

Insight on Color

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# Troubleshooting HunterLab Instrument Communications Using HyperTerminal

Complete the following steps if you believe your HunterLab spectrophotometer and computer are set up properly, but your instrument will not communicate with its operational software. The results of this procedure will indicate if the software settings are at fault or if there might be a problem with the computer's communications port, the communications cable, or the instrument itself. The instructions given below and the pictures shown are for Windows XP.

- 1. If you are troubleshooting a ColorFlex or a MiniScan XE Plus, confirm that the instrument screen is displaying something other than the prompt "Stdz expired...Please stdz now...." If this prompt is displayed, move to any other screen. If you are troubleshooting another instrument type, skip this step.
- 2. Click Start.
- 3. Choose Programs.
- 4. Choose Accessories.
- 5. Choose Communications.
- 6. Choose HyperTerminal.
- 7. HyperTerminal opens and asks you for the name you wish to apply to the connection. Enter the instrument name (i.e., ColorFlex, UltraScan PRO) and click **OK**.

Connect 7	Го 🛛 💽 🔀
	(
Enter details for	the phone number that you want to dial:
Country/region:	United States (1)
Area code:	703
Phone number:	
Connect using:	СОМ1
	OK Cancel



#### **Applications Note**

8. On the Connect To screen, indicate which of your computer's communications ports is being used for the instrument connection. Then click **OK**.

COM1 Properti	es 🛛 🛛 🔀
Port Settings	
8.64	
Bits per second:	19200
Data bits:	8 💌
Parity:	None
Stop bits:	1
Flow control:	None
	Restore Defaults
	K Cancel Apply

9. On the COM Properties screen, set the bits per second (baud rate) as indicated by the table below. All other parameters should be set as shown above. Click **OK**.

Instrument Type	Baud Rate
ColorFlex	Match that in the Instrument Setup
ColorQuest XE/ColorQuest XT	9600
LabScan XE	9600
MiniScan XE Plus	Match that in the Instrument Setup
UltraScan PRO	19200
UltraScan VIS	19200

10. At this point, HyperTerminal is set up to communicate with the sensor. Press the space bar on your keyboard and observe the result in HyperTerminal. If communication between the instrument and the chosen serial port is possible, an appropriate response will appear in a fashion similar to that shown below for your instrument type.



# **ColorFlex/MiniScan XE Plus:**

ColorFlex - HyperTerminal	
File Edit View Call Transfer Help	
1 <b>2</b> 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	
S	
Connected 0:00:26 Auto detect Auto detect SCROLL CAPS NUM Capture Print echo	

# ColorQuest XE/ColorQuest XT:

🧠 ColorQuest XE - H	rperTerminal		_ 🗆 🗙
Eile Edit ⊻iew ⊆all ]	ansfer Help		
	8 8		
0160?012CQ	IP V1.30.07.309A05AB_		
	The CQUP firmware v number is provide	ersion d.	
Connected 0:00:20	Auto detect 9600 8-N-1 SCROLL CAPS NUM	Capture Print echo	



# LabScan XE:

🍣 LabScan XE - HyperTer	rminal	
Eile Edit ⊻iew ⊆all Iransfe	er Help	
0160?012LSUP	V1.60.05.350A05B3 The LSUP firmware version number is provided.	
Connected 0:00:11	condexect GRON RUNT SCROLL CAPS NIM Copture Printischo	

# **UltraScan PRO:**

🍓 UltraScan PRO - HyperTermin	al	
<u>Eile E</u> dit ⊻iew <u>⊂</u> all <u>T</u> ransfer <u>H</u> elp		
0 🗳 🚳 🥈 🗠 🗳 🗅		
00160?012UXUP V1.00	0.06.051A05BA	
	The UXUP firmware version number is provided.	
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## **UltraScan VIS:**

🍣 UltraScan VIS - HyperTerminal 📃	X
Elle Edit View Call Iransfer Help	
Ø0160?012UVUP V1.00.07.089B05C5     The UVUP firmware version number is provided.	

11. Press Ctrl + B on your keyboard twice and observe the result in HyperTerminal. If communication between the instrument and the chosen serial port is possible, an appropriate response will appear in a fashion similar to that shown below for your instrument type.

# **ColorFlex/MiniScan XE Plus:**

ColorFlex - HyperTerminal					
File Edit View Call Transfer Help					
□☞ ◎ Ѯ □Ъ ₪					
\$103100CA					
Connected 0:01:13 Auto detect 19200	-N-1 SCROLL	CAPS NUM	Capture	Print echo	



# **ColorQuest XE/ColorQuest XT:**



#### LabScan XE:

🗞 LabScan XE - HyperTerminal	
Elle Edit View Call Iransfer Help	
001607012LSUP V1.60.05.350A05B3FFF8010F A response from the sensor's processor is added.	
Connected 0:02:11 Auto detect 9600 8-N-1 SCROLL CAPS NUM Capture Print echo	



## **UltraScan PRO:**



## **UltraScan VIS:**

🍣 UltraScan VIS - HyperTerminal		
<u>Eile E</u> dit ⊻iew <u>C</u> all <u>I</u> ransfer <u>H</u> elp		
다 🛥 💿 🔏 🗉 🎦 😭		
00160?012UVUP V1.00.07.08	B05C5FFF8010F response from the sensor's processor is added.	
Connected 0:01:14 Auto detect 19200 8-N	1 SCROLL CAPS NUM Capture Print echo	

12. If you are operating an instrument other than a ColorFlex or MiniScan XE Plus, press the space bar on your keyboard again and observe the result in HyperTerminal. If communication between the instrument and the chosen serial port is possible, an appropriate response will appear in a fashion similar to that shown below for your instrument type.



# **ColorQuest XE/ColorQuest XT:**



#### LabScan XE:

💐 LabScan XE - HyperTermin	al						
<u>File E</u> dit <u>V</u> iew <u>C</u> all <u>T</u> ransfer <u>H</u> i	elp						
다 🖉 🕲 🖏 🐨							
00160?012LSUP V1.	60.05.350A05	B3FFF8010F e LSSP f numbe	ooico ìrm er is	ware adde	version d.	0.05.228A05B3	
		Paramanan Internet	1.000				
Connected 0:02:38 Auto dete	ect 9600 8-N-1	SCRULL CAPS	NUM	Capture	Print echo		



## **UltraScan PRO:**



## **UltraScan VIS:**

🌯 UltraScan VIS - HyperTermin	al	_ 🗆 🗙
De for Jew Car Danse Det	,	
00160?012UVUP V1.0	0.07.089B05C5FFF8010F <b>0</b> 0160?012UVSP V1.00.07.044A05BA	
	The UVSP firmware version number is added.	
	SCROLL CARS Line Carbure Print etc.	

13. If appropriate responses **are** given, then the instrument and computer are communicating. Investigate your instrument software installation and settings to see if the problem lies there. The settings used in performing this procedure are known to work and should be entered into your software. If appropriate responses are **not** given and you are confident you set up this HyperTerminal connection properly, the fault may lie with the computer's communication port, with the communication cable, or with the instrument board associated with communications. Contact HunterLab Technical Support at (703) 834-2206 for further assistance.



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