



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?](#)

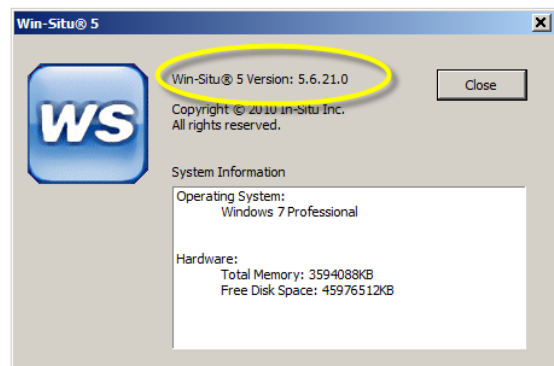
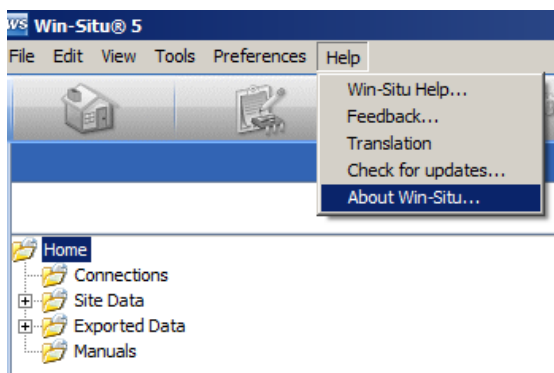
Check Software Version

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

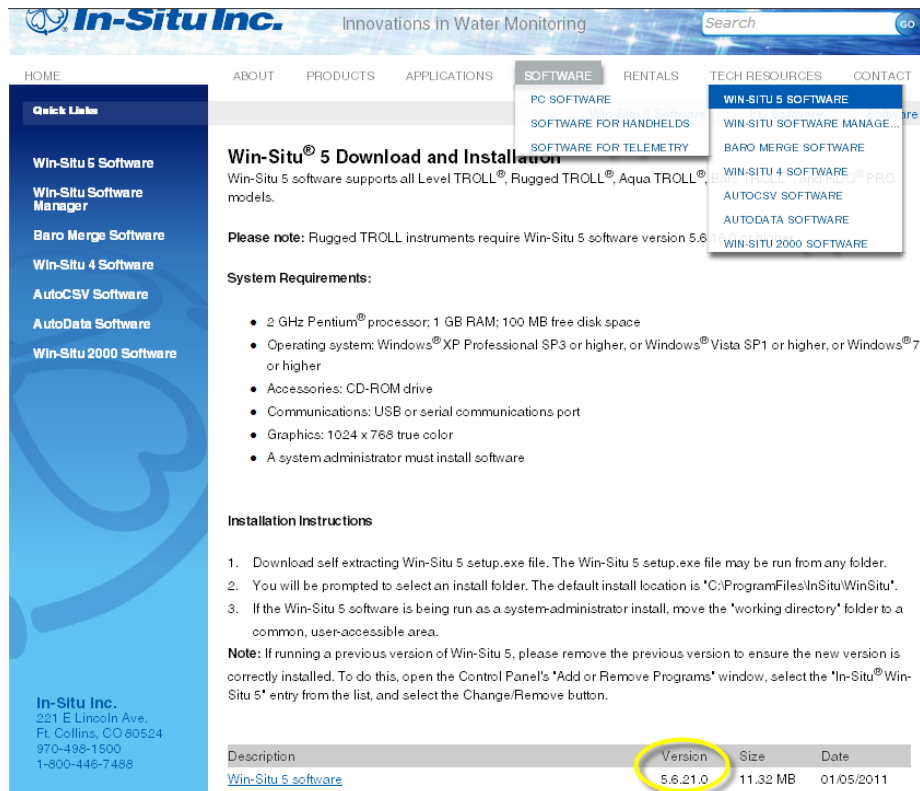
I'm trying to connect to a RuggedReader® Handheld PC.

Go to www.in-situ.com/Win_Situ5

Find version in Win-Situ 5



Find version on website



Win-Situ® 5 Download and Installation

Win-Situ 5 software supports all Level TROLL®, Rugged TROLL®, Aqua TROLL®, and Aqua TROLL® models.

Please note: Rugged TROLL instruments require Win-Situ 5 software version 5.6 or higher.

System Requirements:

- 2 GHz Pentium® processor; 1 GB RAM; 100 MB free disk space
- Operating system: Windows® XP Professional SP3 or higher, or Windows® Vista SP1 or higher, or Windows® 7 or higher
- Accessories: CD-ROM drive
- Communications: USB or serial communications port
- Graphics: 1024 x 768 true color
- A system administrator must install software

Installation Instructions

1. Download self extracting Win-Situ 5 setup.exe file. The Win-Situ 5 setup.exe file may be run from any folder.
2. You will be prompted to select an install folder. The default install location is "C:\ProgramFiles\InSitu\WinSitu".
3. If the Win-Situ 5 software is being run as a system-administrator install, move the 'working directory' folder to a common, user-accessible area.

Note: If running a previous version of Win-Situ 5, please remove the previous version to ensure the new version is correctly installed. To do this, open the Control Panel's 'Add or Remove Programs' window, select the 'In-Situ® Win-Situ 5' entry from the list, and select the Change/Remove button.

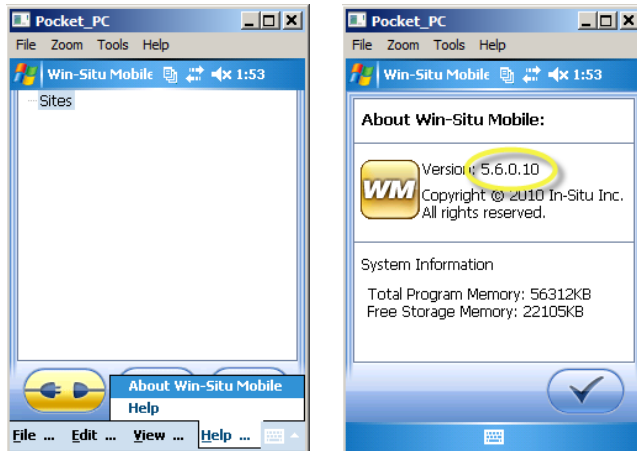
Description	Version	Size	Date
Win-Situ 5 software	5.6.21.0	11.32 MB	01/05/2011

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

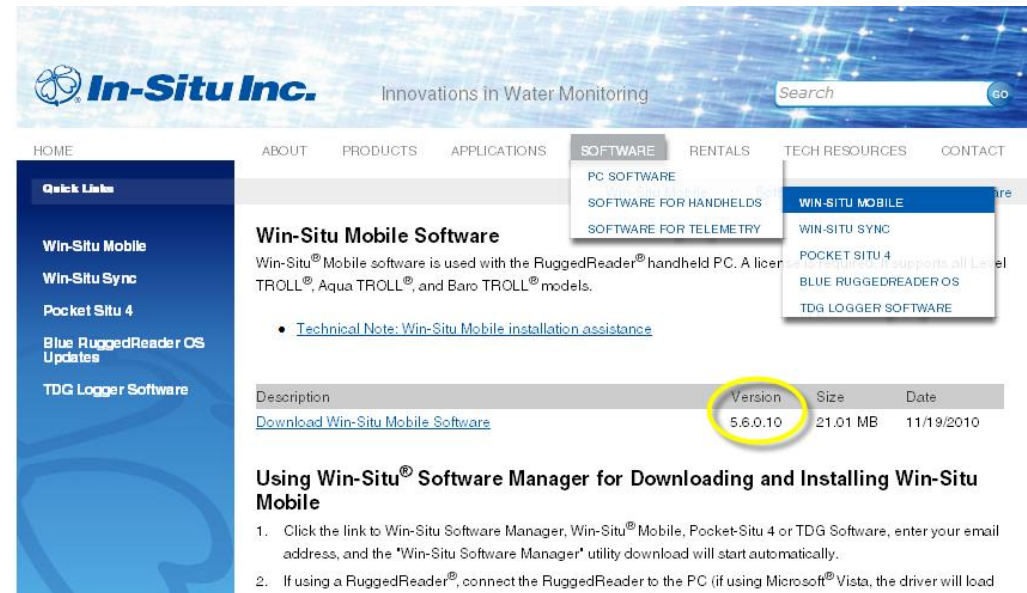
Go to www.in-situ.com/Win_SituMobile

Find version in Win-Situ® Mobile Software

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.



Find version on website



Win-Situ Mobile Software

Win-Situ® Mobile software is used with the RuggedReader® handheld PC. A licensed user can use Win-Situ Mobile software on the RuggedReader® handheld PC. A licensed user can use Win-Situ Mobile software on the RuggedReader® handheld PC. A licensed user can use Win-Situ Mobile software on the RuggedReader® handheld PC. A licensed user can use Win-Situ Mobile software on the RuggedReader® handheld PC.

- [Technical Note: Win-Situ Mobile installation assistance](#)

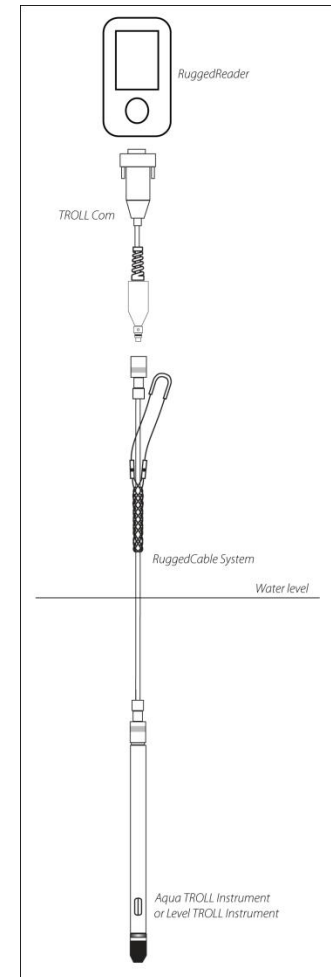
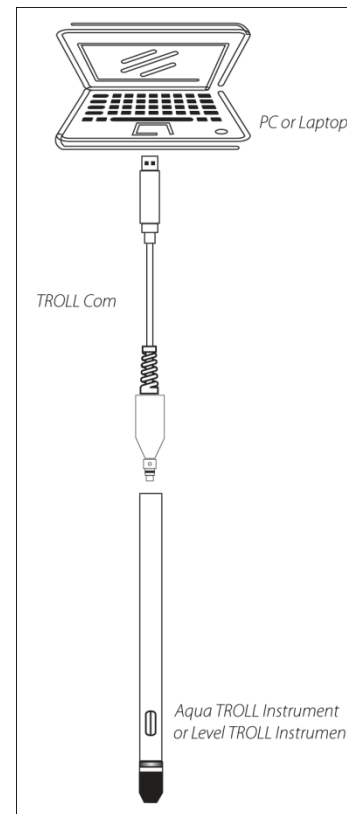
Description	Version	Size	Date
Download Win-Situ Mobile Software	5.6.0.10	21.01 MB	11/19/2010

Using Win-Situ® Software Manager for Downloading and Installing Win-Situ Mobile

1. Click the link to Win-Situ Software Manager, Win-Situ® Mobile, Pocket-Situ 4 or TDG Software, enter your email address, and the "Win-Situ Software Manager" utility download will start automatically.
2. If using a RuggedReader®, connect the RuggedReader to the PC (if using Microsoft® Vista, the driver will load

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.**

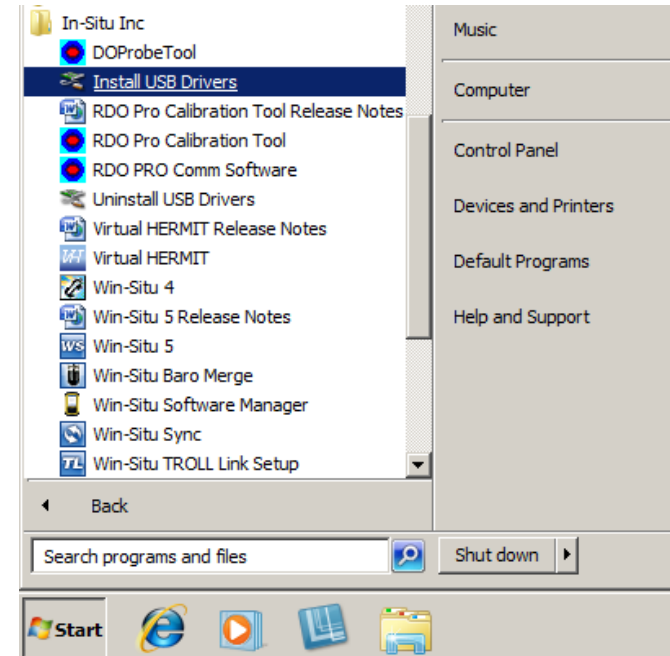


The screenshot displays the In-Situ Inc. website interface. At the top, the company logo and tagline 'Innovations in Water Monitoring' are visible, along with a search bar. The navigation menu includes 'HOME', 'ABOUT', 'PRODUCTS', 'APPLICATIONS', 'SOFTWARE', 'RENTALS', 'TECH RESOURCES', and 'CONTACT'. The 'TECH RESOURCES' dropdown menu is open, listing various support materials such as 'VIDEOS', 'USER DOCUMENTS', 'DEMONSTRATIONS', 'TECHNICAL NOTES', 'TECHNICAL SUPPORT', 'SPECIFICATION SHEETS', 'APPLICATION NOTES', 'RDO EPA APPROVAL', 'WHITE PAPERS', 'FAQS', 'MSDS DOWNLOADS', and 'OBSOLETE PRODUCT SUPPORT'. A video player is prominently featured, titled 'Locating the Correct COM Port in Windows 7'. To the left of the video player is a 'Quick Links' sidebar with items like 'Using Win-Situ 5 and Win-Situ Mobile', 'Locating COM Ports', 'Instrument Demonstrations', and 'TROLL 9500 Calibration'. To the right, a secondary menu lists 'USING WIN-SITU 5 AND WIN...', 'LOCATING COM PORTS', 'INSTRUMENT', and 'TROLL 9500 CALIBRATION'.

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.

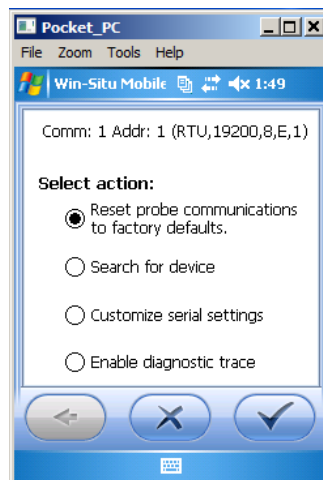
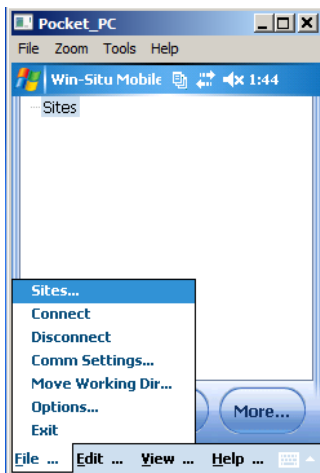
Call Technical Support

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

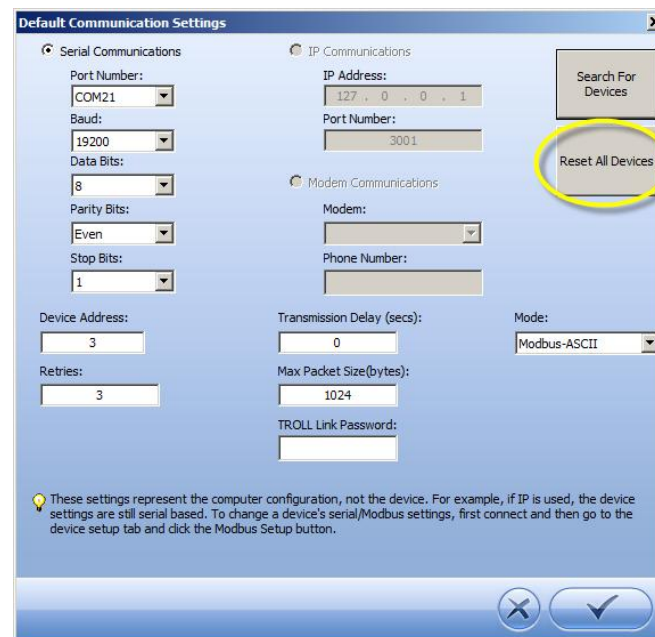
[Home](#)

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?

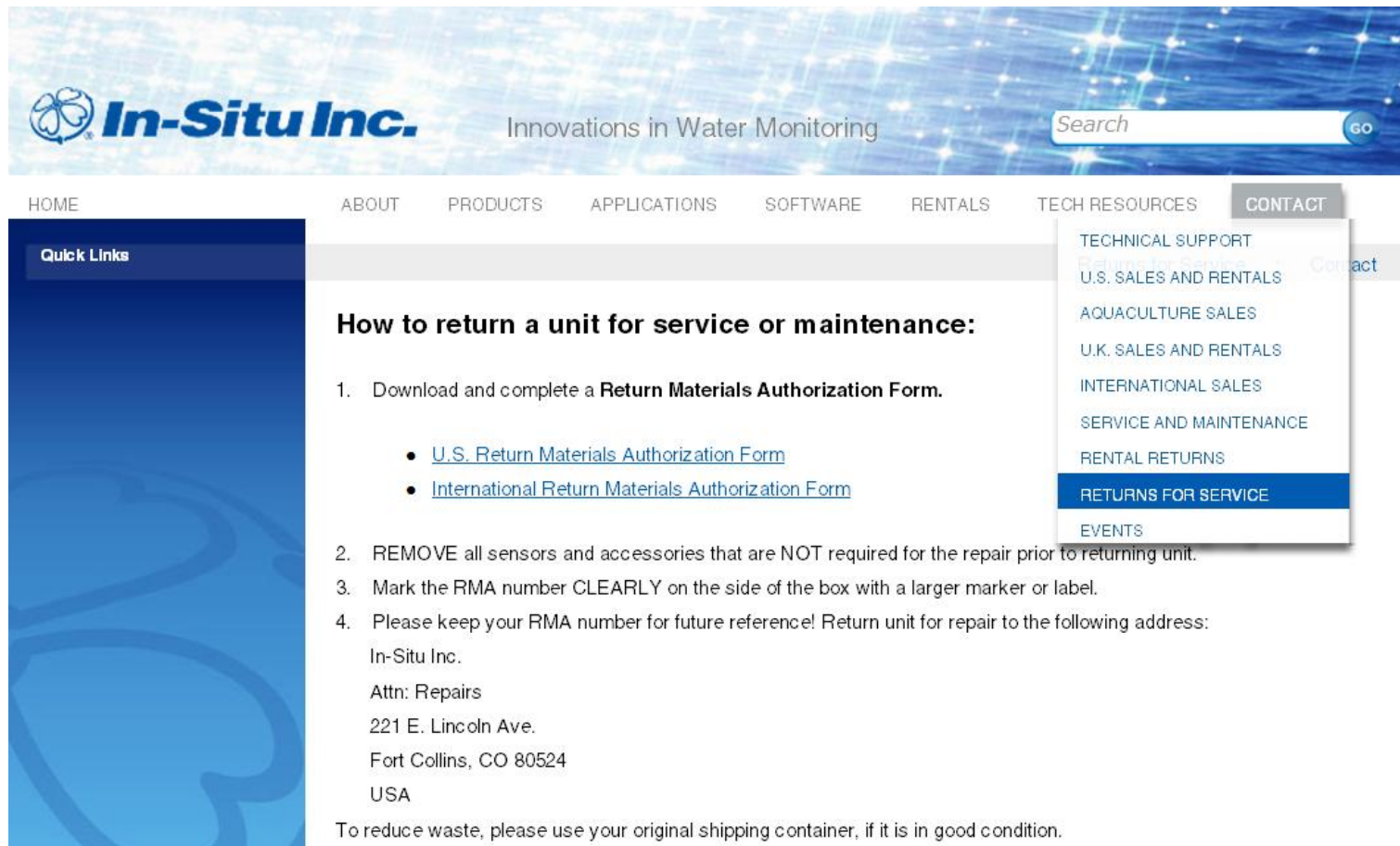
Hardware Troubleshooting

- 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](http://www.in-situ.com/Return_authorization)



In-Situ Inc. Innovations in Water Monitoring

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Quick Links

How to return a unit for service or maintenance:

1. Download and complete a **Return Materials Authorization Form**.
 - [U.S. Return Materials Authorization Form](#)
 - [International Return Materials Authorization Form](#)
2. REMOVE all sensors and accessories that are NOT required for the repair prior to returning unit.
3. Mark the RMA number CLEARLY on the side of the box with a larger marker or label.
4. Please keep your RMA number for future reference! Return unit for repair to the following address:
In-Situ Inc.
Attn: Repairs
221 E. Lincoln Ave.
Fort Collins, CO 80524
USA

To reduce waste, please use your original shipping container, if it is in good condition.

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