

# WINTech MANAGER FAQ

The purpose of this document is not to replace the complete user guide delivered on the Wintech Manager's CD.

Most of the common question you may have about the use of the Wintech Manager software and the Wintech USB computer will find an answer on the complete user guide.

The following pages will help you to solve issues linked to the installation and first use of the Wintech Manager software and Wintech USB computer.

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[I plugged my Wintech computer correctly on my PC, but it is not listed in the drives and storage devices of my PC \(\*My Computer\*\). Why?](#)

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[I did 2 trips on 2 different days, but the Wintech Manager software has sorted the 2 trips on the same day?](#)

[On the altitude graph of my trip, the 2 first dots show 2 widely spreaded altitude data, whereas the altitude change wasn't so big on my first trip minutes?](#)



**What is the minimum required configuration to install the Wintech Manager software on my personal computer?**

PC only.

Operating system: Windows XP, Vista or 7 (Seven)

Processor : 1.3 GHz minimum

RAM memory: 512 MB minimum

Free memory on hard drive: 130 MB

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**With which operating systems is the Wintech Manager software compatible?**

The Wintech Manager software is only compatible with Windows XP, Windows Vista and Windows 7 (Seven).

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**How long should the installation of the Wintech Manager software last?**

According to your PC's set up, the necessary time to install the Wintech Manager software on your PC can vary (from 2 to 10 minutes).

The installation may also require an update of some components and files of your system: Visual Basic, MDAC, USB drivers and plug in...

At last, this installation may require 1 or more reboot of your system.

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**What is the normal process to install the Wintech Manager software?**

Insert the CD delivered with your Wintech computer into the CD/DVD drive of your personal computer. The installation should start automatically.

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**When should I plug the Wintech USB computer during the installation process?**

You first must install the Wintech Manager software and open it.

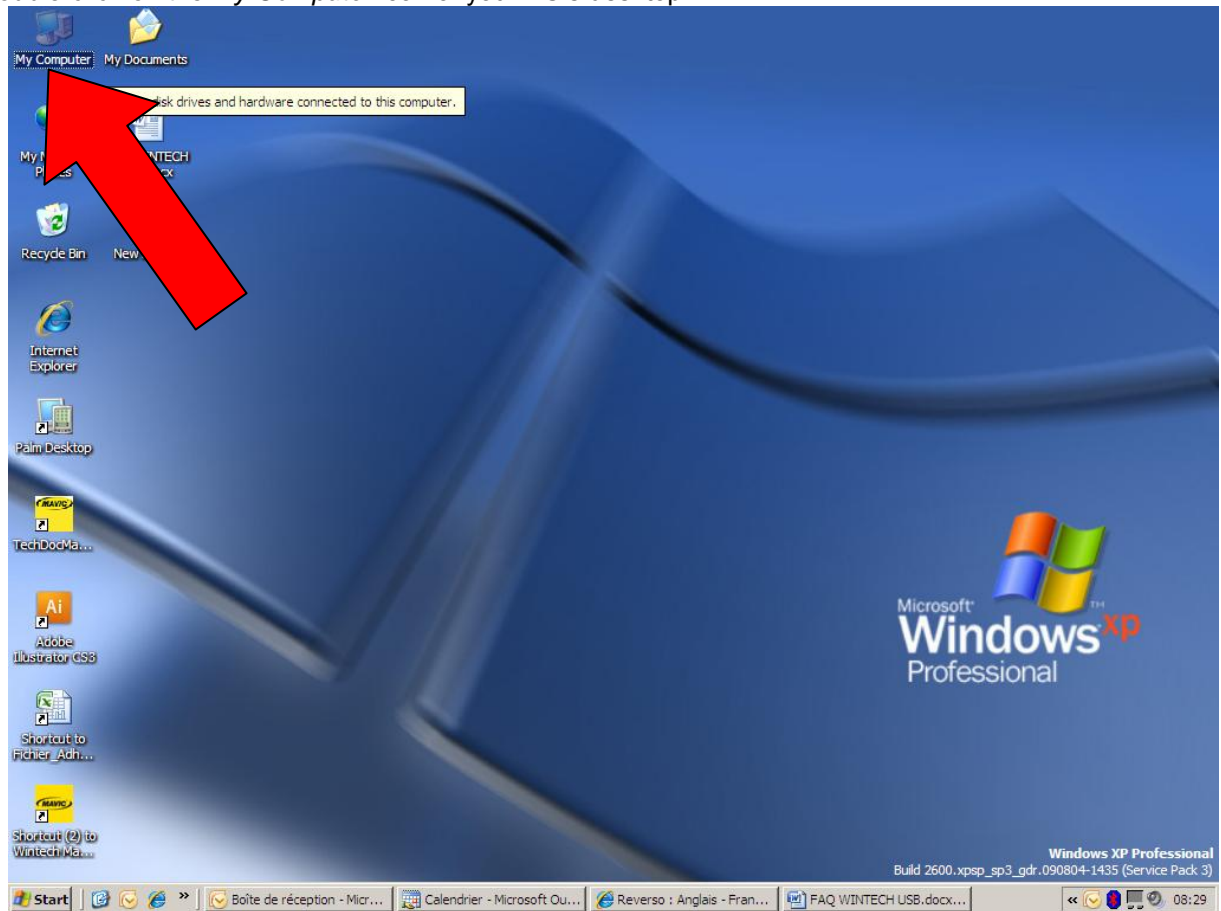
At the first opening of the software, when you click on *Enter*, you get the following message:



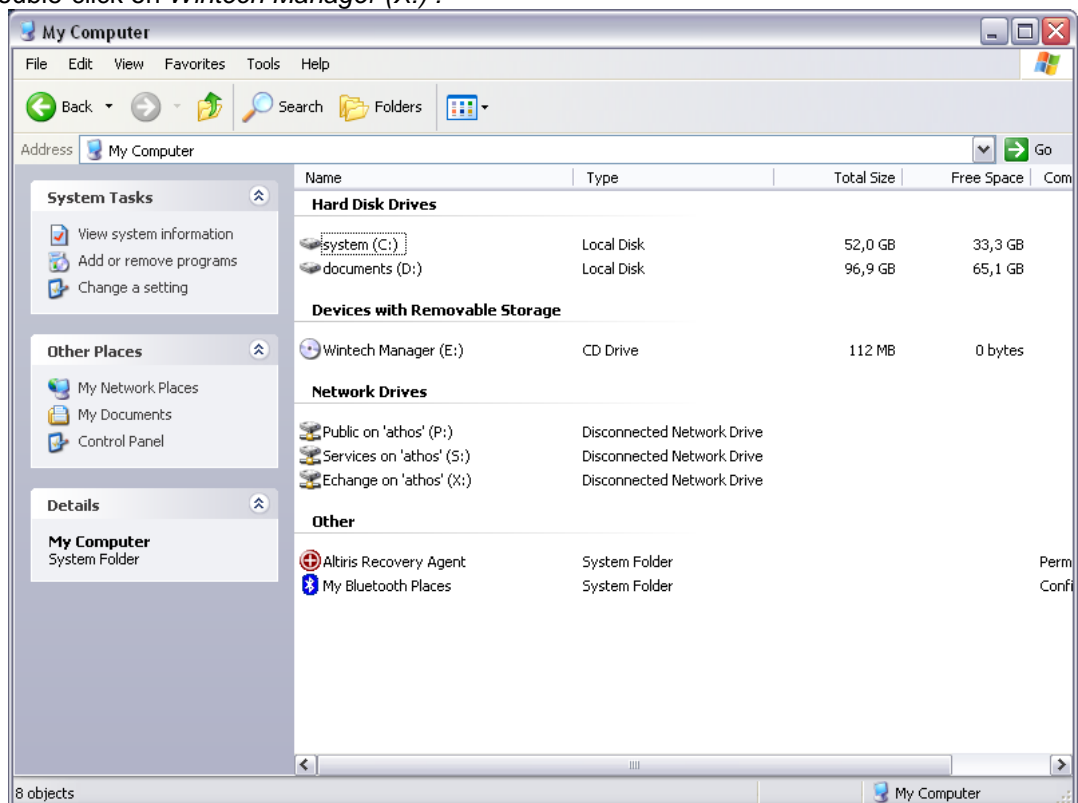
At this time only, you can plug your Wintech USB computer on your PC.

Respecting these steps ensure a proper installation of the software and all associated components.

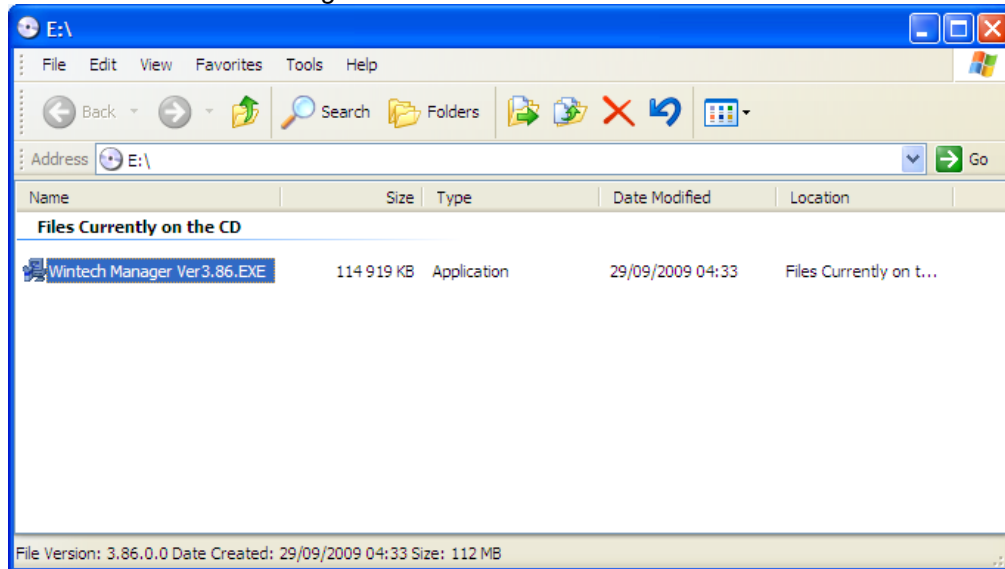
I inserted the CD into my PC CD drive but nothing happens. How should I proceed?  
Double-click on the *My Computer* icon of your PC's desktop:



Then, double-click on *Wintech Manager (X:)* :

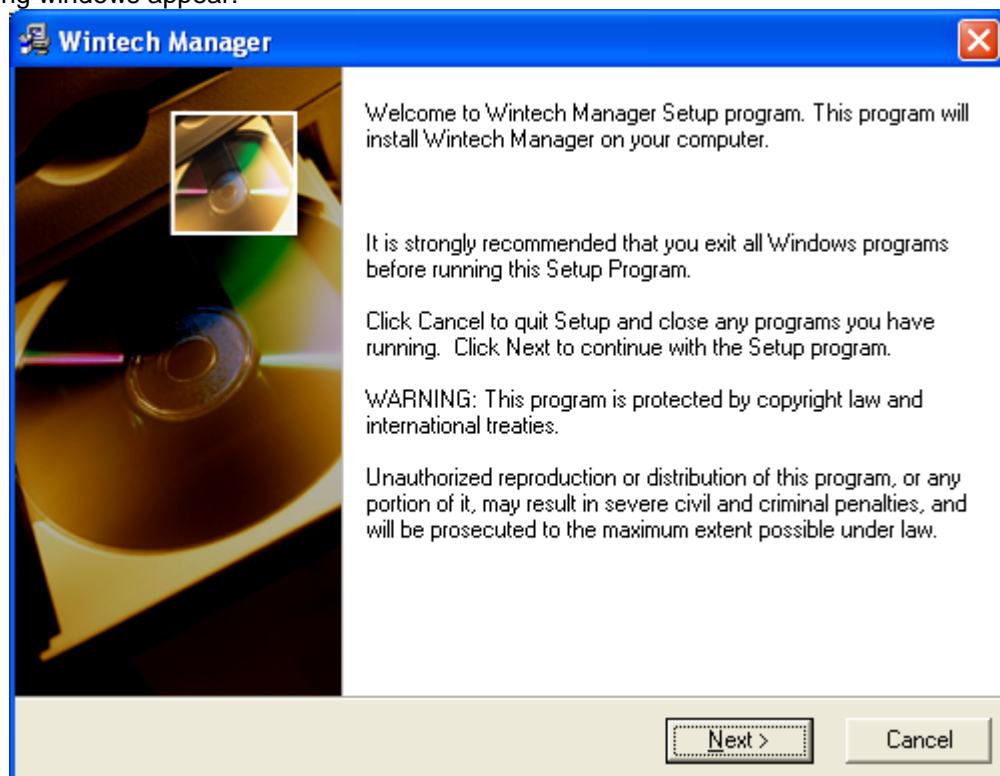


At last, double-click on *Wintech Manager VerX.XX* to launch the installation wizard:

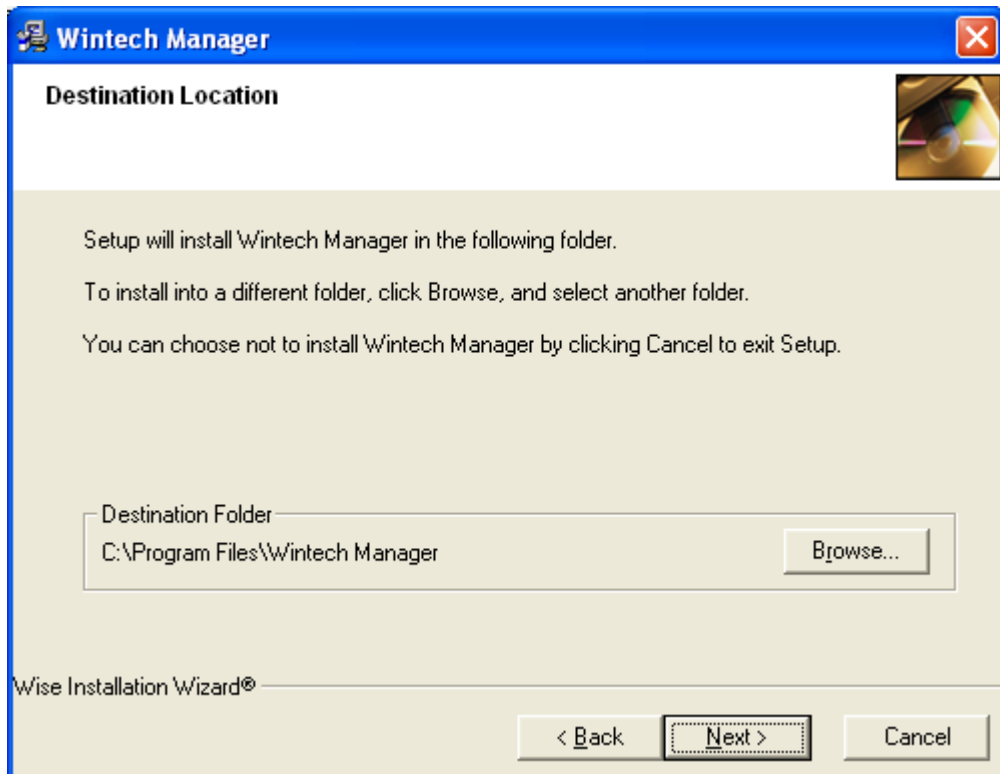


From that moment on, the normal installation should last 2 to 5 minutes, according to your PC's set up.

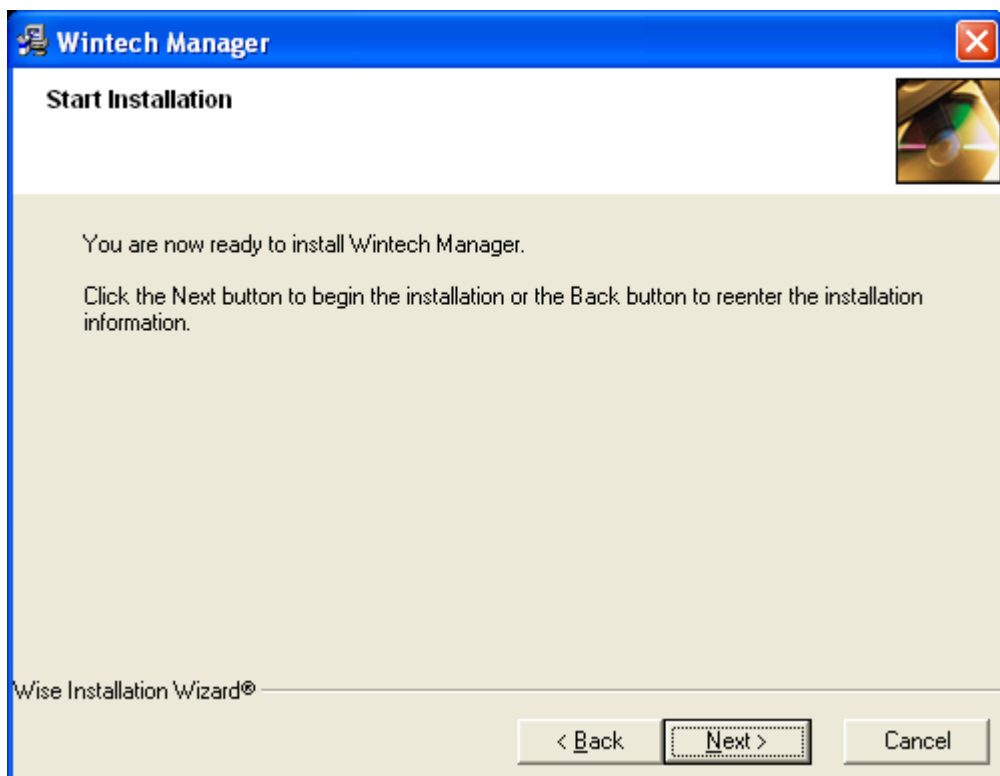
The following windows appear:



Click *Next*.

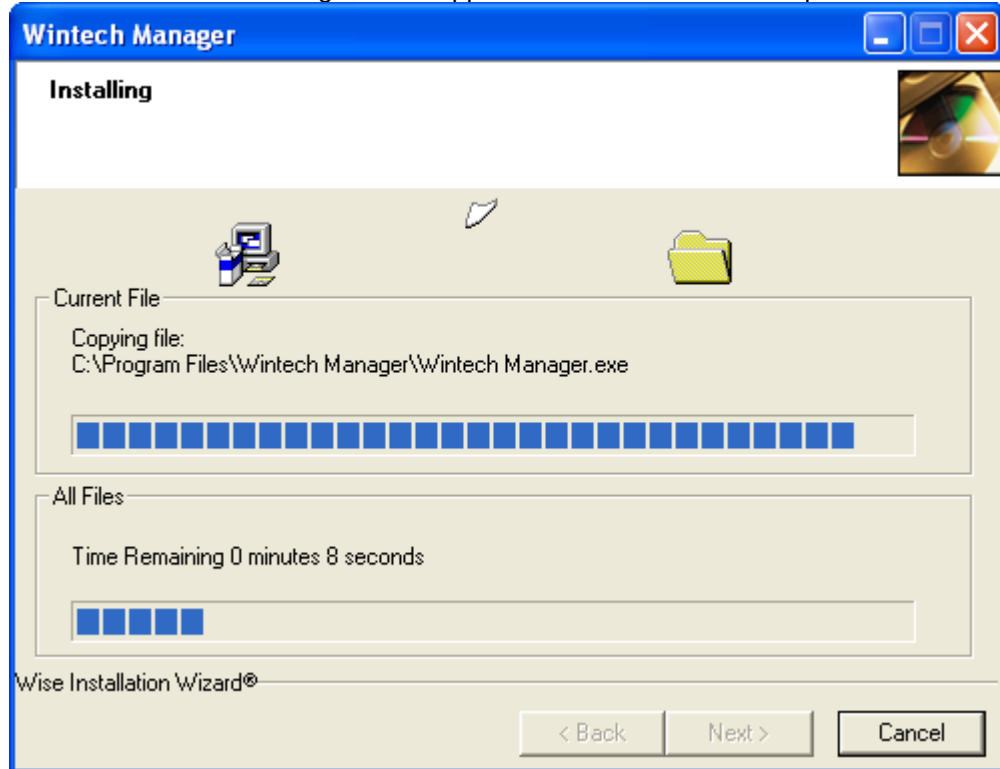


Click *Next*.

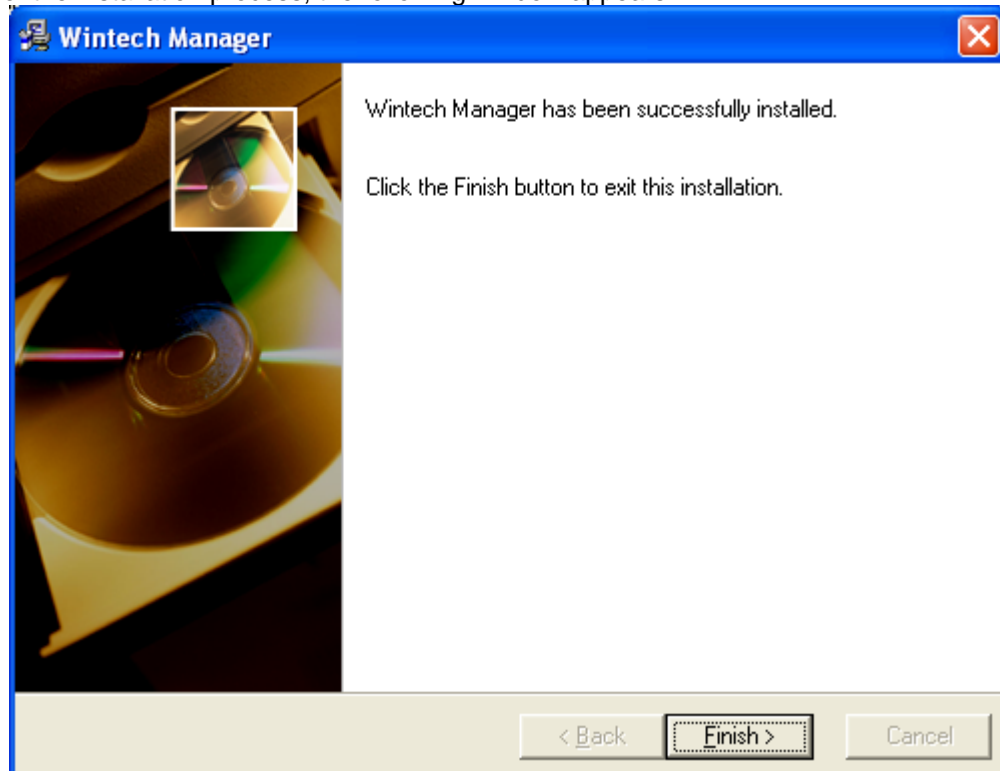


Click *Next*.

The installation starts and the following window appear to show the installation process:



At the end of the installation process, the following window appears:

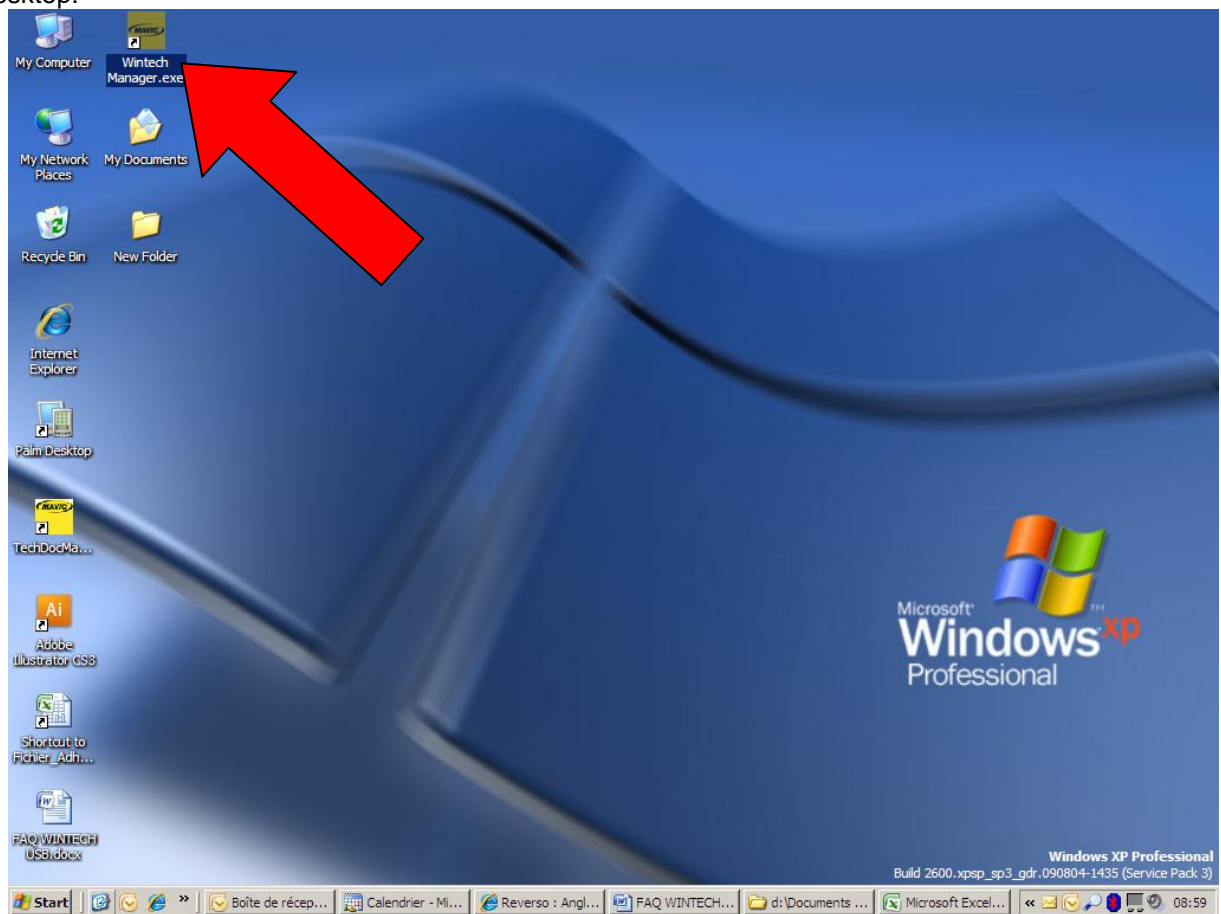


Click *Finish*.



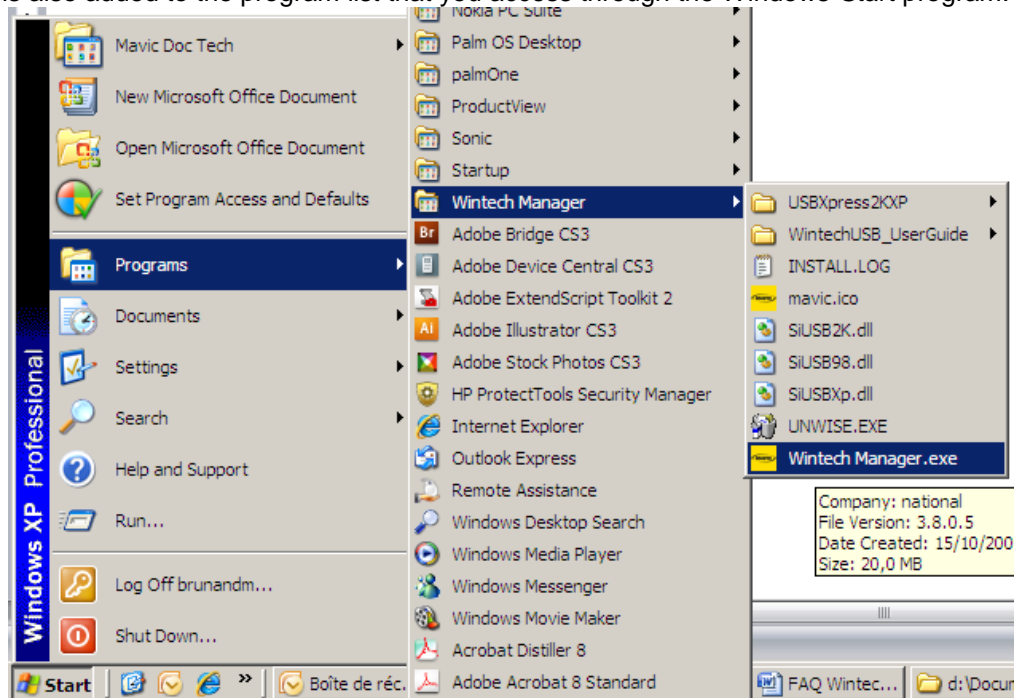


Once the installation is complete, a yellow shortcut named *Wintech Manager* is created on your PC's desktop:



Double-click it to launch the Wintech Manager software.

A shortcut is also added to the program list that you access through the Windows *Start* program:

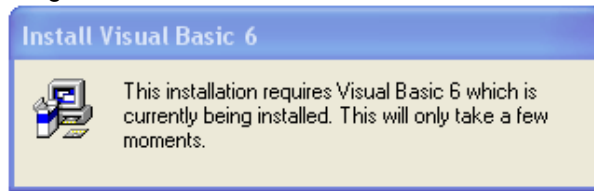


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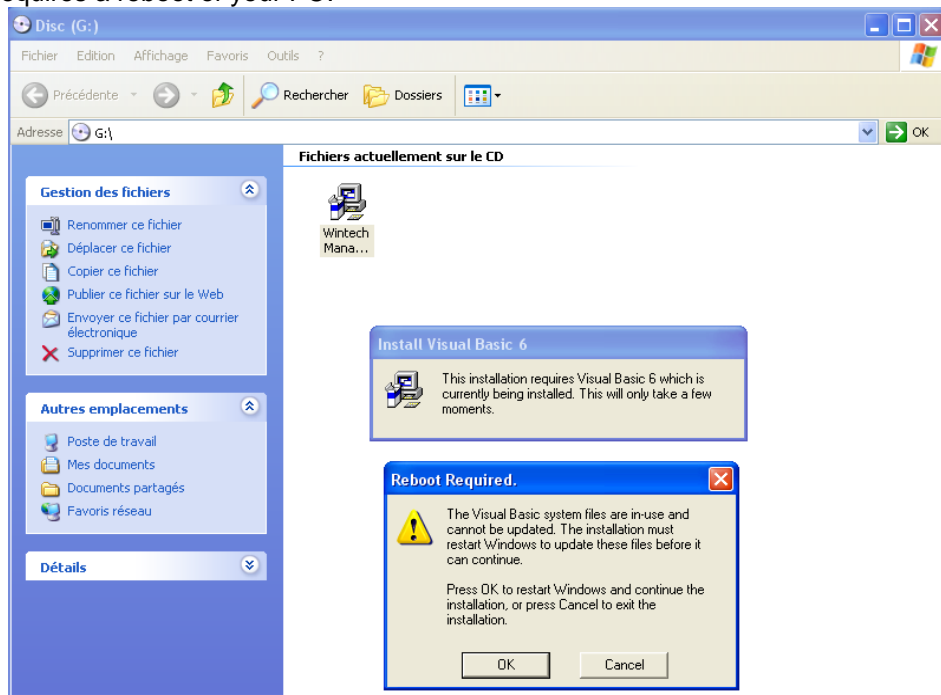
**When installing the Wintech Manager software, I get a message about Visual Basic. What should I answer in the displayed dialog boxes?**

The Wintech Manager software has been created using the *Visual Basic* language. It is possible that the latest version of this language is missing on your PC. This is why the installation program requires this update.

So, you get the following message:



This update requires a reboot of your PC:



Click **OK**.

The PC stops, then start to boot again normally.

The Wintech Manager software installation process re-starts before the end of the PC's reboot. Once the Wintech Manager software installation is complete, the PC ends its reboot process.

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**When installing the Wintech Manager software, I get a message about MDAC. What should I answer in the displayed dialog boxes?**

MDAC stands for « Microsoft Data Access Components ». The update of this database to the 2.8 version is necessary for the Wintech Manager software to work properly.

If this update is required on your PC, you get the following message:



Click *OK* to allow the MDAC update and reboot your PC.

The PC stops, then start to boot again normally.

The Wintech Manager software installation process re-starts before the end of the PC's reboot.

Once the Wintech Manager software installation is complete, the PC ends its reboot process.

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The Wintech Manager software installation worked out normally, but nothing happens when I double click on the Wintech Manager icon of my PC's desktop. How to launch the software?

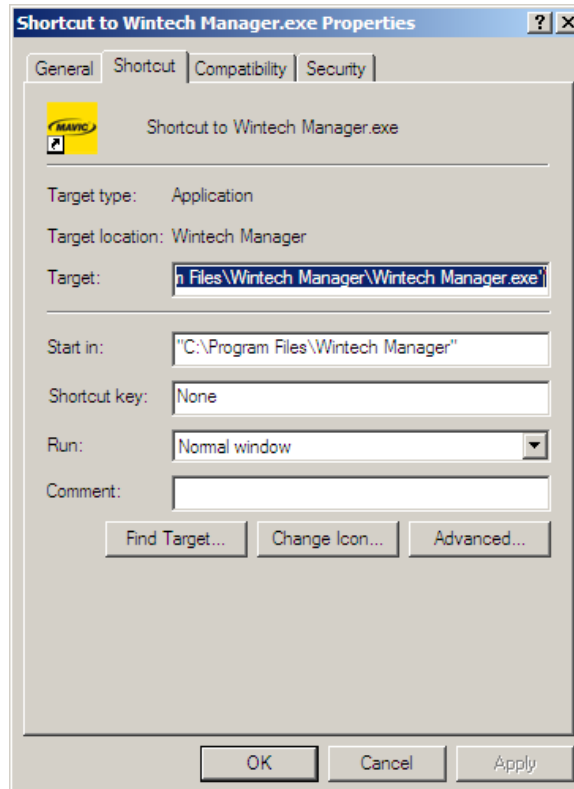
During the installation process, the desktop shortcut might have been corrupted.

To check this, make a right-click on the shortcut, and then click on *Properties*:





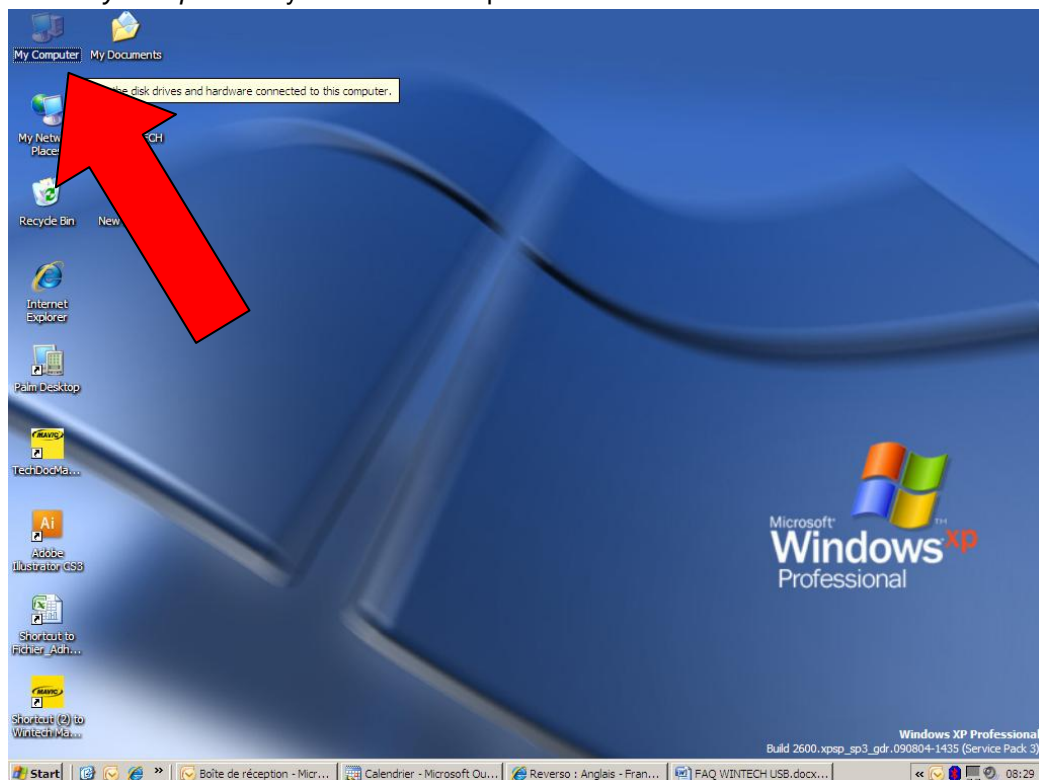
The following window appears:



In the Target field should be written « C:\Programm Files\Wintech Manager\Wintech Manager.exe ».

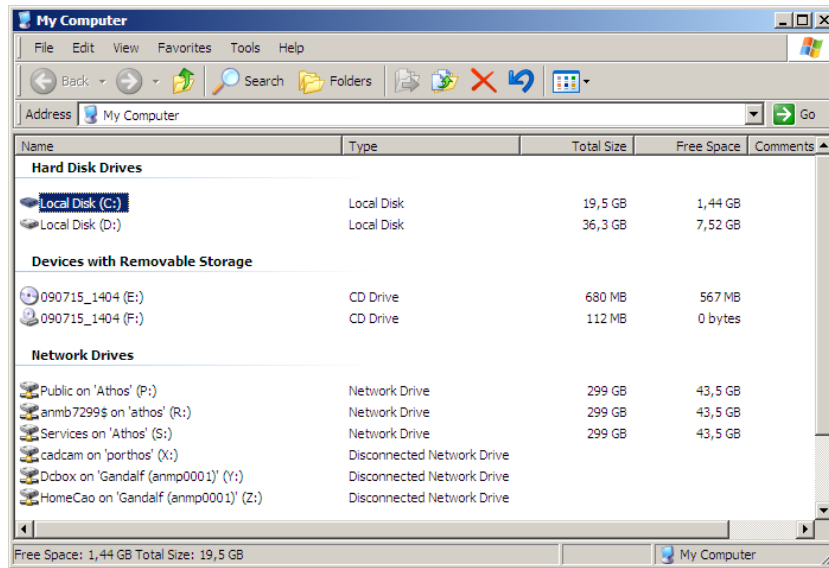
If this is not the case, you need to create a new shortcut.  
Follow these steps.

Double-click on *My Computer* on your PC's desktop:

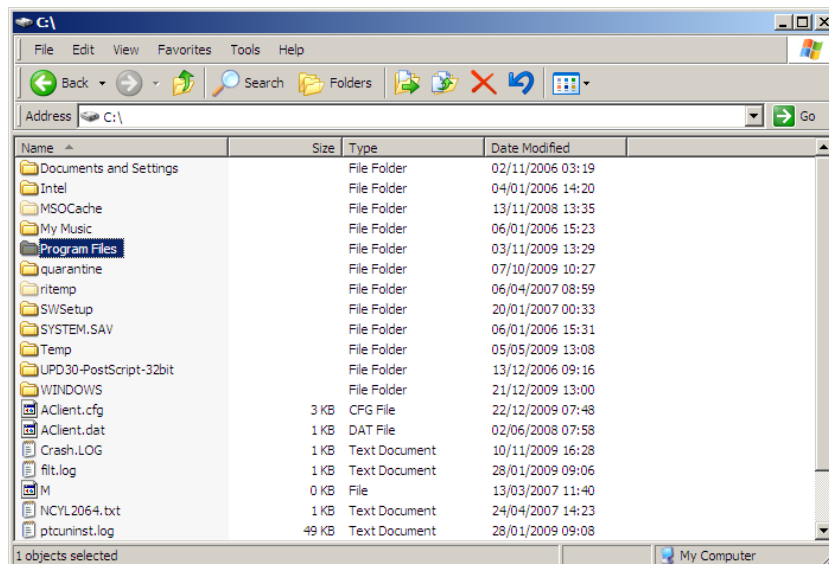




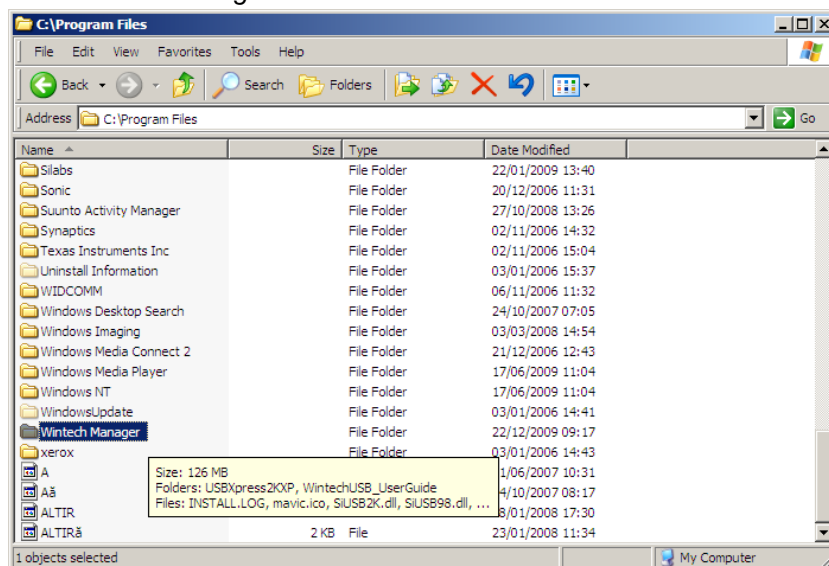
Then, double-click on C:



Then, on *Program Files*:

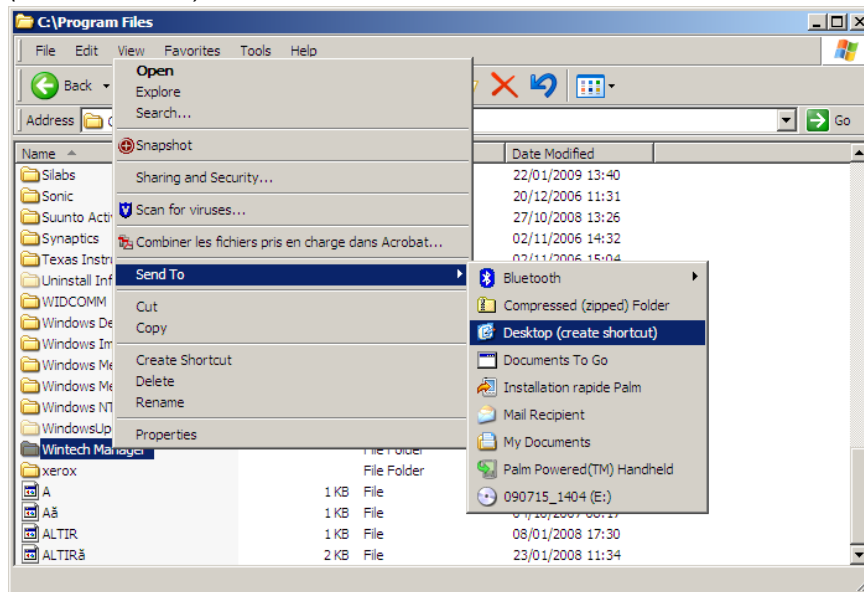


At last, double-click on *Wintech Manager*.





In the next window, make a right-click on the file *Wintech Manager.exe*, point your mouse on *Send To*, then click on *Desktop (create shortcut)*:



A shortcut named *Shortcut to Wintech Manager.exe* is then created on your PC's desktop:



Double-click on this icon to launch the Wintech Manager software.

If you get this desktop shortcut problem, the shortcut in the program list might be corrupted as well and is to be replaced.





To do so, create a 2<sup>nd</sup> shortcut, by using the procedure described above.

Drag this new shortcut on the *Start* button

Maintain the shortcut icon not the *Start* button for 1 second.

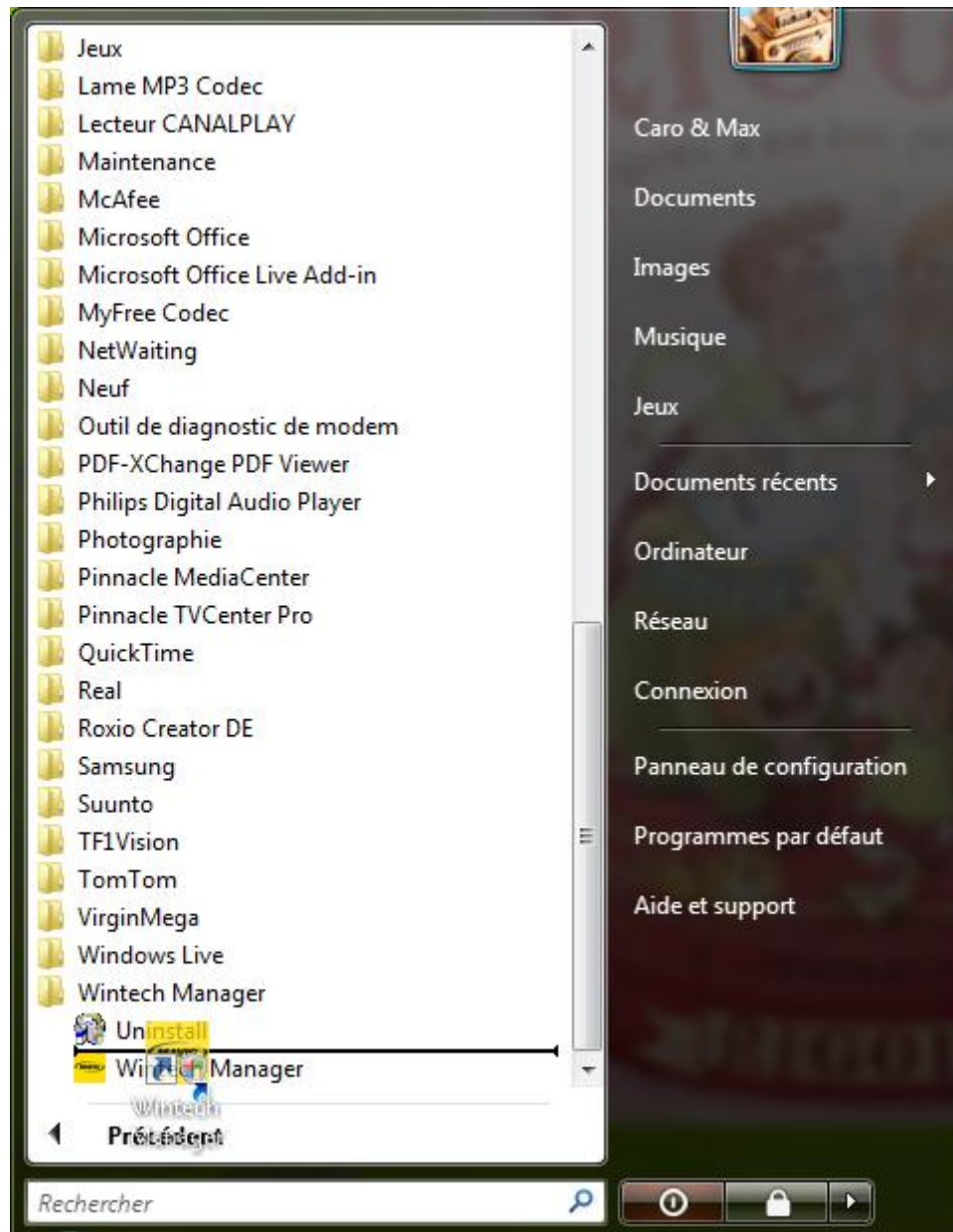
The *Start* menu opens. Drag the shortcut icon on Programs for 1 second till the program list opens. Then drag and drop the shortcut icon on *Wintech Manager*.

Delete the defective shortcut.

Windows XP:



Windows Vista:

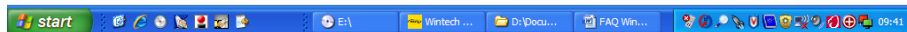
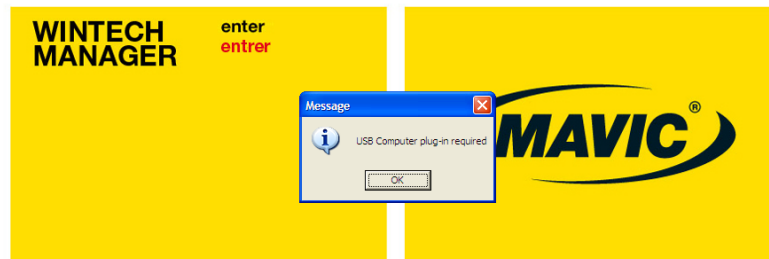


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**The Wintech Manager software opened normally, but when I click on Enter I get the message « USB Computer Plug In required ». What should I do?**

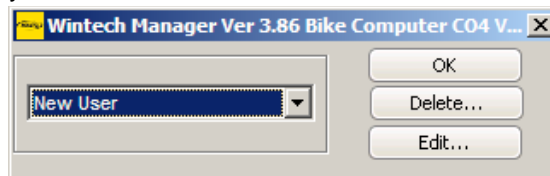
This message only pops up the first time you open the Wintech Manager software to invite you to plug your Wintech USB computer on your PC:



Click OK, and then plug your Wintech USB computer on a free USB port of your PC.

It might happen that messages appear and icon gets animated in the notification area at the bottom right of your PC's screen. Leave the process go on normally.

A new window pops up to ask you to create a new user account:



By default, this window is in English.



Click *OK* to create the profile of the 1st user account. You get the following window:

You can only enter a name and save it by clicking on *Save User*. You will have the opportunity to come back to it later and modify the existing values.

Then, you get the following window:



Click *Download data*.



The pop up window appears to indicate the data download progress:



Once the download is complete, the Wintech Manager software asks whether you want to delete all the files recorded into the Wintech USB computer:



Only click Yes if you are sure to not need those data anymore.

You can set up this function in the menu *Settings* > *Computer* of the Wintech Manager software (read complete user guide for further information)



Then, click on *Enter* to access all the functions of the Wintech.

If you wish to complete or change the already created user account, at the top of any *Trips*, *Reports* of *Settings* screens, click on *User*:

:

Then, the following dialog box pops up:

Click Edit to edit the selected user account.

Click *Delete* to cancel this account.

Scroll the name menu to select another user or a new one:

To create a new user account, chose *New User*, then *OK*.

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**The Wintech Manager software installation worked out normally, but when I plug my Wintech USB computer on a USB port of my PC nothing happens. What should I do?**

First, check if the Wintech USB computer is plugged in the correct way. Indeed, the Wintech USB computer uses a simplified USB plug, and it is possible to insert it into a USB port in the wrong way. This has no consequences on your system.

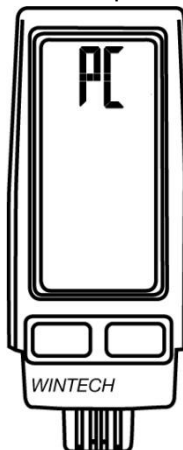
Simply reverse it.

The brass parts of the plug must be in contact with the white or grey plastic tab of the USB port of your PC of USB extension.



When using the USB wire extension of the Wintech Manager Retail kit, the screen of your Wintech USB computer must not be on the same side as the Mavic logo of the extension plug.

In any case, *PC* must appear on the Wintech USB computer's screen:



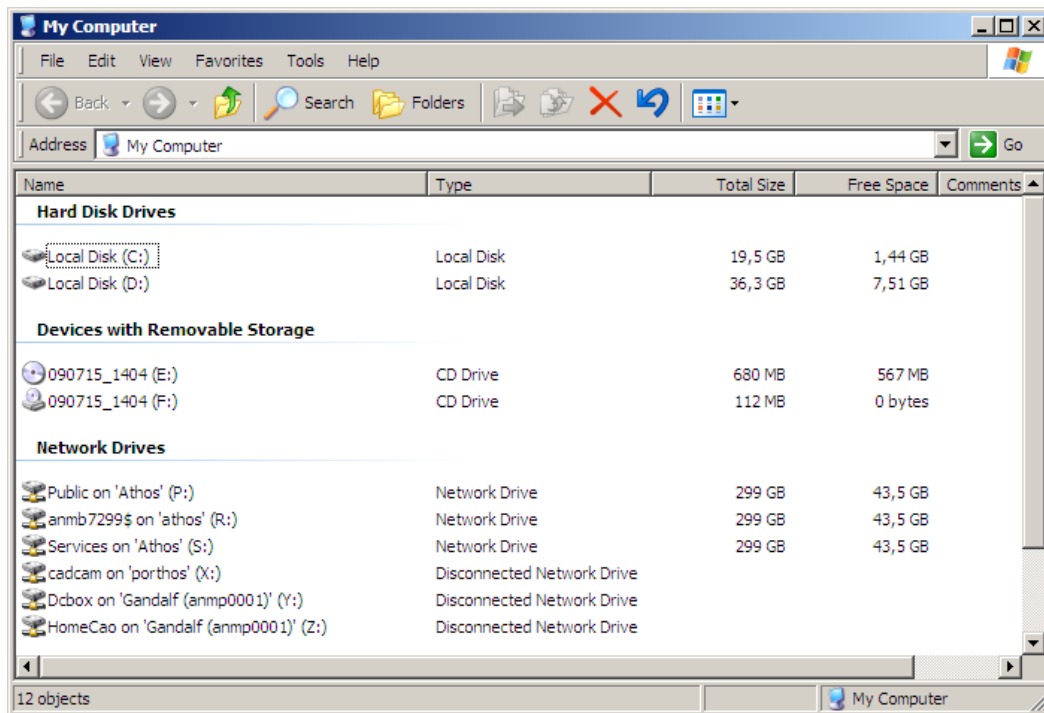
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**I plugged my Wintech computer correctly on my PC, but it is not listed in the drives and storage devices of my PC (My Computer). Why?**

The Wintech USB computer is not a mass storage device. It cannot be used as a USB stick.

So, even when plugged, it will never appear in the drive list of the *My Computer* window of your PC.



This does not mean that it is not functioning.

The Wintech Manager software is the sole mean to access the memory of your Wintech USB computer.

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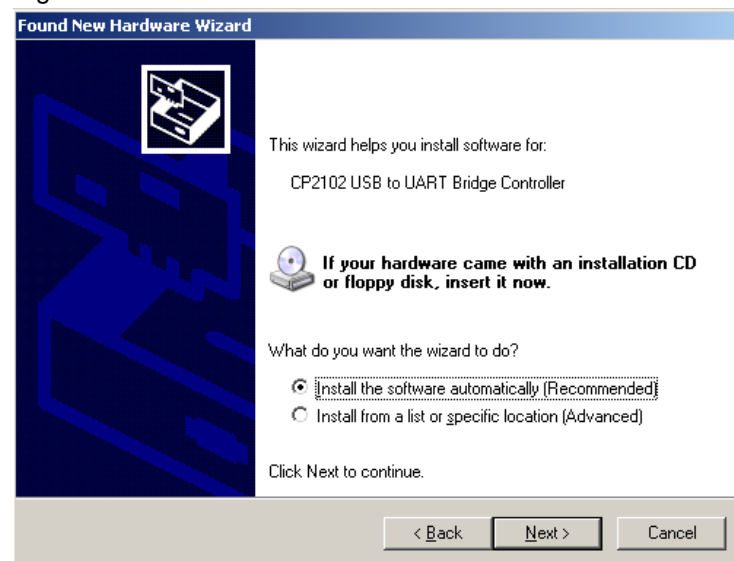
The Wintech Manager software installation worked out normally, but when I plug my Wintech USB computer on my PC for the first time, a « Found new hardware Wizard » window appears. What should I do?

If you get this window, it means that all components have not been installed properly during the Wintech Manager software installation process:



Simply click *Next* while *Yes, this time only* is checked.

You then get the following window:



Make sure the installation CD is in your CD/DVD drive of your PC. Then click *Next* while *Install the software automatically (Recommended)* is checked.

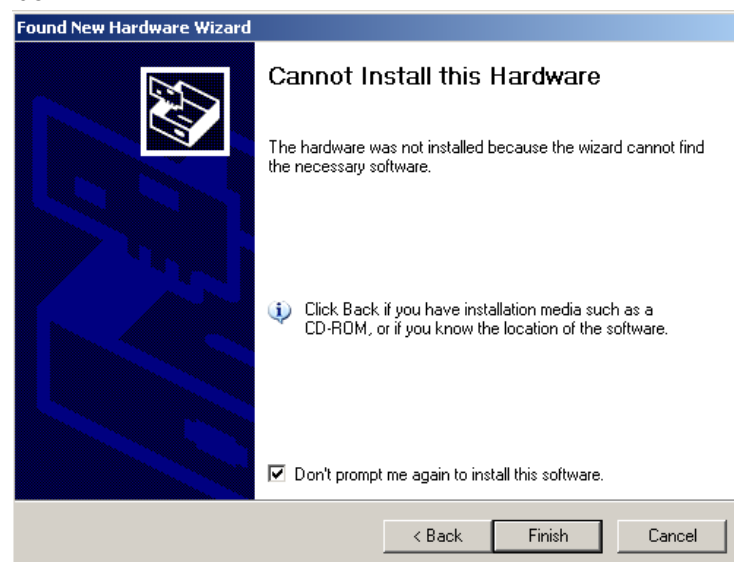


The necessary components (plug in) are installed automatically and the following window appears to confirm the completion of the process:



Click *Finish*.

BUT, if you get this window:



Uncheck *Don't prompt me again to install this software*, and then click *Back* to proceed again the installation.

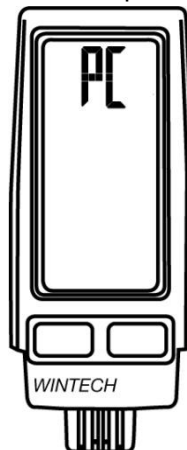
If the problem is not solved, take contact with your MSC.

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**The Wintech Manager software worked out normally, but nothing happens when I plug my Wintech USB computer to my PC. What should I do?**

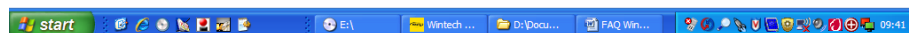
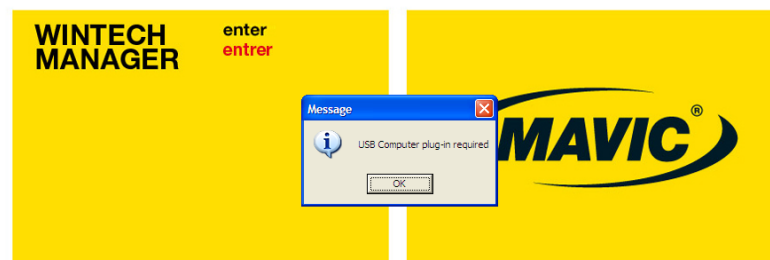
First check that *PC* is written on your Wintech USB computer:



If this is the case, unplug it, close the Wintech Manager software and launch again.

Then, click *Enter*.

You should then get a *USB Computer Plug In Required* window:

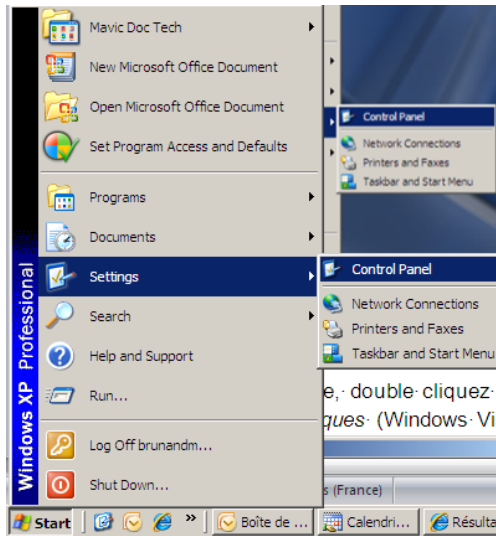


If this is not the case, it means that all components have not been installed correctly with the Wintech Manager software.

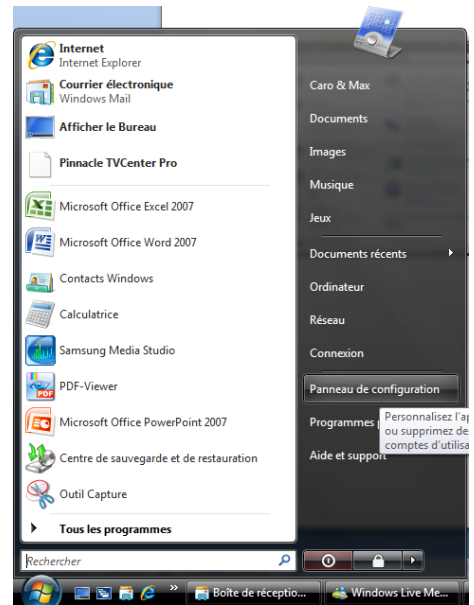
So, you have to install them manually.

Follow those steps:

Make sure the Wintech USB computer is properly plugged to your PC.  
In the *Start* menu, point your mouse to *Settings*, then *Control Panel*.

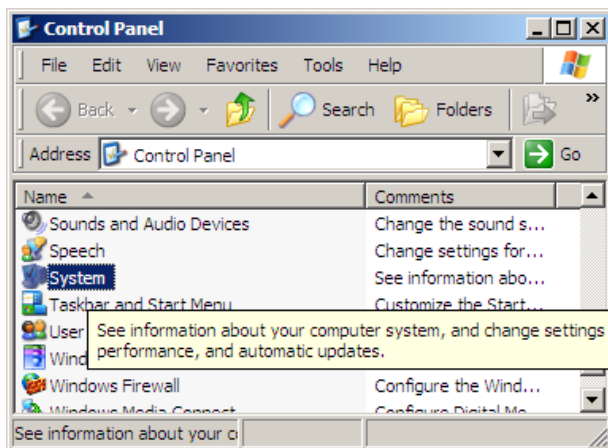


Windows XP

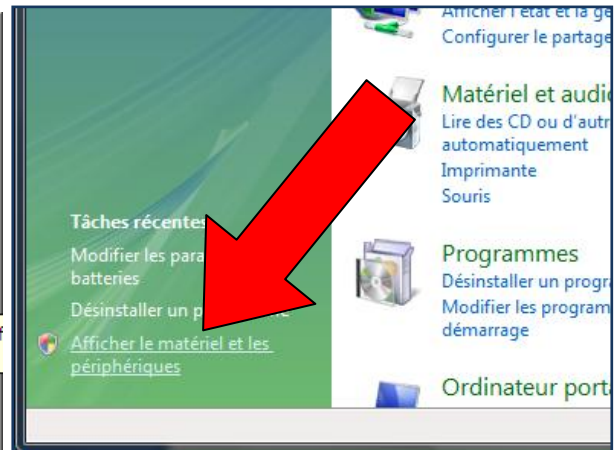


Windows Vista

In the next window, double-click *System* (Windows XP) or *Display devices* (Windows Vista):

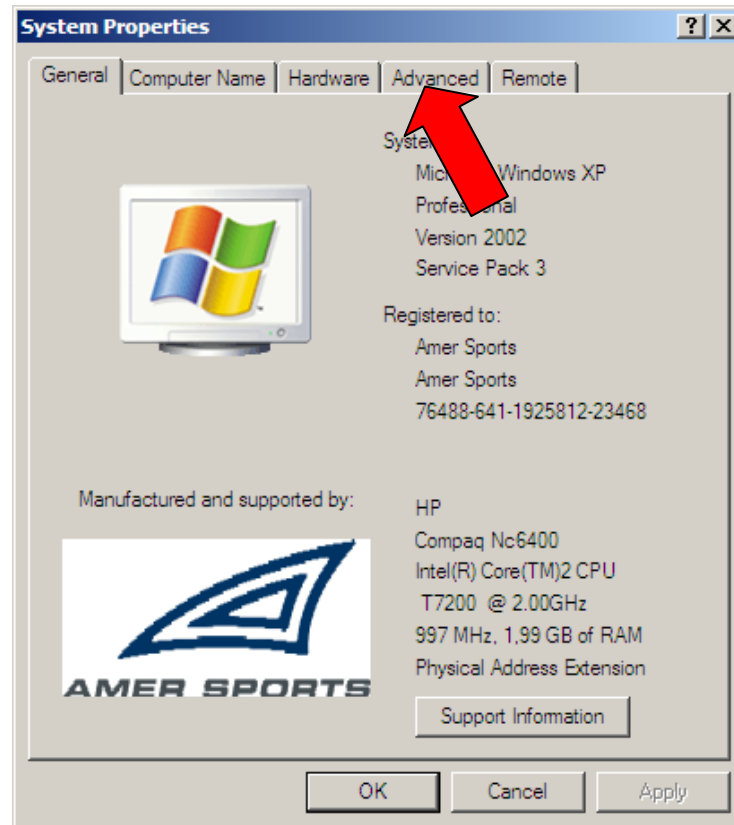


Windows XP

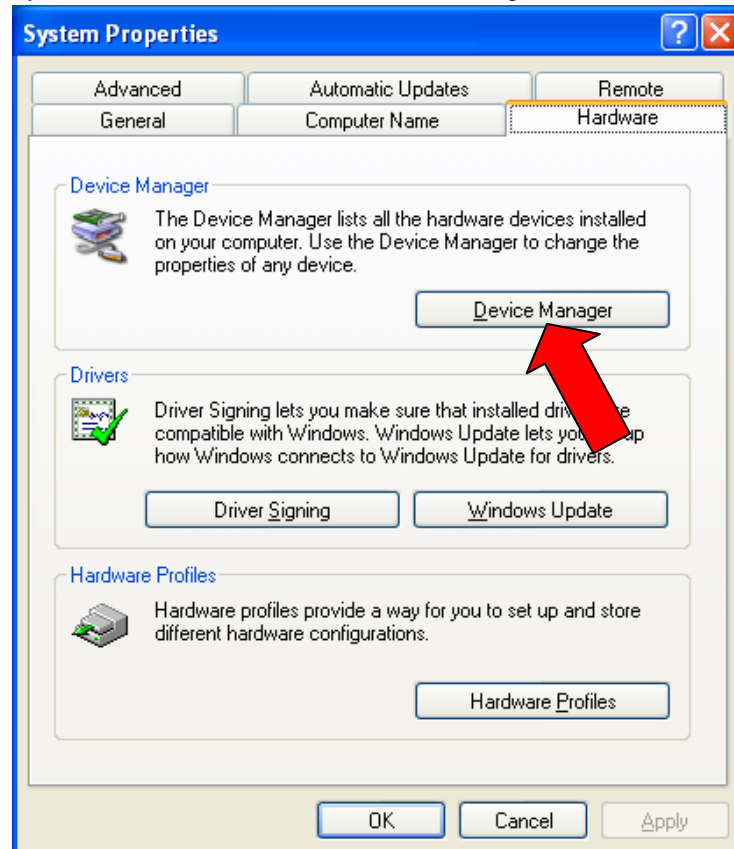


Windows Vista

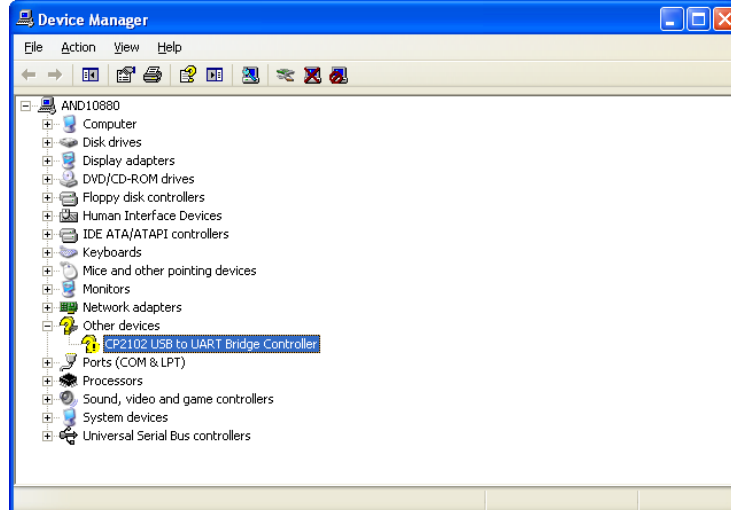
For Windows XP only, in the next window, chose *Advanced*:



Still for Windows XP only, on the next window click *Device Manager*:

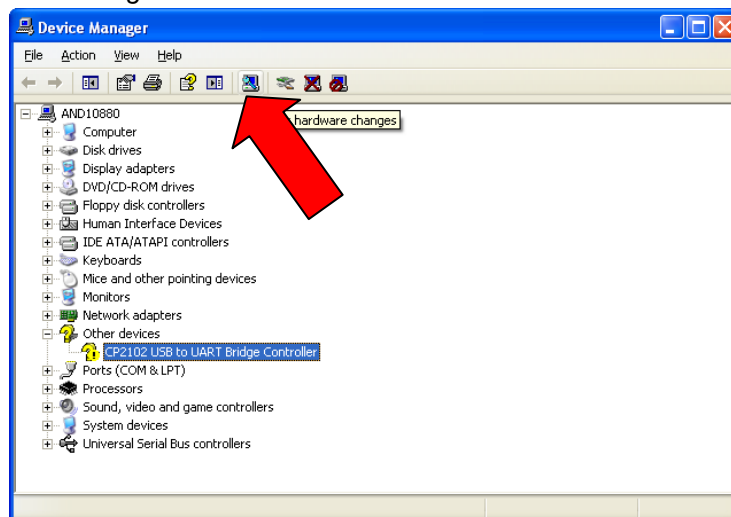


For Windows XP **and** Windows Vista, the next window shows all the devices installed on your computer:

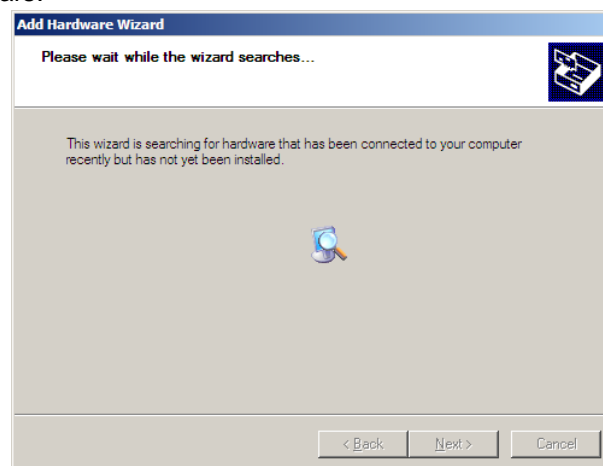


Your Wintech USB computer should be listed as *Other devices*. Click on the + toward it to see it. So far, your Wintech Manager computer is named *USB to UART Bridge Controller* and a ? and a ! are displayed, which indicates that the Wintech Manager has not been recognized yet by your PC.

Click on *Scan for hardware changes*:

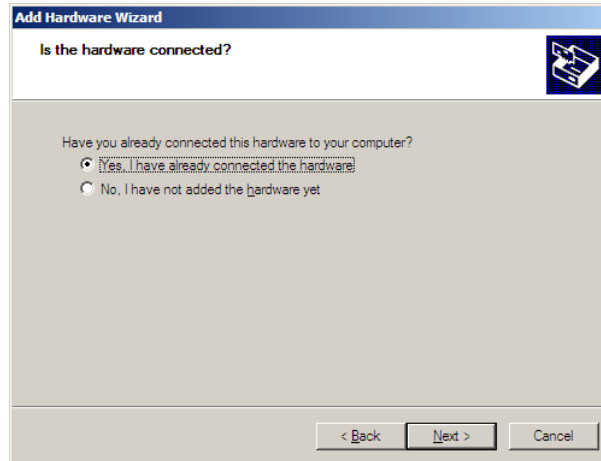


The following window appears:





An automatically becomes:



Click *Yes, I have already connected the hardware*.  
Then, click *Next*.



Click *Next* again while *Yes, this time only* is checked. You get the following window:

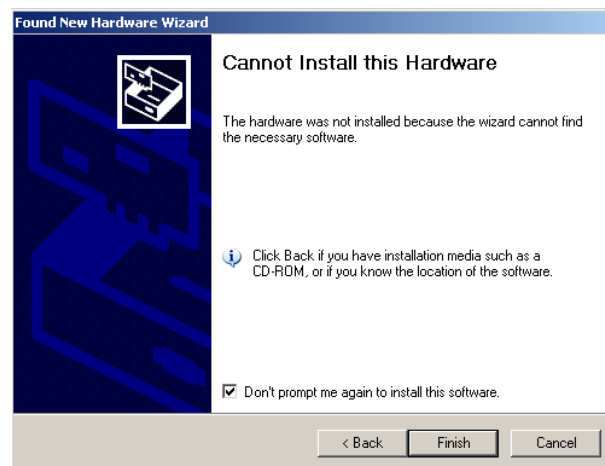


Make sure the Wintech Manager software installation CD is into the CD/DVD drive of your PC, then click *Next* while *Install the software automatically (Recommended)* is checked.

The necessary components (plug in) are automatically installed and the following window appears to confirm the success of the installation:



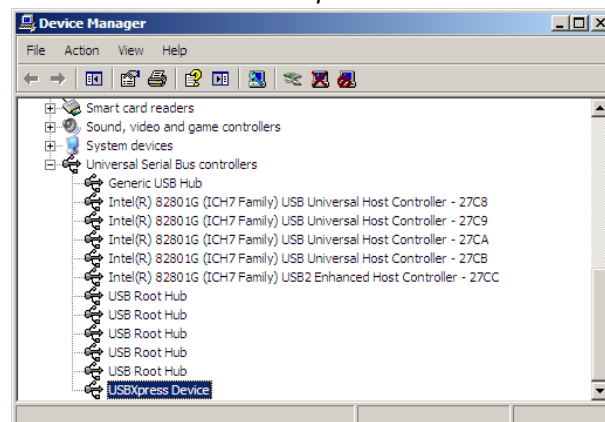
BUT, if you get this window:



Uncheck *Don't prompt me again to install this software*, then click *Back* to precede again the installation..

If the problem is not solved, take contact with your MSC.

When the installation is complete, you can check the system is working normally by going back to the device manager window. When your Wintech USB computer is connected to your PC, it appears in the list *Universal Serial Bus Controller* under the name *USBXpress Device*.



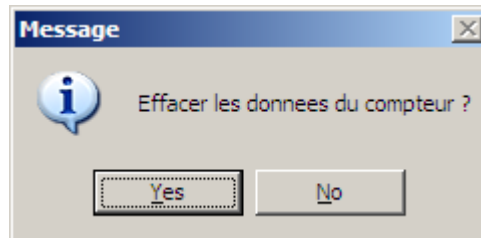
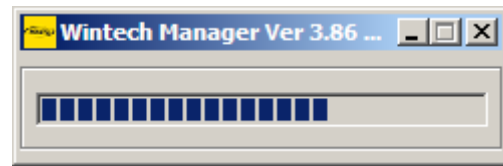
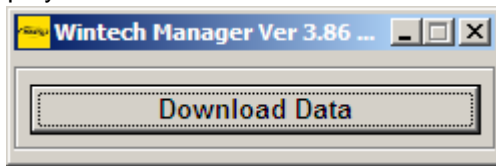
If the problem persists contact your MSC.

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### Should I do anything specific before unplugging my Wintech USB computer from my PC?

You can unplug your Wintech without any specific procedure, as long as any of the following dialog boxes is not displayed:



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### Are you planning any improvement on the Wintech Manager software?

We are currently working on the Wintech Manager software evolutions.

Those evolutions will be available as free download on our website [www.mavic.com](http://www.mavic.com).

Visit this site regularly to check for the latest Wintech Manager software version and make sure you always use the most up to date version.

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### How to check the version of Wintech Manager software installed on my PC and what does mean the indication at the top of the Wintech Manager software?

When opening the Wintech Manager software and when your Wintech USB computer is NOT plugged to your PC, the top of the software window is as follow:



In this example:

- *Ver. 3.86* states the Wintech Manager software version actually installed on your PC.
- *Bike Computer CO4* states the model of Wintech USB computer that was last plugged. Manager.

The various models are named:

- o Wintech USB Ultimate : *CO4*
- o Wintech USB Alti : *CO3*
- o Wintech USB HR : *CO2*
- o Wintech USB : *CO1*

When plugging your Wintech computer to your PC, the information at the top of the screen changes so:



The first information is now topped with the Wintech USB computer firmware version.

In this example, you are using the 3.86 version of the Wintech Manager software, together with a Wintech USB Ultimate computer, which firmware version is 042.

In case of failure of your Wintech USB computer, our after-sales service may ask you to communicate them those data, in order to more precisely diagnose the failure.

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### The screens of my version of the Wintech Manager software are different from the samples you show n the complete user guide or on the FAQ. Why so?

The Wintech Manager software screens automatically adapt to the last Wintech USB computer model plugged to it, according to the functions available on this computer (altimeter, heart rate monitor...).

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When I consult the monthly report, the current month is displayed at the top of the window, but the data on the graph concern all months except the current one. Why so?

On the 3.86 version of the Wintech Manager software, when clicking on *Report>Monthly*, you get the following screen:



In this example, we are in December, but only the October and November trips are displayed, while the December trips are missing.

This error disappears when you display another month by clicking on the *prev* button at the top right of this screen:



Only the November trips are now displayed.



If you go back to December again, only the December trips are now displayed:



This error only comes the first time you click on *Monthly>Report*.

This error has been identified by our development team and only happens on the 3.86 version of the Wintech Manager software.

The next version of the Wintech Manager software will correct it.

Visit [www.mavic.com](http://www.mavic.com) regularly to check for the latest Wintech Manager software version and make sure you always use the most up to date version.

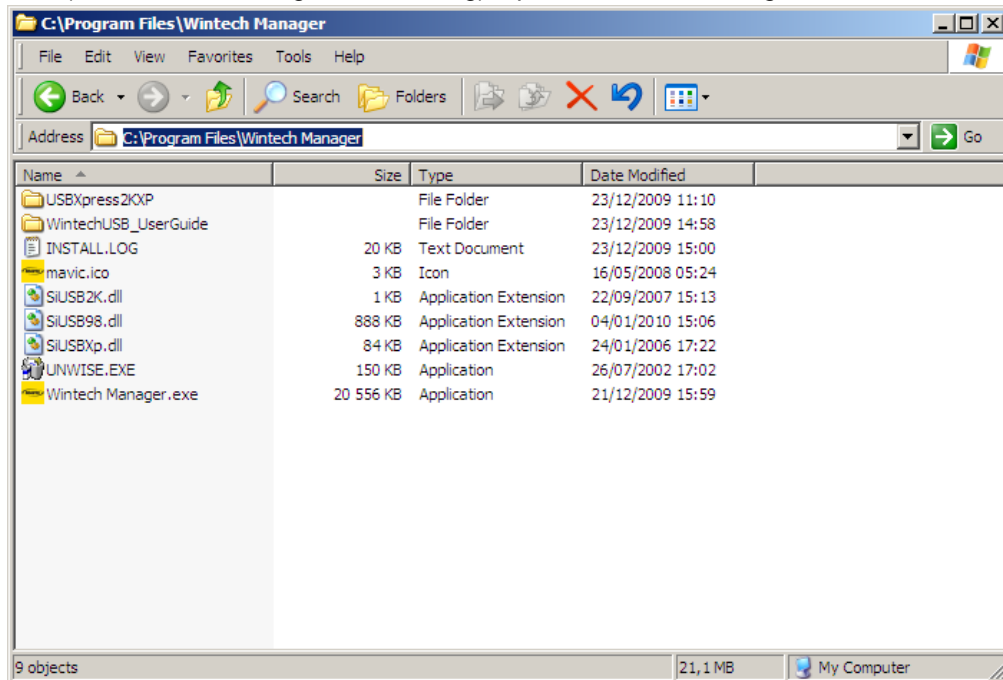
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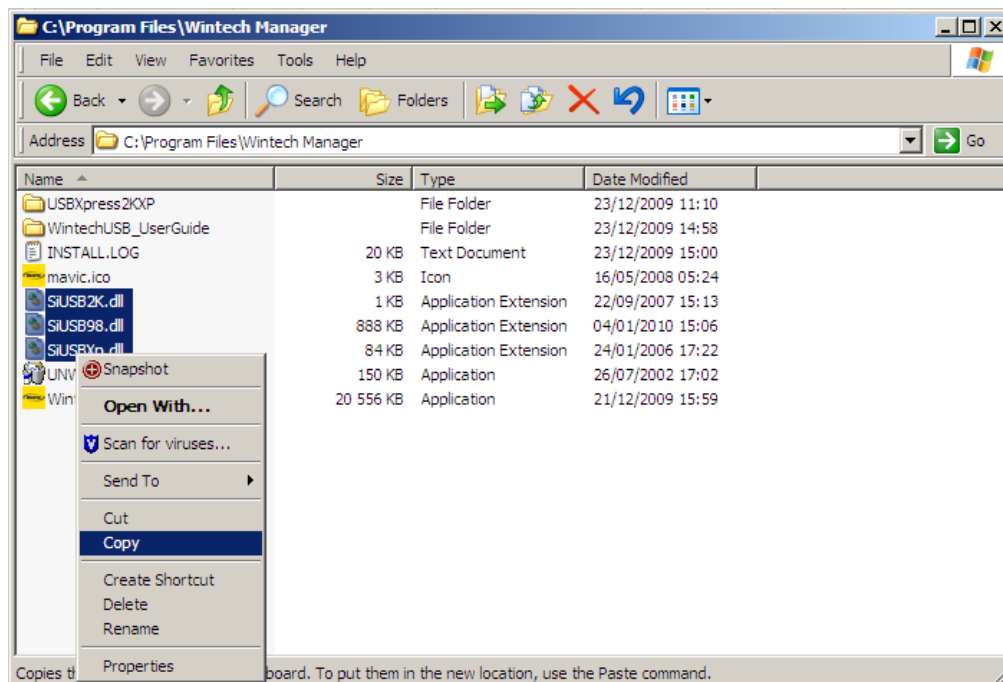
**I am renewing my PC. How to transfer my data from my old PC to my new one?**

**I need to format my PC, or re-install Windows or simply uninstall and re-install the Wintech Manager software. How to save my data?**

On your old PC (or before formatting or uninstalling), open the folder *C:\Program Files\Wintech Manager*.



Copy the 3 files named *SiUSB2K.dll*, *SiUSB98.dll* and *SiUSBXp.dll* on a removable storage device (USB stick, external hard drive disk...) to be able to install them on your new PC (or re-install them after formatting or re-installing).





On your new PC (or your formatted or re-installed PC), first install the Wintech Manager software, following the procedure described here before.

Before you open the newly installed Wintech Manager software, open the folder *C:\Program Files\Wintech Manager* of your new PC (or of your formatted or re-installed PC).

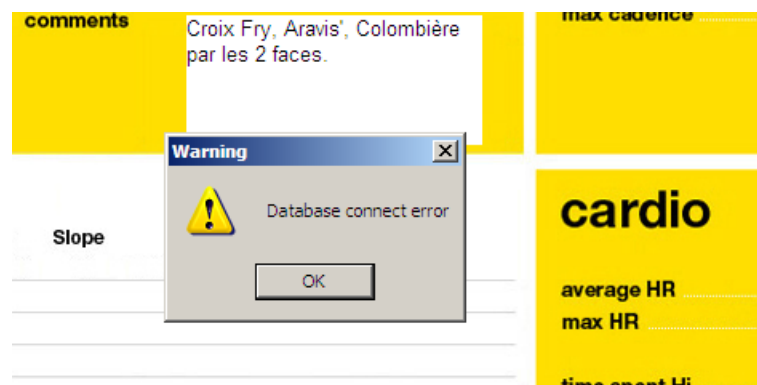
In this folder, replace the 3 existing files named *SiUSB2K.dll*, *SiUSB98.dll* and *SiUSBXp.dll* by those previously copied on your removable storage device.

Next time you open your Wintech Manager software with your new PC (or your formatted or re-installed PC), you will find all your data again: user profile, trips, reports, settings...

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**After adding details to a trip using the free comments field, when I click on « Save », I got the message « Database Connect Error » and my details are lost ?**

The comment field does not accept apostrophes. If you typed one in, saving your comment and all other customized trip details, saving them is impossible and you get the message below:



You need to remove this apostrophe to be able to save your details.

This malfunction is identified. A new version of the Wintech Manager software will solve it. Visit [www.mavic.com](http://www.mavic.com) regularly to check for the latest Wintech Manager software version and make sure you always use the most up to date version.

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**I use a Wintech Ultimate / HR / Alti together with the cadence option, but the cadence information are not displayed in the trip details?**

It is not possible to display cadence information details with the actual version of the Wintech Manager software, when used with a Wintech Ultimate, HR or Alti.

A new version of the Wintech Manager software will make it possible. Visit [www.mavic.com](http://www.mavic.com) regularly to check for the latest Wintech Manager software version and make sure you always use the most up to date version.

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**I did 2 trips on 2 different days, but the Wintech Manager software has sorted the 2 trips on the same day?**

At the end of your 1<sup>st</sup> trip, after saving it ("Save" on your Wintech computer screen), if your bike was still moving, the computer has received a signal from the sensor. This signal has initiated the start of the next trip.

The Wintech Manager software uses the date and hour of the 1<sup>st</sup> received signal as date and hour of the trip start. So, it is normal that it sorts the 2 trips to the same day.

To avoid this, only save your trip (« Save on your computer screen) when you are far enough from your bike (20 meters) or when you are sure your wheels will not spin any more till your next ride.

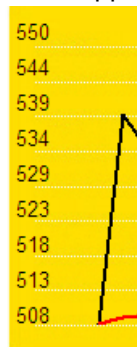
After 15mn of inactivity, the screen of your Wintech computer turns off and your computer will be switched to sleep mode. Only wake it up a few minutes before the start of your next ride. Immediately recalibrate the altitude (Wintech Ultimate and Alti). Then, plug your computer to your bike and ride.

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**On the altitude graph of my trip, the 2 first dots show 2 widely spread altitude data, whereas the altitude change wasn't so big on my first trip minutes?**

If the beginning of your graph is as follow (or shows the opposite down curve):



You woke up your Wintech computer from sleep mode (screen turns on again) and started your ride immediately, without recalibrating the altitude, and recalibrating after having started your ride.

Right after exiting from sleep mode, the computer displays the last known altitude for a few seconds before refreshing it. If the weather has changed or if you left from a different altitude, the altitude saved as the first dot of the graph will be the last one of your last trip. The altitude of the second dot will be the refreshed one.

To avoid this, don't forget to recalibrate the altitude before your computer received the sensor signals that will define the start of your ride.

For instance, wake up your computer and recalibrate the altitude before plugging it to your bike or before your wheels start spinning.

Should you have any doubt, reset your computer again ("Save" on your computer's screen) when you are ready to leave. On your Wintech Manager software, you'll then be able to delete the mini-trip resulting from this new "save".

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