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Manufacturers of laboratory calibrated temperature and humidity data loggers, real-time monitoring and cold chain solutions

Troubleshooting the Reader Interface

After connecting the Reader Interface to your computer's USB port follow the steps below if the Reader Interface is not functioning:

1.

Check Power Indicator

- Launch the *Temprecord for Windows* software.
- Observe the power LED on the Reader Interface.
- The LED should illuminate red once the software has started.

2. **Verify COM Port Selection**

- If the power LED does not illuminate, navigate to **Options → Comm Port**.
- Select an alternative COM port (COM1 to COM4) from the list.
- Test the Reader Interface again.

3. **Check for Port Conflicts**

- If the issue persists, ensure no other applications are using the same COM port required by *Temprecord for Windows*.
- Programs running in the background (visible as icons near the system clock) may occupy COM port resources.

4. **Retry with a Different COM Port**

- Return to **Options → Comm Port**.
- Select another available COM port (COM1 to COM4).
- Retest the Reader Interface.

Note:

COM2 is the most commonly used communication port for the Reader Interface.