【USB】 Checklist for dealing with issues involving communicating with the instrument

If the instrument cannot be placed in remote mode

No.	What to check	Result
1	Verify that the HIOKI USB CDC Driver has been properly installed. In Windows, you can accomplish this using the Uninstall or change a program. HIOKI USB CDC Driver　　HIOKI　　2017/03/27　　1.96 MB　2.0.0009	
2	Check the COM port number. In Windows, you can accomplish this using the Device Manager.	
3	If using a USB hub Disconnect the hub, connect the cable directly, and check if the instrument enters remote mode.	

Checking the communications settings

No.	What to check	Result
4	Is the terminator set to the same setting as the computer and instrument (CR or CR+LF)?	

Checking communications

No.	What to check	Result
5	Check whether you can communicate with the instrument using the sample application on the included CD-ROM.	
6	Check whether you can communicate with the instrument using a terminal application such as Teraterm.	
7	If you've developed your own communications software, refer to the sample program (which is written in Visual Basic) on the included CD. (The sample program includes examples for making a single measurement and waiting for open/short correction to complete, as well as an explanation of the basics of sending and receiving commands.)	

Other issues

No.	What to check	Result
8	Check the following if the instrument emits a beep, indicating a command error or execution error: # Command spelling # Send commands one at a time and check where the error is occurring. # Communications speed and number of data bits	
9	If the instrument sent back two responses, please upgrade to the latest firmware.	

If unable to resolve issue

No.	What to check	Result
10	Restart the computer and instrument. You may be able to resolve the issue by installing a driver or other software.	