

Applications

Applications Note

Insight on Color

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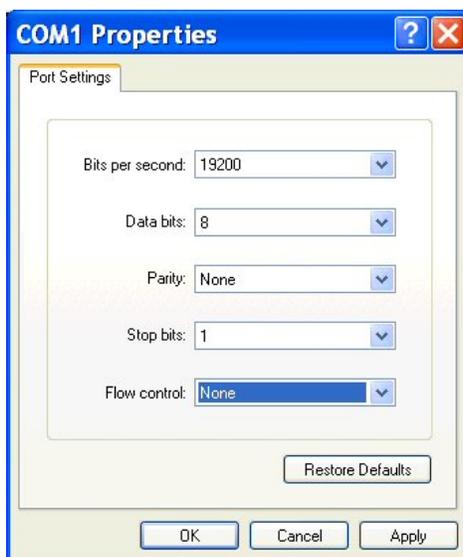
Troubleshooting HunterLab Instrument Communications Using HyperTerminal

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**.



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

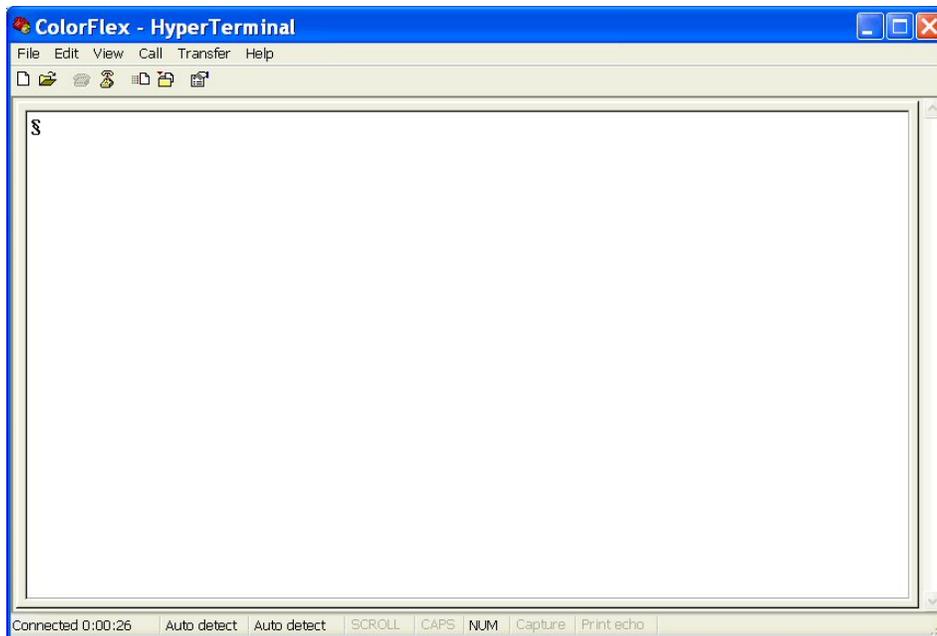


9. On the COM Properties screen, set the bits per second (baud rate) as indicated by the table below. All other parameters should be set as shown above. Click **OK**.

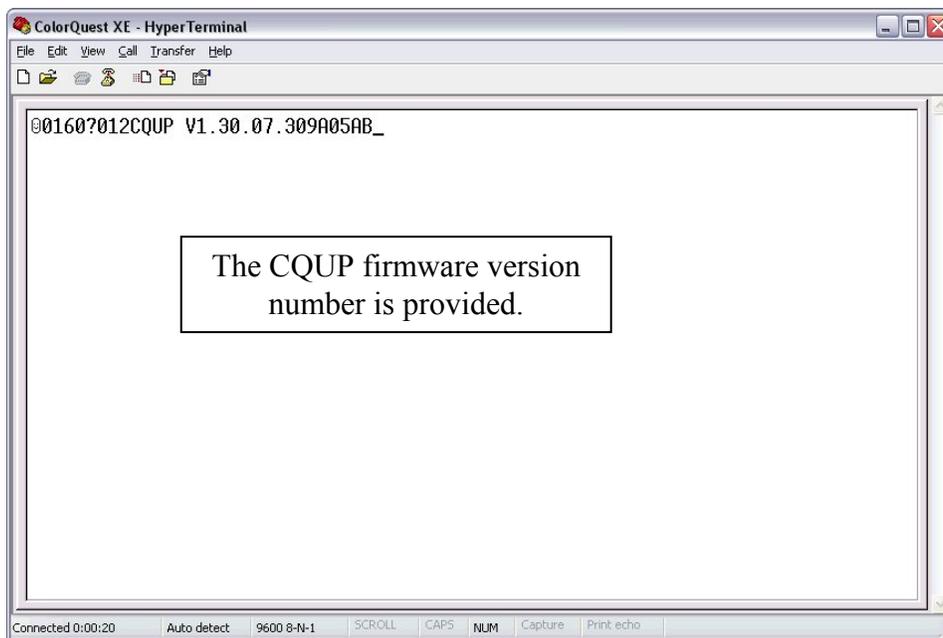
| Instrument Type | Baud Rate |
|-----------------------------|------------------------------------|
| ColorFlex | Match that in the Instrument Setup |
| ColorQuest XE/ColorQuest XT | 9600 |
| LabScan XE | 9600 |
| MiniScan XE Plus | Match that in the Instrument Setup |
| UltraScan PRO | 19200 |
| UltraScan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

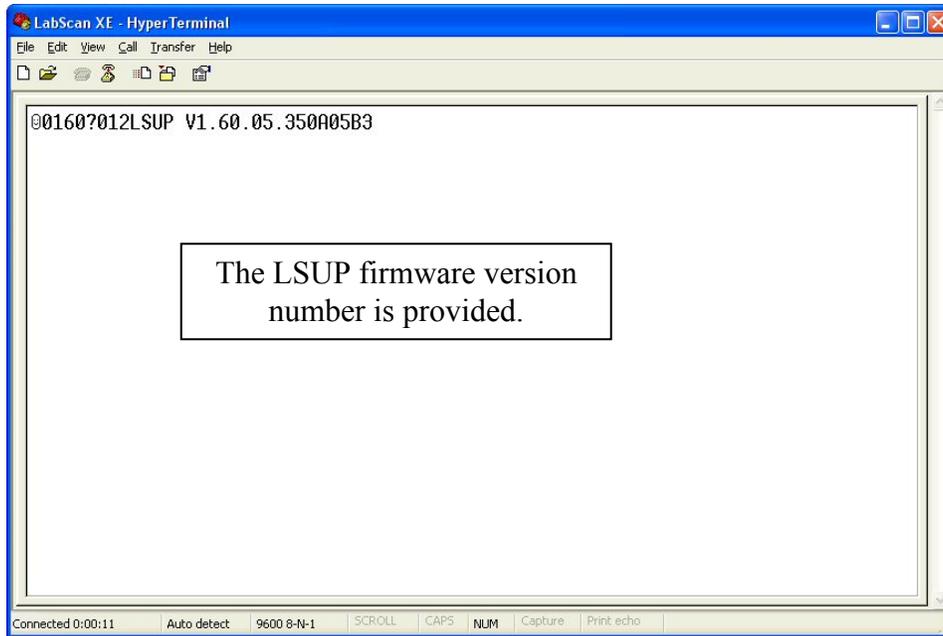
ColorFlex/MiniScan XE Plus:



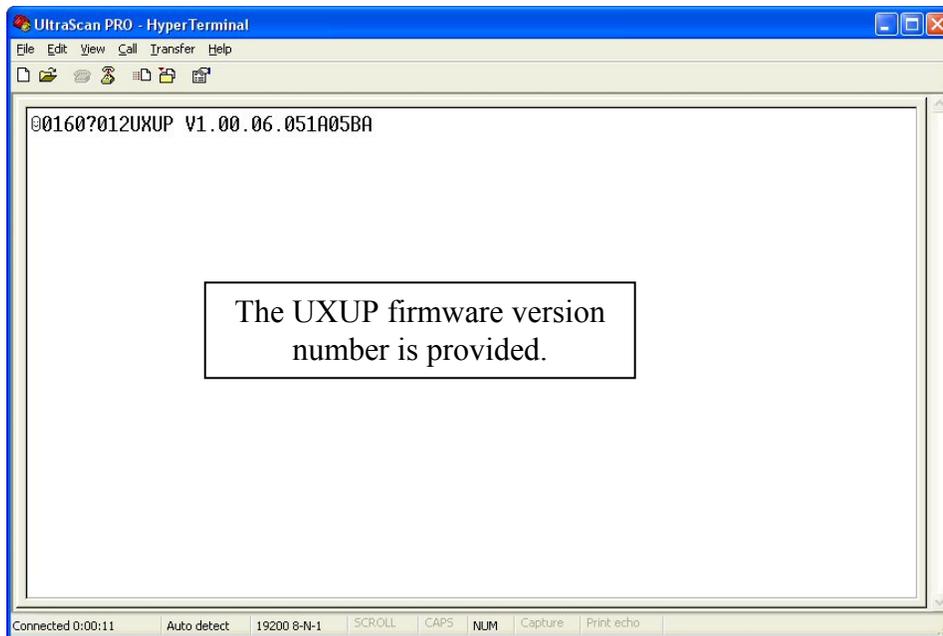
ColorQuest XE/ColorQuest XT:



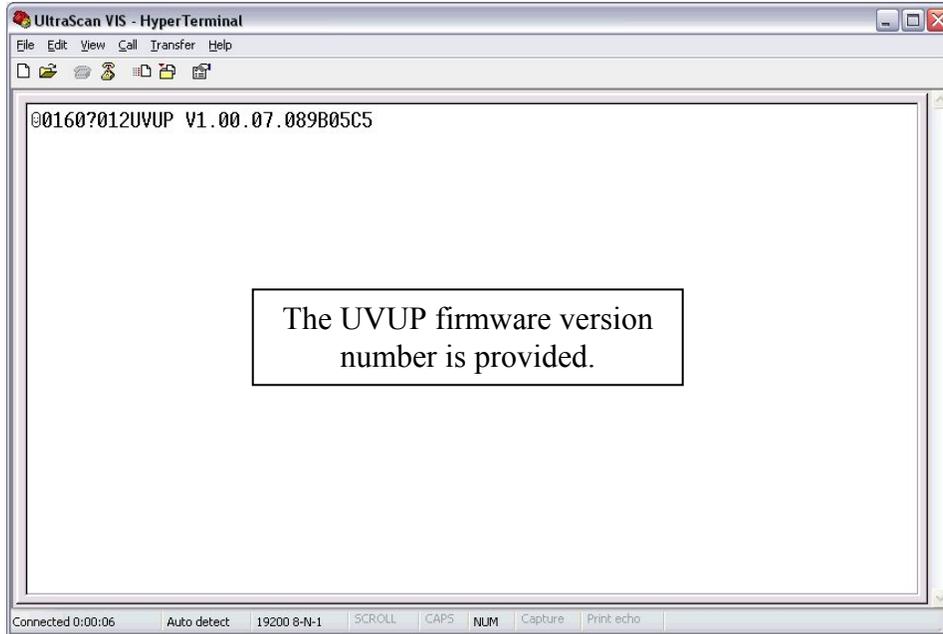
LabScan XE:



UltraScan PRO:

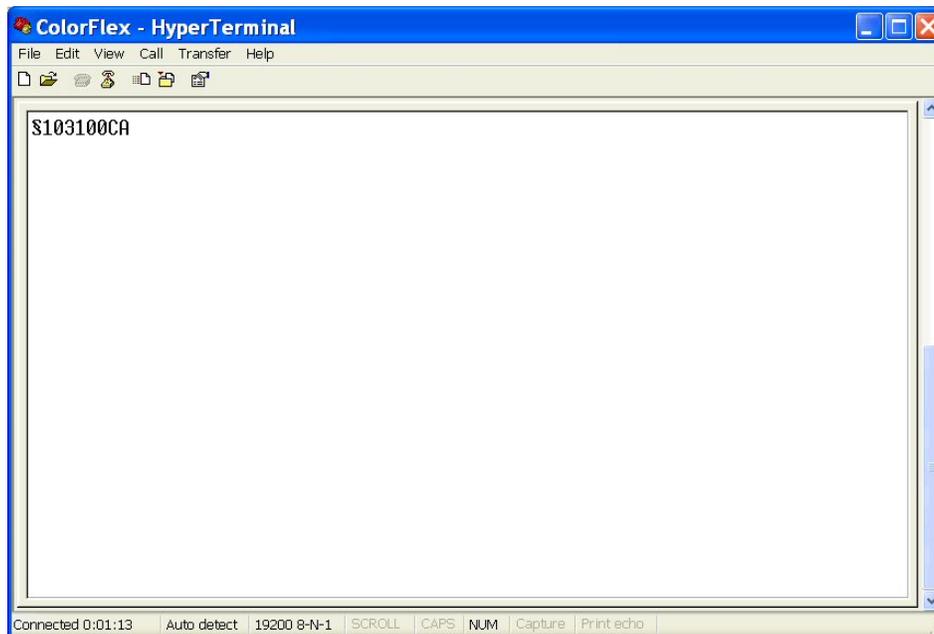


UltraScan VIS:

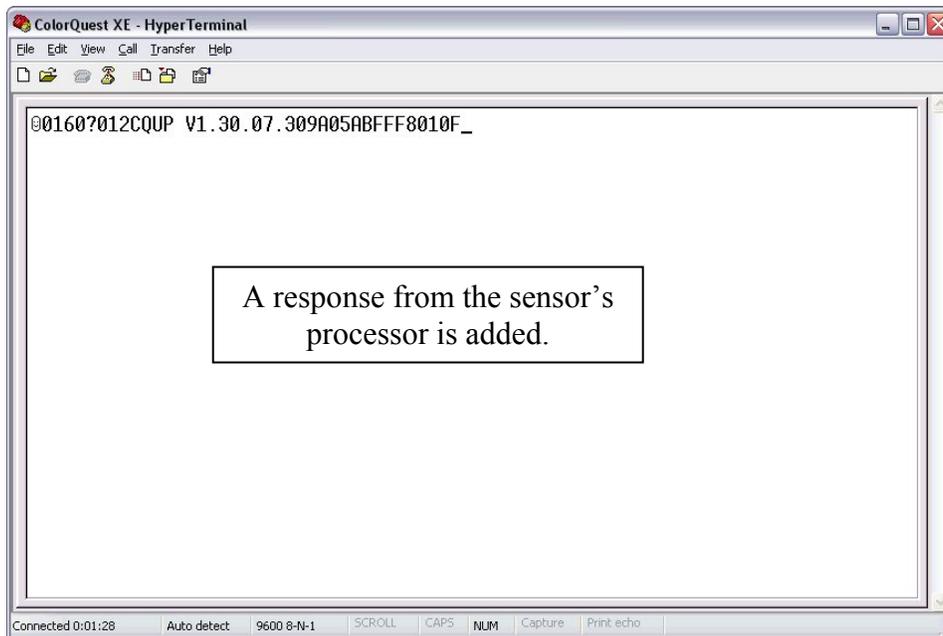


11. Press **Ctrl + B** on your keyboard twice and observe the result in HyperTerminal. If communication between the instrument and the chosen serial port is possible, an appropriate response will appear in a fashion similar to that shown below for your instrument type.

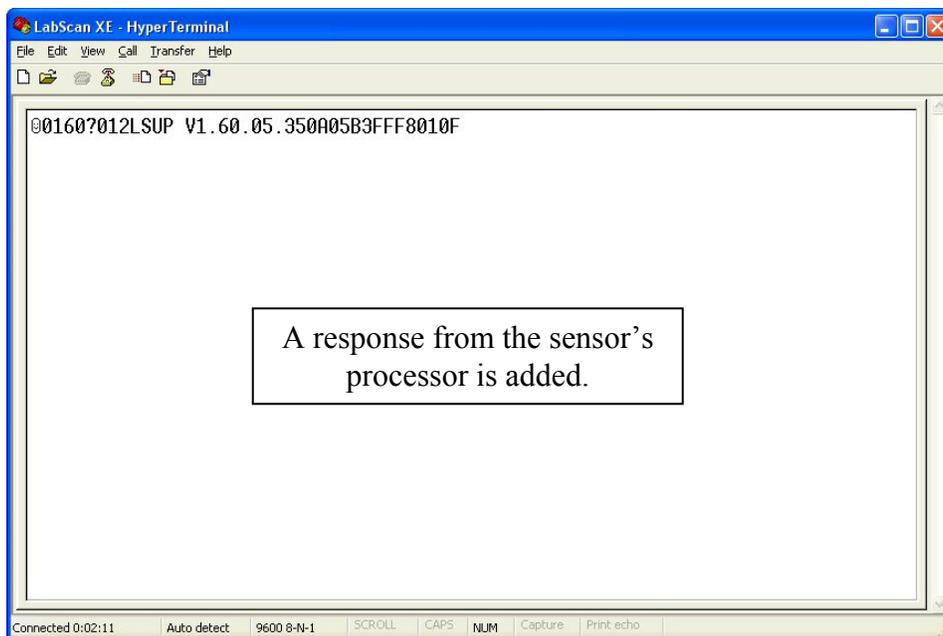
ColorFlex/MiniScan XE Plus:



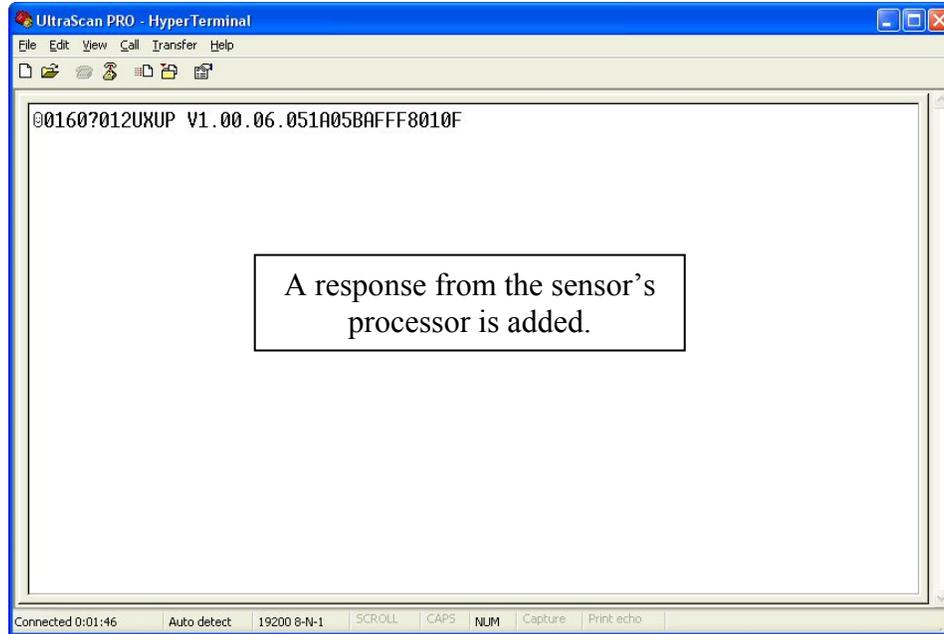
ColorQuest XE/ColorQuest XT:



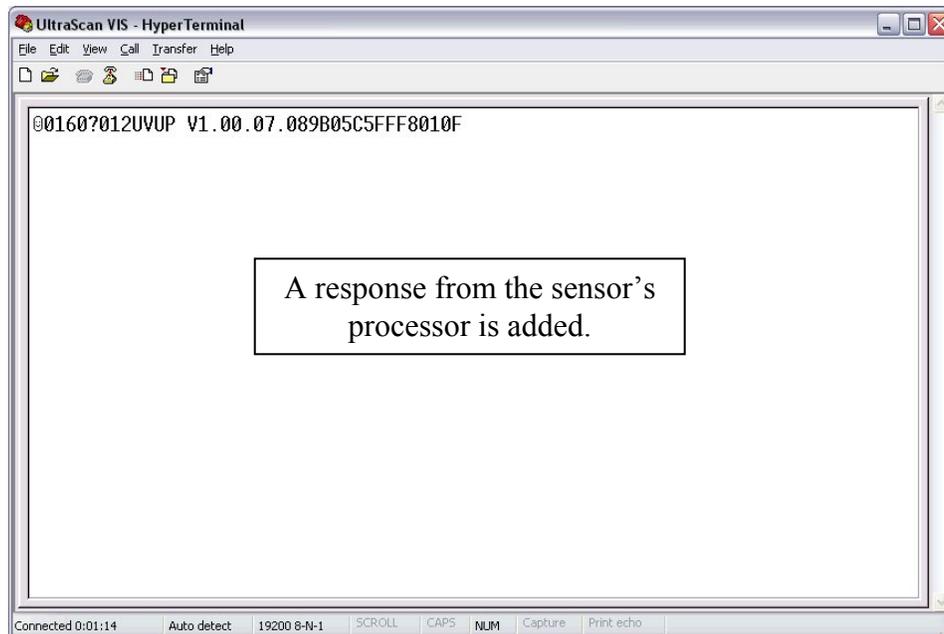
LabScan XE:



UltraScan PRO:

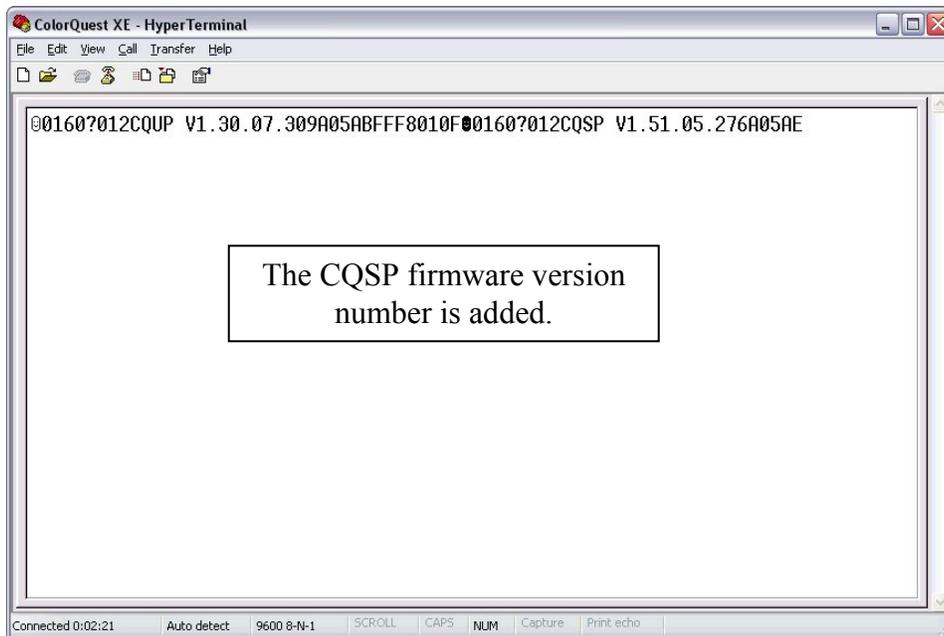


UltraScan VIS:

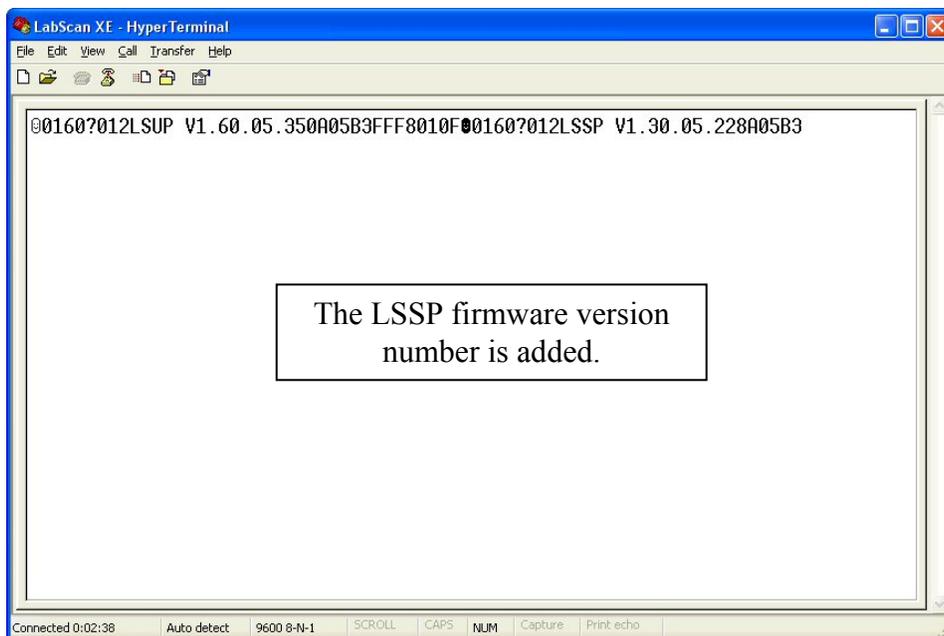


12. If you are operating an instrument other than a ColorFlex or MiniScan XE Plus, press the space bar on your keyboard again and observe the result in HyperTerminal. If communication between the instrument and the chosen serial port is possible, an appropriate response will appear in a fashion similar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

ColorQuest XE/ColorQuest XT:



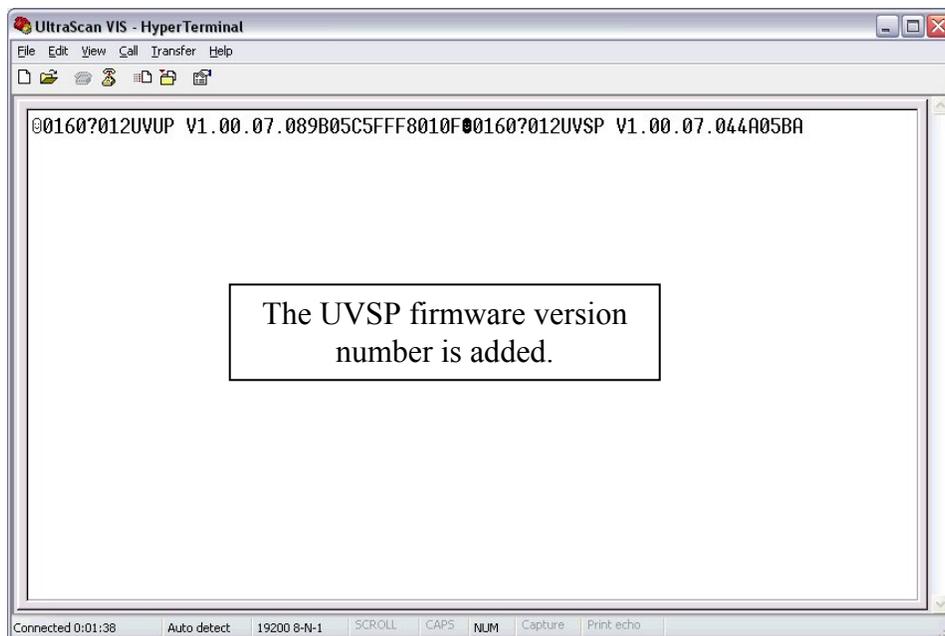
LabScan XE:



UltraScan PRO:



UltraScan VIS:



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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