

In the case that problems can not be resolved via instructions found in the “Quickstart” document for your Metronics device, then follow the procedure below.

- 1.) Download and Install the terminal for generic serial port communications from www.velmexcontrols.com (found under “Support for Non-Velmex Products” > Metronics menu)
- 2.) Close all programs that may communicate with the serial port
- 3.) With your Metronics device connected to the computer, open the Terminal.
- 4.) In the menubar select “CommPort” > “Properties”
- 5.) Set the port to match the port that your Metronics device is attached to.
- 6.) Set the BaudRate (or Maximum Speed) to match your Metronics device. (Typically 9600)
- 7.) Set the Databits to match your Metronics device. (Typically 8)
- 8.) Set the Parity to match your Metronics device. (Typically None)
- 9.) Set the Stopbits to match your Metronics device. (Typically 2)
- 10.) Set Echo to Off
- 11.) Set Flow Control to None
- 12.) Press the OK button.

Now that the parameters are set, go to the File Menu and Pick “Open Log File”

Once the log file is created, either go to “CommPort” > “Port Open” (or click the red LED in the corner so that it turns green)

Troubleshooting Procedure: (Perform for each axis you have)

- 1.) Move in the Positive direction
- 2.) Press the Print key on your Metronics device
- 3.) Move in the Negative direction
- 4.) Press the Print key on your Metronics device

If using a Quick-Chek 1000

- 1.) Click in the terminal so you see a flashing cursor
- 2.) Type in the command (without quotes) “i-”

If using a QuadraChek or a QC10-V

- 1.) On your device press the Menu key
- 2.) On your device press the Setup key
- 3.) Press the Print key

Once your device has printed a report of its setup to the computer terminal then close the log file and port connection that you opened, and send the log file to Velmex Technical Support