

If you are experiencing problems with your software/meter please check the following:

Compatibility:

- 1.) Make sure that the version of software that you are using is compatible with your Windows operating system. Windows compatibility should be listed on the software CD label and in the operation manual.
- 2.) To get the most current version of Extech software for your product please download it from our website at: www.extech.com/instrument/softwareUpgrade.html .

Verify the Windows operating system:

- 3.) Right mouse click the “**My Computer**” icon located on your desktop.
- 4.) From the sub-menu left click “**Properties**”. (In the “**System Properties**” window click the “**General**” folder tab which tells you what version of Windows you are running.)

Com Port Availability:

- 1.) Check to make sure that the com port that you are connected to is available and is not being used by any other devices (Palm Pilot, PDA, Digital Camera, Scanner etc.).
- 2.) If so, please disable the device software(s) to allow access to the comm. port and to avoid any conflicts.

Note: Software for other installed devices must be disabled even if those devices are not connected to the computer. Laptops & notebooks should not be connected through a docking station. Meters should be connected directly to the computer.

Com Port Settings:

If your meter will not communicate with your computer you must check the following settings:

- 1.) Right mouse “**My Computer**” then “**Properties**”
- 2.) Win 98 users click “**Device Manager**” folder tab then click “**Device Manager**”. Windows 2000 & XP users click “**Hardware**” then “**Device Manager**”.
- 3.) Click “**Ports (Com & LPT)**” which will supply you with a drop down menu of available com ports for use.
- 4.) Click on the available com port(s) to open the “**Communication Port Properties**” window for that port.
- 5.) Under the “**General**” folder tab check “**Device Status**” to see if the device is working properly or if there is an error message.
- 6.) Click the “**Port Settings**” tab to display the com port settings. Settings should be 9600, 8, None, 1, XOn/XOff. If you need to change a setting click on the down arrow in that field, select the new setting.
- 7.) Click on “**Advanced**” and make sure that the “**Receive**” & “**Transmit**” buffer are both set to high.
- 8.) Click on “**Com Port Number**” and make sure that the same com port is selected as stated in “**General**” window. Do not use a com port that states (in use) next to it. Click “Ok” to confirm. Then click “Ok” to confirm “**Port Settings**”.
- 9.) Retry the program to see if the meter is now able to communicate with the software.

Helpful Hints: Always make sure that you use the interface cable that comes w/ your meter. Make sure that the cable is always securely connected to the meter and the computer.