TECH BULLETIN: updated 5.19.16

ALTALAB INSTRUMENT

com-port-solutions.cdr

USB to Serial Adapter - Solving COM Port Problems

Altalab's Merlin 7.60 software can communicate with your weatherstation console using COM Ports 1 through 20. If you have a previous version of Merlin you only have access to COM 1-10 and should upgrade. Merlin 7.6 and later supports Windows XP, 7, 8, and 10. We do not support Windows Vista.

If you are using a usb to serial adapter, you must install a driver compatible with your operating system. Ideally, if you turn the weatherstation ON and connect it to your computer, when you launch Merlin the program will perform a COM Port detection routine and open normally.

If instead, you see this window, follow the steps below to get the situation sorted out.

1) DOUBLECHECK that your weatherstation is physically connected to your pc, from the 25 pin serial port on the back of the console to a 9 pin connector and from the 9 pin connecteor to a usb connector on your pc.
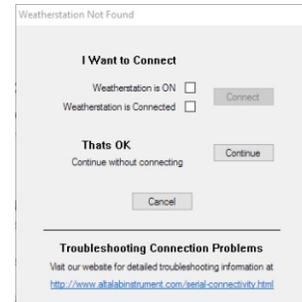

Connection Failure Popup

2) VERIFY that you are using the newest version of Merlin. 7.60 or later. In Merlin click Help > About Merlin to see the version number. Registered users can download the current version from our website.

3) Check to see if your USB to Serial Adapter is correctly installed with a current driver. Click Start > Search and type Device Manager. If your devise is correctly installed it will show up under Ports with a COM Port of 1-20.
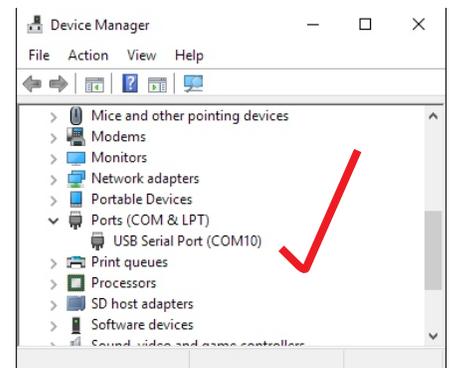
If your USB to Serial adapter shows up under "Other Devices" or shows up under Ports but still is not working, right-click the device and choose Update Driver. Choose automatically if you are connected to the internet (preferable). If you have a cd, you can try updating from it.

Device Manager indicating Correct Installation

Older USB to Serial Adapters may not have a driver compatible with newer operating systems (Windows 7, 8, 10), in which case you need to get newer hardware.
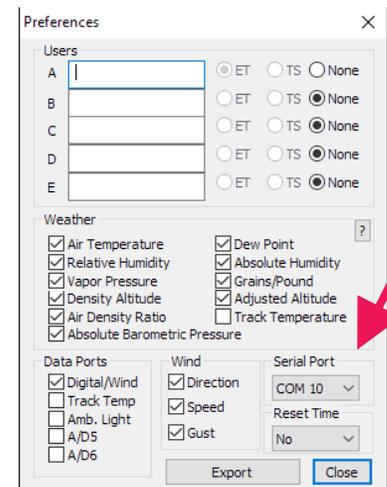
Bug Fix 20160519 - Merlin launches correctly but the ACLive Window does not connect. Launch Merlin, Click Tools > Preferences. Select or unselect weather variables according to what you want to sdee on the pager. Verify that the COM Port indicated in the Devide Manager is selected in the Preferences Serial Port drop down. Click Export.

Preferences Dialog Box

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