Items to check before contacting Hioki

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

No.	What to check	nce, please check the following items: 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

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