In-Situ Inc.

Innovations in Water Monitoring

Communication Failure Troubleshooting Guide

Level TROLL®, Aqua TROLL®, and Rugged TROLL® Instruments

Click the links below to rule out common reasons for communication failure.

Is your software current?

Is the instrument connected to the PC (or RuggedReader) and is the connection tight?

Have you selected the correct COM Port?

Are the correct USB drivers installed?
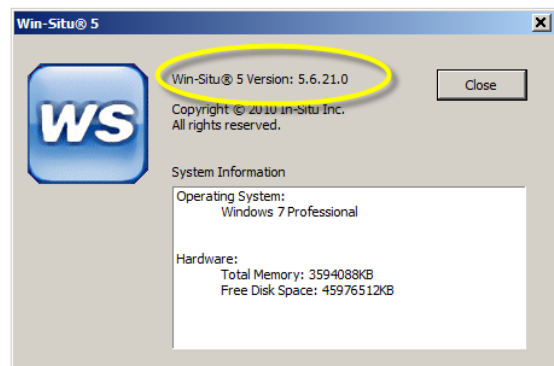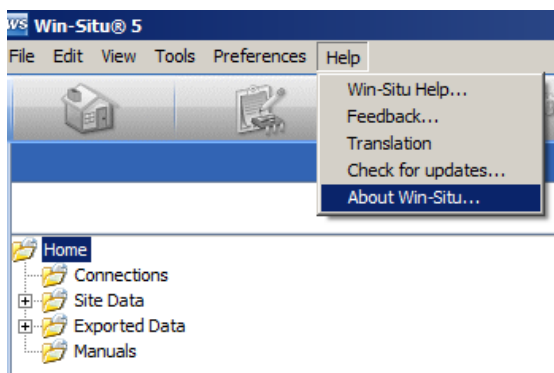
Have you tried resetting the device?

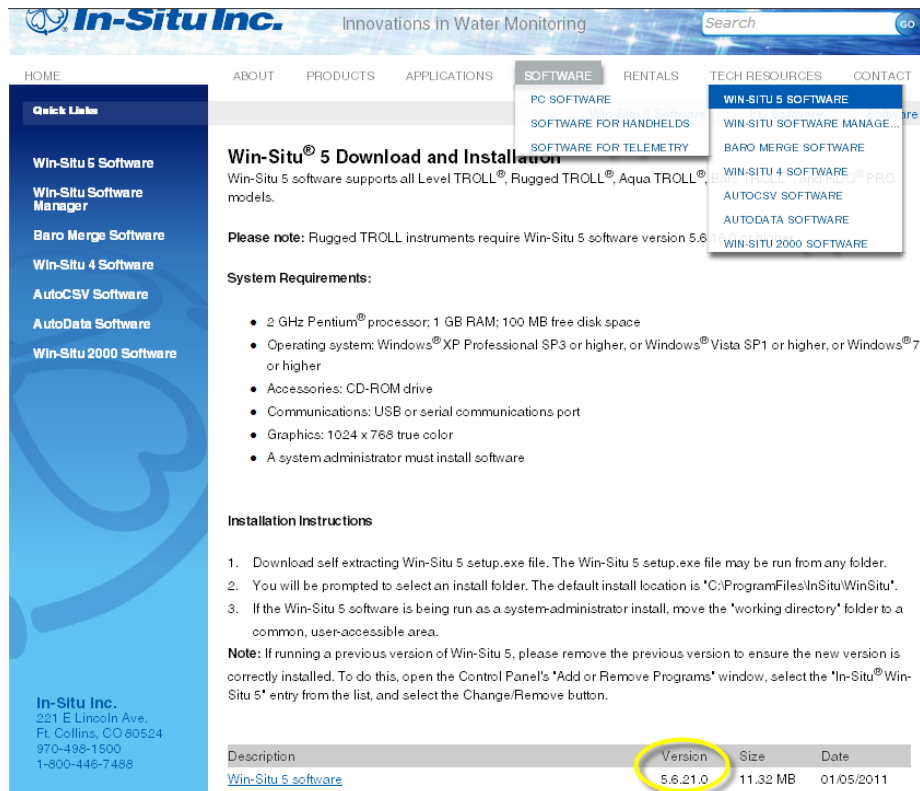# Check Software Version

I'm trying to connect to a laptop or a PC.

I'm trying to connect to a RuggedReader® Handheld PC.

Go to www.in-situ.com/Win_Situ5

Find version in Win-Situ 5

Find version on website

My PC software is current, but I still have problems.

Go to www.in-situ.com/Win_SituMobile

Find version in Win-Situ® Mobile Software

Find version on website

1. On the RuggedReader, open Win-Situ Mobile.
2. At the bottom of the screen Tap Help…Tap About Win-Situ Mobile to view the version.

My RuggedReader software is current, but I still have problems.

Check instrument connection to computer or RuggedReader. Are connections tight?
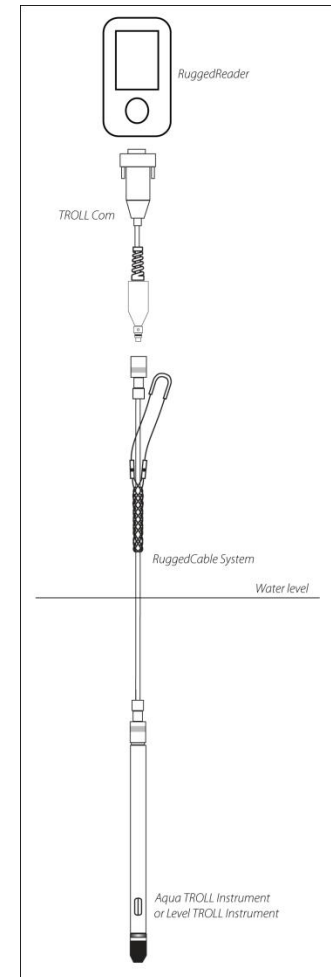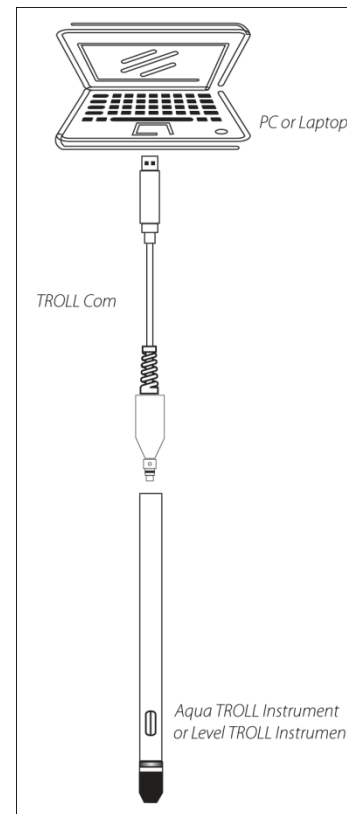
My instrument is connected, but I still have problems.

Go to www.in-situ.com/comports to learn how to find a COM Port.

I have the correct COM Port, but I still have problems.

Check USB Serial Port Drivers

- Click the Windows Start menu and select All Programs.

- Open the In-Situ Inc folder.

- Click Install USB Drivers.

- If you have a 3rd party USB device, search the internet to find the appropriate drivers and install them.

- Restart your computer.
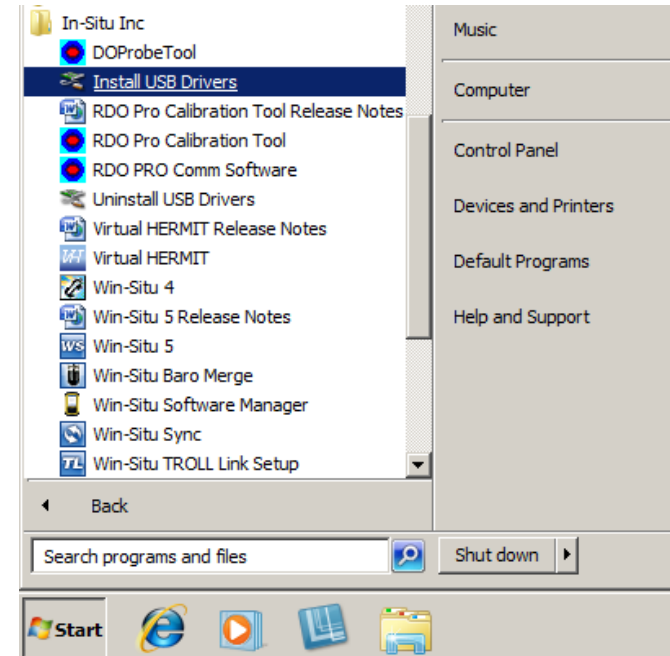
I do not see the option to install USB Drivers.

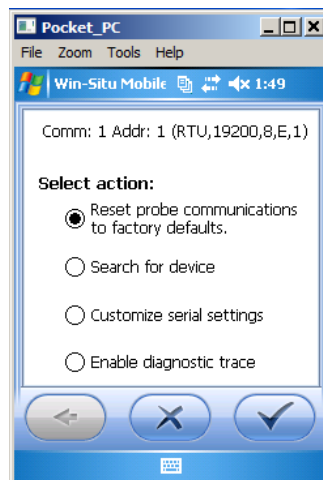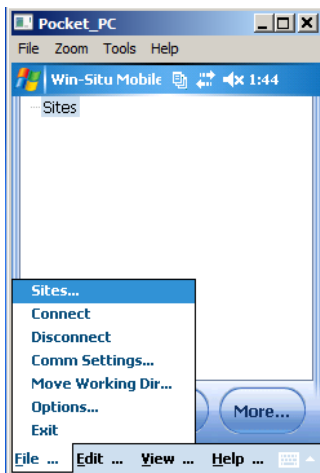The USB Serial Port Drivers are installed, but I still have problems.

Call Technical Support

- In the U.S. and Canada: 1-800-446-7488 (Option 3)
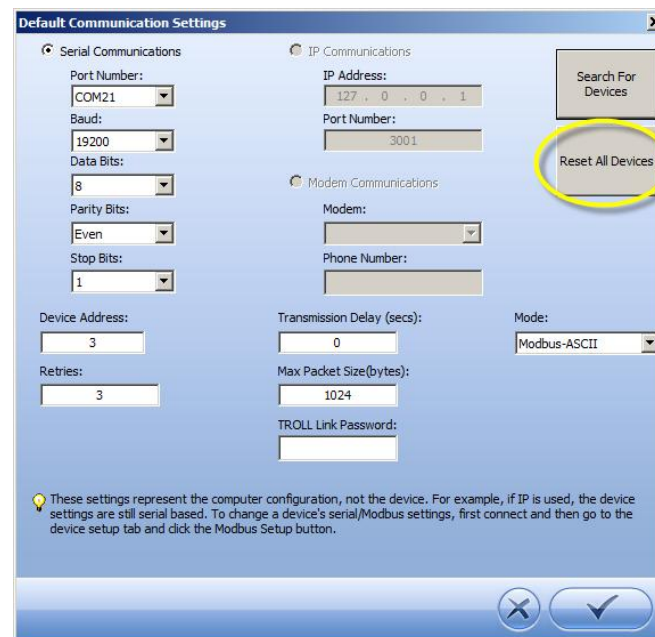- Worldwide: 1-970-498-1500 (Option 3)

Home

Reset the instrument to factory defaults.

1. In Win-Situ® Mobile Software, Tap File, Comm Settings…
2. Tap Reset probe communications to factory defaults.

1. In Win-Situ® 5 Software, Select Preferences, Comm Settings…
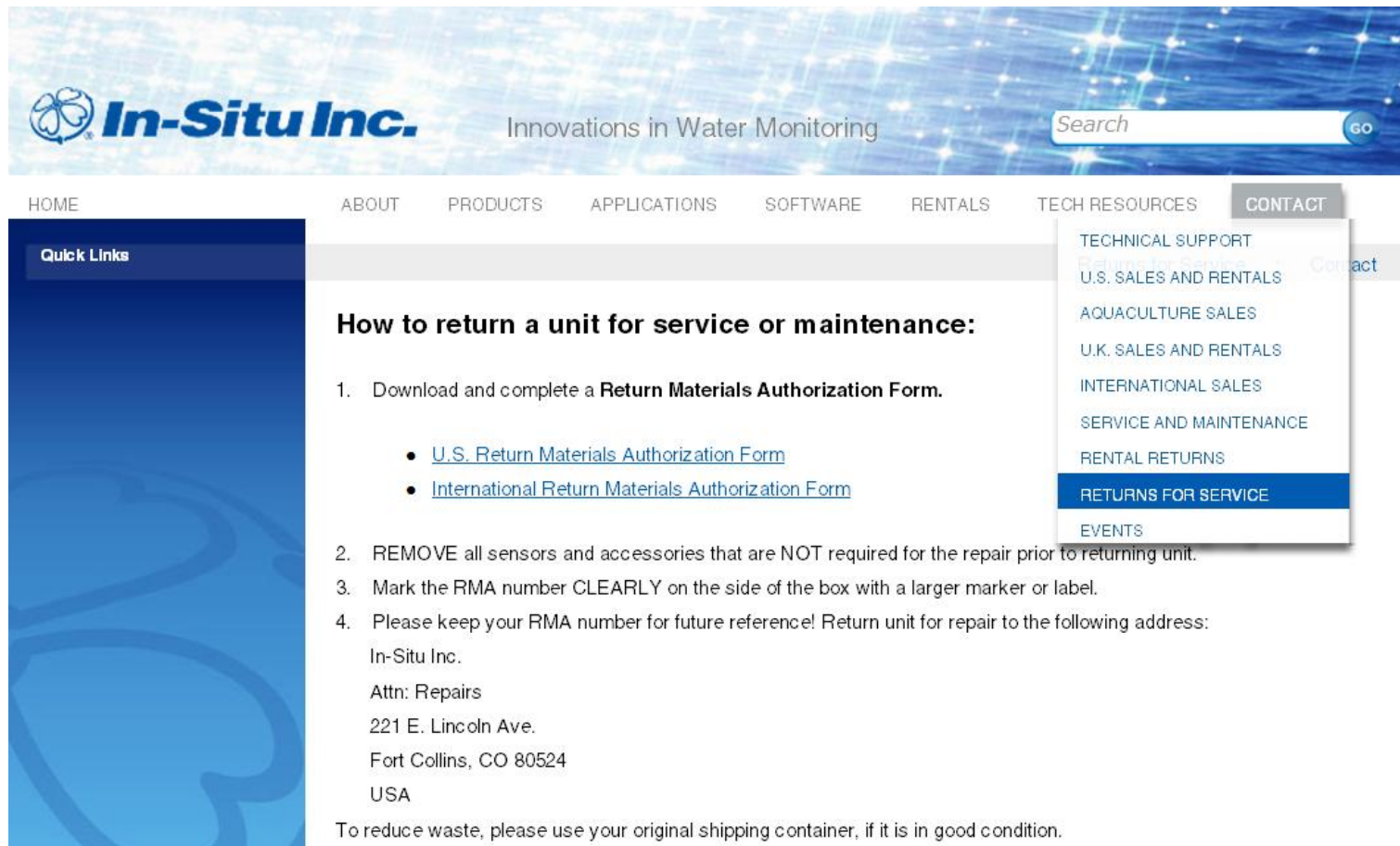2. Click Reset All Devices.

Still can't connect?

Hardware Troubleshooting

- Swap known-working parts one at a time to determine if a part has failed.
  - TROLL Instrument
  - TROLL Com Cable
  - Rugged Cable
- Look for physical reasons for failure:
  - Moisture in the connectors
  - Bent or broken pins in the connectors
  - Corrosion in the connectors
  - Cuts or exposed wires on cables
  - Missing or damaged o-rings or cable gaskets

  Call Technical Support.

  Return Equipment for Service.

www.in-situ.com/Return_authorization