

# 1.0 SmartMan Manual – 1. Start 0. Install Software

For SmartMan, Airway, Megacode, ROC  
Click on any row in Table of Contents to go to that section

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## 1.0. Installing SmartMan

This document provides instructions on how to download and install the SmartMan software for version 5.1+ or later, plus how to install the correct USB driver for the manikin.

This SmartMan software is specifically designed for Guidelines 2010 and runs on SmartMan manikins purchased after 1 April 2011 or which have been upgraded to the new guidelines after 1 April 2011.

Download the software then double click to install it.

Then plug in the USB cable, then manually point the operating system to the drivers.

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### 1.0.1 Step 1: Download and Install The Software

**Download:** There is one version of the software for both SmartMan and Airway SmartMan. The software will recognize which physical manikin is connected.

The software contains the SmartMan program and the USB drivers. Download the software by clicking the following link:

<http://www.ambusmartman.com/s-update.html>

**Install:** DO NOT PLUG THE USB CABLE INTO THE MANIKIN YET. Double click on the file that you download. Follow the prompts on this self extracting file. This will create the proper directories, install the SmartMan Software, create a shortcut on your desktop, and it will create a directory with the SmartMan USB drivers.

### 1.0.2 Step 2: Install SmartMan USB Drivers on Different Operating Systems

You must install the USB drivers by hand. Do NOT allow the operating system to install automatically as it will create a link to the wrong driver. If this happens, the incorrect driver needs to be deleted and a correct driver must be installed.

Each operating system has a slightly different series of procedures to point to the USB drivers. Once a computer knows where to find the drivers, you do not have to do this again when you upgrade or change manikins.

There are several ways to get the operating system to point to the correct drivers. Sometimes the operating system will give you options to point to the drivers, and sometimes it will not. If an incorrect link to an incorrect driver has been established, you can always correct this by going directly to the **Device Manager**.

For details on how to install the SmartMan USB drivers on each operating system, click on the link below.

To install directly from device manager or to correct an installation, select option 4 below.

[Vista Operating System](#)

[XP Operating System](#)

[Win 7 Operating System](#)

[Win 8 Operating System](#)

[Using Device Manager to Install Directly](#)

### 1.0.2.1. Install USB Drivers on a VISTA Operating System

Under Vista all USB connected devices must load the correct drivers.

When you unzip the SmartMan software, it created a directory which contains the proper driver. You must tell the operating system to use these drivers.

#### **The Procedure**

Plug the USB cable in the manikin and into the computer.

You will see that Windows will detect a new device.

Windows will always ask if you "want to:

"Search automatically for updated software"

"Browse my computer for driver software"

Always choose the "**Browse my computer**" ..... option

The drivers are in one of two places depending on which operating system you have and whether it is 32 bit or 64 bit. Follow the onscreen instructions to point to one of the following locations:

**C:\Program Files\SmartManv5.3\SmartManDriver**

OR

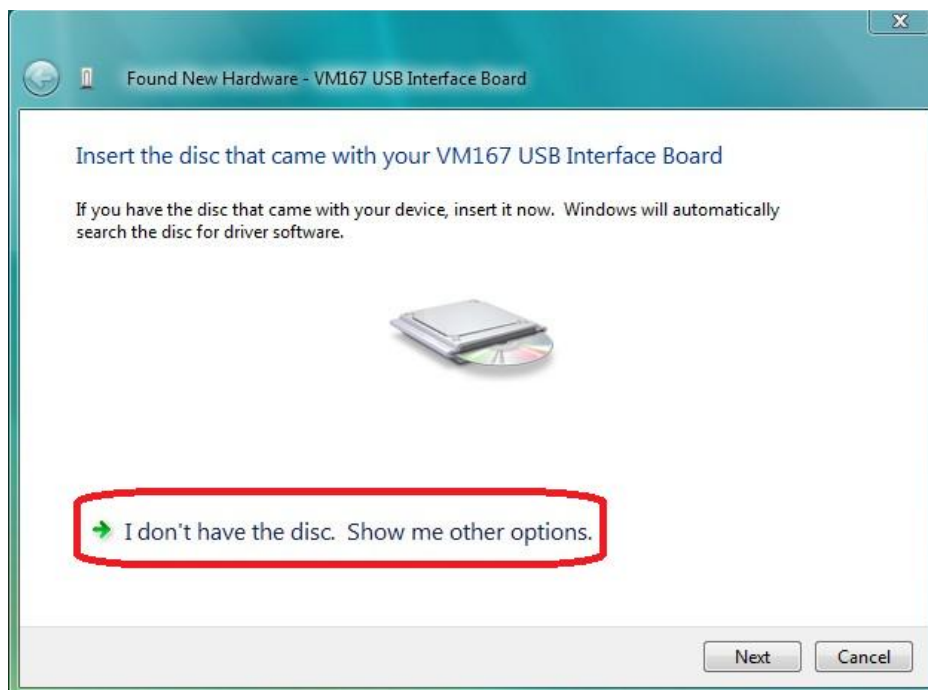
**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**

The operating system will take up to 2 minutes to copy and install the driver.

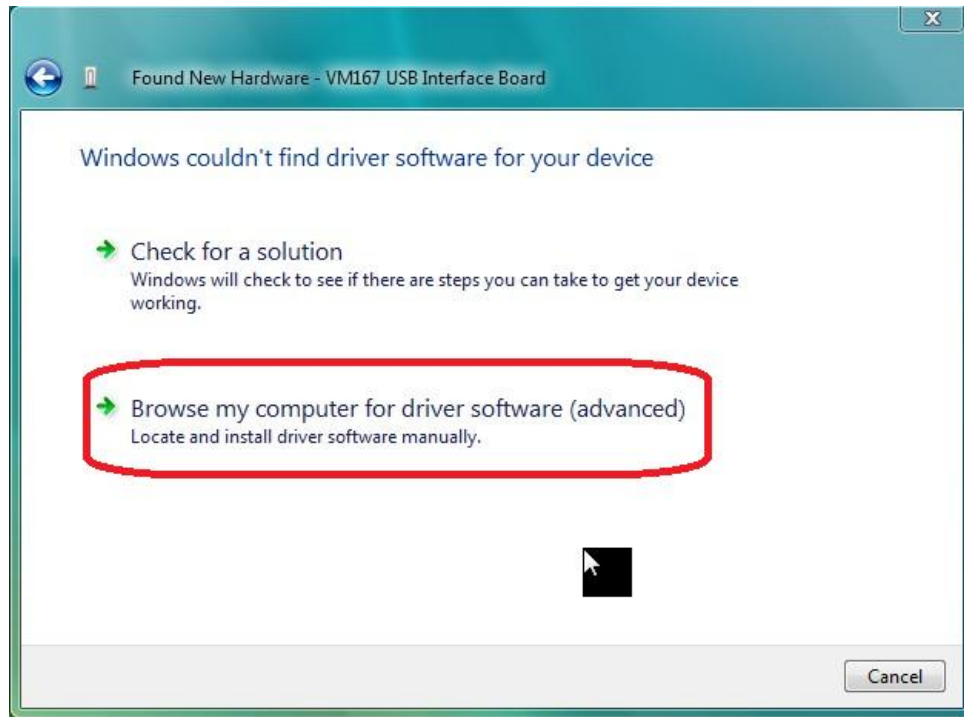
When you first plug in the USB cable Vista will attempt to install a new device. When you see the following message select the first option "Locate and install driver software".



If you see the following message, select "I don't have the disc. Show me other options".



This will bring up the following screen. Select the second option "Browse my computer for driver software"

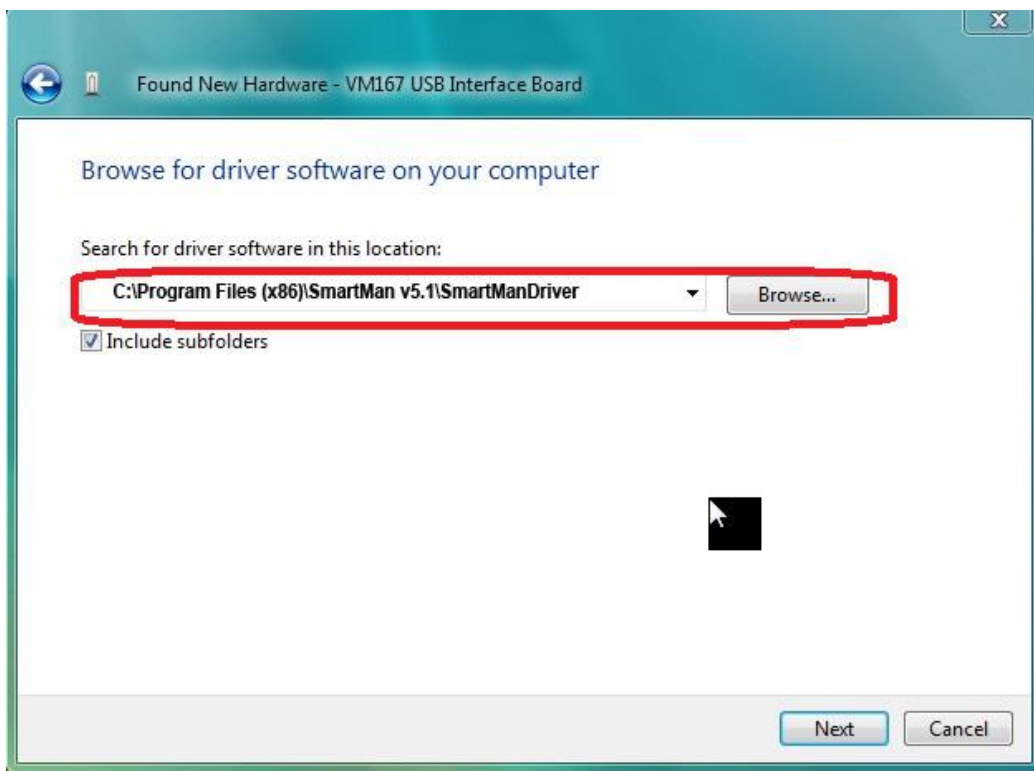


You will be given the chance to Browse for the driver. Click Browse and go to the following directory

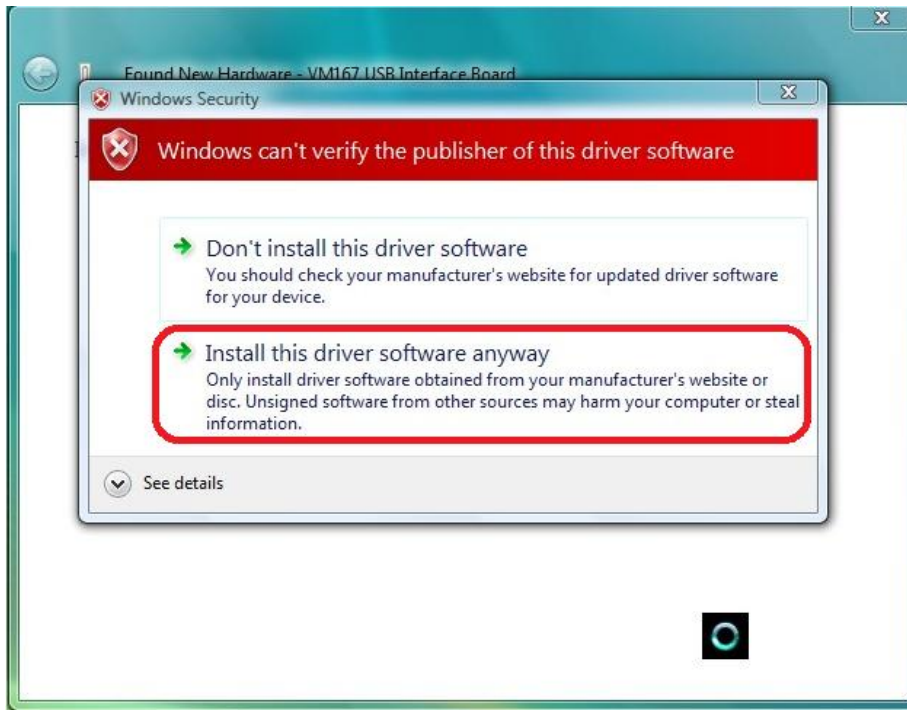
**C:\Program Files\SmartManv5.3\SmartManDriver**

OR

**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**



If you see the following security message click, "Install this driver software anyway."



The operating system will take up to 2 minutes to copy and install the driver. It will tell you that the device has been installed correctly.

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## 1.0.2.2 Install USB Driver on an XP Operating System

Under XP all USB connected devices must load the correct drivers.

When you unzip the SmartMan software, it created a directory which contains the proper driver. You must tell the operating system to use these drivers.

### The Procedure

Plug the USB cable in the manikin and into the computer.

You will see that Windows will detect a new device.

Windows will always ask if you "want to:

"Search automatically for updated software"

"Browse my computer for driver software"

Always choose the "**Browse my computer**" ..... option

The drivers are in one of two places depending on which operating system you have and whether it is 32 bit or 64 bit. Follow the onscreen instructions to point to one of the following locations:

**C:\Program Files\SmartManv5.3\SmartManDriver**

OR

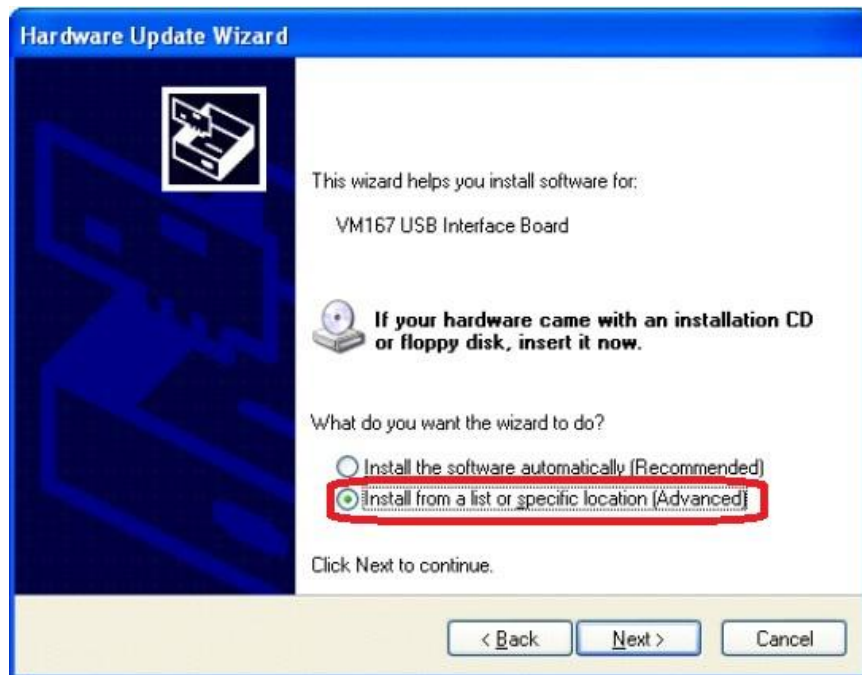
**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**

The operating system will take up to 2 minutes to copy and install the driver.

When you plug in the USB cable you will be prompted by Windows with the 'Found New hardware Wizard'.



Select 'No, not this time' and click 'Next' to continue



Select 'Install from a list or specific location (Advanced)' Click 'Next' to continue.

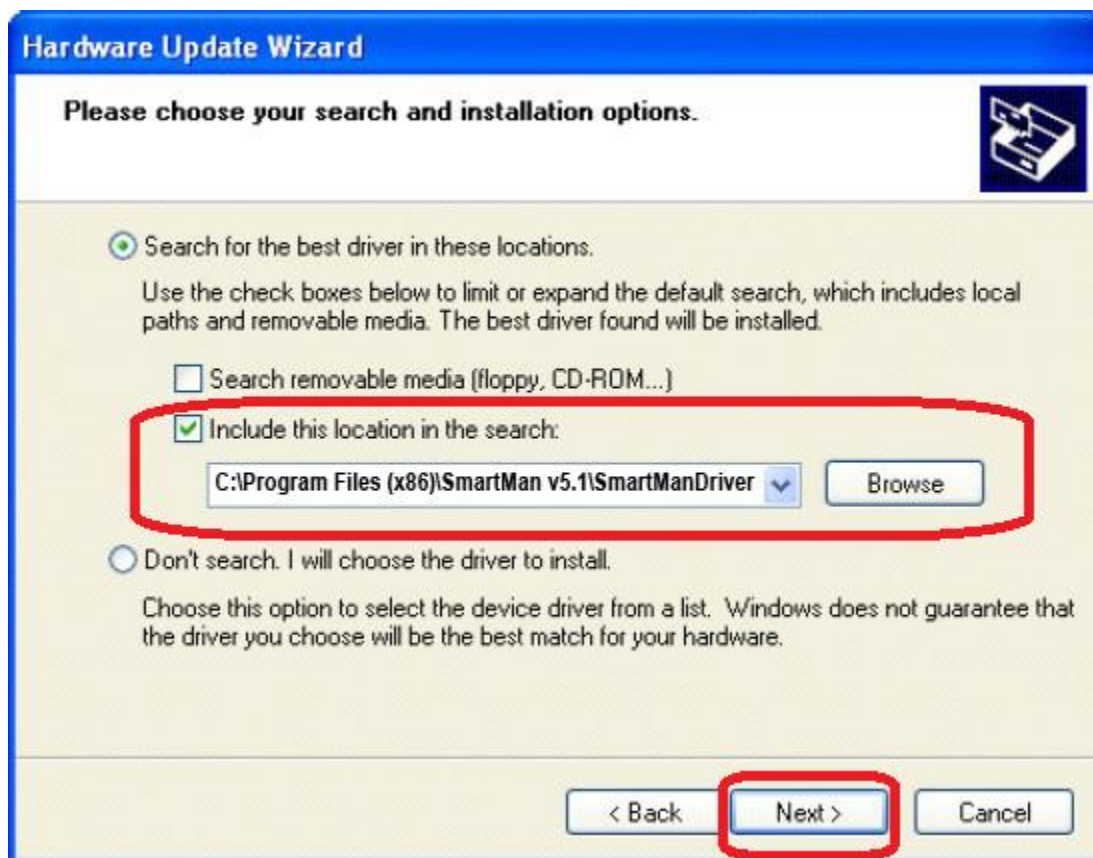
You will be asked for the location of your driver files.

Select 'Include this location in the search' and browse to the following location

**C:\Program Files\SmartManv5.3\SmartManDriver**

**OR**

**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**





Click **'Next'** to continue.

If you receive a warning, click **'Continue Anyway'**. And then click **'Finish'**.

The operating system will take up to 2 minutes to copy and install the driver.

It will tell you that the device has been installed correctly.

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### 1.0.2.3. Install USB Drivers on a Windows 7 (32/64 bit)

Under Win 7 all USB connected devices must load the correct drivers.

When you unzip the SmartMan software, it created a directory which contains the proper driver. You must tell the operating system to use these drivers.

#### The Procedure

Plug the USB cable in the manikin and into the computer.

You will see that Windows will detect a new device.

Windows will always ask if you "want to:

"Search automatically for updated software"

"Browse my computer for driver software"

Always choose the "**Browse my computer**" ..... option

The drivers are in one of two places depending on which operating system you have and whether it is 32 bit or 64 bit. Follow the onscreen instructions to point to one of the following locations:

**C:\Program Files\SmartManv5.3\SmartManDriver**

OR

**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**

The operating system will take up to 2 minutes to copy and install the driver.

Plug the USB cable into the manikin and into the computer.

When the program asks to install the device, select 'Browse my computer for the driver software' 'locate and install driver software manually.' This is the second option

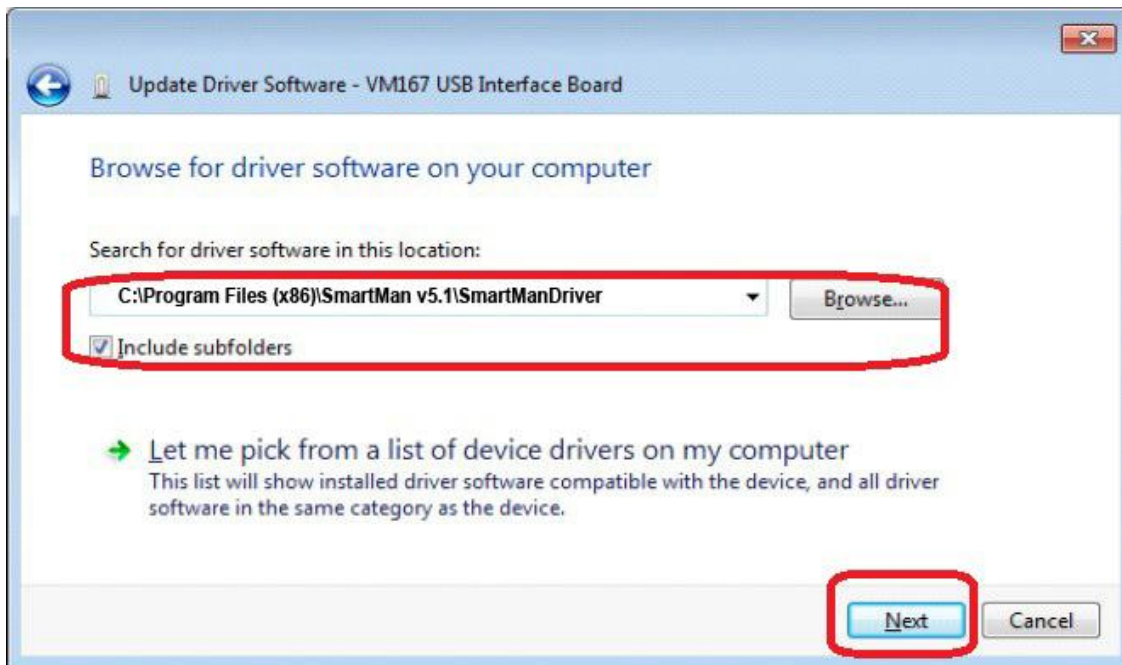


Locate the driver software here

**C:\Program Files\SmartManv5.3\SmartManDriver**

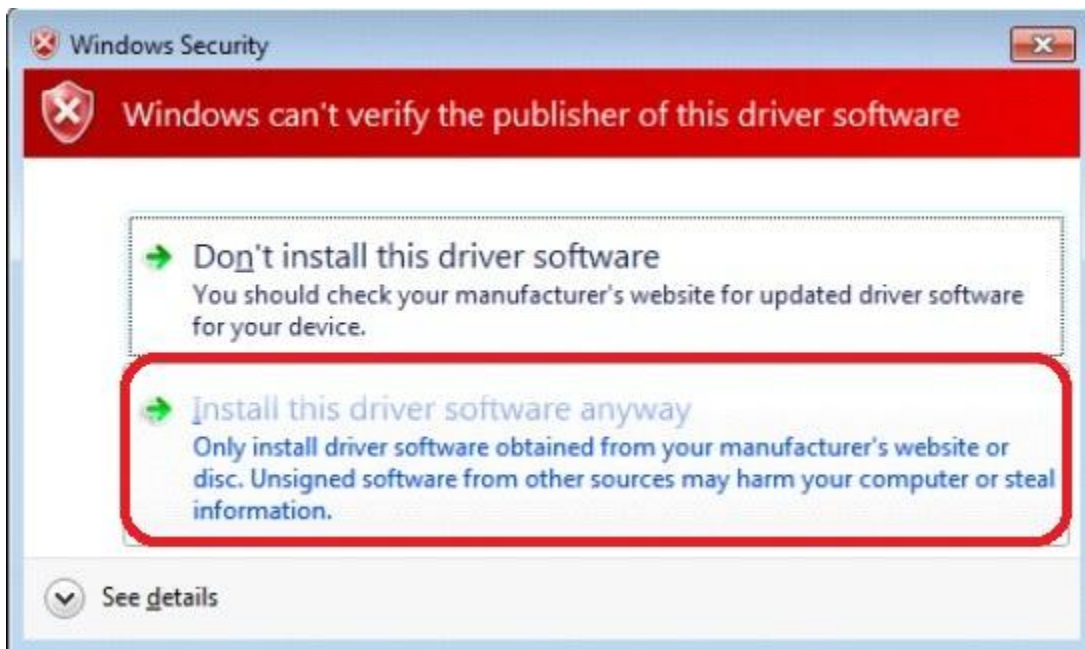
OR

**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**



Click **'Next'** to continue.

When you receive the following warning, click **'Install this software anyway'**.



Installation of the drivers should now be complete.



The operating system will take up to 2 minutes to copy and install the driver. It will tell you that the device has been installed correctly.

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#### 1.0.2.4 Install USB Drivers on a Windows 8 Operating System (32/64 bit)

Under Win 8, as in Win 7, all connected devices must load the correct drivers. However there is one extra step in Windows 8.

When you unzip the SmartMan software, it created a directory which contains the proper driver. Before you point the operating system to the driver, you MUST turn off driver signing. Thus to install on a Win 8 operating system you must:

Turn off driver signing (see below)

Tell the operating system to use these drivers. (Same as instructions for Win 7 – see Above)

##### **1.0.2.4.1. How To Turn OFF Driver Signing in Win 8**

###### **Summary of Procedures in Words**

1. From the Metro Start Screen, open Settings (move your mouse to the bottom-right-corner of the screen and wait for the pop-out bar to appear, then click the Gear icon).
2. Click 'More PC Settings'. (lower right of screen)
3. You will see "Personalize" and other settings
4. Scroll to 'General' and click.
5. In General, on the right side Scroll down until you see "Advanced startup", and click 'Restart now'
6. In Choose an Option, Click 'Troubleshoot'.
7. In Trouble Shoot, Click 'Advanced Options'
8. In Advanced Option, Click 'Windows Startup Settings'
9. You will then see and information screen. Click Restart Button.
10. Windows will restart. You will then see a screen showing what you can do.
11. Press F7, when screen gives you the selection
12. Now load your SmartMan driver in the normal way

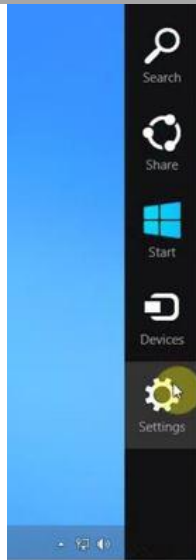
**Link to a short video on how to do this.**

<http://www.youtube.com/watch?v=NM1MN8QZhnk>

## Detail in Pictures

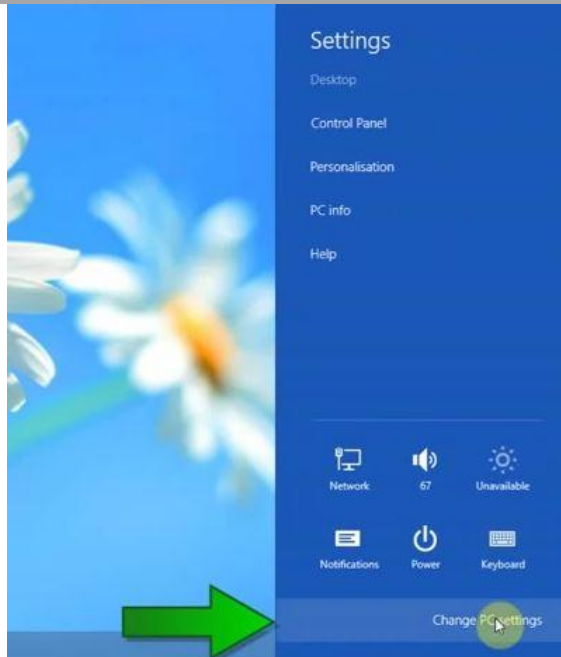
### Win 8.0 Step 1

From the Metro Start Screen, open Settings (move your mouse to the bottom-right-corner of the screen and wait for the pop-out bar to appear, then click the Gear icon).



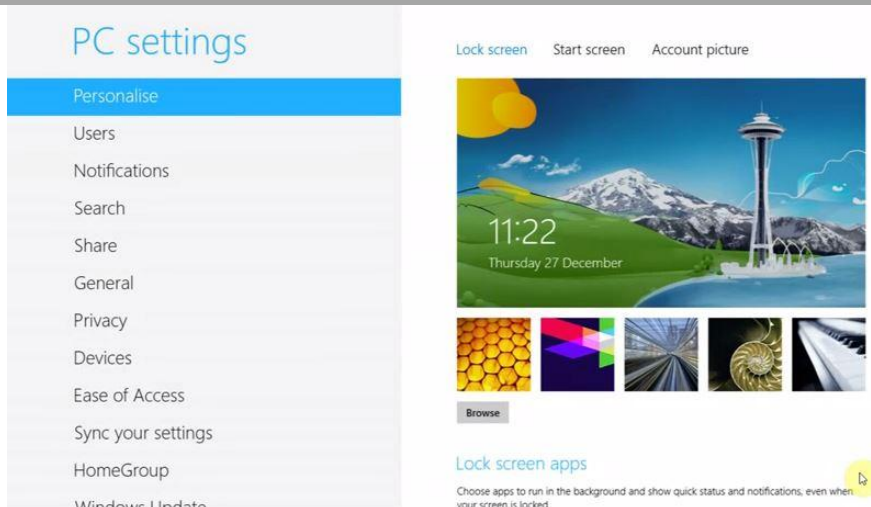
### Win 8.0 Step 2

Click on “Change PC Settings”



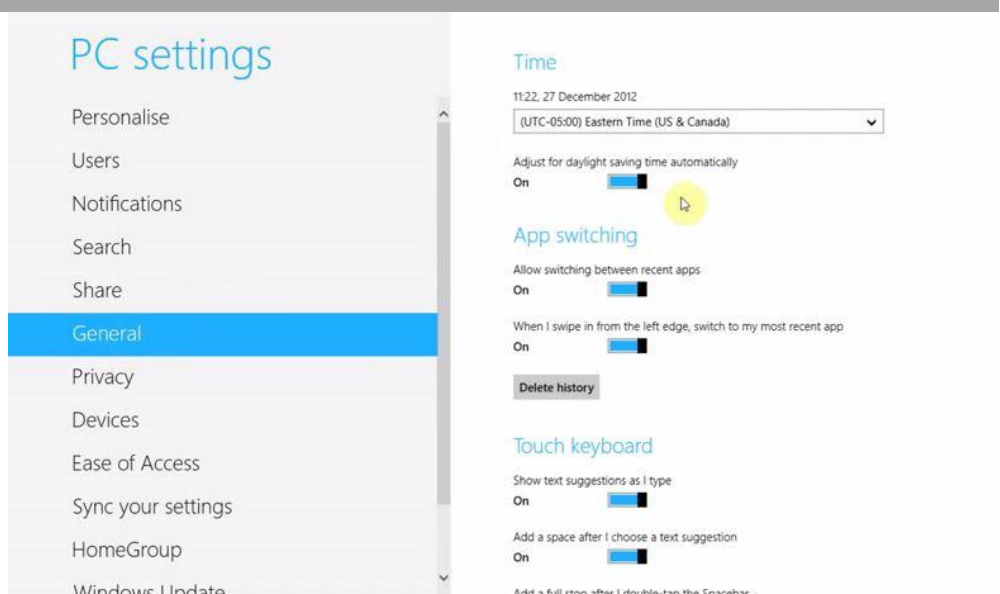
### Win 8.0 Step 3

You will see the following Screen.



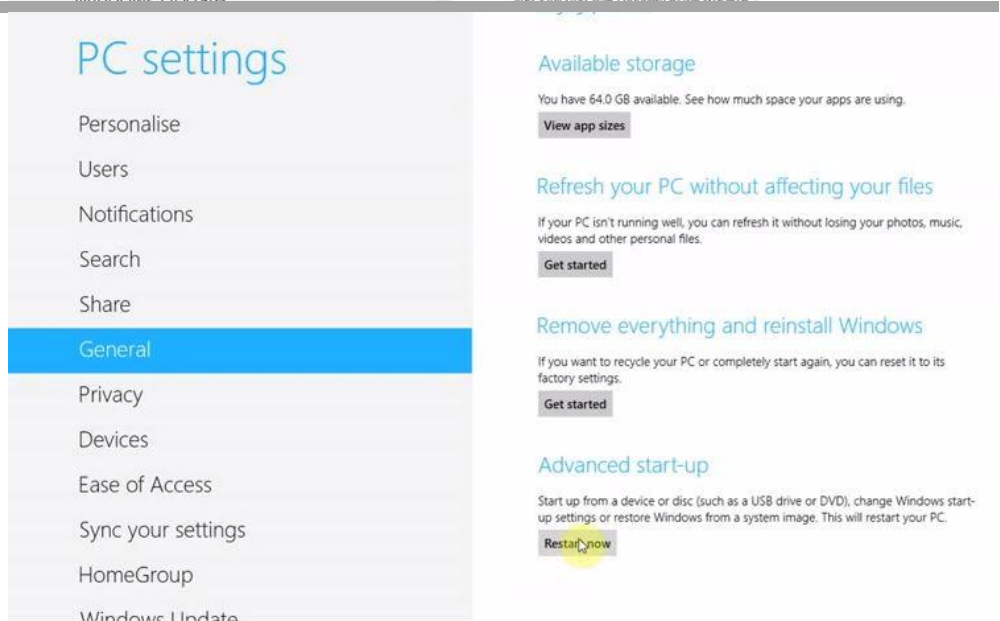
**Win 8.0  
Step 4**

Scroll Down and click on "General"



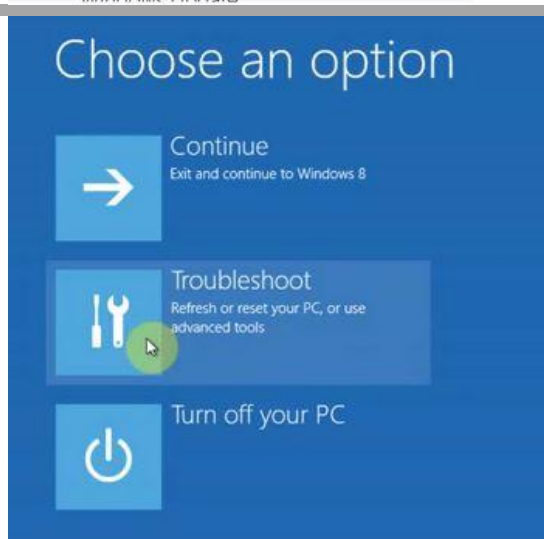
**Win 8.0  
Step 5**

Still in "General" slide the slider bar on the right side to the bottoms so you can see "Advanced Start-Up"



**Win 8.0  
Step 6**

You will then see this screen. Click on "Troubleshoot"



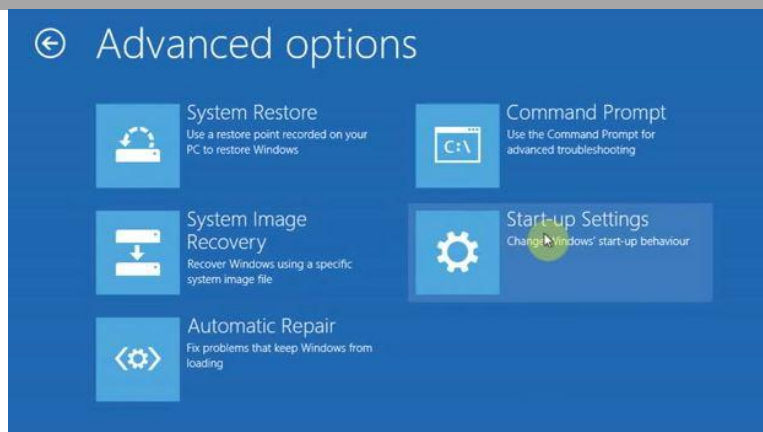
**Win 8.0  
Step 7**

In Troubleshoot, click on “Advanced Options”



**Win 8.0  
Step 8**

In Advanced Options click on “Start-up Settings”



**Win 8.0  
Step 9**

You will then see this screen. It is only information. Click on “Restart Button”



**Win 8.0  
Step 10**

You computer will then take a bit of time to re-start. Once that is done it will give you the following screen. You must select which option you want.

## Startup Settings

Press a number to choose from the options below:

Use number keys or functions keys F1-F9.

- 1) Enable debugging
- 2) Enable boot logging
- 3) Enable low-resolution video
- 4) Enable Safe Mode
- 5) Enable Safe Mode with Networking
- 6) Enable Safe Mode with Command Prompt
- 7) Disable driver signature enforcement
- 8) Disable early launch anti-malware protection
- 9) Disable automatic restart after failure

Press F10 for more options

Press Enter to return to your operating system

**Win 8.0  
Step 11**

The option you want is option 7. Press F7 to start and disable driver signing.

## Startup Settings

Press a number to choose from the options below:

Use number keys or functions keys F1-F9.

- 1) Enable debugging
- 2) Enable boot logging
- 3) Enable low-resolution video
- 4) Enable Safe Mode
- 5) Enable Safe Mode with Networking
- 6) Enable Safe Mode with Command Prompt
- 7) Disable driver signature enforcement
- 8) Disable early launch anti-malware protection
- 9) Disable automatic restart after failure

**Press F7**

Press F10 for more options

Press Enter to return to your operating system

### **1.0.2.4.2. How To Point to SmartMan Drivers on Win 8.0**

**Win 8.0  
Step 12**

Windows 8 will now start

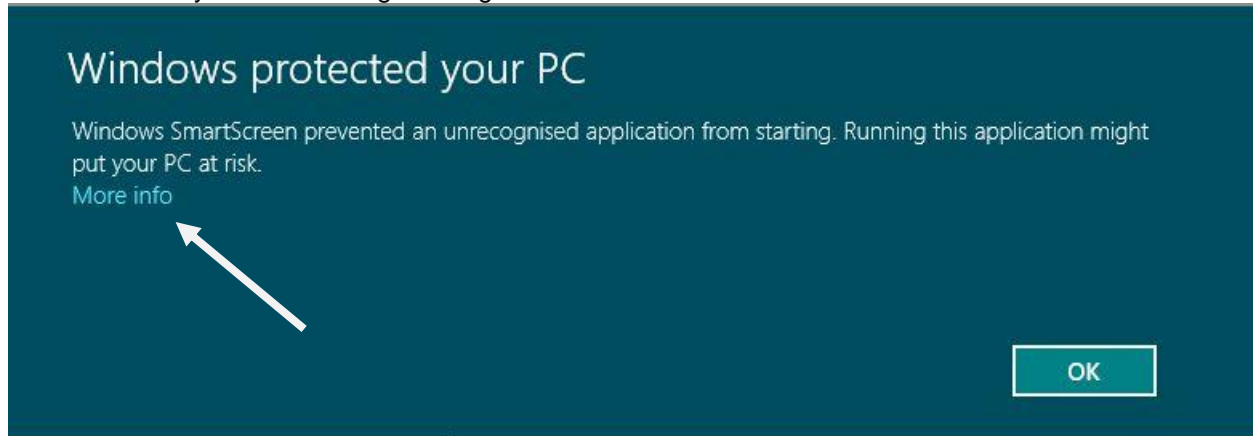
Now go to your normal procedure to point the operating system to the SmartMan Drivers. See Instructions above for Installing on Win 7



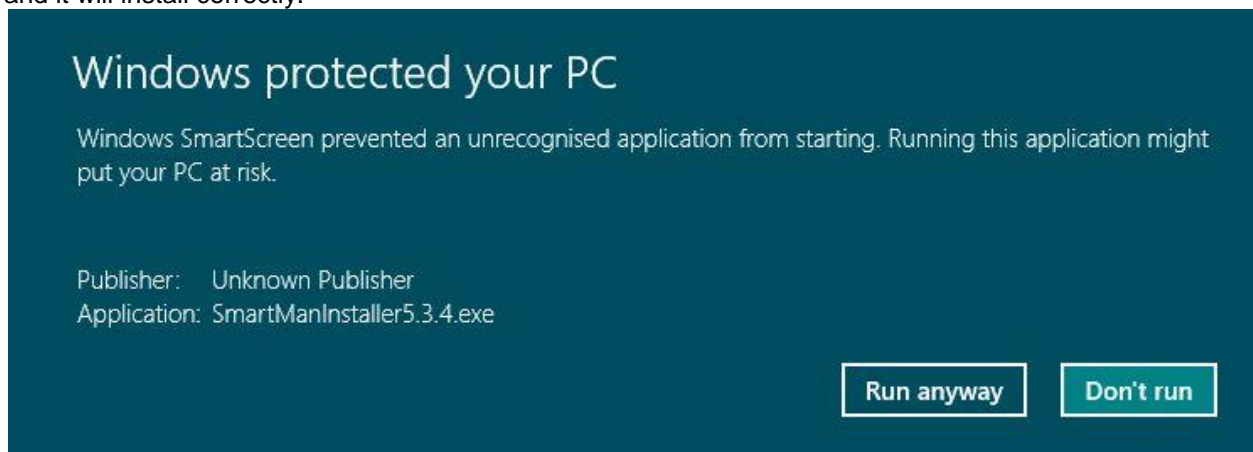
#### 1.0.2.4.3. How To Install on Win 8.0

Once you have restarted your computer with Driver Signing off, and pointed the USB driver to the correct location, run the software .

Win 8 will show you the following message:



You **MUST** click on "More Info" to be able to see the next screen. Once you do that click on "Run Anyway" and it will install correctly.



It will then install correctly

#### 1.0.2.5 Install USB Drivers on a Windows 8.1 Operating System (32/64 bit)

Under Win 8.1, as in Win 8 and in Win 7, all connected devices must load the correct drivers. However there is one extra step in Windows 8.

The procedure to install on Win 8.0 and Win 8.1 are the same, However, Microsoft changed where to find the Buttons. Below you will find the correct procedures.

When you unzip the SmartMan software, it created a directory which contains the proper driver. Before you point the operating system to the driver, you **MUST** turn off driver signing. Thus to install on a Win 8 operating system you must:

Turn off driver signing (see below)

Tell the operating system to use these drivers. (Same as instructions for Win 7 – see Above)

### I.0.2.5.1. How To Turn OFF Driver Signing in Win 8.1

#### Summary of Procedures in Words

1. From the Metro Start Screen, open Settings (move your mouse to the bottom-right-corner of the screen and wait for the pop-out bar to appear, then click the Gear icon).
  2. Click 'More PC Settings'. (lower right of screen)
  3. Click "Recovery and Update" (usually the last selection)
  4. In "Recovery and Update" click on "Recovery"
  5. In **Advanced SetUp**, Click "Restart Now"
  6. Choose 'Troubleshoot'.
  7. In Trouble Shoot, Click 'Advanced Options'
  8. In Advanced Option, Click 'Startup Settings'
  9. You will then see and information screen. Click Restart Button.
  10. Windows will restart. You will then see a screen showing what you can do.
  11. Press F7, when screen gives you the selection
  12. Now load your SmartMan driver in the normal way

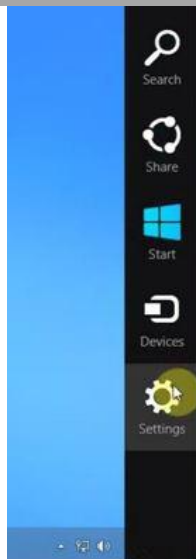
**Link to a short video on how to do this.**

<http://www.youtube.com/watch?v=NM1MN8QZhnk>

#### Detail in Pictures

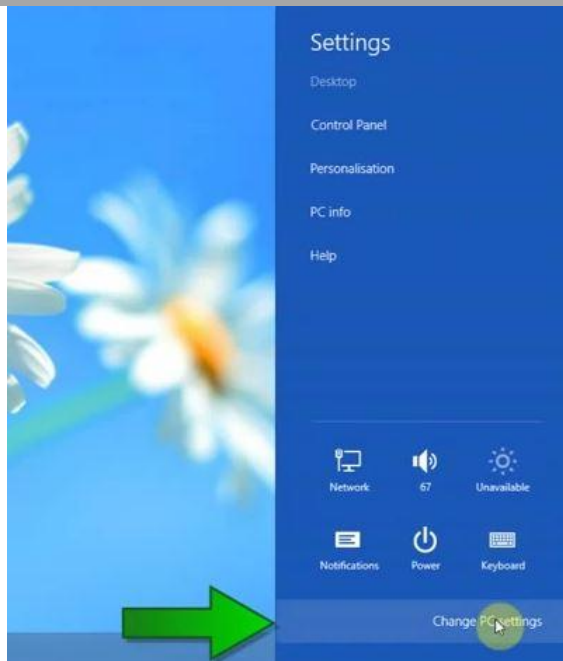
##### Win 8.1 Step 1

From the Metro Start Screen, open Settings (move your mouse to the bottom-right-corner of the screen and wait for the pop-out bar to appear, then click the Gear icon).



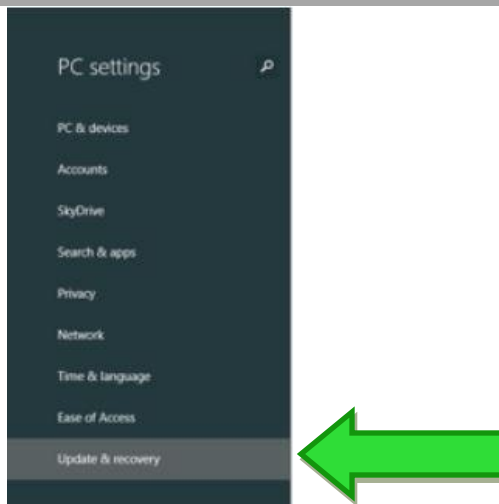
**Win 8.1  
Step 2**

Click on “Change PC Settings”



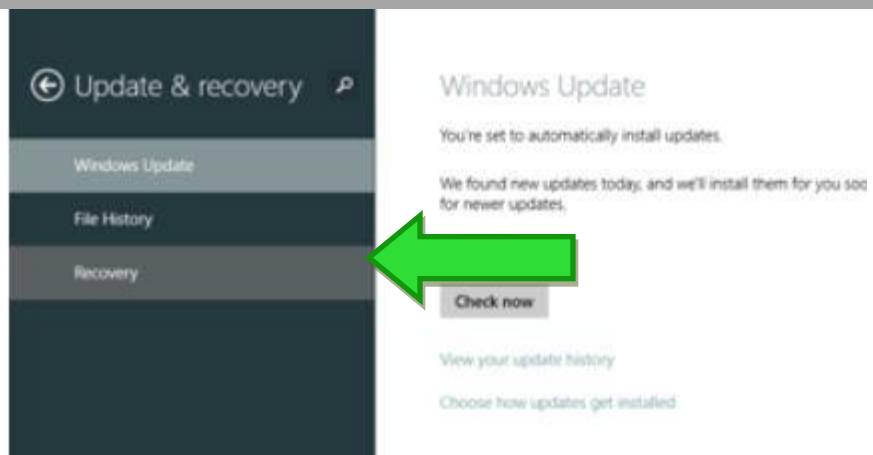
**Win 8.1  
Step 3**

Click on  
**Update and Recovery**



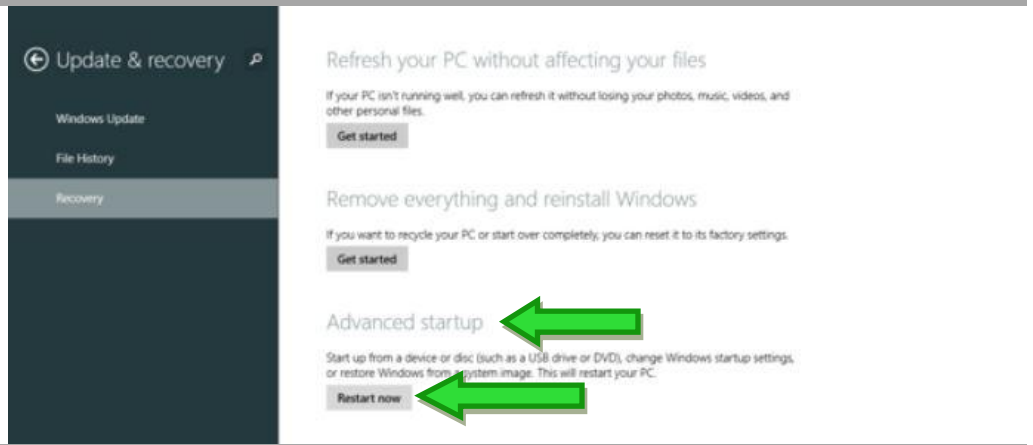
**Win 8.1  
Step 4**

Click on  
**Recovery**



**Win 8.1  
Step 5**

Click on  
Start Now in  
**Advanced StartUp**



**Win 8.1  
Step 6**

You will then see this  
screen. Click on  
"Troubleshoot"



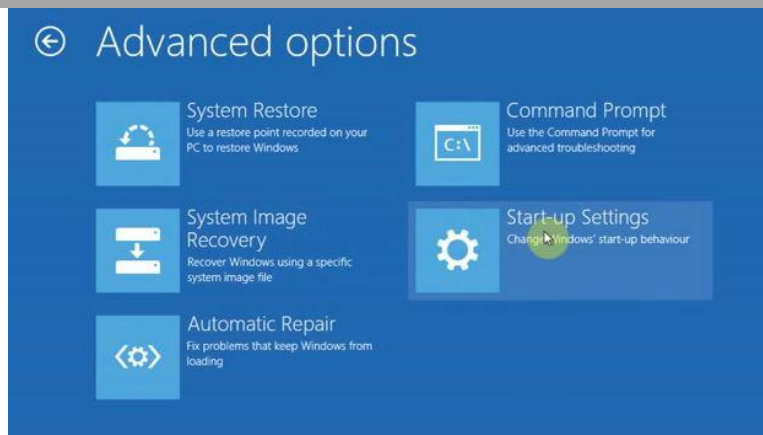
**Win 8.1  
Step 7**

In Troubleshoot, click  
on "Advanced Options"



**Win 8.1  
Step 8**

In Advanced Options click on “Start-up Settings”



**Win 8.1  
Step 9**

You will then see this screen. It is only information. Click on “Restart Button”



**Win 8.1  
Step 10**

Your computer will then take a bit of time to restart. Once that is done it will give you the following screen. You must select which option you want.



**Win 8.1  
Step 11**

The option you want is option 7. Press F7 to start and disable driver signing.



**1.0.2.5.2. How To Point to SmartMan Drivers on Win**

**Win 8.1  
Step 12**

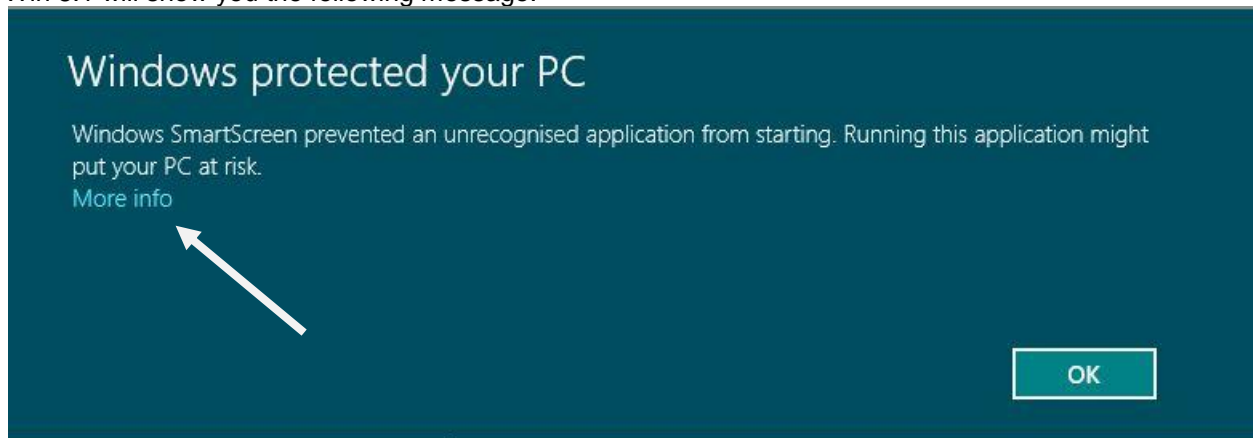
Windows 8 will now start

Now go to your normal procedure to point the operating system to the SmartMan Drivers. See Instructions above for Installing on Win 7

**1.0.2.5.3. How To Install on Win 8.1**

Once you have restarted your computer with Driver Signing off, and pointed the USB driver to the correct location, run the software .

Win 8.1 will show you the following message:



You **MUST** click on "More Info" to be able to see the next screen. Once you do that click on "Run Anyway" and it will install correctly.

# Windows protected your PC

Windows SmartScreen prevented an unrecognized application from starting. Running this application might put your PC at risk.

Publisher: Unknown Publisher  
Application: SmartManInstaller5.3.4.exe

Run anyway

Don't run

It will then install correctly

## 1.0.2.6. Install Using Device Manager

Under Win 7 all USB connected devices must load the correct drivers.

When you unzip the SmartMan software, it created a directory which contains the proper driver. You must tell the operating system to use these drivers.

### ***1.0.2.6.1. Using Device Manager to Install or Correct an Installation***

#### **1.0.2.6.1.1 What Device Manager Does**

All devices installed and currently working on your computer will show in the Device Manager. When the USB is plugged in, it should show under "Customer USB Devices". If it is not plugged in, it will not show.

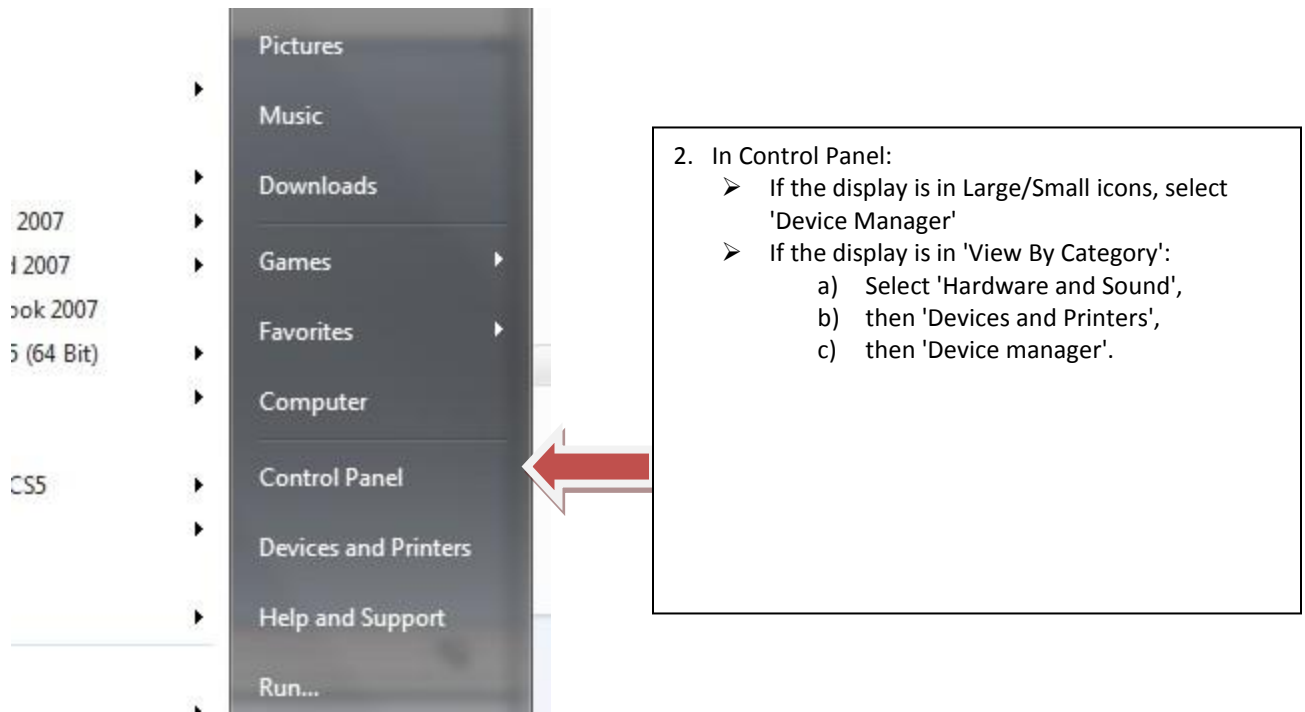
From here you can install, uninstall, re-install any device driver. If there is an error in the installed driver, you can delete the driver and point to the correct area to fix the driver.

If SmartMan was plugged in and Windows operating system automatically assigned a driver, SmartMan cannot work. The correct driver MUST be installed.

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#### **1.0.2.6.1.2 Get To Device Manager From Control panel**

Click on Start, Click on Control Panel, Click on Device Manager



#### 1.0.2.6.1.3 Get to Device Manager at Start

Click Start Button.

Type Device Manager. Wait until it finds it

Click on Device Manager.



After you type it, it will appear where the red arrow is in the above picture. Click on "Device Manager" when it appears.

#### 1.0.2.6.1.4 Get To Device Manager From System

If you go to system, on the left hand side there is a link to Device manager

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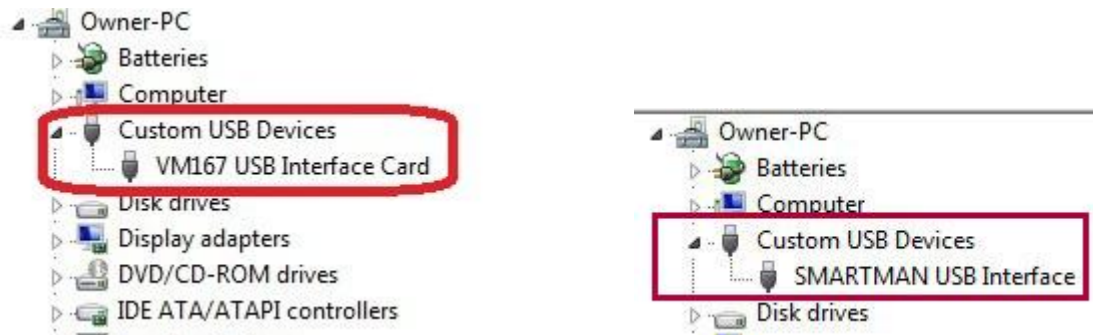


### 1.0.2.6.2 What You See In Device Manager

SmartMan should appear as a Custom US Device, such as in the following Win 7 example. If it installed correctly it will appear as in the following table. You may not find any device. If the USB cable is plugged in and nothing is showing, then unplug the cable and plug it back in.

When correctly Installed, you will see either

- a) VM167 USB Interface Card, or
- b) SmartMan Interface Card



Device Showing With Error: If there is an error in the link to any device, there will be a small yellow triangle with an exclamation mark in it by that device. You will see something like the following with the yellow exclamation marked icon.



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### 1.0.2.6.3 What To Do In Device Manager

From device manager you are able to Install the SmartMan USB drivers from scratch, or Update the SmartMan USB drivers, or Delete the driver and re-install it again if required.

#### 1.0.2.6.3.1 Update Driver From Yellow Triangle

- Right Click on line with the triangle to select it.
- Click Uninstall. This will get rid of the incorrect drivers.
- Click Upgrade Drivers
- Do not Click Disable

See an illustration of a typical setup below.



The device you are looking for is the **VM167 USB Interface Board**.

It should be listed under Custom USB Devices, but if there is a problem it will likely show under Other Devices with the yellow exclamation icon. It could show incorrectly under some other device.



The yellow triangle with the exclamation mark means that it has not been installed correctly.

Often the operating system will recognize the device but the drivers are not properly linked to it. If there is a yellow triangle with an exclamation mark, there is a problem with the drivers.

Select VM167 USB Interface Board.  
Right click and in the window select 'Update Driver Software'

Select to browse for the location of the SmartMan drivers. This will take you back to the beginning of the installation instructions listed above.

If that option to 'Update Driver Software' is not there on the menu, you most likely have just plugged the USB cable into your computer. Wait for about 5 minutes and see if it has finished or select the next option.

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#### 1.0.2.6.3.2 Install Directly From Action Menu

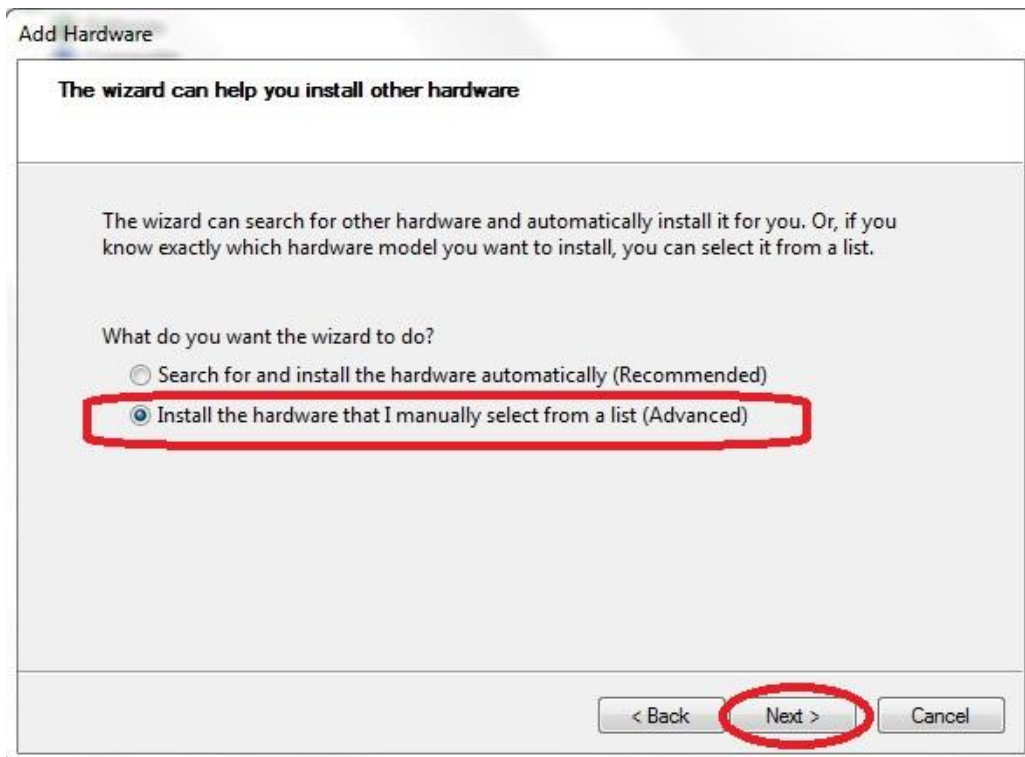
When in the Device Manager, another option is to go to Actions in the top menu bar. From here you can install the SmartMan Drivers from scratch.

In order to have any option under Actions, you must select (click once) on a device.

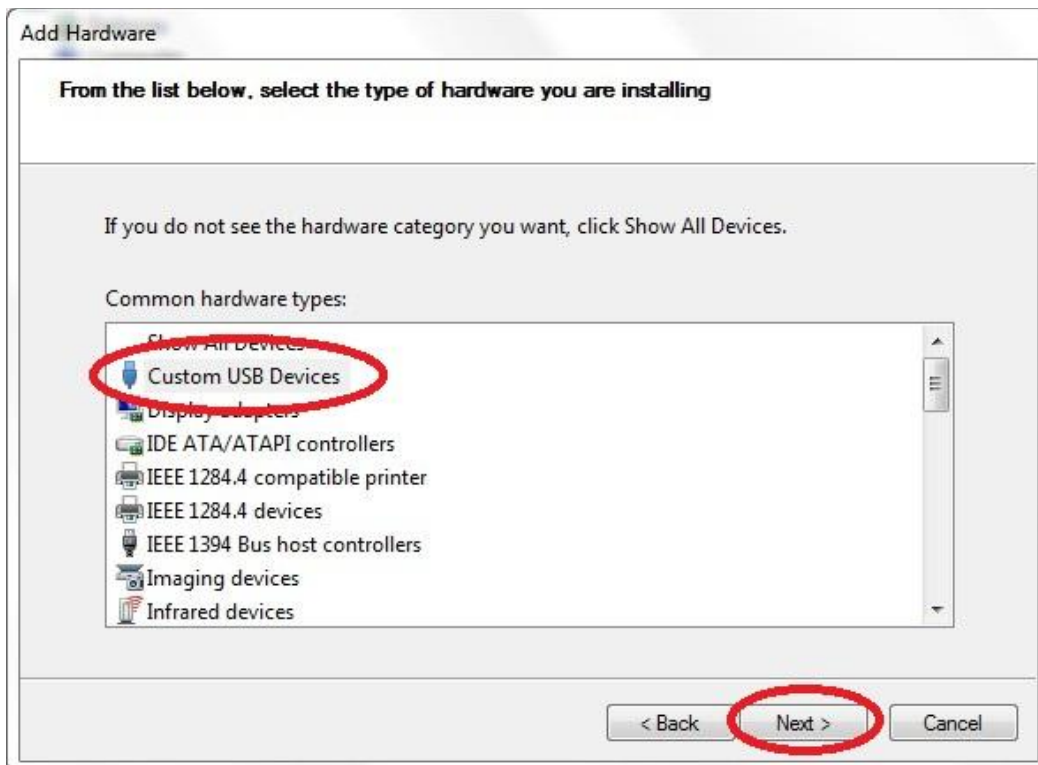
1. Click on "Universal Serial Bus controllers" once to select it
2. Click on Action
3. Select "Add legacy hardware" then follow the onscreen directions to point the operating system to the correct SmartMan drivers. Detail on this is below.



Click Next



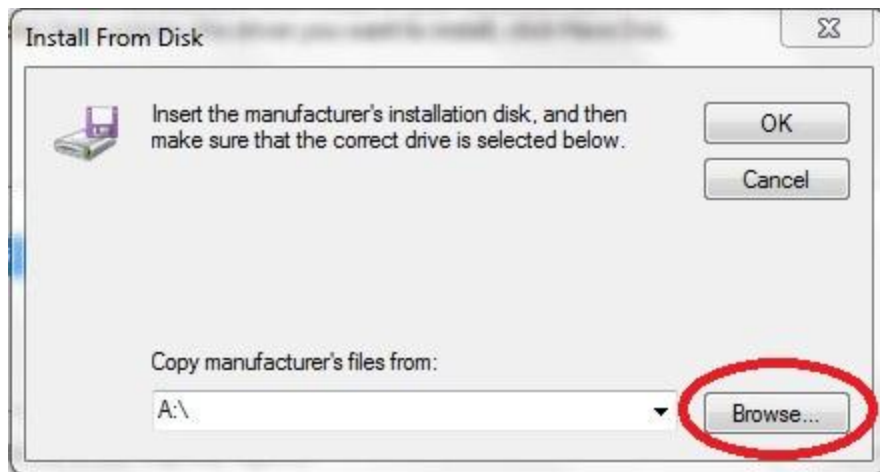
Select to "Install the hardware manually".



Click on "Custom USB Devices". Then click next.



If SmartMan is plugged in, it should find the VM167 USB Interface Card. Click on Have Disk.



Click on browse.

Then point the drivers to


**C:\Program Files\SmartManv5.3\SmartManDriver**

OR

**C:\Program Files (x86)\SmartManv5.3\SmartManDriver**

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### 1.0.3 Step 3: Start SmartMan

Simply click on the Icon ..

Create a login, add your password and confirm. Then press Enter to go to the Main Menu.

Some products require that you register users. If your medical direction requires results tracking and submission of results to a server, you must register all users. You must have access to the internet in order to register students.

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