

[LAN] 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	Are you using the correct connection cable? (1) If connecting the instrument directly to the computer, use a cross cable . (2) If connecting the instrument via a network hub, use a straight cable .	
2	If using a USB/LAN conversion adapter Verify that the adapter's driver has been properly installed. In Windows, you can accomplish this using the Device Manager.	
3	Check whether the same IP address is being used by more than one device. (1) Verify that the instrument's IP address is different from the computer's. (2) Verify that no other device is using the instrument's IP address.	
4	Check the port number. (1) The default port for the IM3570 is 3570. (2) The default port for other IM series instruments is 3500.	
5	If using a network 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
6	Are you using the correct IP address and port number?	
7	Is the terminator set to the same setting as the computer and instrument (CR or CR+LF)?	

Checking communications

No.	What to check	Result
8	Check whether you can communicate with the instrument using the sample application on the included CD-ROM.	
9	Check whether you can communicate with the instrument using a terminal application such as Teraterm.	
10	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
11	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	
12	If the instrument hangs while sending or receiving data, the instrument itself is experiencing an issue. Please update the instrument's firmware to the latest version.	

If unable to resolve issue

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