

If your

QUARTZ V2 won't connect!

Windows users

Follow these steps in order

1) Plug the Quartz in via USB ONLY

2) Press the Windows Start button and search for “Device Manager”

You can also find this by right clicking your computer/manage/device manager. Or via Control Panel.

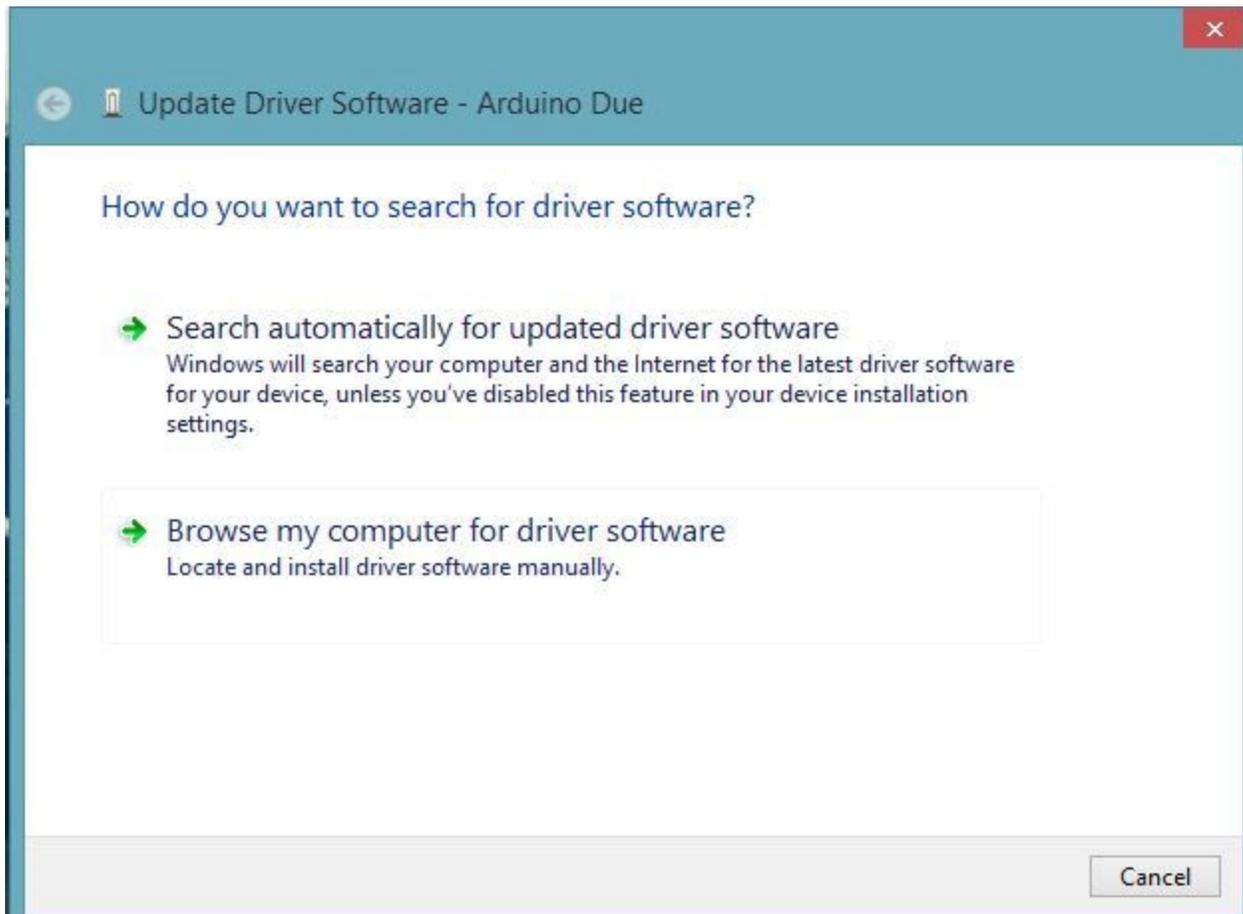


3) You should see your pedal listed under “Other Devices”.

You can test this by unplugging the pedal and plugging it back in, you should see one device disappear and then reappear. It might appear as a strange name.

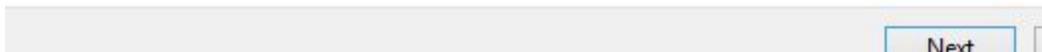
4) Right click your device and select “Update Driver Software”

5) Click “Browse my computer for driver software”

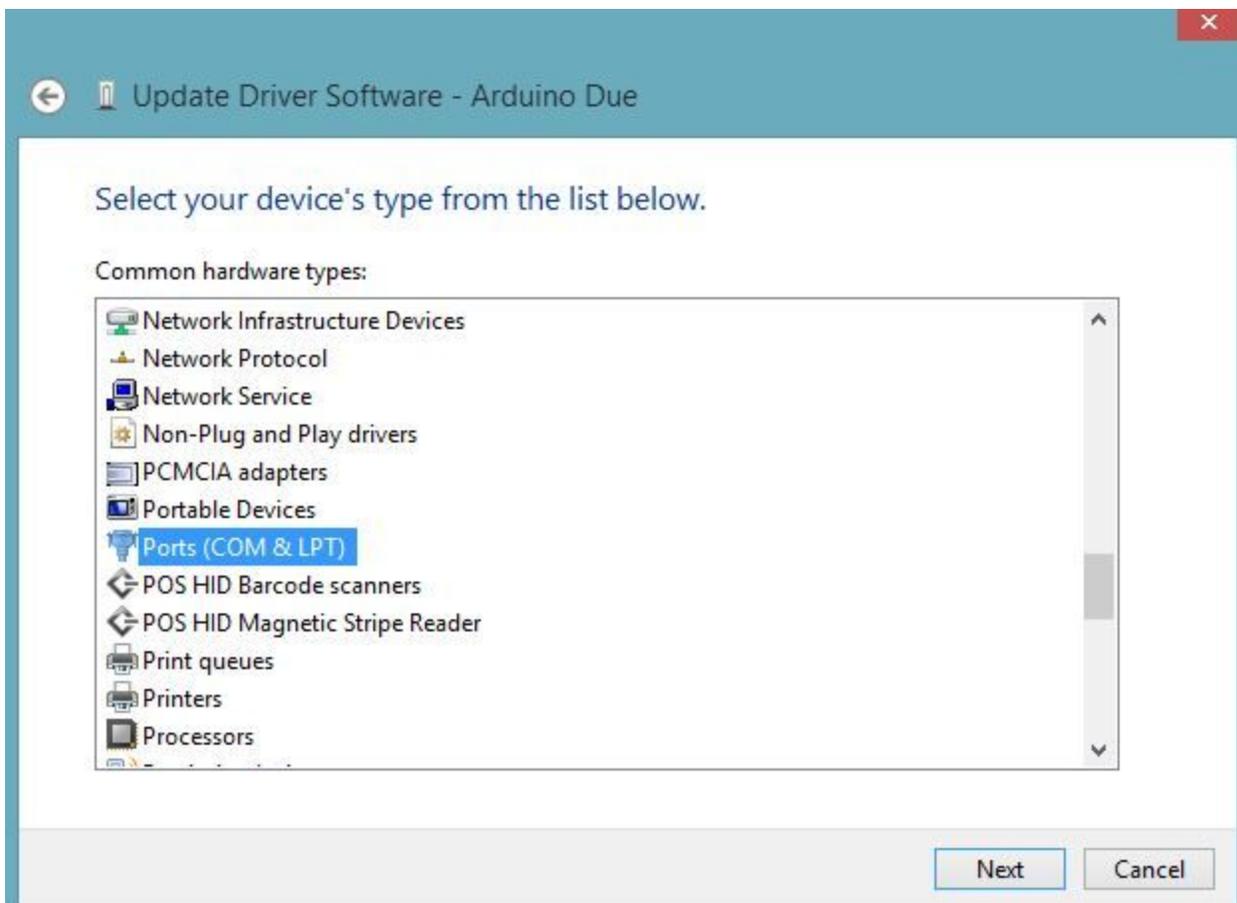


6) Click “Let me pick...”

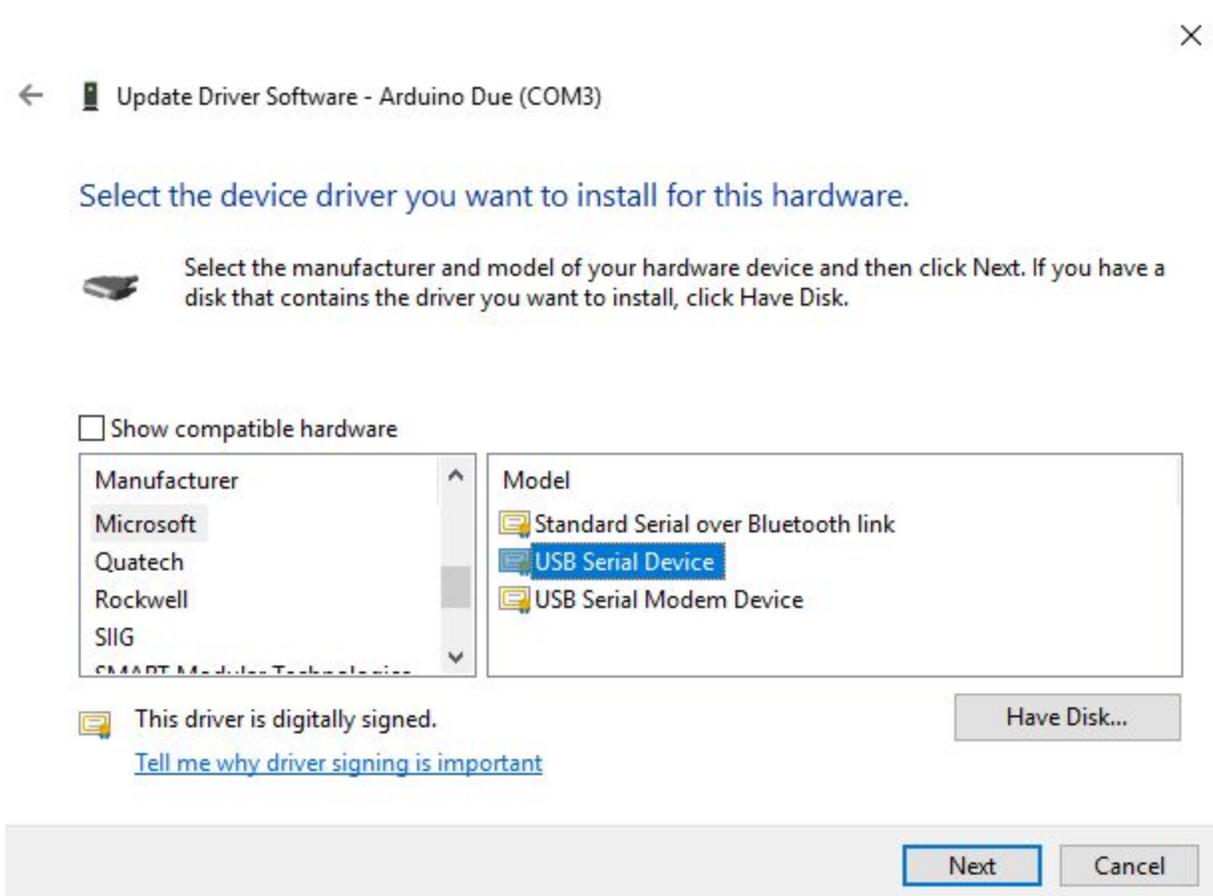
- ➔ Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.



7) Double click on “Ports (COM & LPT)”



8) Click “Microsoft” on the left and “USB Serial Device” on the right.



9) Press Next and then Yes to confirm. Your pedal should now work.

You may have to unplug and plug back in before opening the Quartz software again. Or even restart your computer. This USB port should now remember the Quartz. If you try a new USB port you may have to perform these steps again.

If it does not allow you to install this driver please continue to step 10). If the driver installs successfully but the software still won't run, please go to the support page on our website and follow the instructions there to install the latest Quartz V2 firmware. You may also need to restart your computer before trying the software again.

**10) Download the file found here:
<http://www.selaheffects.com/quartz-windows-driver/>**

Place it on your Desktop.

11) Follow steps 1) through to 5) and then return here.

12) Instead of Clicking “Let me pick...”, click “Browse” at the top. Browse to your Desktop where you have placed the driver file

13) Click “Next”

This may take a little while to search and install from your Desktop.

Please do not interrupt it until it has finished.

14) If it is successful, your Quartz should now appear as “Arduino Due” in your Device Manager.

15) Try running the Quartz software. Your pedal should now work.

You may need to restart your computer. If you have reached here and your Quartz still remains unrecognized, please contact us.

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