

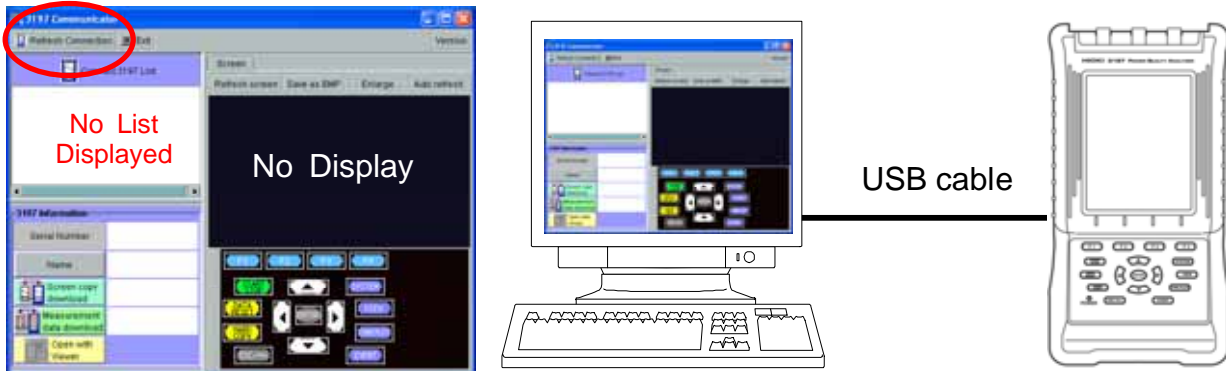
3197 POWER QUALITY ANALYZER How to Resolve USB Data Transfer Problems

Overview

Problems connecting to the 3197Communicator USB Application software for Model 3197 may be due to incorrect settings of the dedicated device driver. Please follow the procedures below to resolve the problem.

Checking the Hardware

1. Is the power to the 3197 turned on?
2. Is the USB cable properly connected to your PC and the 3197?
3. After starting the 3197Communicator application, does the “Refresh Communication” fail to respond?



Checking for Proper Setting of the Device Driver

- Open your computer's Device Manager from the START – CONTROL PANEL – SYSTEM – Hardware Tab.
- If not set properly, a question mark icon will appear in front of “Other Devices” and “3197” below it.

When the Device Driver is Operating Normally	
When the Device Driver is NOT Operating Normally	

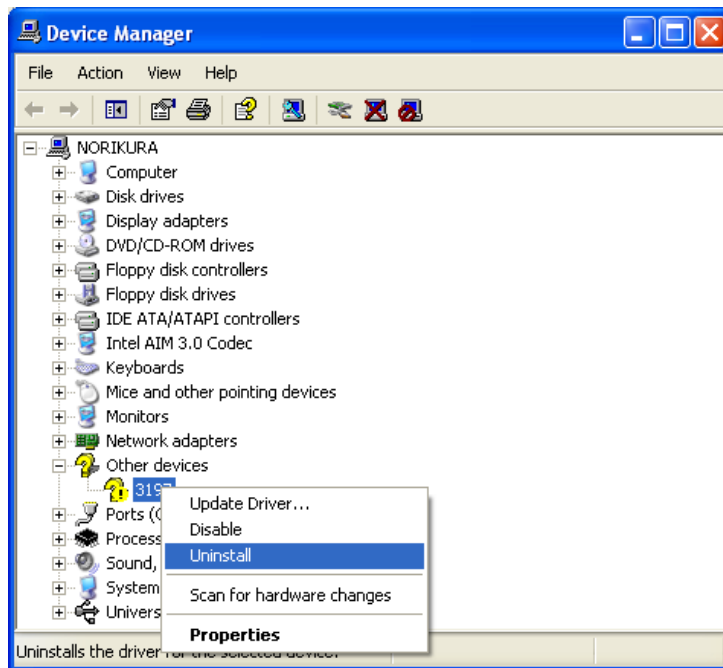
Cause of Incorrect Settings made for Device Driver

Upon your initial connection of Model 3197 to your PC, the Windows Wizard should have appeared to help you set up the new device. If the instructions provided in the instruction manual for Model 3197 (Chapter 7) were not followed, and the default settings of the Wizard were selected, the device driver for Model 3197 may not have been properly installed.

How to Resolve the Problem

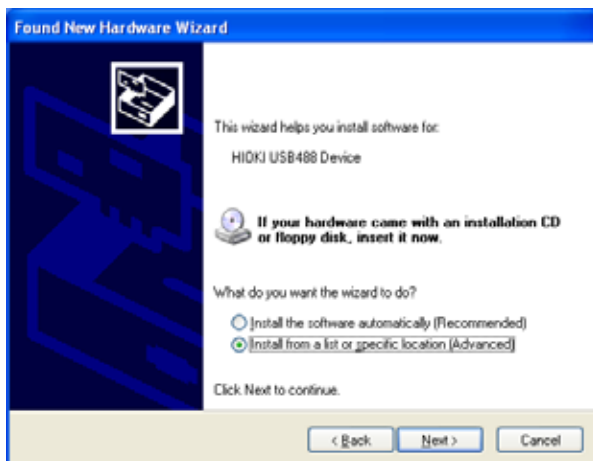
-1. Remove the incorrectly set device driver

- Right-click on the file name “? 3197” under “Other devices” and select “Uninstall” from the menu.



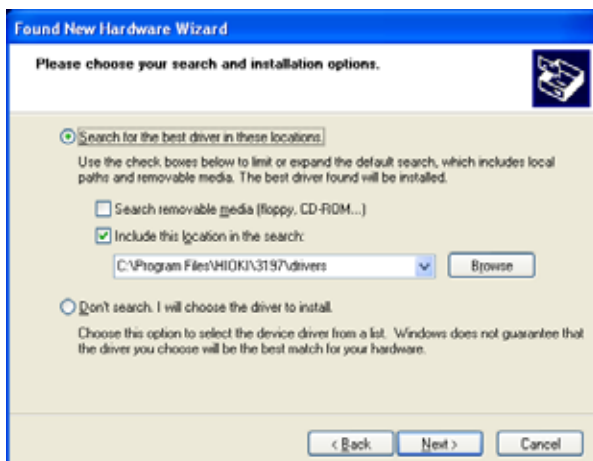
-2. Reset the dedicated device driver

- Follow the procedures in Chapter 7.4 [Connecting the Instrument and Computer with the Supplied USB Cable] in the instruction manual.
- Using the Windows Wizard, make sure that the options below are selected.



Select

- Install from a list or specific location



Select

- Search for the best driver in these locations
- Include this location in the search:
 - C:\Program Files\HIOKI\3197\drivers

(The driver is located in the same folder as the application.)