

# THERMALPRO WILL NOT ALLOW VELOCITY TO BE ANALYZED

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FREQUENTLY ASKED QUESTION #14

**Question:**

I have acquired data in ThermalPro. When I try to “Analyze” my data, it will not allow me to analyze “velocity” – It says “velocity over range.” When I analyze the text file and then look at it, only the first ½ of the samples are there, the second half are all zeroes. What is the problem?

**Answer:**

The DAC driver is corrupted. Re-install the DAC driver using the following method:

1. Go to the Control Panel->System->Hardware->Device Manager.
2. Pick the UEI device from the list.
3. Right mouse click on the UEI device to bring up the “Properties” page.
4. Go to the “Driver” page.
5. Click “Update Driver”
6. Follow the driver installation instruction; select the ThermoPro CD so Windows can search for the driver.





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<b>USA</b>	<b>Tel:</b> +1 800 874 2811	<b>India</b>	<b>Tel:</b> +91 80 67877200
<b>UK</b>	<b>Tel:</b> +44 149 4 459200	<b>China</b>	<b>Tel:</b> +86 10 8251 6588
<b>France</b>	<b>Tel:</b> +33 4 91 11 87 64	<b>Singapore</b>	<b>Tel:</b> +65 6595 6388
<b>Germany</b>	<b>Tel:</b> +49 241 523030		