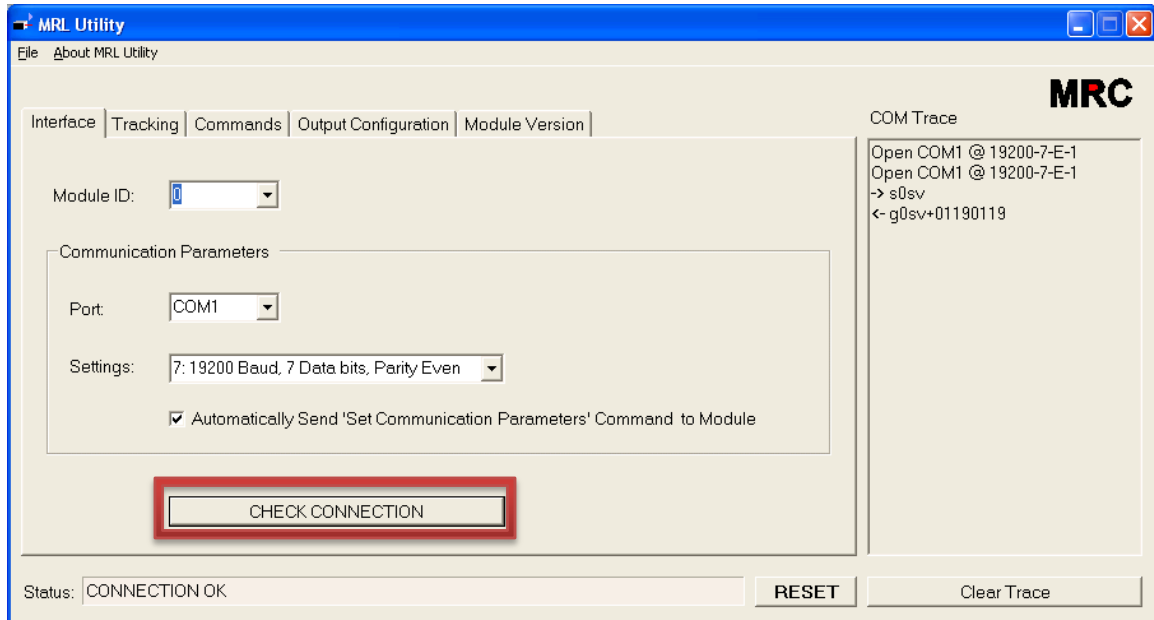


MRL3 Connectivity Troubleshooting Guide

Issue	Solution
The MRL3 is not turning on or green power light is not illuminated.	Power the MRL3 with 9 to 30V DC according to page 8 of the Technical Reference Manual.
MRL3 is powered but not connected to PC.	Connect MRL3 to a PC through the serial/communication port. If this port is not available, a USB to Serial converter may be needed (available through Radio Shack or similar store).
MRL3 is connected to the PC but is not detected through the utility software.	Be sure the software is up to date. The most recent version can be found on our website at www.metrologyresource.com/gaging-software.html
MRL3 Utility Software is updated but there still is no connection or the status says CONNECTION FAILED.	Press the CHECK CONNECTION button on the MRL3 Utility Software. Follow instructions starting on page 2 of this guide.
MRL3 Utility Software is still not connecting to MRL3 after using guides on page 2 and 3.	Reset the MRL3 using the procedures outlined on page 7 of this guide.
MRL3 is still not connecting to the MRL3 software or there is another issue.	Contact Metrology Resource Co. at 248-628-8671

MRL3 Utility Software is updated but there still is no connection.

1. Connect the MRL3 Laser to the computer via the included serial data cable. Note if your computer does not have a serial port, a USB to Serial Converter may be needed.
2. Open the MRL3 Utility Software.
3. Press the **CHECK CONNECTION** button at the bottom of the MRL3 Utility screen as seen in the image below.



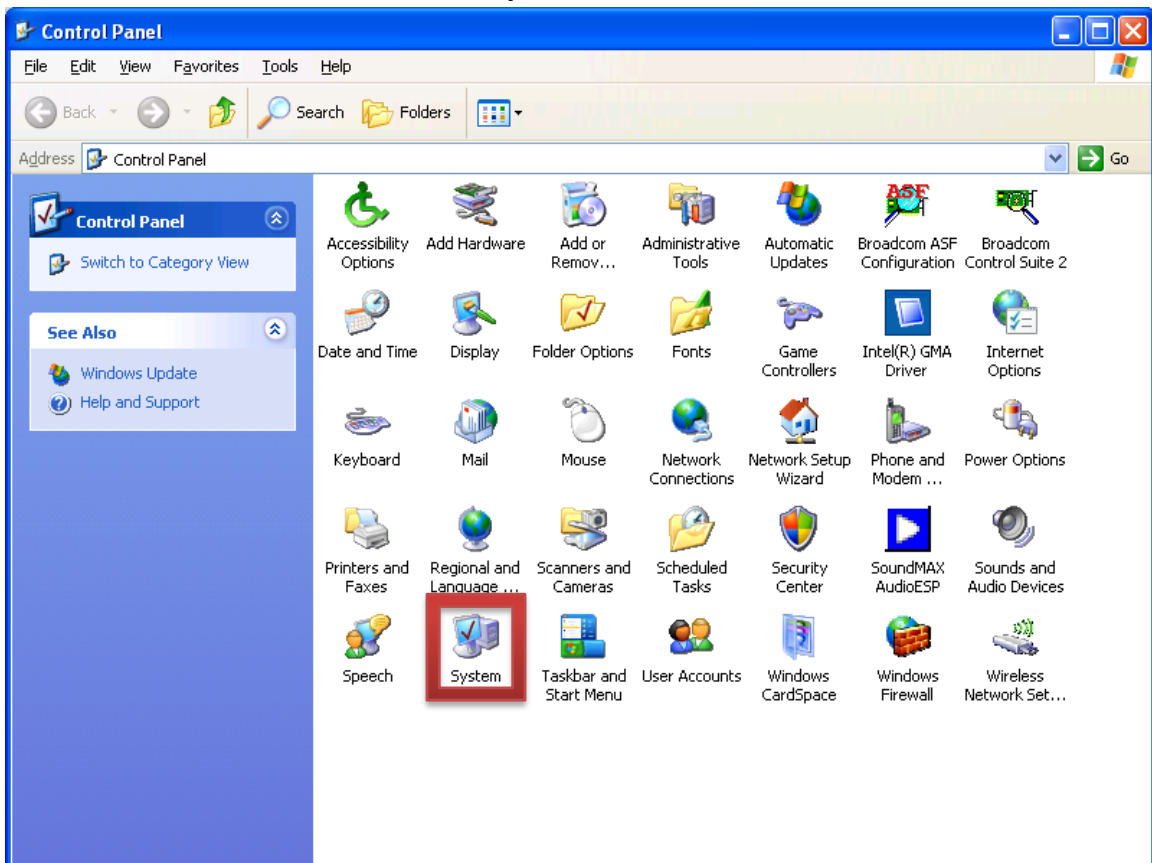
4. **STATUS** should return **CONNECTION OK**.

Status: CONNECTION OK

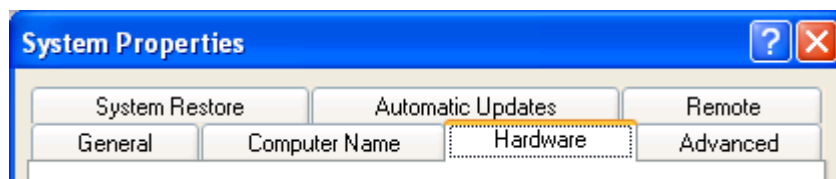
5. If **STATUS** returns **CONNECTION FAILED** then turn to Troubleshooting Failed Connection on page 3 of this guide.
6. A restart of the computer may be necessary to free up the communications port for the MRL3.

MRL3 Utility Software returns CONNECTION FAILED status.


1. From the Windows Desktop, click the **Start** menu.
2. From the Start menu, access the **Control Panel**. (Windows XP users continue to step 3, Windows 7 users skip to step 10)
3. From the Control Panel, double click the **System** icon.

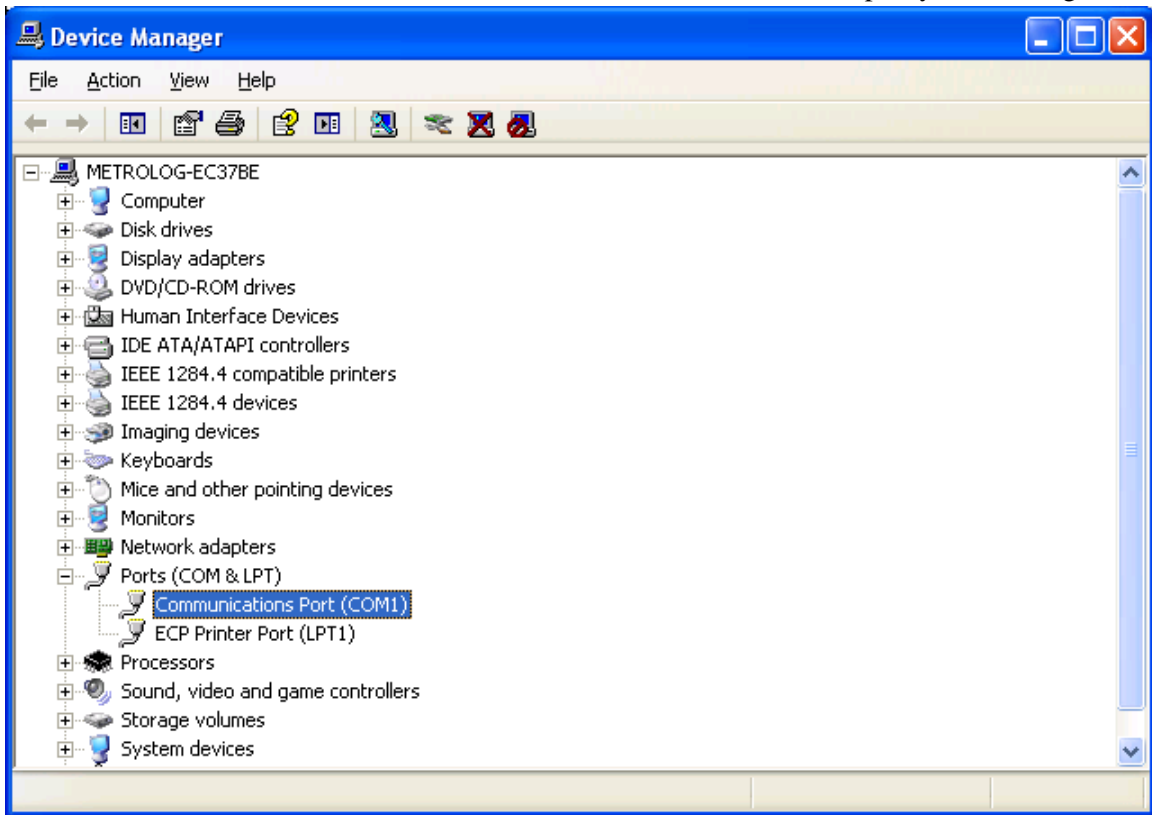


4. In the System Properties window, click the **Hardware** tab.

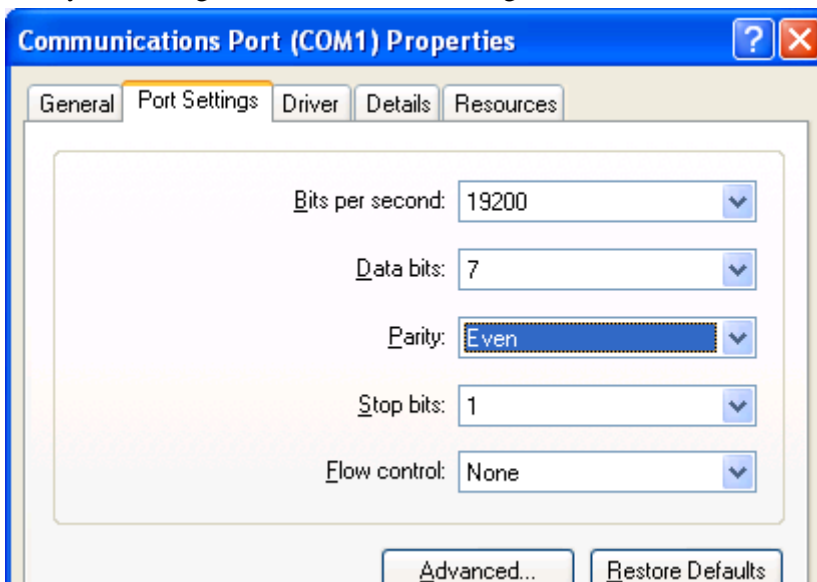


5. From the Hardware tab, click **Device Manager**.

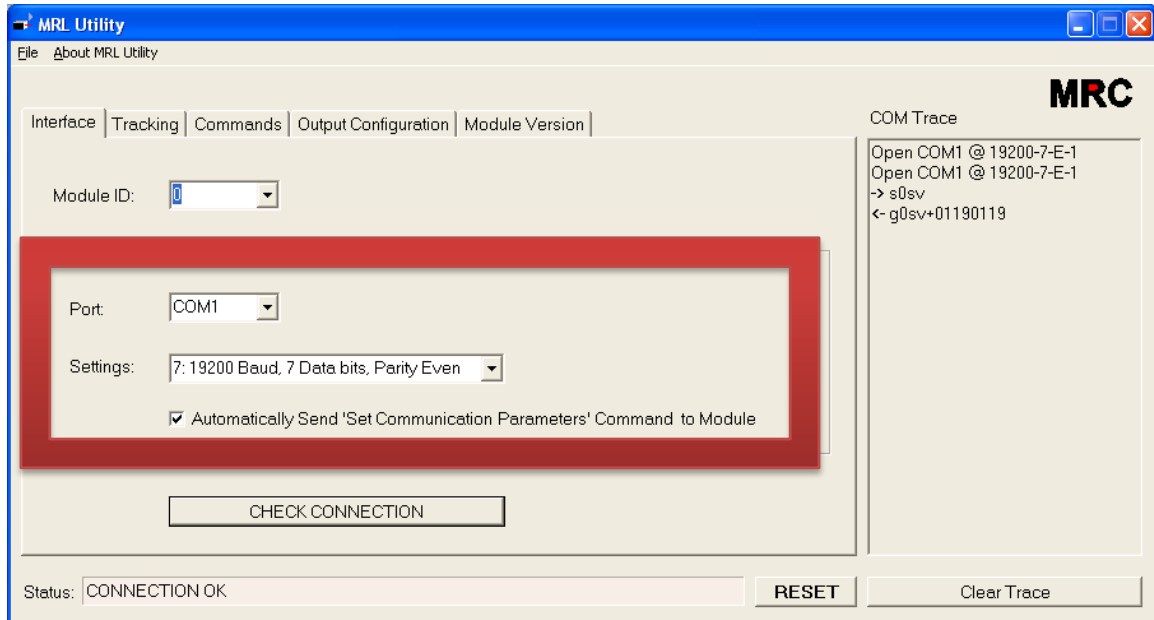
6. In Device Manager expand the **Ports** menu by clicking the small plus sign  next to **Ports (COM & LPT)**
7. Double click on **Communications Port (COM#)** where # is the number port you are using.



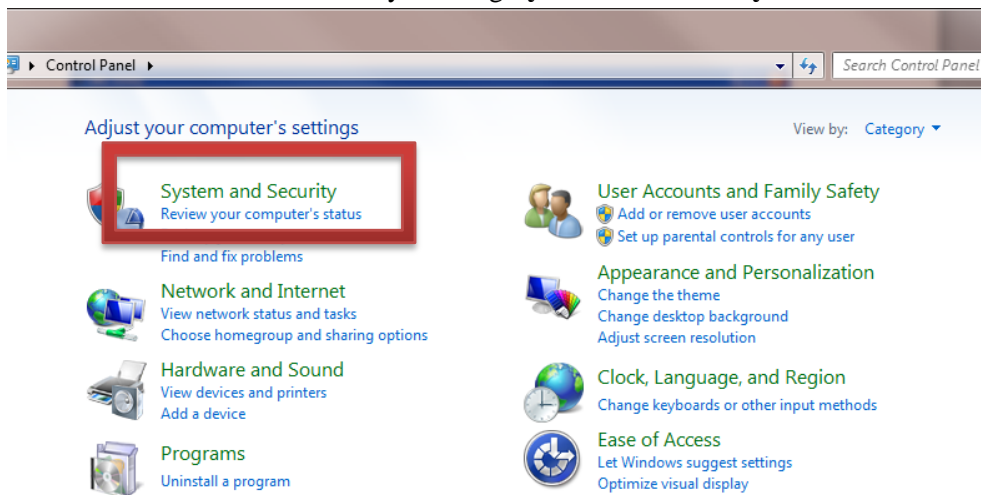
8. In the Communications Port Properties window, click the **Port Settings** tab.
9. Verify the settings match the default settings shown below.



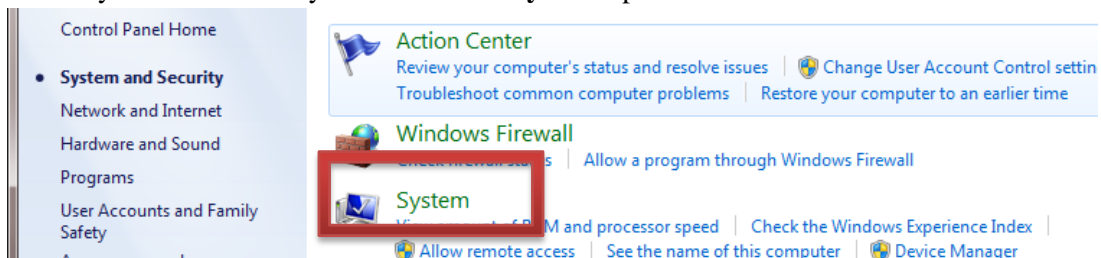
10. Verify these settings are the same as in the MRL3 Utility Software.



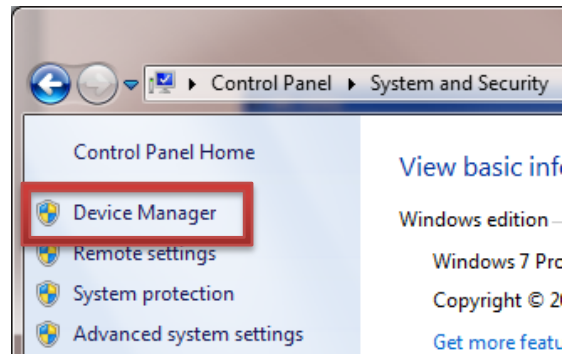
11. For Windows 7 users continue by clicking **System and Security**.



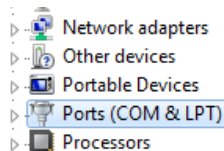
12. In the System and Security menu click the **System** option.



13. In the System menu, click **Device Manager** on the left navigation bar.



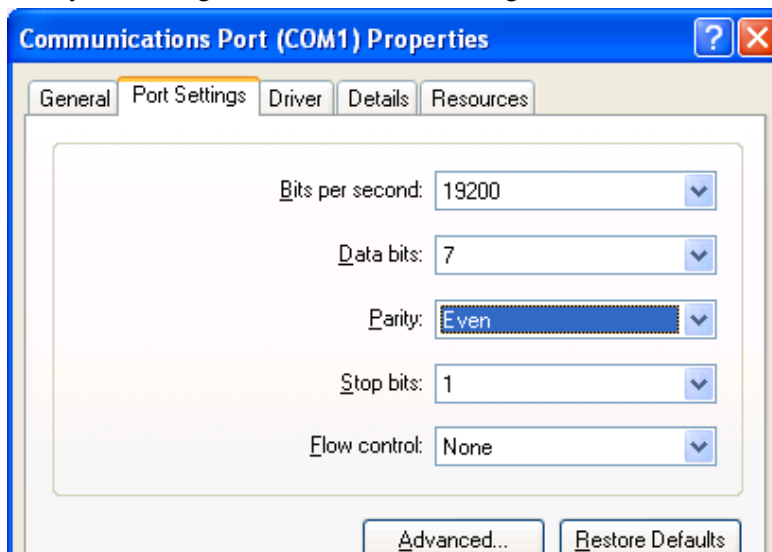
14. In Device Manager expand the **Ports** menu by clicking the small triangle next to **Ports (COM & LPT)**



15. Double click on **Communications Port (COM#)** where # is the number port you are using.

16. In the Communications Port Properties window, click the **Port Settings** tab.

17. Verify the settings match the default settings shown below.



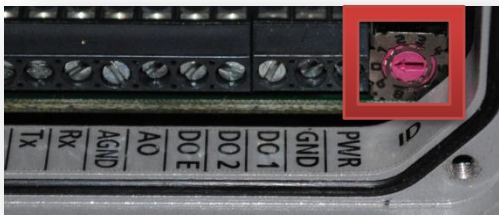
18. Verify these settings are the same as in the MRL3 Utility Software as shown in step 10.

19. A restart of the computer may be necessary to free up the communications port for the MRL3.

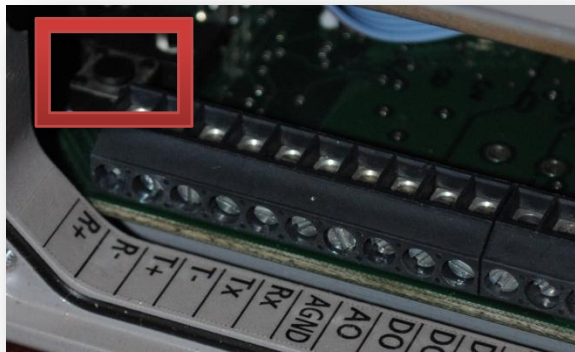
MRL3 Reset Procedure

(if all else fails this will reset to factory defaults)

1. Remove the MRL3 from its power source.
2. Remove the side plate from the MRL3 using a torque 8 screwdriver.
3. Verify the MRL3 is set to 0 (zero) on the ID selector as seen below.



4. Press and hold the reset button, shown below. While the reset button is depressed, repower the unit and wait 5 (five) seconds before releasing the reset button.



5. After releasing the reset button remove the MRL3 from its power source again, wait 2 (two) seconds and then return to power source. The unit should be successfully reset.
6. A restart of the computer may be necessary to free up the communications port for the MRL3.