PicoScope® 6 Self-Help Guide

1. PicoScope 6 does not recognise my device

1. Verify that the LED light is lit on the front of the oscilloscope - there should be a red light.
2. Check the USB cable (ensure it is the supplied Pico blue USB cable) – try a different USB port.
3. If using a device with an external power supply, disconnect and reconnect the power supply.
4. If using a desktop PC, consider using the rear USB ports.
5. If using multiple USB devices on a PC and the PicoScope does not have an external power supply, consider using a powered USB hub.
6. Device Manager – confirm the device is listed either under Universal Serial Bus controllers (older models e.g. PicoScope 2205) or Pico Technology Instruments
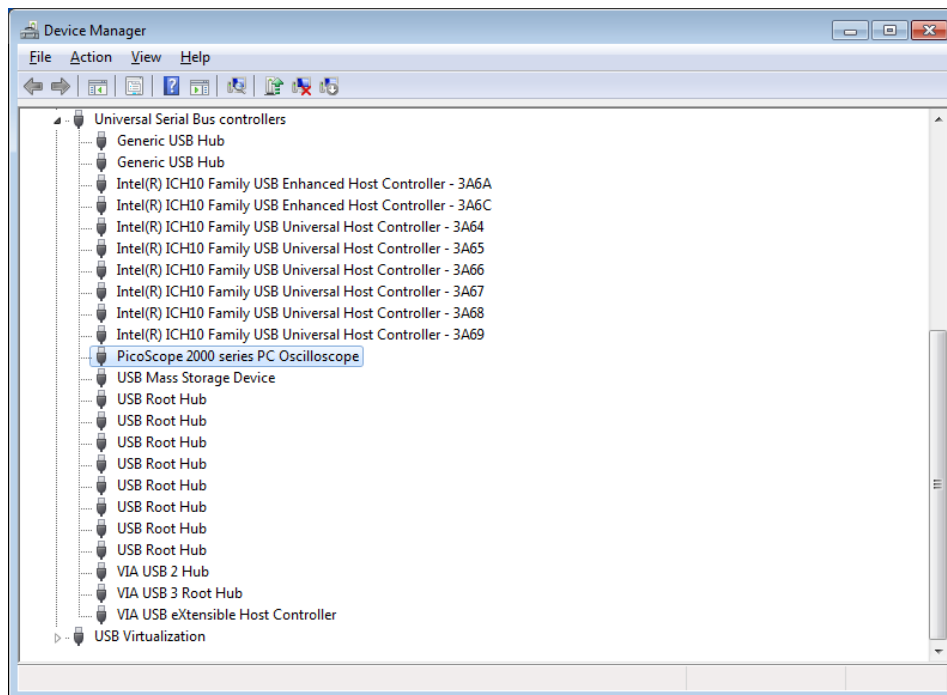

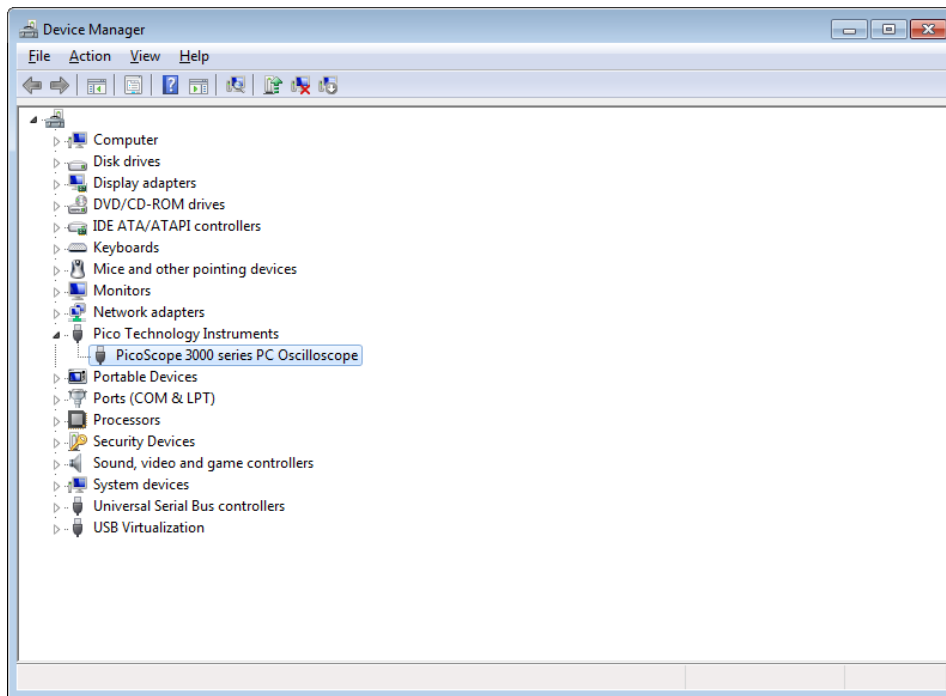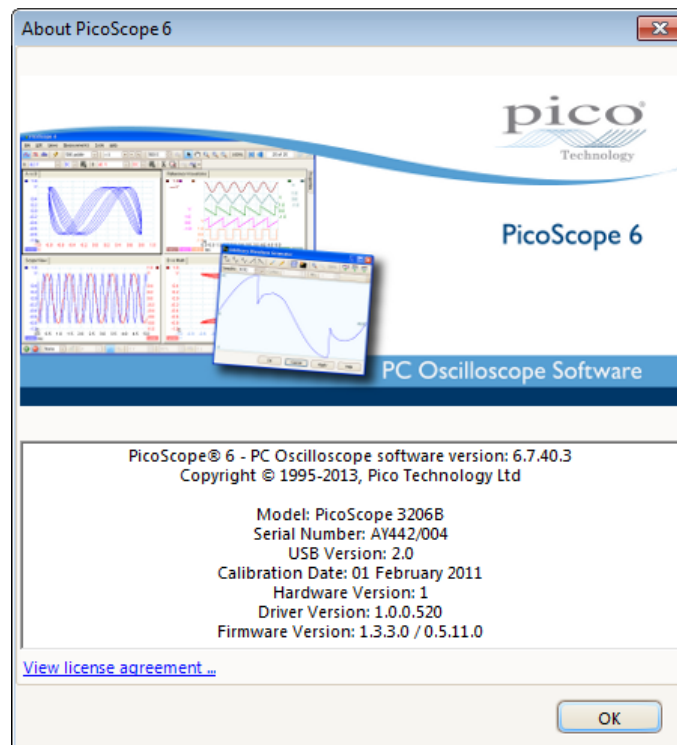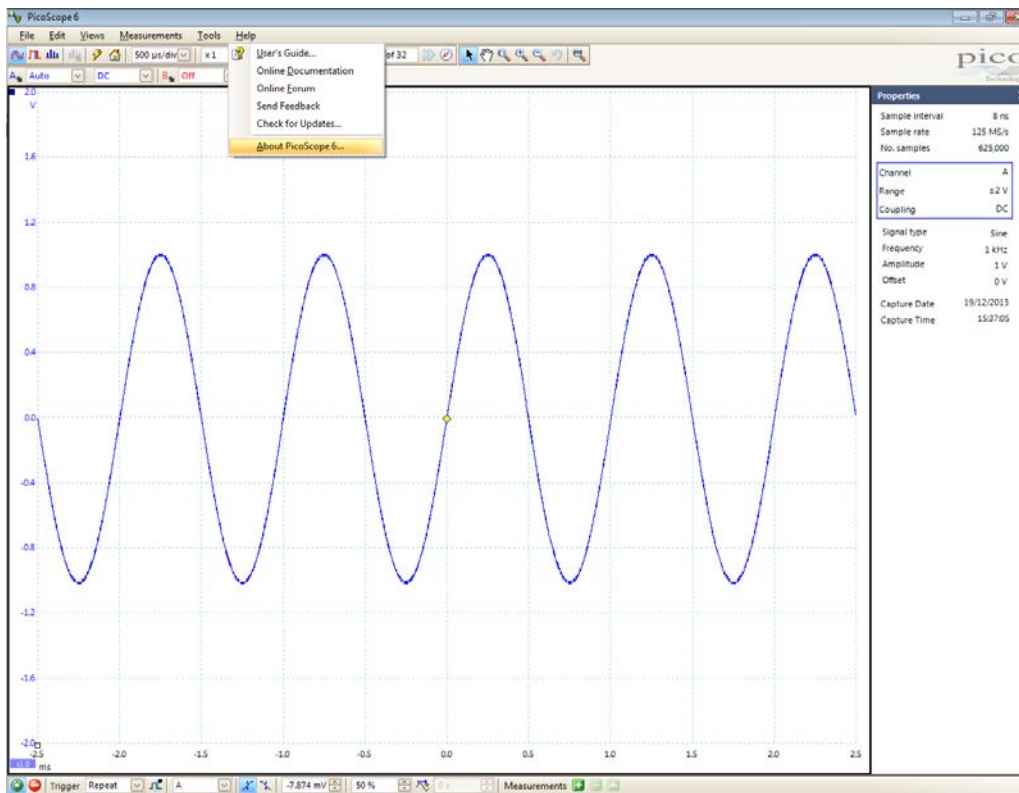Fig. 1 - Example for devices using the older Picopp USB driver

Fig. 2 - Example for devices using the WinUSB driver

7. Confirm the Operating System is one of Windows XP (SP 3)/Vista/7 & 8 (32 or 64-bit).
8. Verify that the .NET framework version is 2.0 (Windows XP) or 3.5 or later by going to the Add/Remove Programs window in Control Panel and verifying which is installed.
9. Ensure all the latest Windows updates have been applied to the PC.
10. Is the PC connected to the Internet when installing/starting PicoScope 6?

2. Finding the PicoScope 6 version

In the PicoScope 6 menu, click Help -> About PicoScope 6…

Text can be copied and pasted to support@picotech.com

3. Locating the trace.xml file

If you are still experiencing issues, you can send in the trace xml file in order to help us determine the cause.

Trace.xml files can be located in the following directories:

> *Windows XP: C:\Documents and Settings\<User name>\Local Settings\Application Data\Pico Technology*

> *Windows Vista/7/8: C:\Users\<User name>\AppData\Local\Pico Technology*

To access the Application Data/AppData folder and sub-folders the option to view hidden folders within Windows must be enabled:
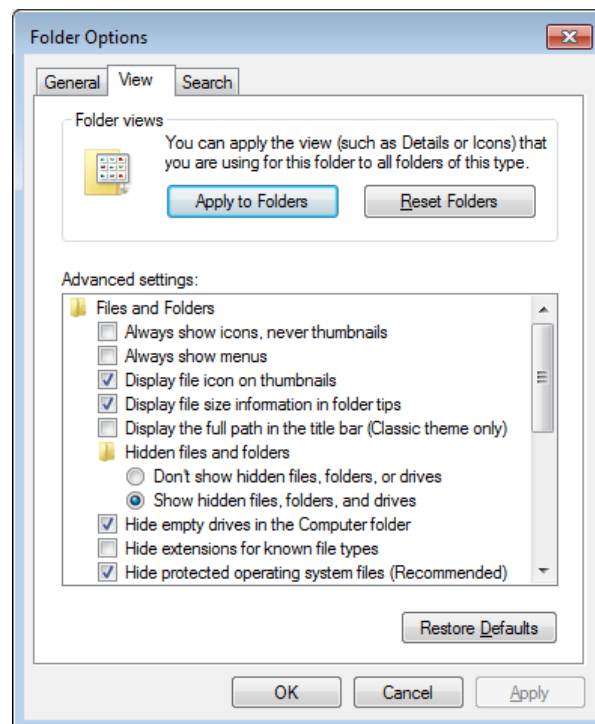
Windows XP:

- Go to *C:\Documents and Settings\<User name>* in Windows Explorer
- Click *Tools > Folder Options...*

Windows Vista/7:

- Go to *C:\Users\<User Name>* in Windows Explorer
- Click *Organise* and select *Folder and search options*

Click the View tab, then under Hidden Files and Folders, select the tick box to 'Show hidden files and folders', and click 'OK':

Windows 8:

- Click the 'View' tab and ensure that the 'Hidden items' option is ticked

This option can then be turned off when the file has been located.

In the *Pico Technology* folder, there will be one or more folders with long alphanumeric names that will contain a trace.xml file. Check the contents of the folders and send the file that corresponds to your last session (check the timestamp on the file).

Sending a PicoScope 6 data file (.psdata) from your session may also help us to determine the cause of the issue.

4. The PicoScope 6 installation from the supplied CD fails

In the event of PicoScope 6 failing to install from the CD, please download the latest installation executable from http://www.picotech.com/software.html.

If there are still issues with the installation please contact support@picotech.com

5. Can I install PicoScope 6 and PicoScope 6 Beta alongside each other?

Yes – both are installed into their own separate installation directories.

6. Why can I only set the number of samples to a maximum of 2 MS?

This is a limitation when filtering or maths channels are being used in order to reduce the number of calculations taking place.

Filtering and maths channels can be applied post-capture.

7. Why is my scope not triggering?

- Set the trigger to 'None' and verify that the signal is appearing on the trace as expected.
- Ensure that the signal passes through the expected threshold levels or if using a Pulse Width Qualifier that the signal is at the desired level for the expected period of time.
- Set up a simple level trigger and verify that the scope triggers on the channel as the signal amplitude passes through the level threshold.