Items to check before contacting Hioki

Before contacting Hioki for assistance, please check the following items:

No.	What to check	Result	Example
1	Model name		IM3536
2	Firmware version		V1.00
3	Control device # If computer, operating system # If PLC, model name		Computer # Windows7 (64bit)
4	Interface	RS-232C GPIB USB LAN	LAN
5	Connection method		# The control computer and instrument are connected directly using a LAN cable. # The control computer and instrument are connected via our LAN. # The control computer and instrument are connected via a network hub.
6	Control method		# The instrument is being controlled using the sample application provided by Hioki. # The control program was created using Visual Basic 2015.
7	Details		# We tried __. # Things worked properly up until __. # We can't __. # When we try to do __, the instrument stops working properly by __. # How often the issue occurs # Commands being sent to the instrument