

Problems downloading data or communicating with PMI recorders

Things to check

There are several things that could cause communication / download problems with PMI equipment. Listed below are PC and software settings to check and procedures to try.

- 1) Check all cable connections to see if tight and free of any corrosion or any debris. Check connection diagram in manual and make sure your hookup corresponds to the one required for your scanner model. Check cable status for physical defects such as cuts or abrasions and missing connector pins.
- 2) Make sure that no other programs are running that use the serial port for communications. IE: meter test programs, etc.
- 3) If you are using a laptop PC – make sure that any energy saving features on the Windows OS are turned off. Sometimes the PC will shut down communications trying to save the battery.
- 4) Make sure that the baud rate and serial port configuration on the WinScan program is set to work with your PC.
In the WinScan program click on the following: File / Scanner Control / Configuration / PC Setup –
 - A) Under local port set the baud rate to 28800
 - B) Set the local port number to correspond with the port on the PC that you are using.
 - C) Make sure that the local and modem ports are set to DIFFERENT settings IE: If local port is set to comm # 1 modem port must NOT be set to comm # 1
- 5) Check the baud rate setting on the PC serial port in your Windows OS. – (for any OS up to Windows 2000)
Microsoft sets the default at 9600 which is too slow to work properly for most scanners. Click through the following steps from your Windows Desk top.

My computer / Control Panel / System / Hardware Tab / Device manager / Ports Com & LPT / Select port that you are using (port status should read “this device is working properly”) / Port settings tab / (use these settings) Bits = 38400, Data = 8, Parity = none, Stop Bits = 1, Flow = none) / then click on the advanced tool bar to check in/out buffer settings = at least 75%. After checking these settings and making any changes necessary, you will have to re-boot the computer to activate the new settings.
- 6) Check baud rate setting for Windows XP operating system:
Right Click on MY computer on desktop / Management / Device manager - Follow the balance of instructions in item # 5 above.
- 7) If you have a Palm Pilot PDA or any other handheld PDA that uses a hot-synch program, be sure that the program is turned off. These types of programs – especially the Palm Hot Synch - frequently lock out the serial port causing communications problems.
- 8) Check the output voltage on the 120/12V wall transformer used to power the recorder. It should be between 12 – 18V unloaded based on the nominal voltage in your system. Too low a voltage will not allow proper operation of the scanner.
- 9) Are you using a Laptop in a docking station, some docking station modules will not allow consistent download of data – especially the IBM ThinkPad models. Remove PC from docking station or try another PC that does not require a docking station for serial

connection. The WinScan software is not a licensed product so you can load it on as many PC's as necessary.

- 10) If you are using a USB to Serial adaptor for the hookup of the communications cable, make sure that you have the latest drivers installed from the manufacturer's website. Make sure that the local port setting in WinScan (see # 4 above) is set for the USB/Serial adaptor port setting. Make sure that the baud rate setting in the adaptor software is set to at least 38400 baud.
- 11) If you are using a Bluetooth card or adaptor make sure that you have the latest drivers installed from the manufacturer's web site. Check to insure that the local port setting in WinScan (see # 4 above) is set for the Bluetooth adaptor port setting on the PC. Make sure that the baud rate setting in the adaptor software is set to at least 38400 baud.
- 12) Bluetooth communications MUST send and receive (bi-directional) on a single port setting for the WinScan program to operate properly. Some adaptors have (uni-directional) default settings with send on one port and receive on another port. This default setting must be changed to a bi-directional mode in the adaptor software.
- 13) After checking all of the appropriate items above. Start fresh on the download process. Disconnect the recorder and allow it to power down and close the WinScan program. Try the operation again.
- 14) After trying all of the above, if you still have communications or download problems, there is most likely a hardware problem in the recorder you are working with. If an alternate recorder is available, check communications / download operations to verify proper PC and software operation. If satisfactory, the original recorder needs repair. Call PMI at 800-296-4120 to arrange for a return authorization to send your unit to the repair department.