FLUKE®

Viewer Software

Installation Guide

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Table of Contents

Title	Page
Introduction	1
How to Contact Fluke	1
Hardware Requirements	2
Operating System Software Requirements	2
Windows XP Requirements	3
Windows 7 and Vista Requirements	3
System Software Installation	4
Windows Installer 3.1	4
.NET Framework	5
Windows Mobile Device Center	7
SQL Server	8
SQL Server Compact 3.5 SP1	15
SQL Server Compact for Devices	16
ActiveSync	16
Viewer Software Installation	17
810 Vibration Tester Installation	25
How to Troubleshoot Software Installations	26
After Installation the Viewer Software Program Does Not Open	26
During Installation of SQL Server 2005 Express Edition, SQL Server Fails	27
Popup Message Displays Error 2147749896	29
Popup Message Displays “SQL Server Setup Failed to Execute a Command for Server Configuration”	30
The SQL Server 2005 Express Edition Fails to Install	30
810 Tester Is Not Connecting with Viewer Software	30
Windows Installer 3.1 is Not Installing	31
Auto Run Viewer Software Device Detection (Windows Startup) Does Not Work	32
Popup Display Asks for the Removable Disk When Installing ActiveSync	32
Database Backup Folder is Empty	34
How To Identify if a System is 32 or 64-Bit	36
How To Manually Backup Viewer Software Data	37
How To Automatically Run any Application as an Administrator in Windows 7 and Vista	37
Mobile Device Center Setup Screen Appears	40
810 Vibration Tester Does Not Connect to Viewer Software using Mobile Device Center	41

List of Figures

Figure	Title	Page
1.	Viewer Software Install Wizard	2
2.	Software Requirements for Installation	4
3.	NET Framework Installation	5
4.	Extract and Install .NET Framework	6
5.	Mobile Device Installation	7
6.	Software Installation Status	7
7.	SQL Server Installation	8
8.	SQL Server License Agreement	9
9.	SQL Server Prerequisites	9
10.	SQL Server Configuration Check	10
11.	SQL Server Installation Wizard	10
12.	SQL Server Configuration Status	11
13.	SQL Server Registration	11
14.	SQL Server Authentication	12
15.	SQL Server Feature Selection	13
16.	SQL Server Configuration Options	13
17.	SQL Server Error and Usage Report	14
18.	SQL Server Installation	14
19.	SQL Server 2005 Installation Complete	15
20.	SQL Server Compact Installation	15
21.	ActiveSync Installation	16
22.	Mail Client Popup Message	16
23.	Viewer Software Install Wizard	17
24.	Viewer Software License Agreement	18
25.	Viewer Software Customer Information	19
26.	Viewer Software Setup	20
27.	Viewer Software Custom Setup	21
28.	Viewer Software Ready to Install	22
29.	Viewer Software Installation Complete	23
30.	On-line Registration for Fluke 810 Vibration Tester	24
31.	Software License Terms for Windows Mobile Device	25
32.	Add/Remove Programs	28
33.	Uninstall Viewer Software from Start Menu	28
34.	Uninstall Viewer Software from Control Panel	28
35.	Error Message Popup for Configuration Checker	29
36.	ActiveSync Error Message Popup	32

37. Remove ActiveSync 33
38. ActiveSync Update 33
39. Remove Viewer Software 34
40. Hidden Folders in Windows Explorer 35
41. My Computer Properties 36
42. Backup for Viewer Software Data 37
43. Shortcut Properties 37
44. Shortcut Advanced Properties 38
45. Run as Administrator 39
46. Mobile Device Connected 40
47. Mobile Device Not Connected 41
48. Disconnect and Connect a Mobile Device 42
49. End a Partnership for Mobile Device 43

Introduction

The Viewer Software Installation Guide is a step-by-step procedure for software installation. It includes hardware and software system requirements and a section on how to troubleshoot problems.

The Viewer Software is delivered on CD or DVD. The software and the most current update are also available at:

http://www.fluke.com/810Software

How to Contact Fluke

To contact Fluke, call one of the following telephone numbers:

- Technical Support USA: 1-800-44-FLUKE (1-800-443-5853)
- Calibration/Repair USA: 1-888-99-FLUKE (1-888-993-5853)
- Canada: 1-800-36-FLUKE (1-800-363-5853)
- Europe: +31 402-675-200
- Japan: +81-3-3434-0181
- Singapore: +65-738-5655
- Anywhere in the world: +1-425-446-5500

Or, visit Fluke's website at www.fluke.com.

To register your product, visit http://register.fluke.com.

To view, print, or download the latest manual supplement, visit http://us.fluke.com/usen/support/manuals.

Hardware Requirements

The hardware requirements to operate this software are:

- **Processor**
  - Minimum: 600 MHz Pentium processor or equivalent
  - Recommended: 1 GHz Pentium processor or higher
- **Ram**
  - Minimum: 512 MB
  - Recommended: 2 GB or more
- **Hard Disk**
  - Minimum: 600 MB available space
  - Recommended: 1 GB available space
- **CD or DVD Drive**
- **Display Resolution**
  - Minimum: 800 x 600 256 colors
  - Recommended: 1024 x 768 high color, 32-bit

Operating System Software Requirements

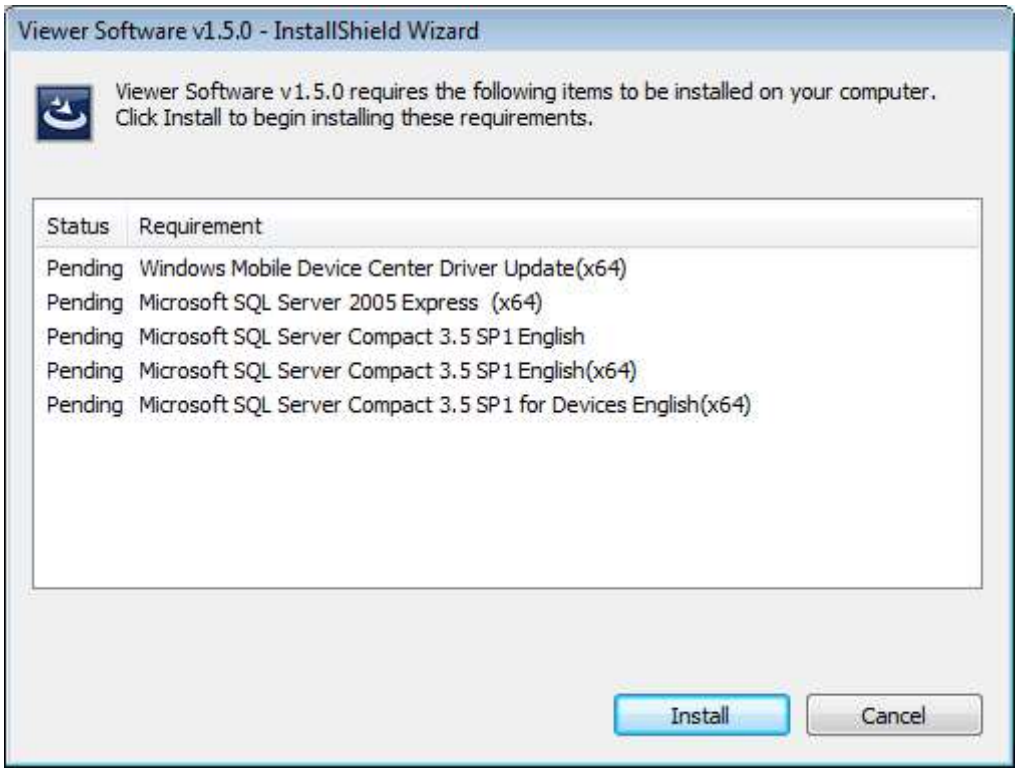
To start the installation:

1. Browse to the computer drive location for the Viewer Software Installation files.
2. Select the Viewer Software setup file and double-click on the icon .

The setup program searches for the prerequisites that the Viewer Software needs before installation. Depending on the operating system and already installed applications, the program displays a pending list for installation, see Figure 1.

Note

To install the Viewer Software, you must have Administrator rights or be part of the Administrator group for the computer.



glq001.png

Figure 1. Viewer Software Install Wizard

Windows XP Requirements

The software requirements for the Windows XP operating system are:

- Windows Installer 3.1
- Microsoft .NET Framework 3.5 SP1
- Microsoft SQL Server 2005 Express SP2
- Microsoft SQL Server Compact 3.5 SP1 English
- Microsoft SQL Server Compact 3.5 SP1 for Devices English
- Microsoft ActiveSync

Windows 7 and Vista Requirements

The software requirements for the Windows 7 and Vista operating systems are:

- Windows Installer 3.1
- Microsoft .NET Framework 3.5 SP1
- Microsoft SQL Server 2005 Express SP2
- Microsoft SQL Server Compact 3.5 SP1 English
- Microsoft SQL Server Compact 3.5 SP1 for Devices English
- Windows Mobile Device Center Driver Update

System Software Installation

This section has instructions for installation of each program required before the Viewer Software installation.

Windows Installer 3.1

Windows Installer 3.1 is available by default in Windows XP, Windows Vista, and Windows 7. If this software has been uninstalled or corrupted, it will display in the pending software installation list, see Figure 2. Click **OK** to continue and install Windows Installer 3.1.

If this program continues to show in the pending list, see *How to Troubleshoot Software Installations*.

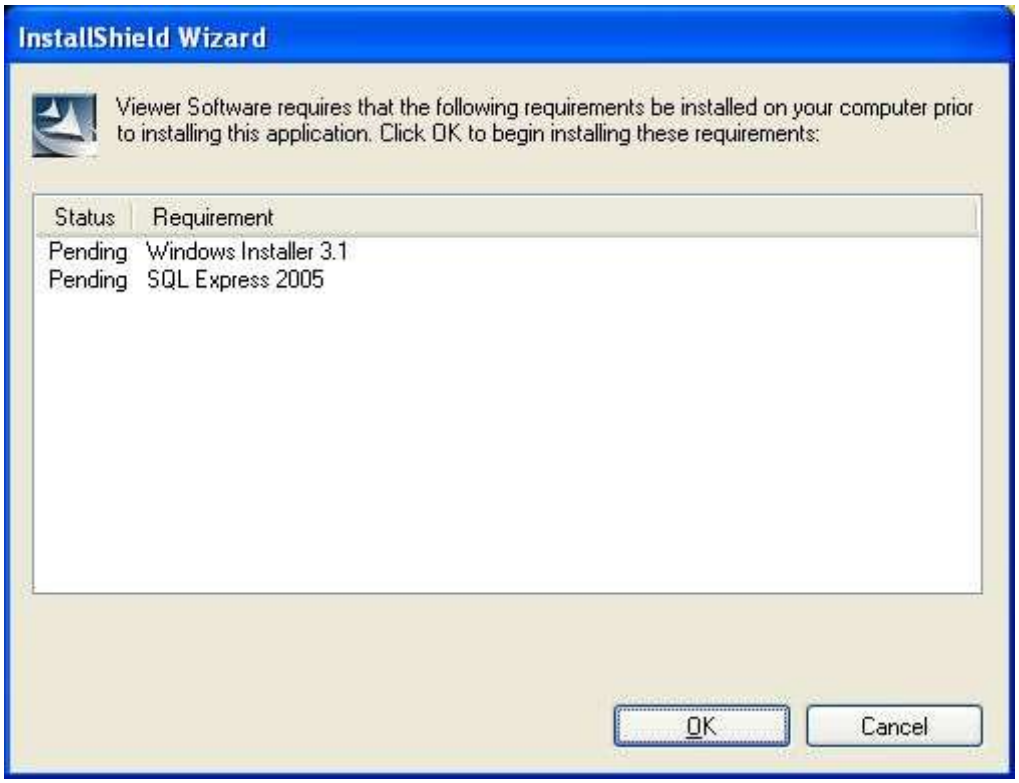


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Figure 2. Software Requirements for Installation

.NET Framework

If the .NET framework 3.5 SP1 is not installed in your system, the setup dialog shows it in the pending software list, see Figure 3.

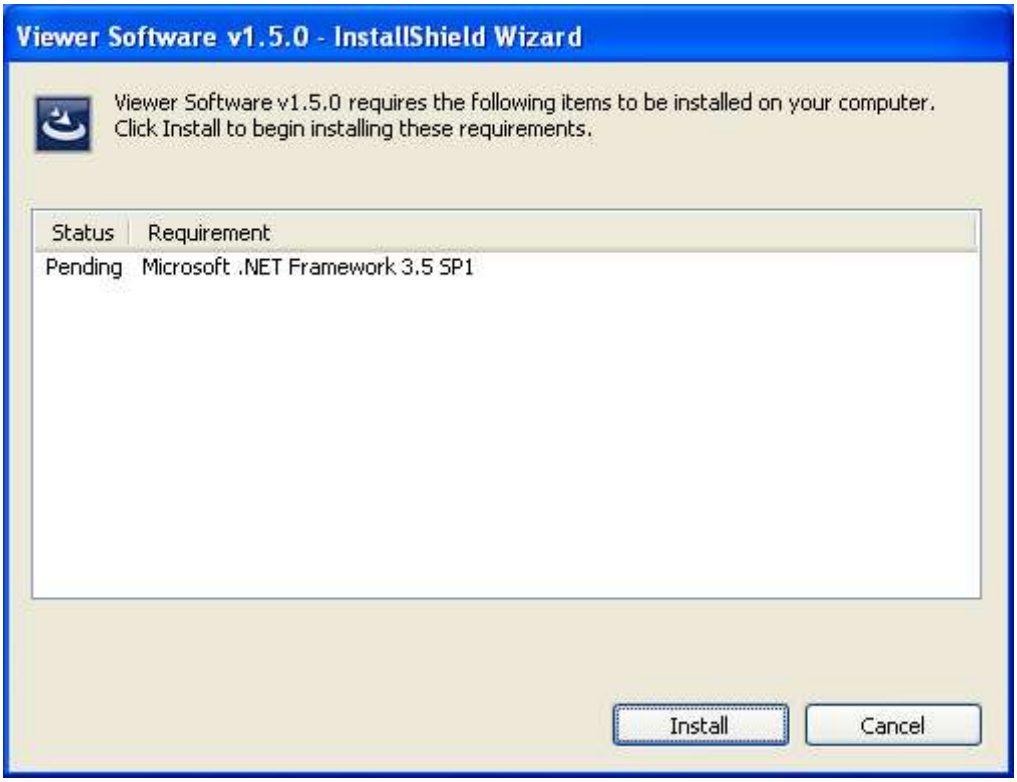

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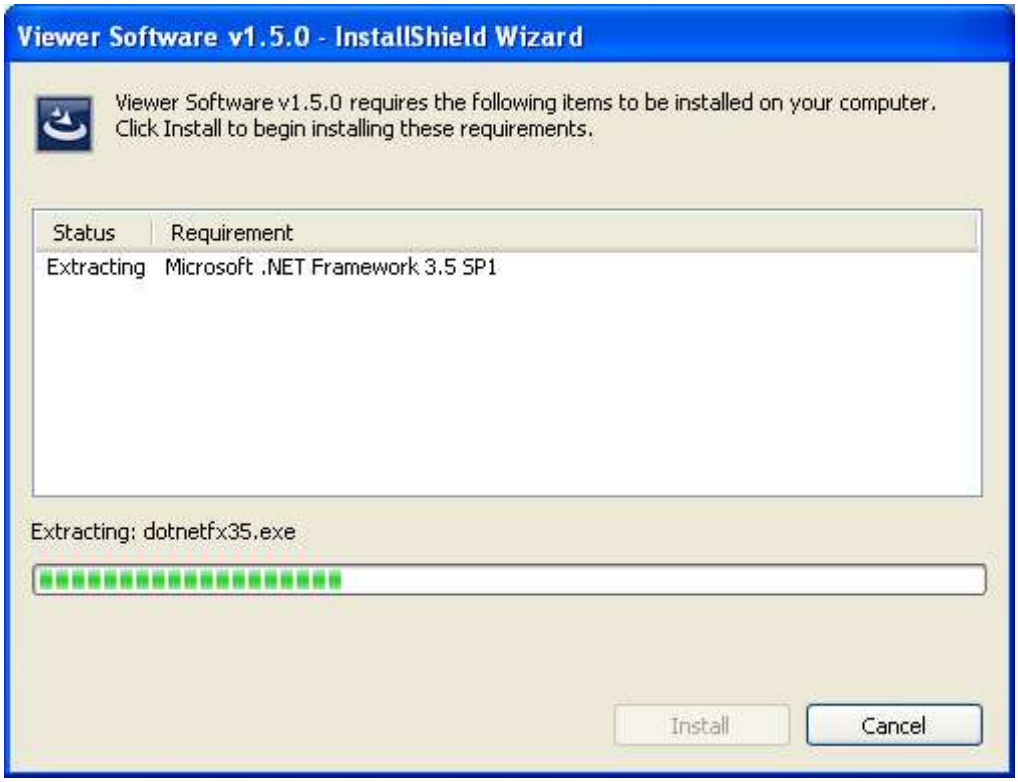
Figure 3. .NET Framework Installation

Click **Install** to start the installation. The setup program extracts and installs the software in the default location, see Figure 4.



glq004.png

Figure 4. Extract and Install .NET Framework

Windows Mobile Device Center

For the Windows Vista and Windows 7 operating systems, the Windows Mobile Device Center Driver Update is required for communication with the 810 Vibration Tester. The setup program extracts and installs the software in the default location, see Figure 5.

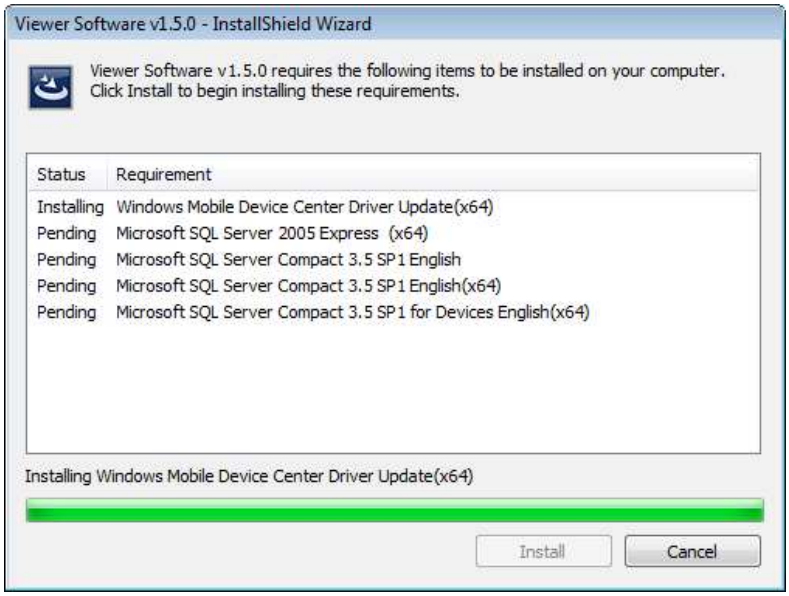


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Figure 5. Mobile Device Installation

As the software program installs the status changes to “Succeeded” and it starts to install the next software program in the pending list, see Figure 6.

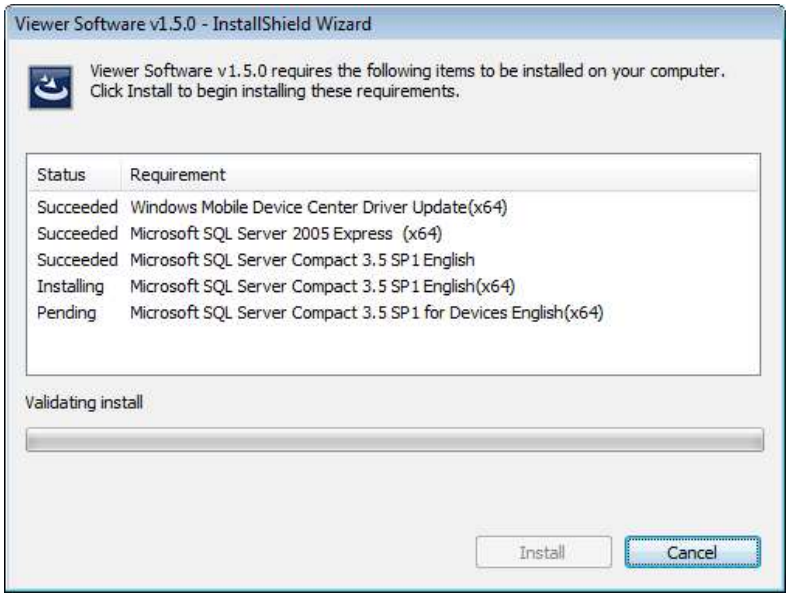

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Figure 6. Software Installation Status

SQL Server

The SQL Server 2005 Express SP2 software program is a database application and is required for the Viewer Software to store test and configuration data. The Installer setup extracts the files to a temporary directory in preparation for the installation, see Figure 7.

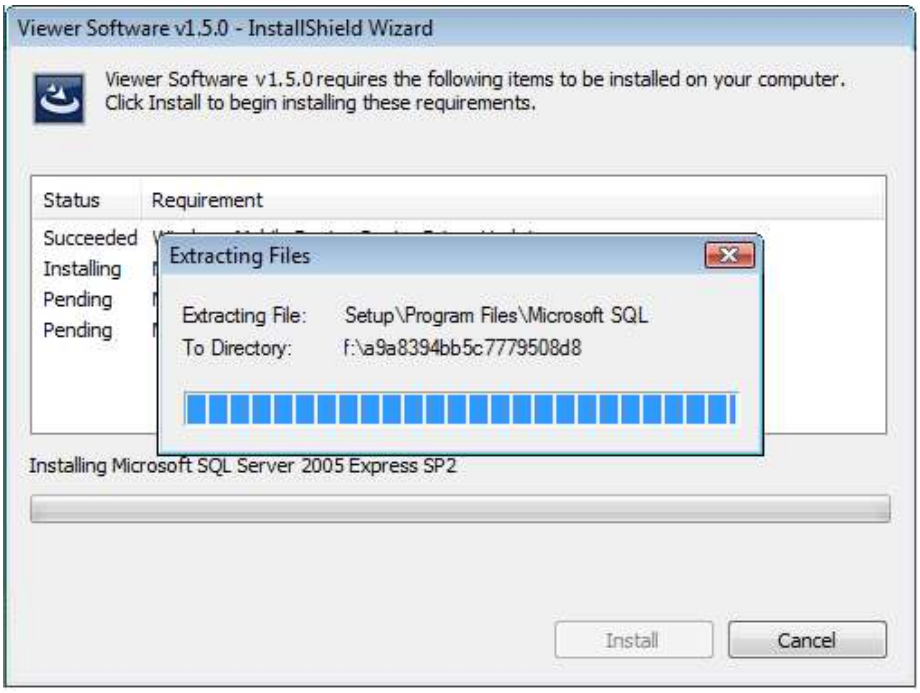

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Figure 7. SQL Server Installation

To install SQL Server 2005 Express Edition SP2:

1. When the End User License Agreement displays, check the “accept” box and click **Next**, see Figure 8.

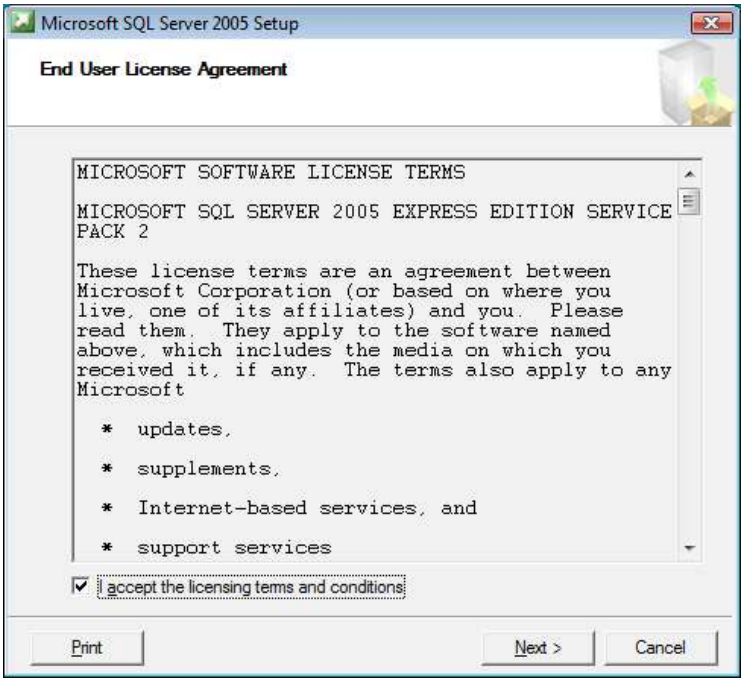

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Figure 8. SQL Server License Agreement

2. Wait while the program installs the prerequisites for SQL Server 2005 (Native Client and supported files).
3. Click **Install** to continue, see Figure 9.

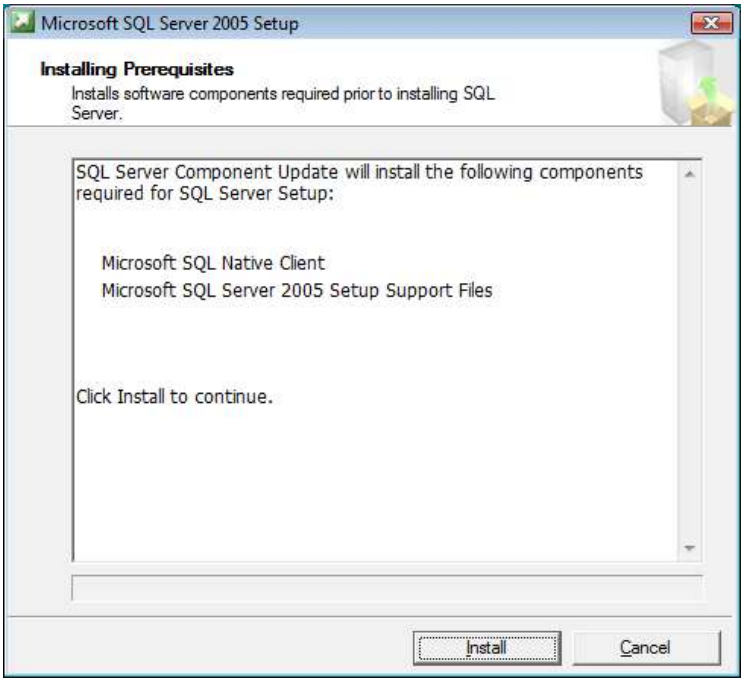

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Figure 9. SQL Server Prerequisites

The Installer scans the computer's configuration, see Figure 10.

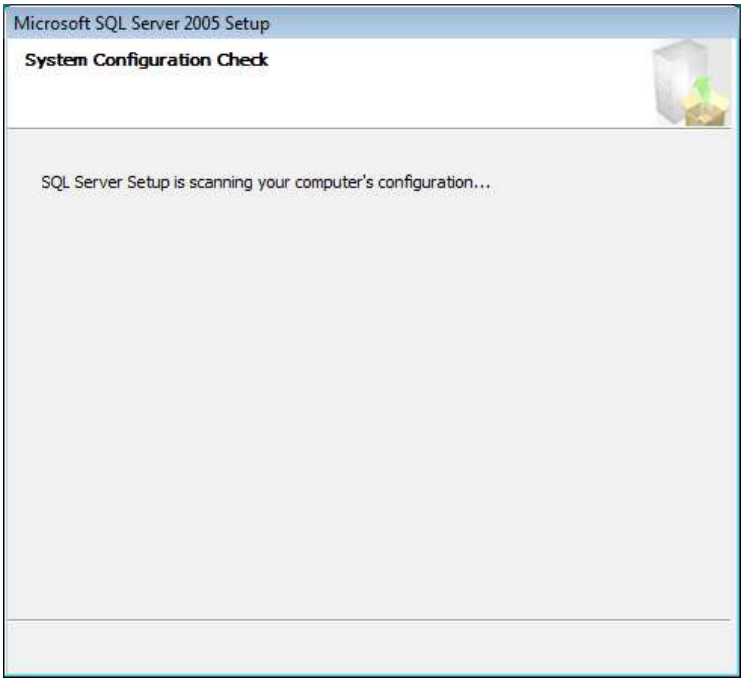

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Figure 10. SQL Server Configuration Check

4. When the component installation is complete, click **Next** to continue.
5. When the SQL Server Installation Wizard displays, click **Next** to continue, see Figure 11.

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Figure 11. SQL Server Installation Wizard

SQL Server 2005 setup checks the System Configuration to make sure that the installations are complete for all software requirements, see Figure 12. Otherwise, the Viewer Software will not work properly. Be sure to verify that the status for all requirements is "Success" before you continue. If not, see *How to Troubleshoot Software Installations*.

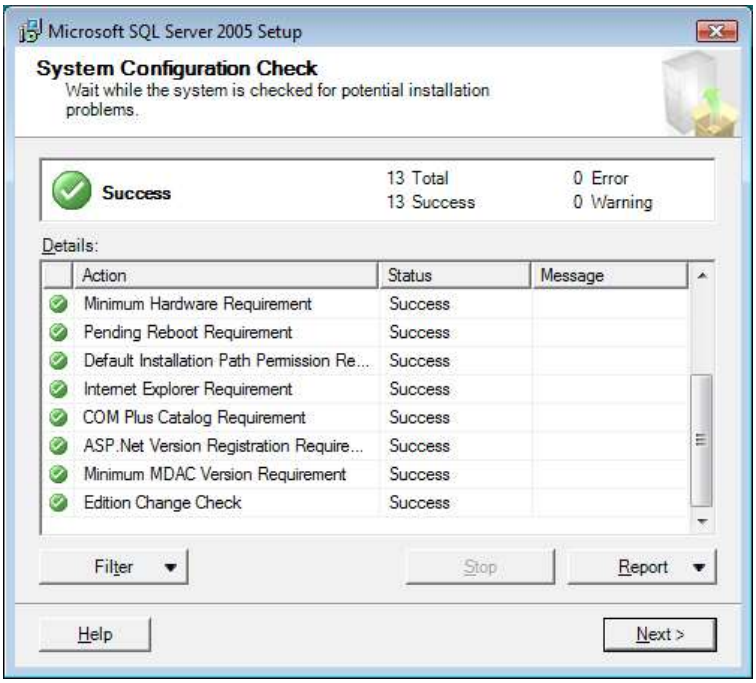

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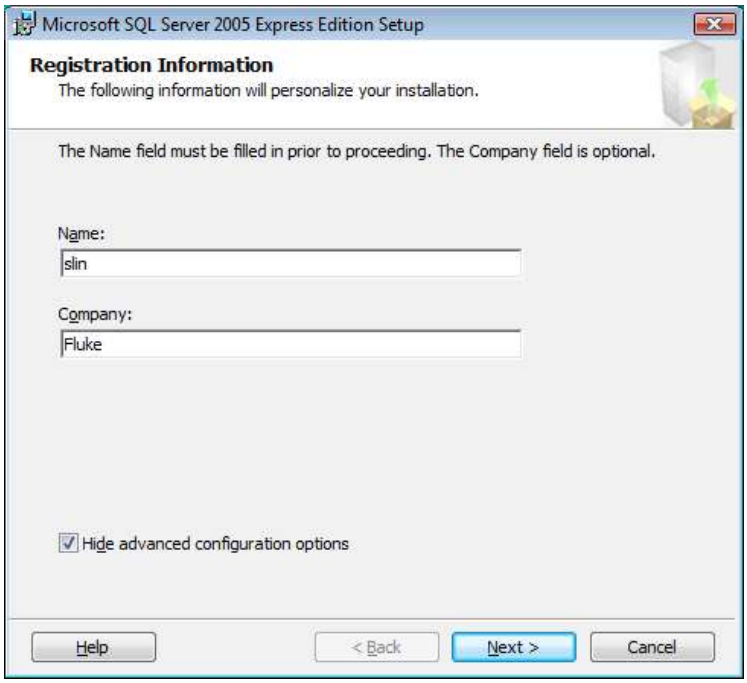
Figure 12. SQL Server Configuration Status

6. Click **Next** to continue.
7. Enter the Registration information, see Figure 13.

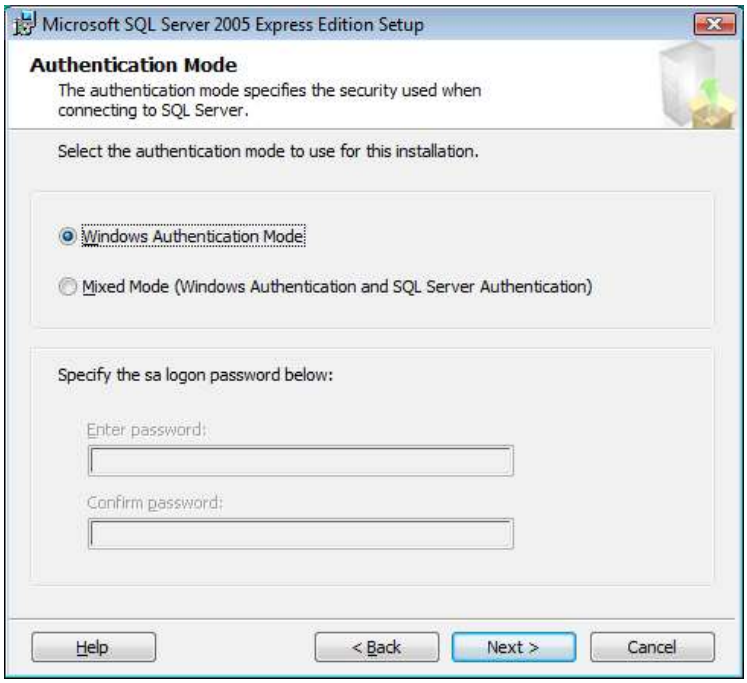


glq015.png

Figure 13. SQL Server Registration

8. Click **Next** to continue.
9. Select the authentication mode as Window Authentication Mode, see Figure 14.

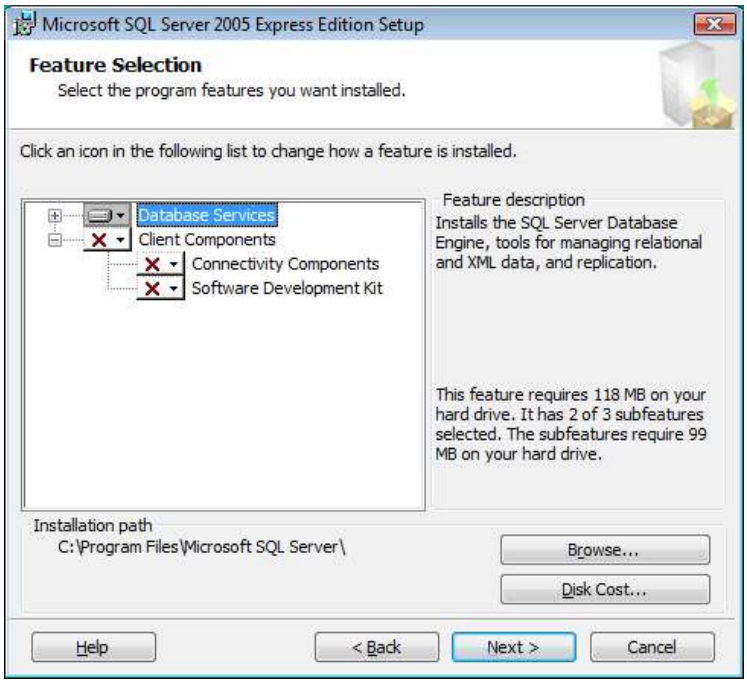
   Two authentication modes are available—Windows Authentication Mode and Mixed Mode. Windows Authentication uses the Windows user name and password for credentials checking and is the default configuration for the Viewer Software.



glq016.png

Figure 14. SQL Server Authentication

10. Click **Next** to continue.
11. When the Feature Selection window displays, leave the default selection as **Database Services**, see Figure 15.
12. To change the installation path, click **Browse** and pick a different location.



glq017.png

Figure 15. SQL Server Feature Selection

13. Click **Next** to continue.
14. When the Configuration Options window displays, leave the default selection as **Enable User Instances**, see Figure 16.

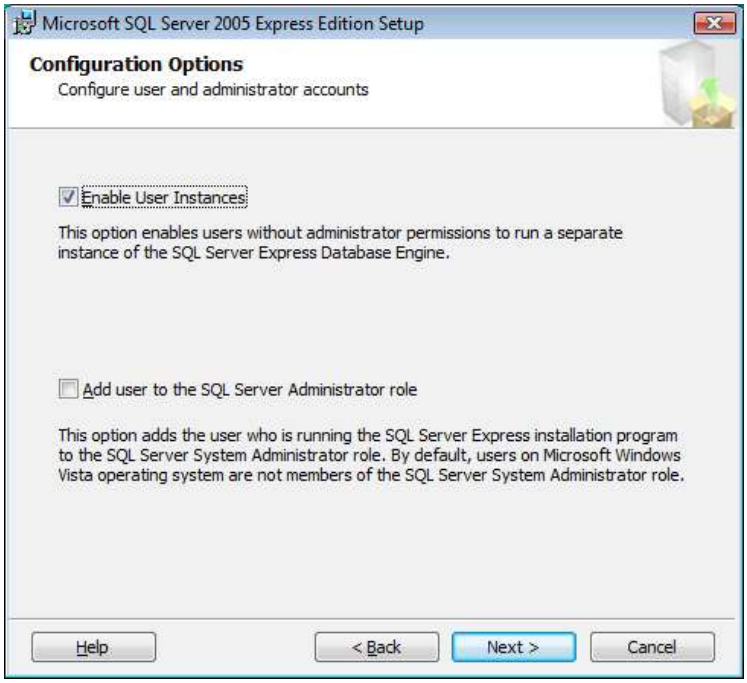


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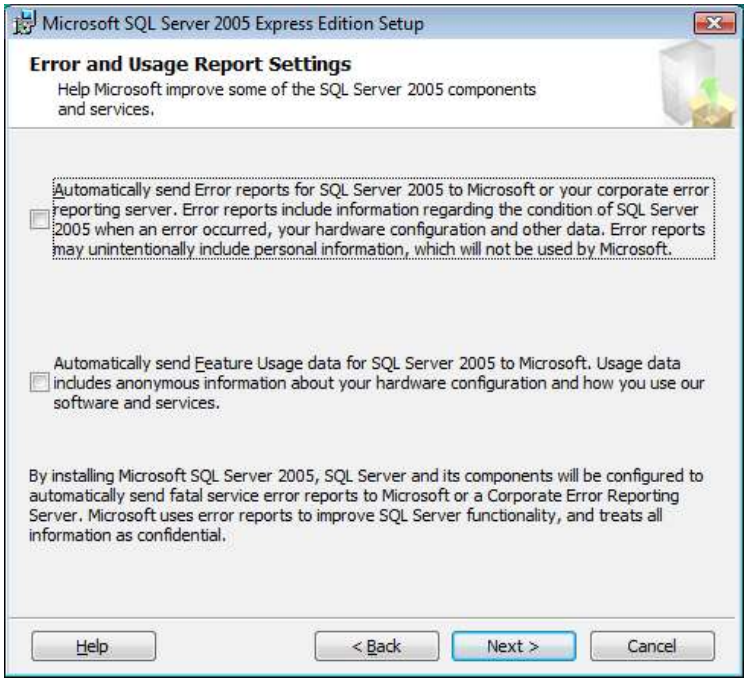
Figure 16. SQL Server Configuration Options

15. Click **Next** to continue.

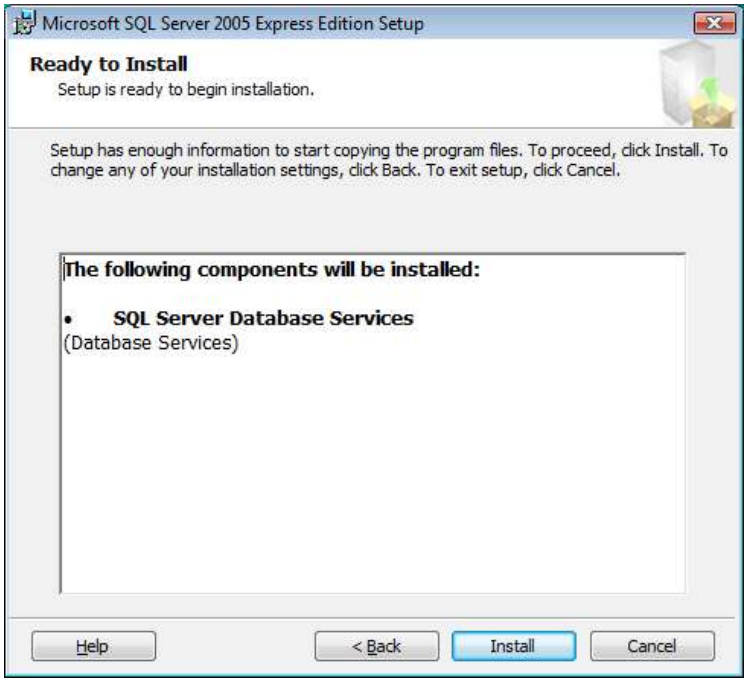
16. When the Error and Usage Report Settings window displays, leave the checkboxes unchecked, see Figure 17.



glq019.png

Figure 17. SQL Server Error and Usage Report

17. Click **Next** to continue.
18. When the Ready to Install window displays, click **Install** to install SQL Server Database Services, see Figure 18.

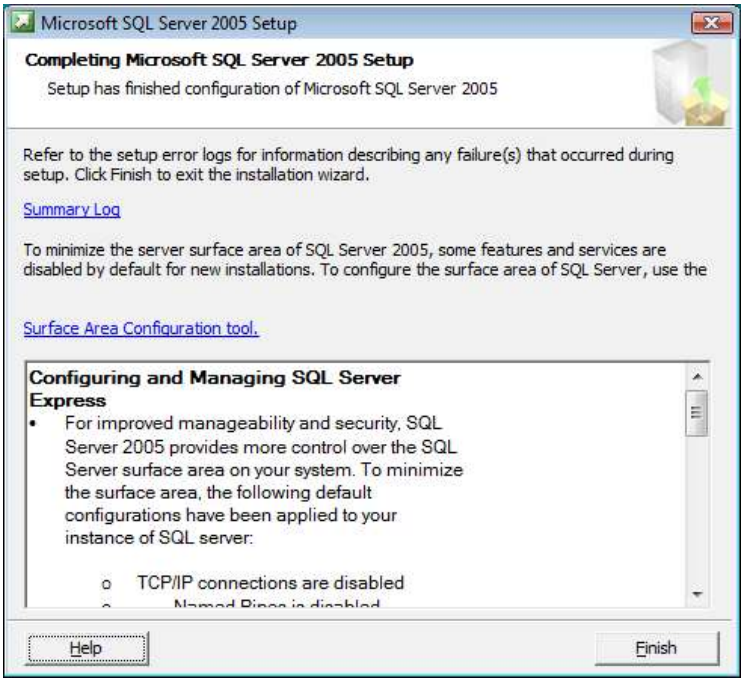


glq020.png

Figure 18. SQL Server Installation

19. When the installation is complete, click **Next** to continue.

20. When the Completing Setup window displays (see Figure 19), click **Finish** to return to the Pending List.

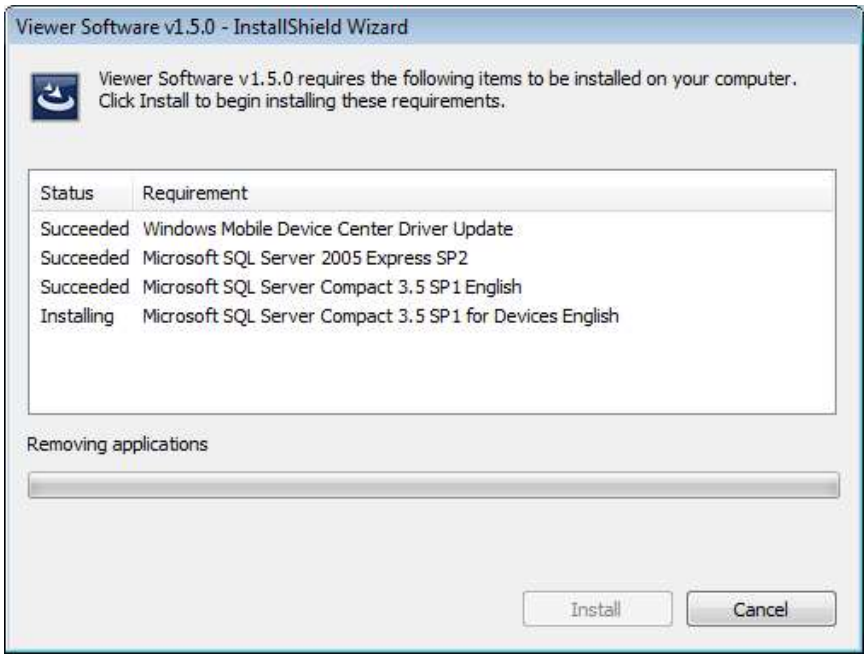


glq024.png

Figure 19. SQL Server 2005 Installation Complete

SQL Server Compact 3.5 SP1

After successful installation of SQL Server 2005, the Installer begins the SQL Server Compact 3.5 SP1 installation, see Figure 20. This software is a requirement for communication with the 810 Vibration Tester.



glq025.png

Figure 20. SQL Server Compact Installation

The software installs automatically, without any further prompts.

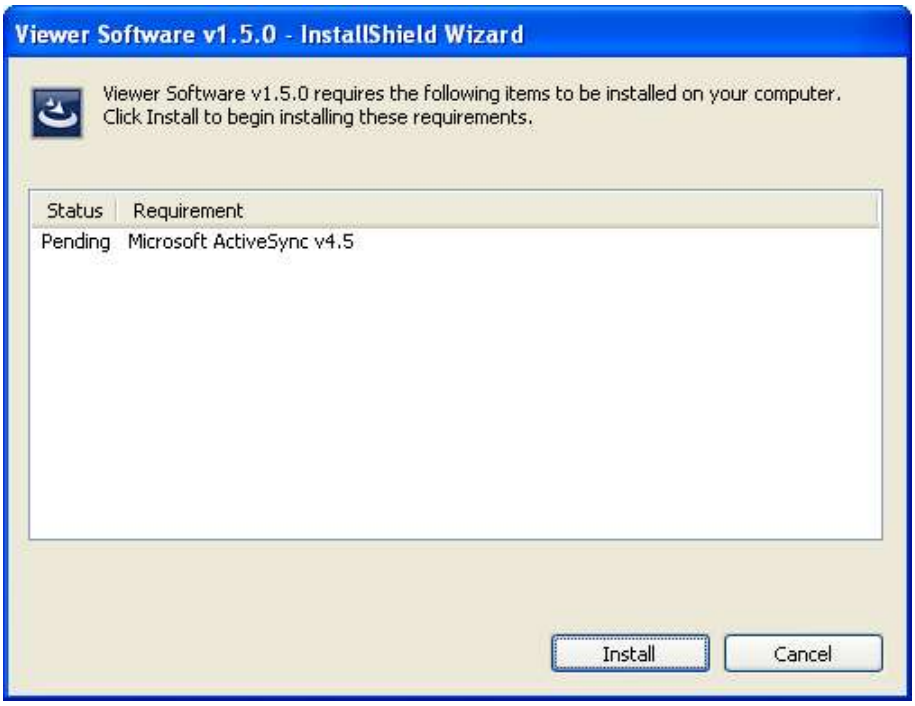
SQL Server Compact for Devices

After successful installation of SQL Server Compact 3.1 SP1, the Installer begins the SQL Server Compact 3.1 SP1for Devices installation, see Figure 20. This software is a requirement for communication with the 810 Vibration Tester.

The software installs automatically, without any further prompts.

ActiveSync

With the Windows XP operating system, the Viewer Software requires Active Sync v4.5. If not already installed, the Installer will prompt you to install this program, see Figure 21.



glq027.png

Figure 21. ActiveSync Installation

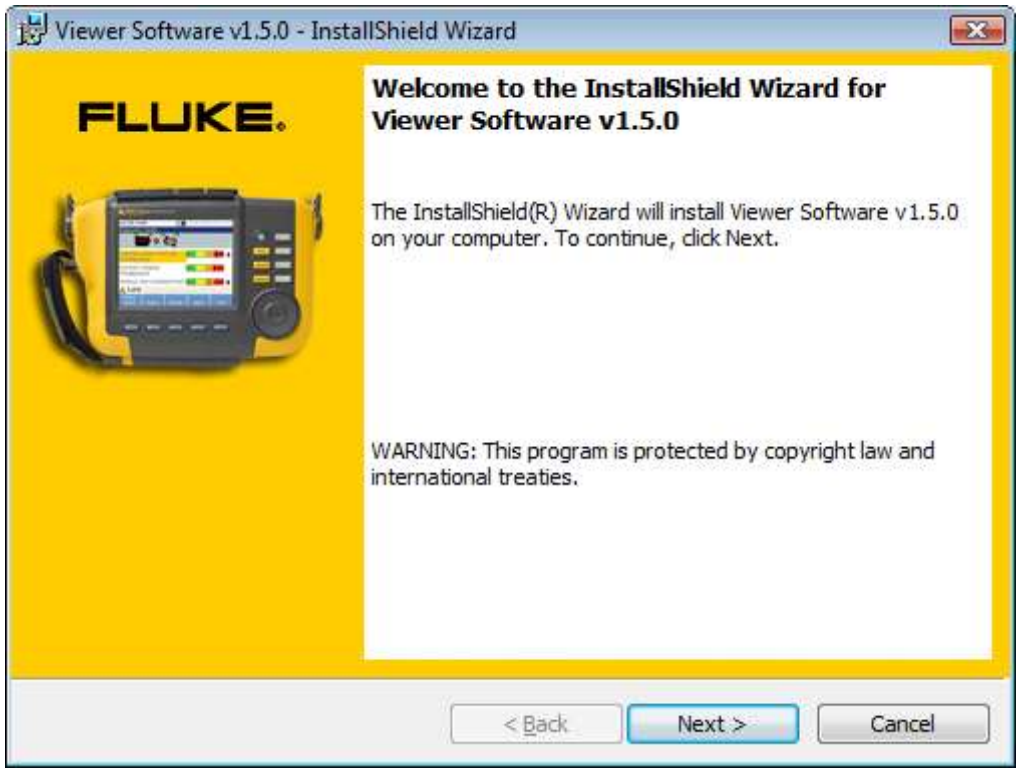
Click **Install** to continue and finish the installation for ActiveSync. When complete, the popup message in Figure 22 displays. You can ignore this message. Click **OK** to continue.

glq029.png

Figure 22. Mail Client Popup Message

Viewer Software Installation

When all the prerequisite software installations are done, the Viewer Software installation begins, see Figure 23.



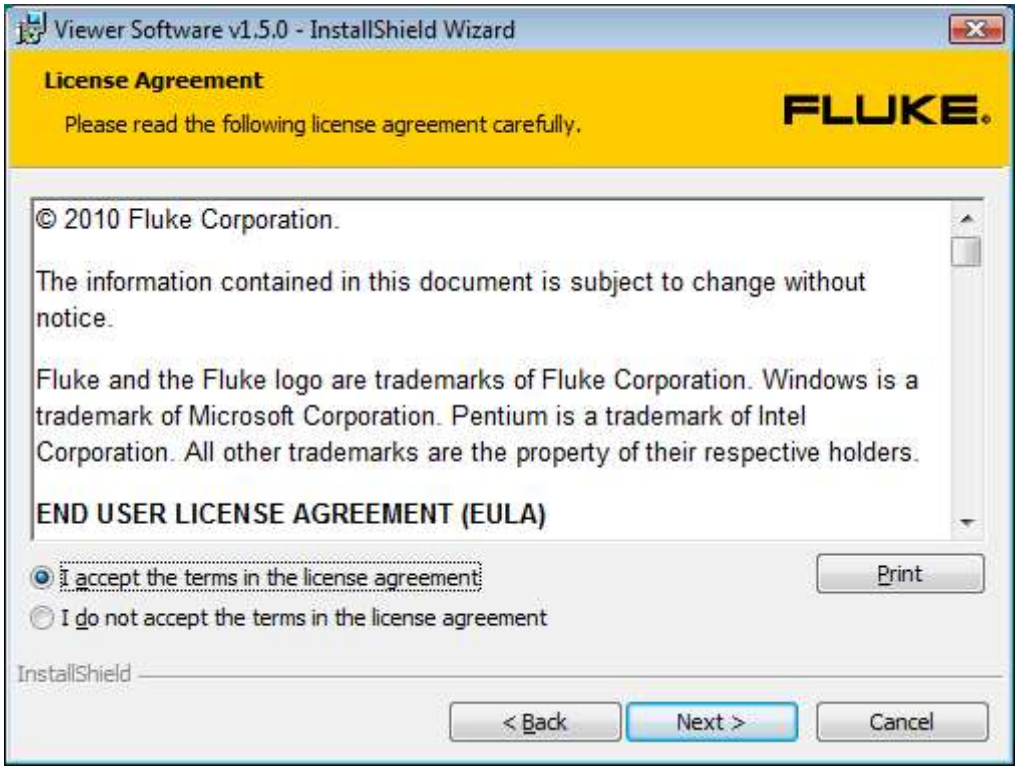
glq030.png

Figure 23. Viewer Software Install Wizard

To install:

1. Click **Next** to continue.
2. When the License Agreement displays, check the "I accept the terms" box.

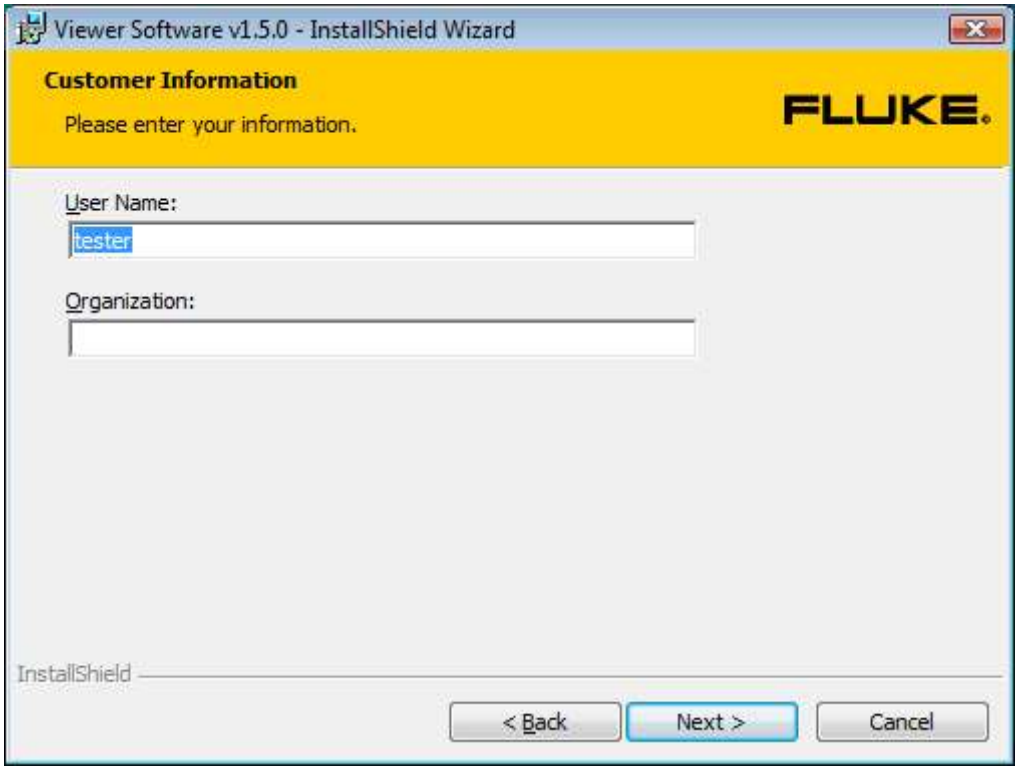
3. Click **Next** to continue, see Figure 24.



glq031.png

Figure 24. Viewer Software License Agreement

4. When the Customer Information window displays, enter the user and organization names, see Figure 25.

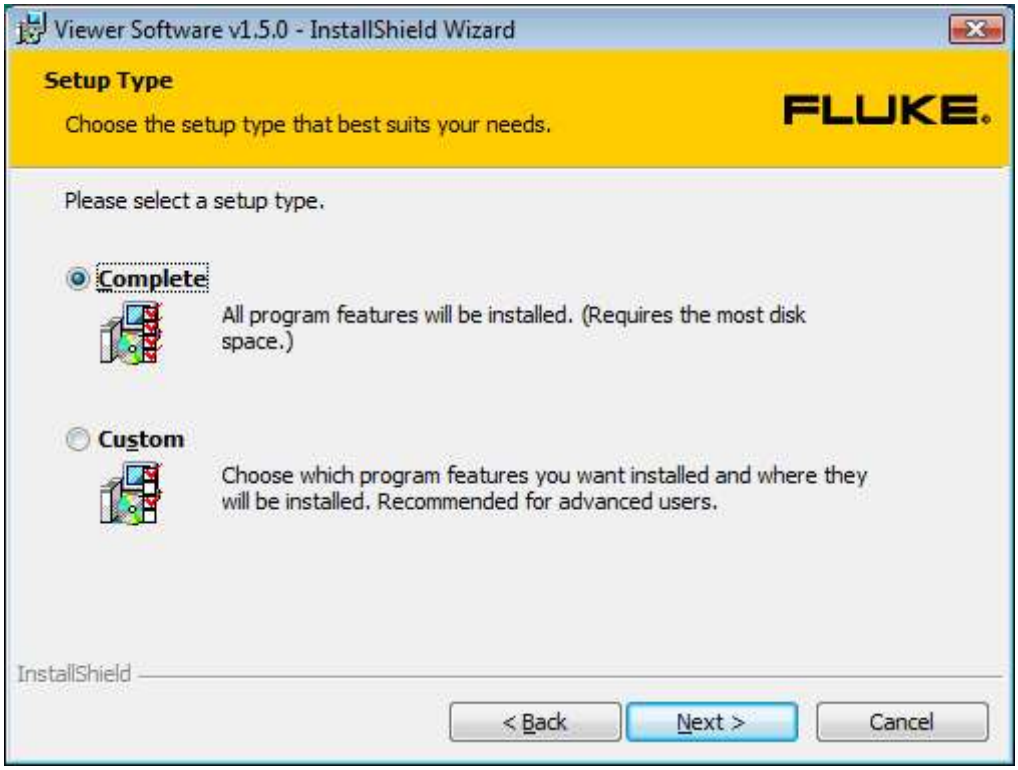


glq032.png

Figure 25. Viewer Software Customer Information

Tequipment.NET
USA
205 Westwood Ave
Long Branch, NJ 07740
1-877-742-TEST (8378)
Fax: (732) 222-7088
salesteam@Tequipment.NET

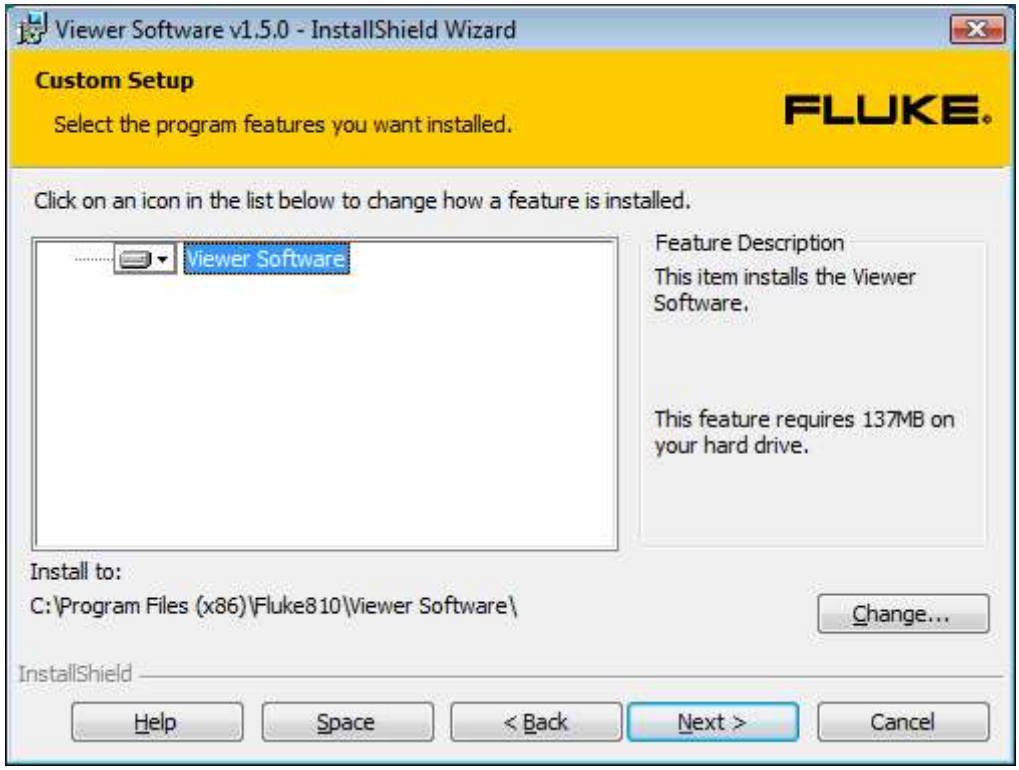
5. Click **Next** to continue.
6. Select setup type, see Figure 26. To install in the default location, select the **Complete** option. To change the installation location, select the **Custom** option.



glq033.png

Figure 26. Viewer Software Setup

7. Click **Next** to continue. For a custom setup the next window lets you change the installation path, see Figure 27.



glq034.png

Figure 27. Viewer Software Custom Setup

8. Change the installation path.
9. Click **Next** to continue.

10. When the Ready to Install the Program window displays, click **Install** to continue. See Figure 28.

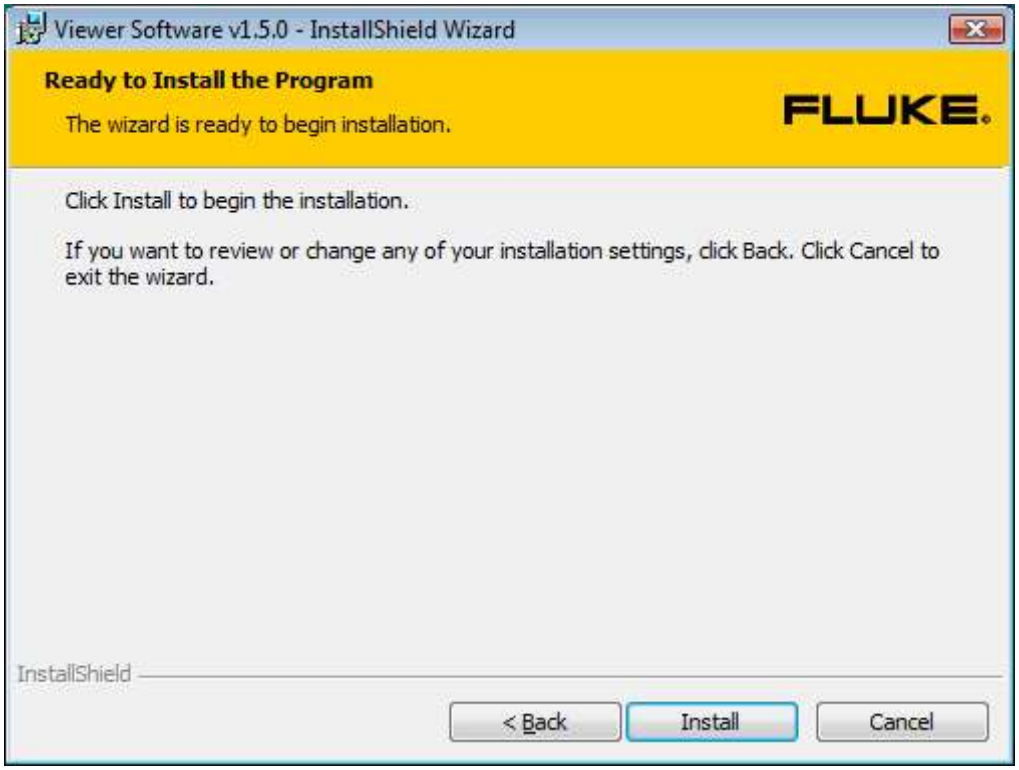


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Figure 28. Viewer Software Ready to Install

11. Wait until you see the prompt to connect the 810 Vibration Tester.

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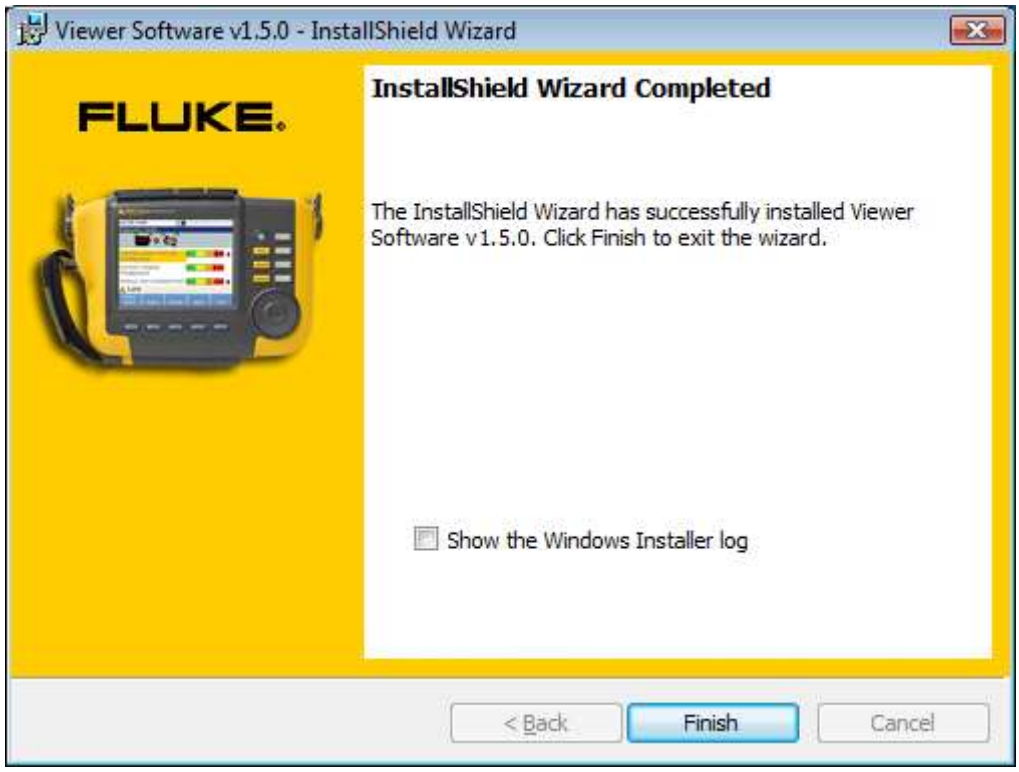
12. Connect to the 810 Vibration Tester.

13. Click **OK** to continue. The Installation Completed window displays, see Figure 29.

Note

Windows 7 and Vista require installation of Windows Mobile Device Center to work with the 810 Vibration Tester. You must connect the Tester to the computer before running the Viewer Software. As soon as the Tester connects to the computer it will start the installation automatically for Windows Mobile Center. See "810 Vibration Tester Installation."



glq039.png

Figure 29. Viewer Software Installation Complete

14. Click **Finish** to continue. The Registration window displays, see Figure 30.
15. Click **Continue** to register the Tester if not already done. Or, close the window to bypass the registration step.

Figure 30. On-line Registration for Fluke 810 Vibration Tester

810 Vibration Tester Installation

Note

The 810 Vibration Tester must be connected during the entire 810 Vibration Tester installation procedure.

If the Viewer Software installation is in Windows 7 or Windows Vista, an additional update installs to the computer when you connect the 810 Vibration Tester to the computer. When the License Terms window displays, see Figure 31, click **Accept** to continue.

glq041.png

Figure 31. Software License Terms for Windows Mobile Device

The Viewer Software installation is complete and ready to use.

How to Troubleshoot Software Installations

This section includes these topics in the knowledge base:

- After Installation the Viewer Software Program Does Not Open
- During Installation of SQL Server 2005 Express Edition, SQL Server Fails
- Popup Message Displays Error 2147749896
- Popup Message Displays "SQL Server Setup Failed to Execute a Command for Server Configuration"
- The SQL Server 2005 Express Edition Fails to Install
- 810 Tester Is Not Connecting with the Viewer Software
- Windows Installer 3.1 Is Not Installing
- Auto Run Viewer Software Device Detection (Windows Startup) Does Not Work
- Popup Displays Asks for the Removable Disk when Installing
- Database Backup Folder is Empty
- How To Identify if a System is 32 Or 64-Bit
- How To Manually Backup Viewer Software Data
- How To Automatically Run Any Application As An Administrator
- Mobile Device Center Setup Screen Appears
- 810 Vibration Tester Does Not Connect to the Viewer Software using Mobile Device Center

After Installation the Viewer Software Program Does Not Open

Causes:

- Prerequisites are not installed properly.
- Installation canceled or some of the files partially installed by other third party software.
- SQL server user instance is not created properly.
- SQL Server service is not started.

Solution:

If you are not able identify the specific problem, the best solution is to reinstall the Viewer Software and all of the prerequisites again. To do so, you need to uninstall:

- SQL Server 2005
- SQL Server Native Client
- SQL Server Setup Support Files (English)
- MSXML 6.0 Parser or MSXML 6.0 SP2
- .NET Framework 3.5 SP1
- SQL Server Compact 3.5 SP1 English
- SQL Server Compact 3.5 SP1 for Devices English
- ActiveSync (Windows XP only)
- Windows Mobile Device Center Driver Update (Windows 7 and Vista only)
- Fluke Viewer Software

Reinstall the Viewer Software and it will reinstall all the prerequisites and the Viewer Software.

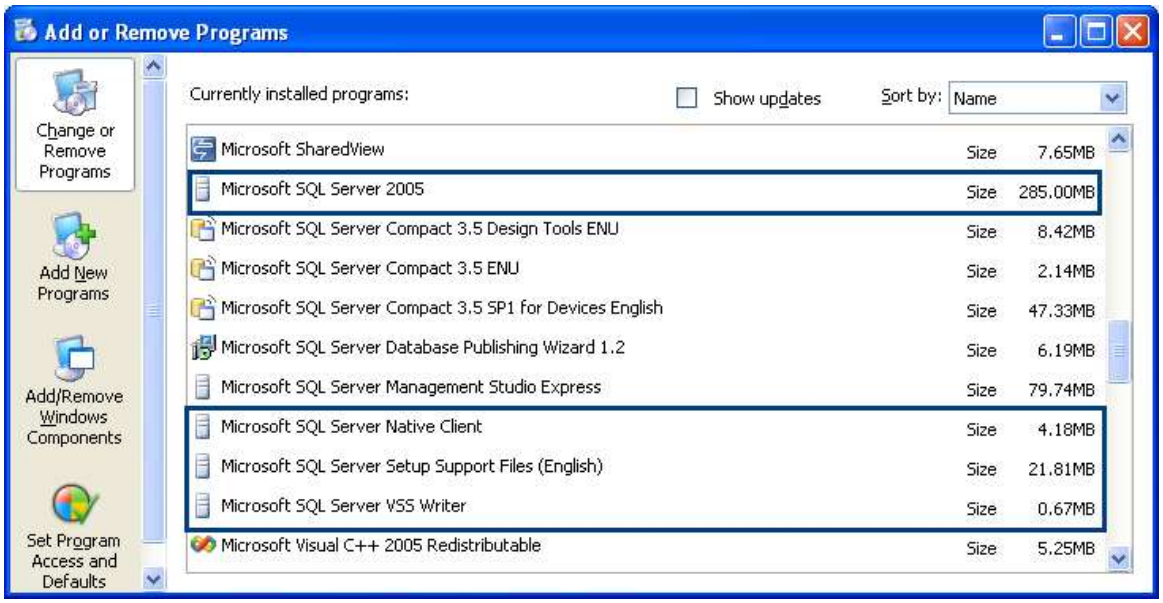
During Installation of SQL Server 2005 Express Edition, SQL Server Fails

Causes:

- An older version of SQL Server is installed on the computer.
- The previous installation by a third-party software failed.
- Not all the components were installed.
- Installation was interrupted.
- MSXML Service Pack 2 is installed already.

Solution:

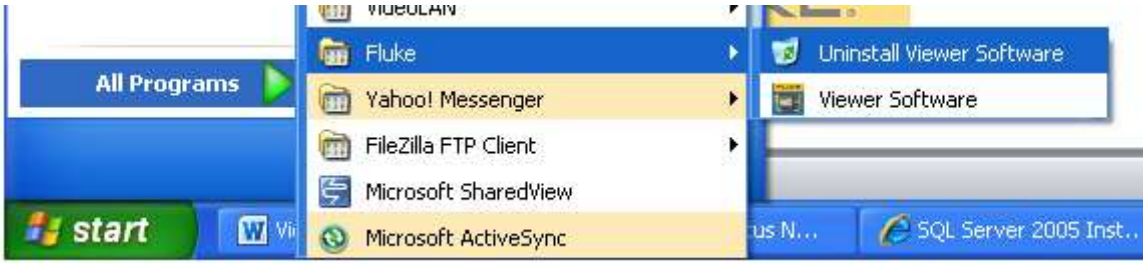
1. Uninstall:
   - The older version of SQL Server 2005, see Figure 32
   - SQL Server Native Client
   - SQL Server Setup Support Files (English)
   - SQL Server VSS Writer
   - MSXML 6.0 Service Pack 2 or any other version found



glq042.png

Figure 32. Add/Remove Programs

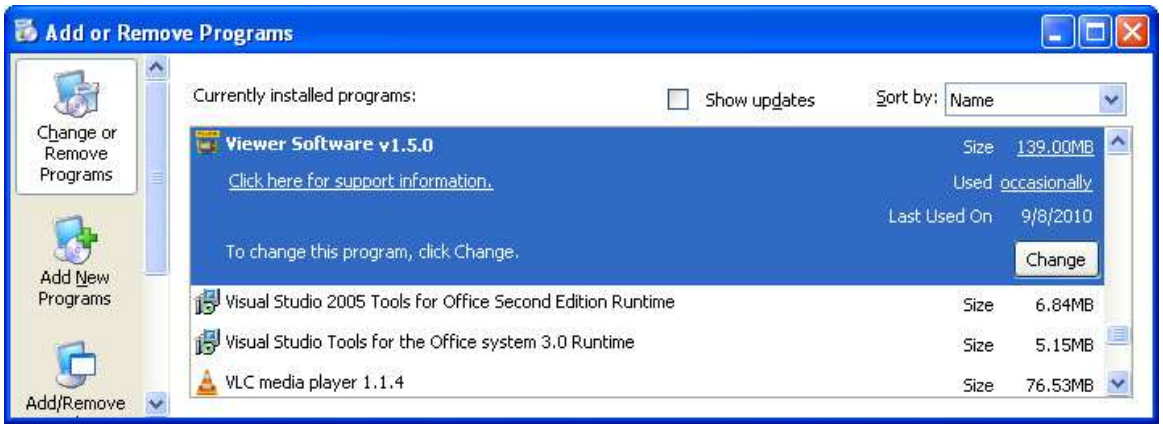
2. Uninstall the Viewer Software. To do so, go to **Start>All Programs>Fluke>Uninstall Viewer Software**, see Figure 33.



glq043.png

Figure 33. Uninstall Viewer Software from Start Menu

3. Or, go to **Control Panel>Add/Remove Program>Viewer Software**, see Figure 34.



glq044.png

Figure 34. Uninstall Viewer Software from Control Panel

Popup Message Displays Error 2147749896

Cause:

During the SQL Server 2005 Express Edition install procedure, the error message shown in Figure 35 displays.

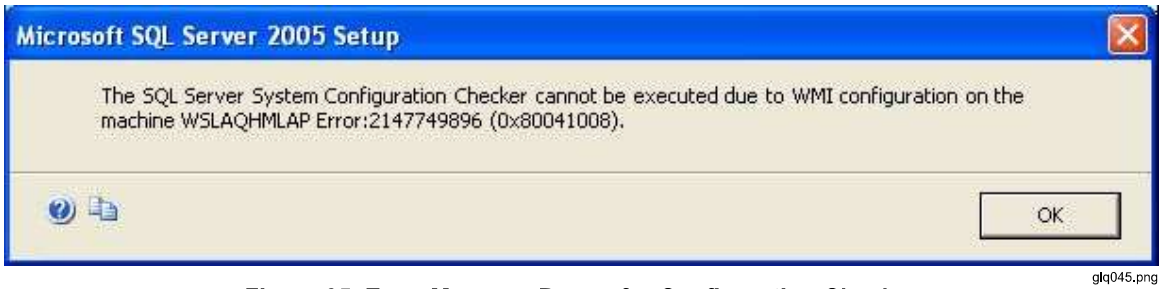


Figure 35. Error Message Popup for Configuration Checker

Solution:

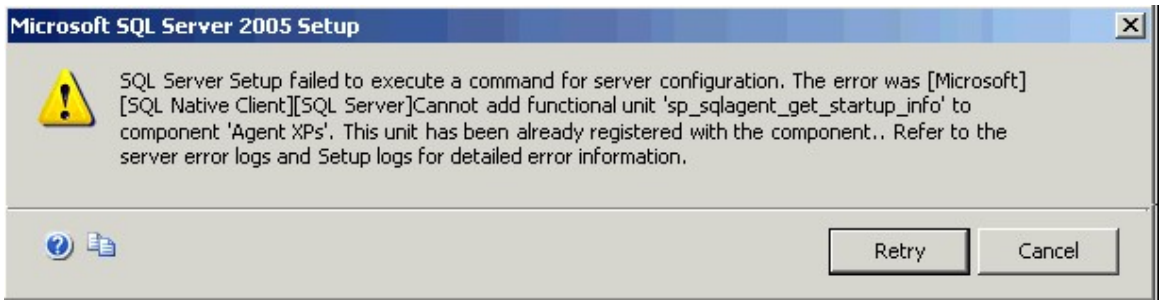
Copy the script that follows into a text editor and save as fixwmi.cmd to the "c:" drive. From a command line, run c:\fixwmi.cmd.

```
FIXWMI.CMD
-----------------
@echo on
cd /d c:\temp
if not exist %windir%\system32\wbem goto TryInstall
cd /d %windir%\system32\wbem
net stop winmgmt
winmgmt /kill
if exist Rep bak rd Rep bak /s /q
rename Repository Rep_bak
for %%i in (*.dll) do RegSvr32 -s %%i
for %%i in (*.exe) do call :FixSrv %%i
for %%i in (*.mof,*.mfl) do Mofcomp %%i
net start winmgmt
goto End
:FixSrv
if /I (%1) == (wbemcntl.exe) goto SkipSrv
if /I (%1) == (wbemtest.exe) goto SkipSrv
if /I (%1) == (mofcomp.exe) goto SkipSrv
%1 /RegServer
:SkipSrv
goto End
:TryInstall
if not exist wmicore.exe goto End
wmicore /s
net start winmgmt
:End
-----------------
```

Popup Message Displays "SQL Server Setup Failed to Execute a Command for Server Configuration"

Cause:

During the SQL Server 2005 Express Edition install procedure, you see the error message, "SQL Server Setup Failed To Execute A Command For Server Configuration." This issue can happen if the System Date or Time is incorrect.



glq046.png

Solution:

Double-click the clock in the Windows System tray or access the Date/Time Properties in the Windows Control Panel to ensure that the Date and Time settings are accurate. After you make a change, press **Retry** to continue the installation.

The SQL Server 2005 Express Edition Fails to Install

Cause:

An error message displays that a higher version of MSXML 6.0 Server Pack 2 is installed and you cannot uninstall MSXML 6.0 from the Control Panel (Add/Remove Program).

Solution:

Uninstall the MSXML 6.0 Server Pack 2 and complete the installation of the SQL Server 2005 Express. A third-party tool must be used to uninstall the MSXML 6.0 Service Pack 2. From the internet, download the "Windows Installer CleanUp Utility 2.5.0.1" program to the computer. Run this program to uninstall MSXML 6.0 Service Pack 2.

⚠ Caution

The Windows Installer CleanUp Utility is provided "as is" to help resolve installation problems for programs that use Microsoft Windows Installer. If you use this utility, you may have to reinstall other programs.

810 Tester Is Not Connecting with Viewer Software

Windows XP OS:

1. Check that the 810 Tester is switched ON.
2. Check that the 810 Tester is connected correctly to the port.
3. Check that the USB port is working.
4. Check that Microsoft ActiveSync is connected (see the taskbar icon).

glq047.png

5. Disconnect and reconnect the 810 Tester to the computer 2 to 3 times.

6. If above is OK, then reinstall from **Control Panel>Add/Remove Programs**:
   - MS ActiveSync 4.5
   - SQL Server Compact 3.5 SP1 for Devices English

Windows 7 and Vista OS:

1. Check that the 810 Tester is switched ON.
2. Check that the 810 Tester is connected correctly to the port.
3. Check that the USB port is working.
4. Check that Microsoft ActiveSync connected (see the taskbar icon).
5. Disconnect and reconnect the 810 Tester to the computer 2 to 3 times.
6. If above is OK, reinstall from **Control Panel>Add/Remove Programs**:
   - Windows Mobile Device Center Driver Update
   - SQL Server Compact 3.5 SP1 for Devices English

Windows Installer 3.1 is Not Installing

Cause:

By default, Windows Installer 3.1 is installed with the Windows XP, Windows 7, and Vista operating systems.

If the Viewer Software shows as a “pending” status, the operating system could be corrupted.

glq048.png

Solution:

Install a new version of Windows Installer from the Microsoft website. Windows Installer 4.5 is at:

http://www.microsoft.com/downloads/en/details.aspx?FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4&displaylang=en

Filename: WindowsXP-KB942288-v3-x86.exe

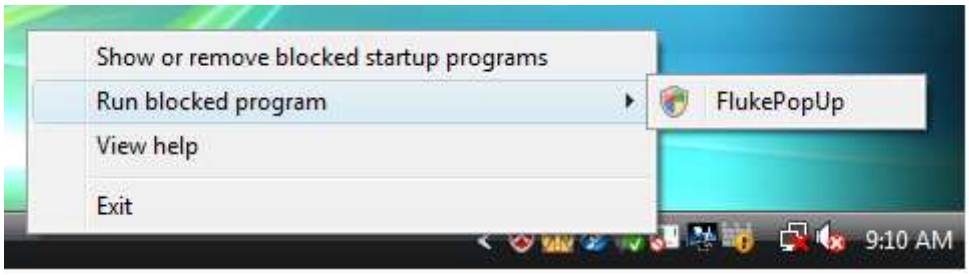
Auto Run Viewer Software Device Detection (Windows Startup) Does Not Work

Cause:

On a Windows 7 or Vista system, this is a Windows security issue.

Solution:

1. Restart the computer and check for the program blocker icon in the taskbar.
2. Right-click on the icon and run the blocked program.

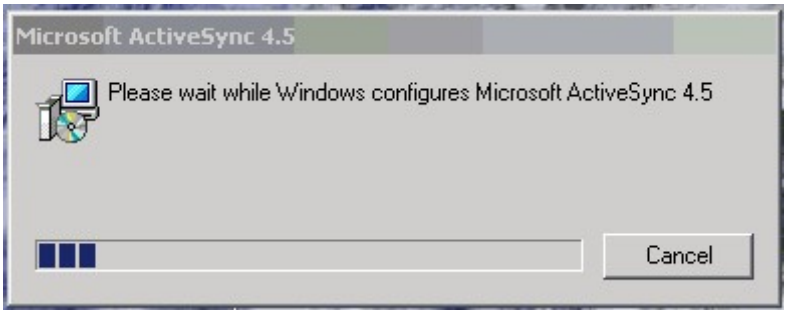


glq049.png

Popup Display Asks for the Removable Disk When Installing ActiveSync

Cause:

ActiveSync is not installed properly, see Figure 36.



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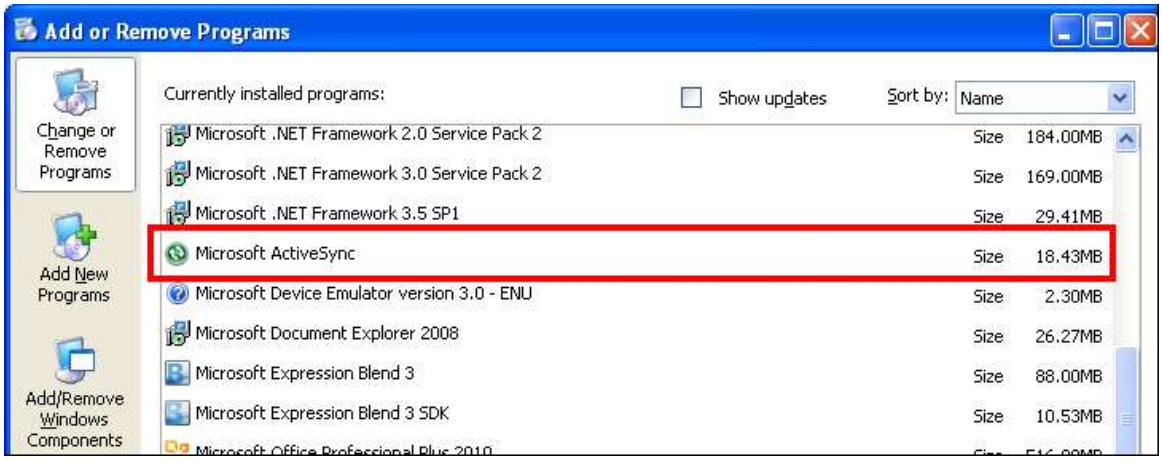
glq051.png

Figure 36. ActiveSync Error Message Popup

Solution:

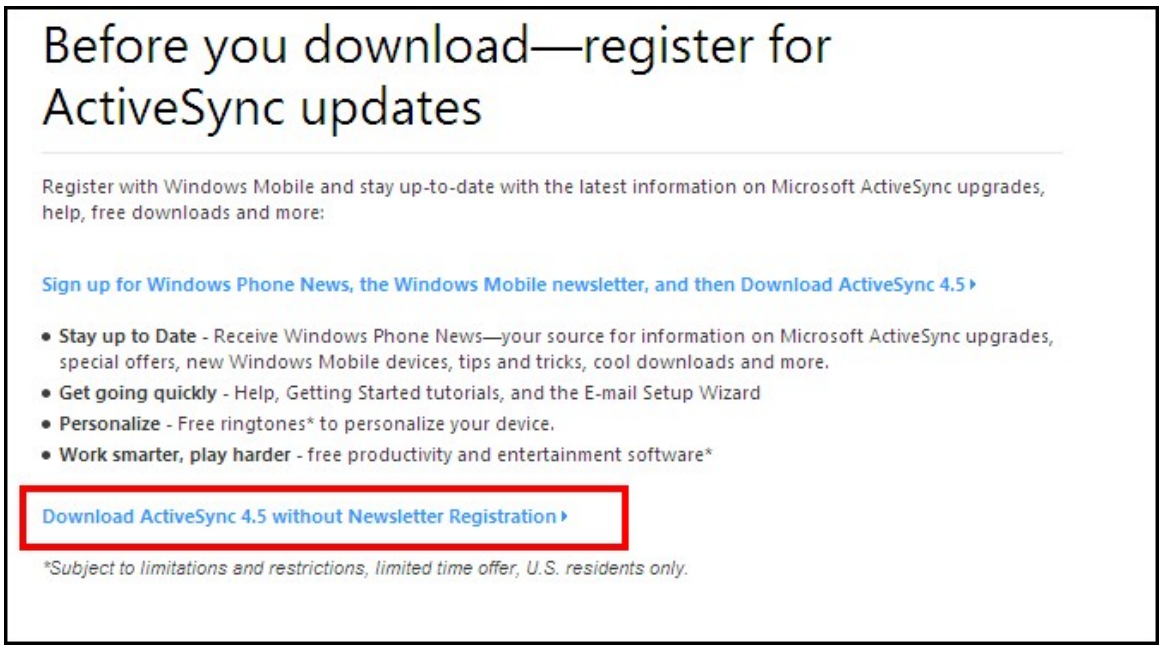
1. Uninstall ActiveSync from **Control Panel>Add/Remove Programs**. See Figure 37.



glq052.png

Figure 37. Remove ActiveSync

2. If you have Internet access, go to the following URL and download Microsoft ActiveSync, see Figure 38:
   http://www.microsoft.com/windowsmobile/en-us/downloads/microsoft/activesync-register.mspx



glq053.png

Figure 38. ActiveSync Update

3. Click on the highlighted link to download and install the update in your computer.
4. Uninstall Viewer Software from **Control Panel**>**Add/Remove Programs**. See Figure 39.

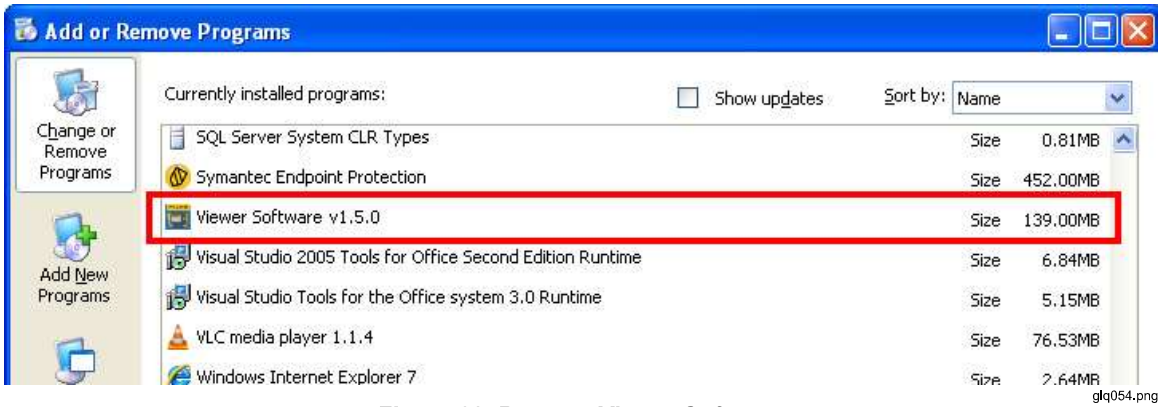


Figure 39. Remove Viewer Software

Note

Older versions of the Viewer Software do not display the version number. If you see more than one version, remove all.

5. After you remove the Viewer Software, reinstall. The pending list displays as shown in Figure 21.
6. Click **Install** and follow the on-screen prompts. This will install Microsoft ActiveSync as well as the Viewer Software.
7. Open the Viewer Software.

Database Backup Folder is Empty

Cause:

After a Viewer Software upgrade to version 1.5.x in Windows 7 or Vista, the database backup folder is empty. This is a known issue for new UAC Technologies for Windows Vista and Windows 7. System will not allow the user to write or modify any file to the Program Files folder. Instead, the operating system is redirecting to a Virtual Store folder in the user's hidden folders.

Solution:

Follow these steps before uninstalling or upgrading:

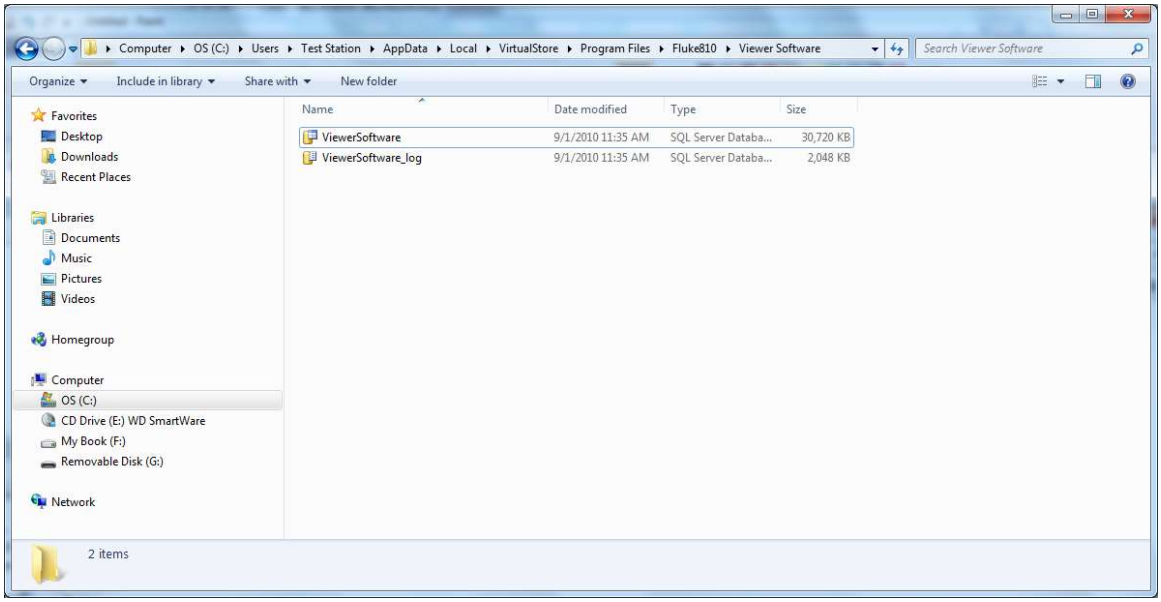
1. Open Windows Explorer and go to the Users folder. This folder location will be based on the Windows installation. For example:

   ```
   C:\Users\<User Name>\AppData\Local\VirtualStore\Program Files\Fluke810\Viewer Software
   ```

   ```
   <User Name> = Windows logon username
   ```

   This is a hidden folder that you may not see. If not, enable "hidden folders" to view.

2. Copy the files shown in Figure 40 to your preferred location for the database backup folder.



glq056.png

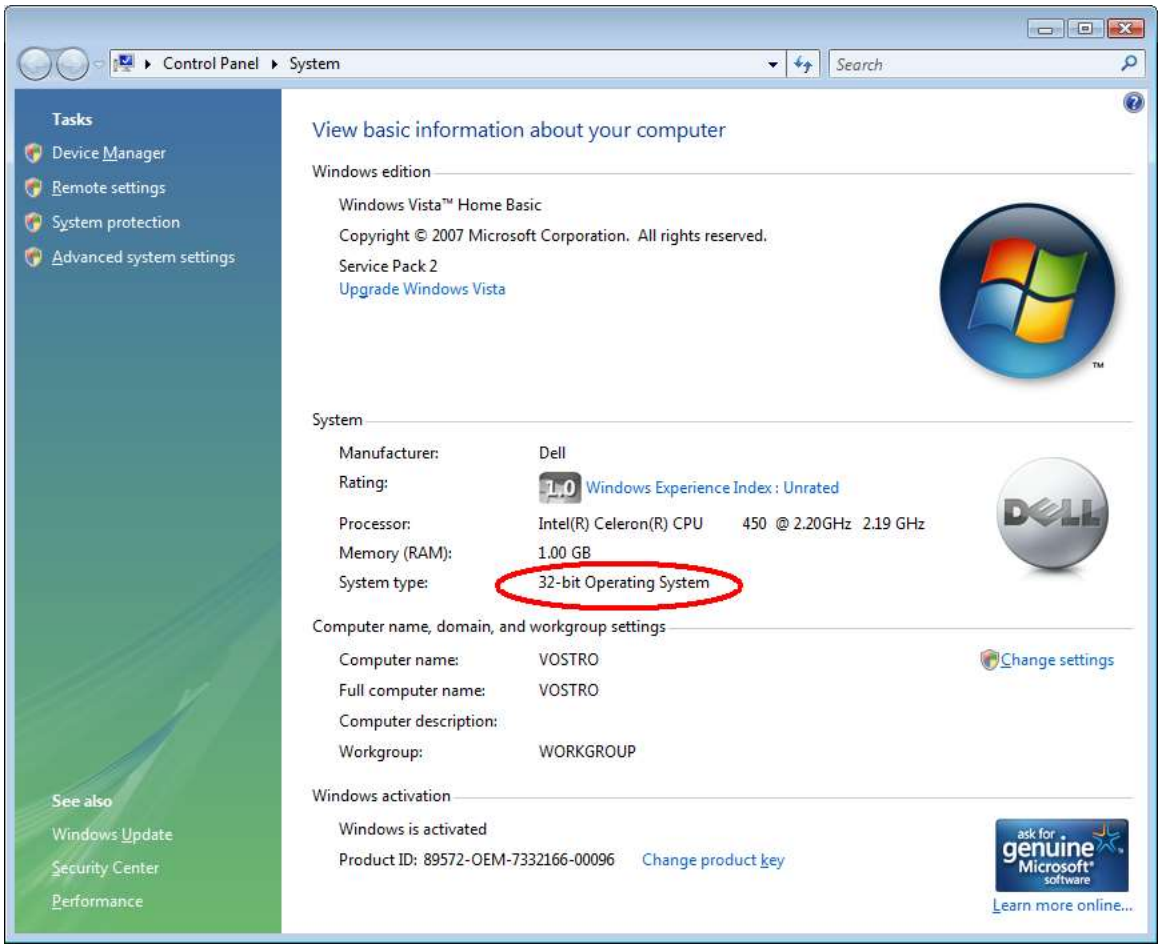
Figure 40. Hidden Folders in Windows Explorer

3. Install the latest version of the Viewer Software.
4. Delete the folder “Fluke810\Viewer Software” under the “VirtualStore\Program Files\”.
5. Run the Viewer Software application.

How To Identify if a System is 32 or 64-Bit

Before you install the Viewer Software, determine if the operating system is 32 or 64-bit**.** To do so:

1. Go to **My Computer**.
2. Right-click and select **Properties**. Figure 41 shows the location for the system information on a Windows Vista operating system.



glq057.png

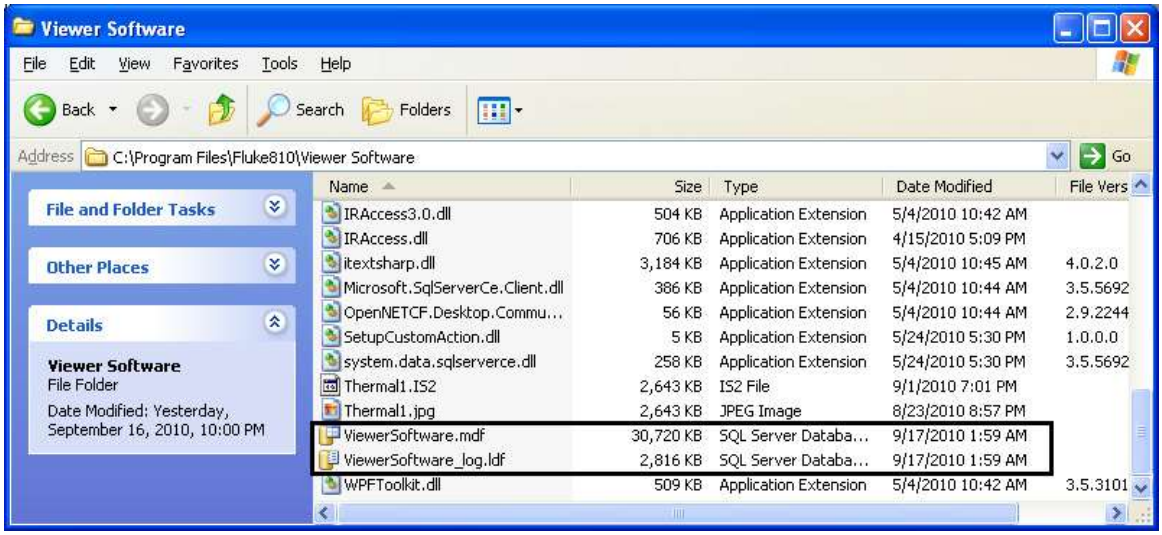
Figure 41. My Computer Properties

For Windows XP or Windows 7 operating systems, use the same basic steps. For more information about how to determine what your operating system is, go to: http://support.microsoft.com/kb/827218.

How To Manually Backup Viewer Software Data

To manually backup the Viewer Software data:

1. Go to **My Computer>C:\Program Files\Fluke810\Viewer Software**.
2. Copy the **ViewerSoftware.mdf** and **ViewerSoftware_log.ldf** files, see Figure 42.
3. Save these files to another location, for example **D:\backup**.



glq059.png

Figure 42. Backup for Viewer Software Data

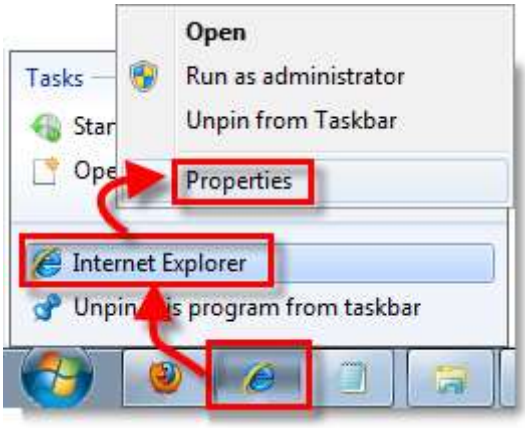
How To Automatically Run any Application as an Administrator in Windows 7 and Vista

In Windows 7 and Vista, to automatically run an application as an administrator:

1. Right-click the Program Shortcut to run as an administrator.
2. Click **Properties** from the context menu.

Note

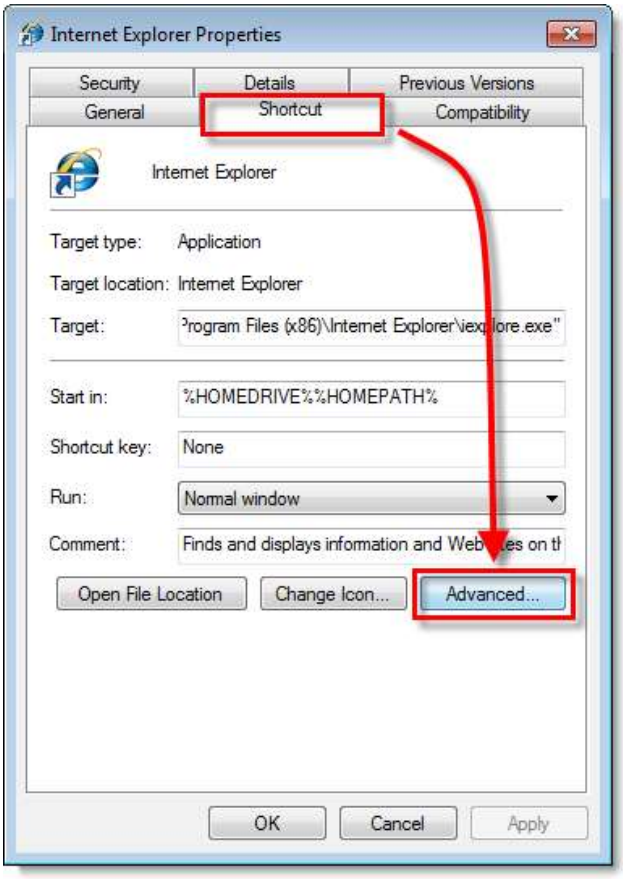
For Shortcuts pinned to the Taskbar you will need to right-click the icon and then right-click the program name from the jump list, see Figure 43.



glq060.png

Figure 43. Shortcut Properties

3. Once you are in the Properties dialog box, click the **Shortcut** tab at the top of the dialog box. Click on **Advanced**, see Figure 44.

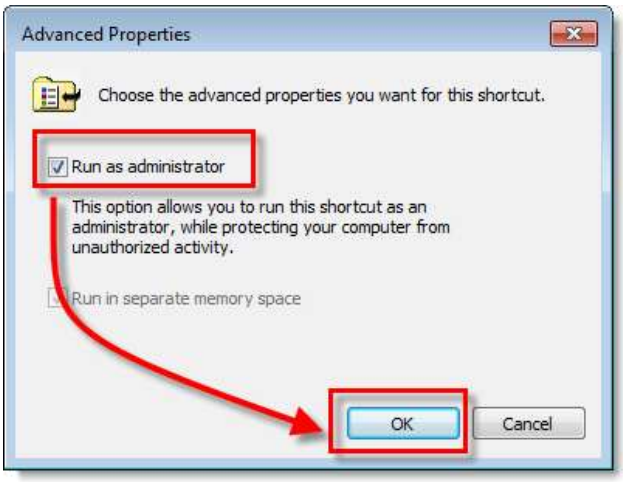


glq061.png

Figure 44. Shortcut Advanced Properties

4. Check the box for **Run as administrator**.
5. Click **OK** to finish, see Figure 45.

   Now your shortcut will automatically run your program in administrator mode without any extra steps or special permission.



glq062.png

Figure 45. Run as Administrator

Mobile Device Center Setup Screen Appears

Cause:

The 810 Vibration Tester is connected with the Viewer Software through Windows Mobile Device Center to a PC with Windows 7 or Vista operating system. By default, this window opens every time you connect to the Tester, see Figure 46.

Solution:

Do not change any of the device settings, close this window, and continue your work in the Viewer Software.

Figure 46. Mobile Device Connected

810 Vibration Tester Does Not Connect to Viewer Software using Mobile Device Center

Cause:

Setting the device partnership with the computer can cause this problem, see Figure 47.

Figure 47. Mobile Device Not Connected

Solution:

To end the partnership:

1. Open the windows mobile device center screen, see Figure 48.

glq065.png

Figure 48. Disconnect and Connect a Mobile Device

2. Click **End partnership**. The screen shown in Figure 49 displays.

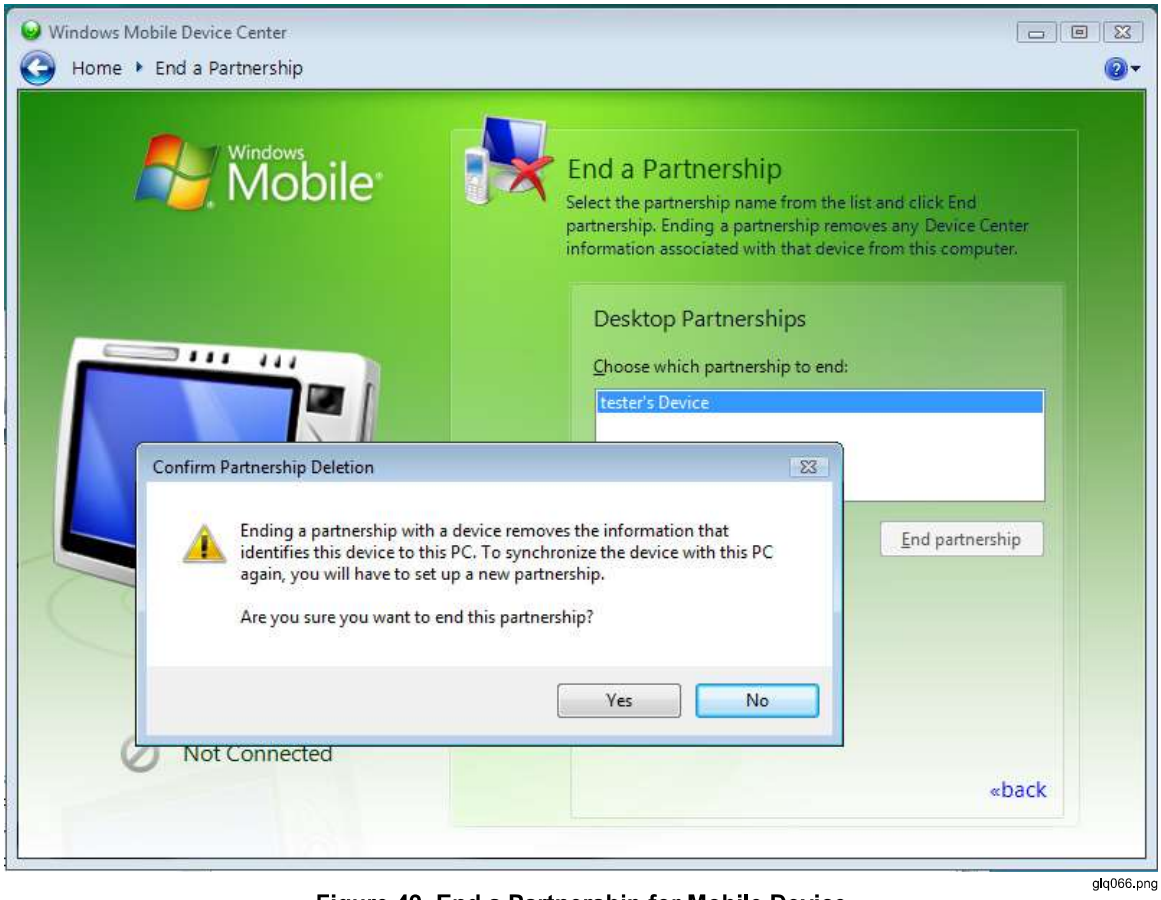


Figure 49. End a Partnership for Mobile Device

3. Click **Yes** and close this window. Now the 810 Vibration Tester will connect.
4. If not, disconnect the Tester and connect again.

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