst.com.