Installing 64-Bit Drivers for the USB Signal Generator

Summary

When installing the Torchmate 3 driver software to a PC with a 64-bit operating system, additional USB drivers need to be installed for the signal generator. The information below explains the process of installing the correct drivers.
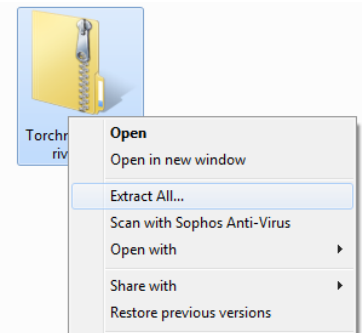
Step 1:

Download the Torchmate64bitdrivers.zip folder here. The internet browser will save the file to the PC's Downloads library. Verify where the file is saved before proceeding. Once the file is downloaded, it can be moved to somewhere more accessible (i.e., the Desktop)

Step 2:

The file downloads as a compressed zipped folder and will need to be extracted. Right-click on the Torchmate64bitdrivers.zip and left-click on the option Extract All. **If there is no option to extract, a third party extraction program will need to be installed in order to continue.

Step 3:

Using the PC's search function, find the program titled Device Manager. When the program opens, expand the option titled Universal Serial Bus Controllers. Right-click on the item titled USB Signal Generator 501a and left click on the option Update Driver Software. **This may also be titled Unknown Device.** To verify, power the signal generator off and see if the Unknown Device goes away. If there are issues determining the device, contact technical support.

Installing 64-Bit Drivers for the USB Signal Generator

Doc# US70 - 031920DS1 - 00

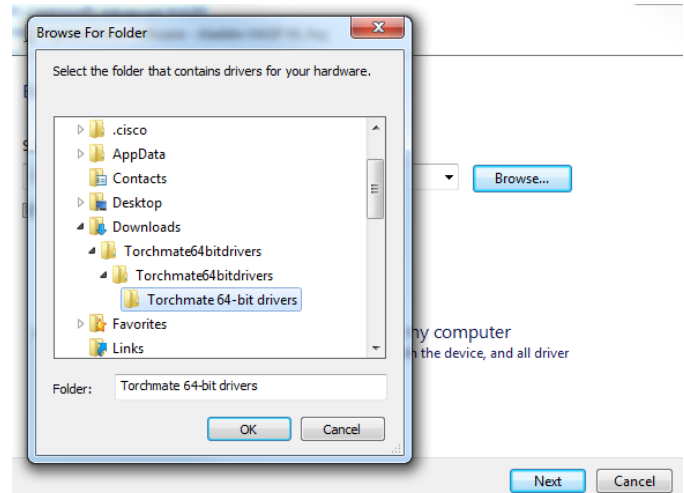LINCOLN ELECTRIC | Cutting Systems

support@torchmate.com

Step 4:

Left-click on the option that says Browse my computer for driver software.

How do you want to search for driver software?

➡ Search automatically for updated driver software
Windows will search your computer and the Internet for the latest driver software for your device, unless you've disabled this feature in your device installation settings.

➡ Browse my computer for driver software
Locate and install driver software manually.

Step 5:

Use the browse button and find the Torchmate64bitdrivers folder. **If the folder was never extracted, as noted in step 2, the folder will not show up** Left-click on the folder and select the button that says OK in the bottom right corner. Then click on the button that says Next.

Browse For Folder

Select the folder that contains drivers for your hardware.

▷ 📁 .cisco
▷ 📁 AppData
   📁 Contacts
▷ 📁 Desktop
▲ 📁 Downloads
   ▲ 📁 Torchmate64bitdrivers
      ▲ 📁 Torchmate64bitdrivers
         📁 Torchmate 64-bit drivers
▷ 📁 Favorites
   📁 Links

Folder: Torchmate 64-bit drivers

OK   Cancel

Browse...

Next   Cancel

Step 6:

The install wizard will begin installing the selected drivers for the USB signal generator 501a. During the install, a message will appear asking to trust installers using WPI. Select the option that says always trust and then click on Next.

Step 7:

The PC will show a notification stating that Windows successfully installed the device drivers. To test, open the Torchmate 3 program and select the option Start Online. If the software does not establish a connection with the signal generator, contact Technical Support for assistance.

LINCOLN ELECTRIC | Cutting Systems

support@torchmate.com