

Simple Logger® Troubleshooting Guide

Communication Issues:

If you are having problems with the Simple Logger not communicating properly with your laptop or PC desktop computer, refer to one of these troubleshooting solutions:



1. Check the logger's battery voltage. Make sure that it is $>7V$. Some newer computers will not connect if the voltage is below 7V.
2. Try using a Serial-to-USB adapter (which can be found at most computer or electronics stores) instead of the 9-pin serial cable. Recommended brand is [StarTech RS-232 to USB adapter](#).
3. Make sure the Com port is between COM 1 and COM 4.
4. If communication to the Exception Logger Model L215 fails, make sure that the Simple Logger software that you have installed on your computer is the correct version for this specific model. The correct version for the Model L215 is EVL v6.01. If version v6.20 is installed, uninstall it, then reinstall the correct software EVL v6.01. You can download the software on our website www.aemc.com.
5. If a flat line occurs when downloading from the Models L320, L410 or L430, set your scale to match the values for the beginning and end of scale from the software menu. Save the configuration for future use. For more information [refer to page 3 in the user manual](#).

