Communication between the GC and computer via USB cable is sometimes temporarily lost (disconnects). Please see the companion doc on the SRI website describing some simple actions to take. http://www.srigc.com/Losing%20Communications%20Troubleshooting%20Guide%20(Nov.%206,%202012).pdf

SRI has determined that disconnects are sometimes caused when the +5volt power supply of the computer is intermittent. Some computers do this frequently, some never. This is important because the USB cable is powered from the computer’s (not the GC’s) 5volt supply.

To prevent this from happening, purchase a product called a “powered USB hub” like the one at right which we bought from Amazon for about $30 in November 2014.

Like many computer items, the prices and specs change frequently, but what is important is:
1) There must be an external power supply, and
2) Try to get USB 3.0 rather than USB 2.0 compliance.
Communication Losses between PeakSimple and GC November 2014

We have also made a firmware update in November 2014 which substantially eliminates disconnects on the 302 six channel A/D board.

Gently pry the chip out of the socket with a small screwdriver.

Replace it with the new chip. The part# of the new chip is 8600-1053. Cost as of Nov 2104 is $110.