

Importing Troubleshooting

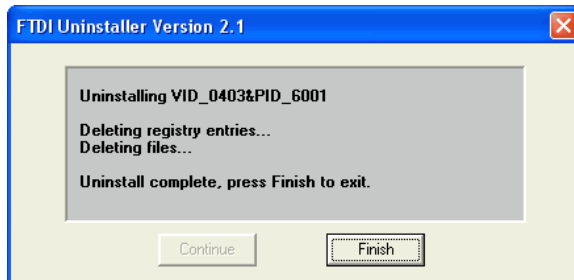
USB problems:

If after installing the USB drivers Profile will not import data, follow these steps to resolve the problem. Make sure you have the latest version from our web site before starting.

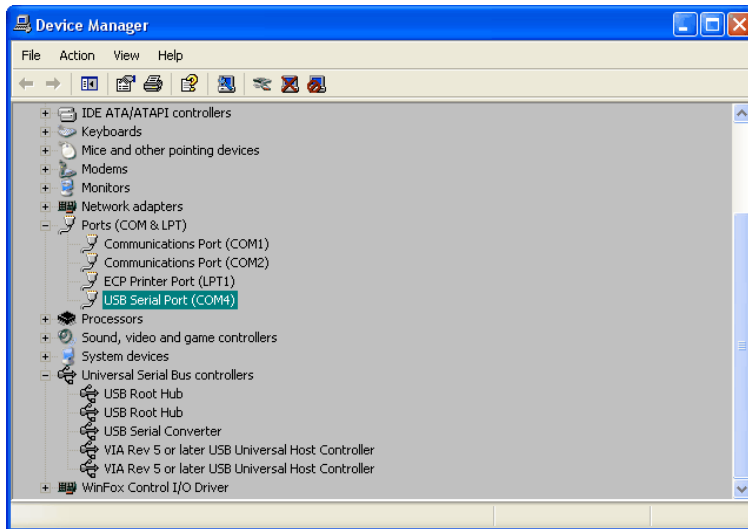
1. Set the Com Port and Baud Rate manually in Profile.
 - a. Click on Tools/Options. Click the down arrow on the COM PORT list box. Select the highest number port listed. On the Baud Rate list box, select USB.
 - b. Try it again. If there is still an error go onto step 2.
2. Uninstall the USB drivers and reinstall them.
 - a. Unplug the VC3000 from the Computer.
 - b. Open the control panel and click on "Add or Remove Programs".
 - c. Scroll down the list and find the entry named "FTDI USB Serial Converter Drivers".
 - d. Click the Change/Remove button.
 - e. When the uninstaller opens, click the Continue button.



- f. When the uninstaller completes, click the finish button.

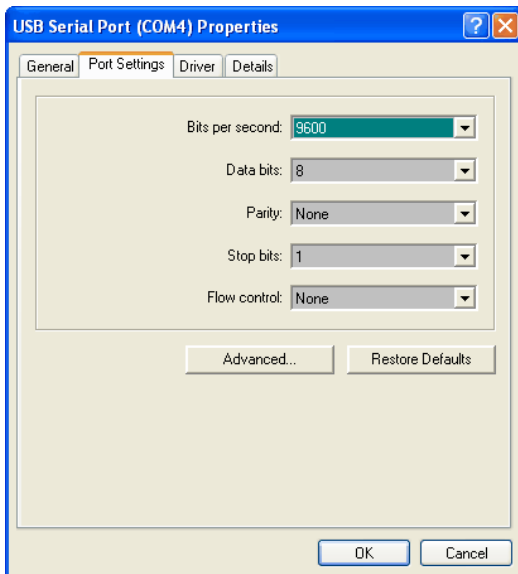


- g. Plug the VC3000 into the USB port and follow the instructions for installing the USB port in the manual or in Profile help.
3. Confirm the USB port is installed and check which port number it is on.
 - a. Click Start, click Control panel, double click System, click on the Hardware tab then click the Device Manager button. Note that the VC3000 must still be connected to view the new USB serial port. The device should have installed as a USB Serial Port (COMx) attached to USB Serial Converter.

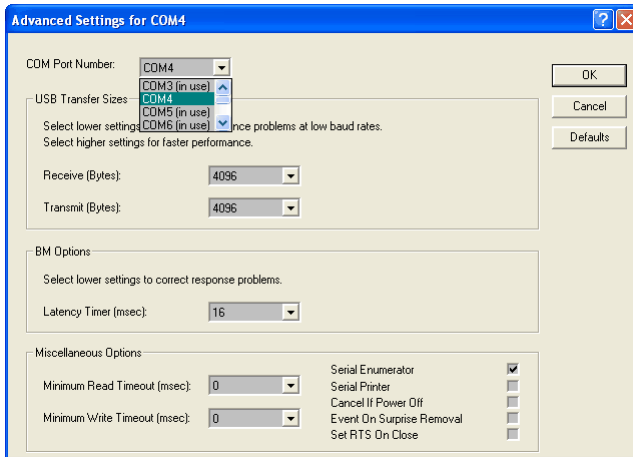


- b. If a question mark appears next to the USB serial port, uninstall the drivers then reinstall using step 2 above.
- c. Set the COM port and BAUD rate to Auto in Profile and try again, or set the ports manually as in step 1 above.

To change the virtual COM port properties select the USB Serial Port and then Click the Properties icon. This allows you to change the COM port which is assigned to the VC3000.



Select the Port Settings tab then click on the Advanced button and then change the COM port by selecting the menu via the down arrow.



Click the drop down arrow on COM Port Number and scroll to the required COM port. Select OK. Please ensure that you do not select a COM port which is in use.

RS232 Problems:

If using RS232 follow these steps to resolve the problem.

1. Make sure only the RS232 cable is connected to the computer, not both the USB and RS232 because they share hardware internally.
2. Make sure VC3000 is turned on and plugged into the RS232 port in the back.
3. Set the Com Port and Baud Rate manually in Profile.
 - a. Click on Tools/Options. Click the down arrow on the COM PORT list box. Select the COM port, normally COM1. On the Baud Rate list box, select 19200.
 - d. Try it again. If there is still an error go onto step 4.
4. Make sure you are plugged into the correct RS232 port. If there is more than one port on the computer, try the other one.
5. Disable any other software that may be using a COM port such as "Hot Sync".
6. An older version of Profile and a newer version of VC3000 firmware can cause errors. Download and install the latest Profile software from our web site.
7. Some laptops have COM1 configured for infrared communication. Disable the infrared port in the computers BIOS and enable the RS232 port using standard configuration.
8. Use Vericom's cable that came with the VC3000. Other RJ11 to 9 pin D-Sub converters may be wired differently and the phone cable might be reversed.