

# Memory-Map ***TECH SUPPORT*** ***Bulletin #T4***

## ***Connecting and troubleshooting a USB based Garmin GPS***

**Overview:** This bulletin explains how to connect and troubleshoot a USB based Garmin GPS unit.

Garmin GPS units that have a colour screen are referred to as USB Garmins. This is because the GPS connects to your PC using a USB interface. A driver for the Garmin will be provided with the GPS or is downloadable from the Garmin website.

To use a Garmin USB GPS you need to be using V4.2.1 of Memory-Map or higher. Garmin Edge and Forerunner GPS units require Memory-Map V5.

### **To connect a USB Garmin GPS**

- Ensure that the Garmin USB driver is installed. This will either come with the GPS, the cable or can be downloaded from the support section of [www.garmin.com](http://www.garmin.com)
- Turn the GPS on and plug the USB cable into your GPS and PC.
- Start Memory-Map and choose the menu option GPS > GPS Setup and set the following options and click OK:

Manufacturer: Garmin

Model: USB

- If Memory-Map cannot find your GPS it will return with an error. To resolve the error please refer to the troubleshooting section in this bulletin. If no message is displayed then your GPS and Memory-Map are now communicating. To send / receive data to your GPS use the GPS > Export or GPS > Import options in Memory-Map.

### **Troubleshooting a USB Garmin GPS connection**

If Memory-Map cannot locate the GPS it will give the message 'GPS: Can't open USB Device Error 0'. The reason Memory-Map can not locate the GPS will be because either the Garmin USB driver is not installed, or the GPS is in USB Mass Storage mode.

When the GPS is in Mass Storage Mode its screen will become static with the buttons not responsive and a new hard disk will appear in My Computer on your PC. To take the GPS out of this mode disconnect the cable and then reconnect it and do not select the 'USB Mass Storage' mode under the Setup > Interface menu option.

If you are having difficulties loading the Garmin USB driver please contact Garmin support directly as they are in the best place to advise on this. Garmin support can be contacted on 0808 238 0000 or 0870-8501242.