



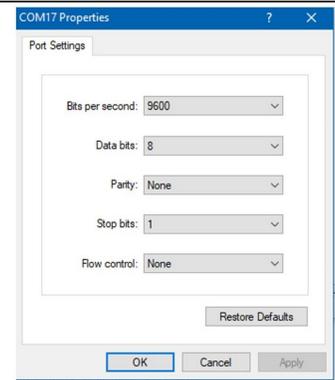
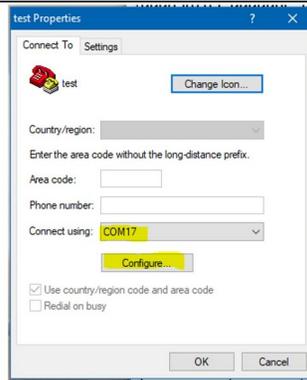
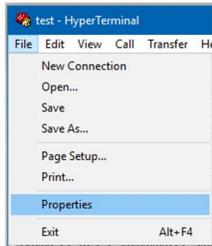
# Profiler Configuration Troubleshooting

How to troubleshoot communications with the profiler if the standard configuration software does not work.

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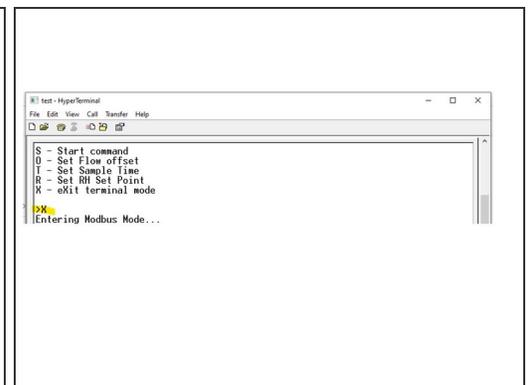
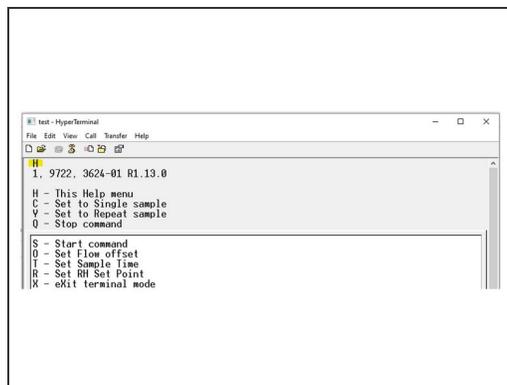
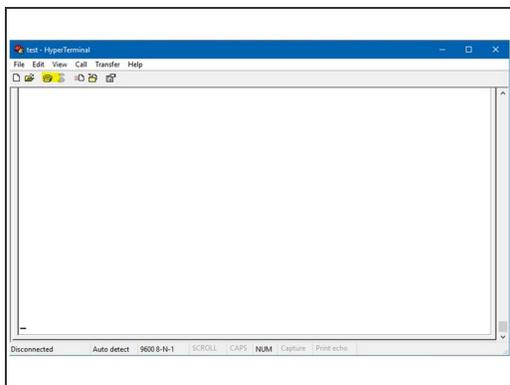


## Step 1 — Connection over HyperTerminal



- Start HyperTerminal by double clicking on the "hypertrm.exe" file provided
- Start a new COM Port connection (in this case the connection is named "test")
- Once the software is running, click on File --> Properties
- Confirm the COM Port selected is the correct one being used for the Profiler engine
- Click "Configure..." and ensure settings are identical to the image

## Step 2 — Change Settings



- Click the "telephone" icon to connect to the Profiler engine.
- Type "H", ensure the Profiler engine returns the Help Menu Shortcut
- Type "X", ensure the Profiler engine returns "Entering Modbus Mode"
- You can now close the software

For further support, contact Technical Support.