

## **Application Notes for PC5180 and Microsoft Windows 10®, 64 bit Operating Systems**

There have been reports that some of our customers had difficulty using the PC5180 software on Windows 10® 64 bit operating systems. The usual symptom is an “**Unable to connect**” message box on the screen.

We have tested the software on several different computer models and found that with some connection or power-on sequences of the 5180 the error message would occur. We have not had any problems when following the sequence listed below. It is also suspected that some of the complaints may be due to Windows performing its updates in the background and temporarily preventing proper operation.

After installing the PC5180 software (following the instructions on the CD supplied with the 5180 or the file downloaded from our website) the following sequence is recommended for best success:

1. Connect the 5180 to the computer USB port with the 5180 power off.
2. Power on the 5180 and wait for it to complete its self-test and enter the normal measurement mode.
3. Sometimes you may need to wait a few more seconds for the computer to recognize that the meter is connected (there is usually a sort audible sound or notification indicating that a USB device has been connected).
4. Then finally open the PC5180 program.
5. After several seconds the PC5180 program should find the 5180 meter and display a picture of the 5180 meter on the screen. Clicking on this picture with the mouse will reveal the controls to operate the 5180 remotely through the USB port.

Although we can't guarantee this will solve all problems on every different computer model, it does appear to be the most robust sequence.

If this does not solve the problem, we recommend uninstalling the PC5180 program and then performing a new installation.

If that does not help, one other option is to use the PC5180 in Windows XP/SP3 Compatibility mode. The following link from Microsoft may be helpful if that course of action is necessary.

<https://support.microsoft.com/en-us/help/15078/windows-make-older-programs-compatible>