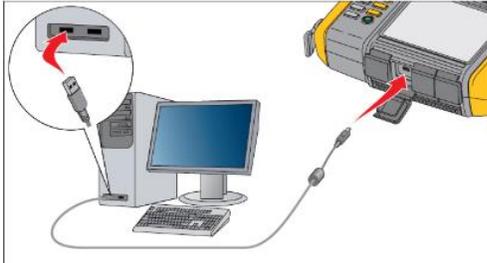


810 Viewer software – Technical tips for users

- Q¹: Why does the software require admin rights?
- Q²: Do I need software support from my local IT group?
- Q³: What support is provided by Fluke Technical Support?
- Q⁴: How to connect the 810 to Viewer software on your PC?
- Q⁵: How to fix communication problems between 810 and software on PC?
- Q⁶: What are the warning and error messages from the Viewer software?

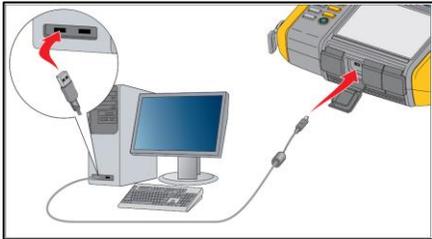


<p>Q¹: Why does the software require admin rights?</p> <p>Note: SQL Server needs temporary admin rights in order to be installed on your PC. Talk to your IT group.</p>	<p>A: If you want to load the 810 Viewer software onto a PC to view the results on a larger screen, then the installation program will first need to load SQL Server which requires local administrative rights to load. This is because the installer creates a database and a database user. Your IT people will give you temporary admin rights or install it for you. In most cases, you will be given admin rights after you explain that the Fluke 810 Viewer software uses SQL Server which requires admin rights in order to install. After it is loaded, you may no longer need admin rights.</p>
<p>Q²: Do I need software support?</p>	<p>A: Your IT people will need to give you temporary admin rights or install it for you. In addition, you may need support from your IT or software group to work with programs, procedures or protocols that are unique to your company's computers or network. The 810 firmware and 810 Viewer software will support a wide variety of computer and network situations, but sometimes restrictions placed by local IT or software groups can interfere with software installations and/or communication with other programs and hardware.</p>  
<p>Q³: What support is provided by Fluke Technical support?</p>	<p>A: Fluke Technical Support will help aid in answering technical questions about how to use and operate the Fluke 810 and 810 Viewer software, but they cannot work on your computer or answer questions about your specific machine applications.</p>

810 Viewer software – Technical tips for users

Q⁴: How to connect the 810 to Viewer software on your PC?

Plug and play via USB cable between the 810 and Viewer on your PC:



A: The 810 is a Windows CE device that connects to your PC via the supplied USB cable. Here are the steps:

1) Launch the Viewer software on your PC:

Click on the **FLUKE 810 Viewer software icon:**



Double-click



Press Yes

Watch the 810 Viewer software launch (latest Version 3.6):

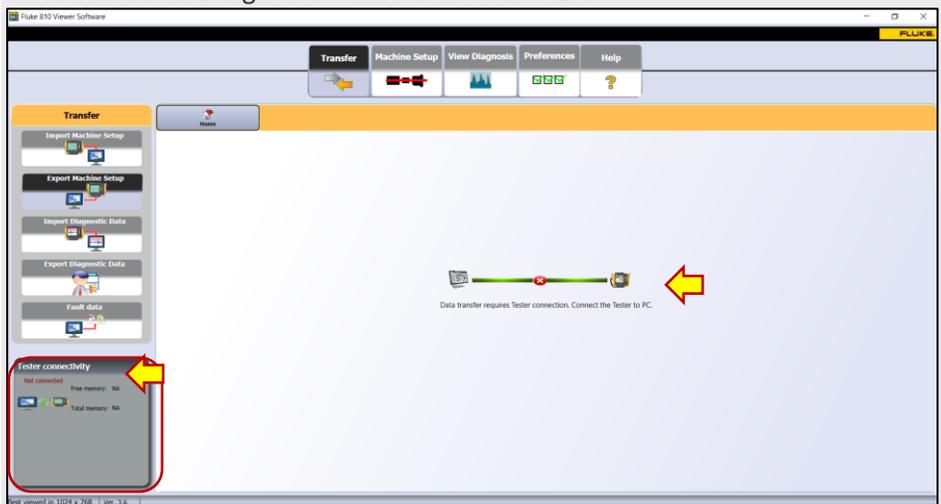


See Vers. 3.6.

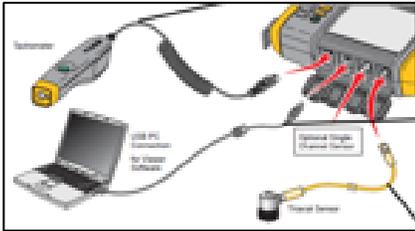
Once the Viewer loads, Select the Transfer tab at the top left:



The Viewer is waiting for a connection to the 810:



810 Viewer software – Technical tips for users

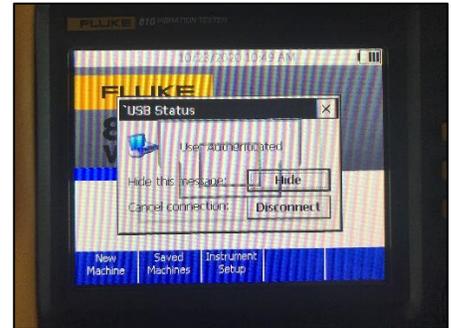


2) Start up the 810 and wait until it loads to the main menu

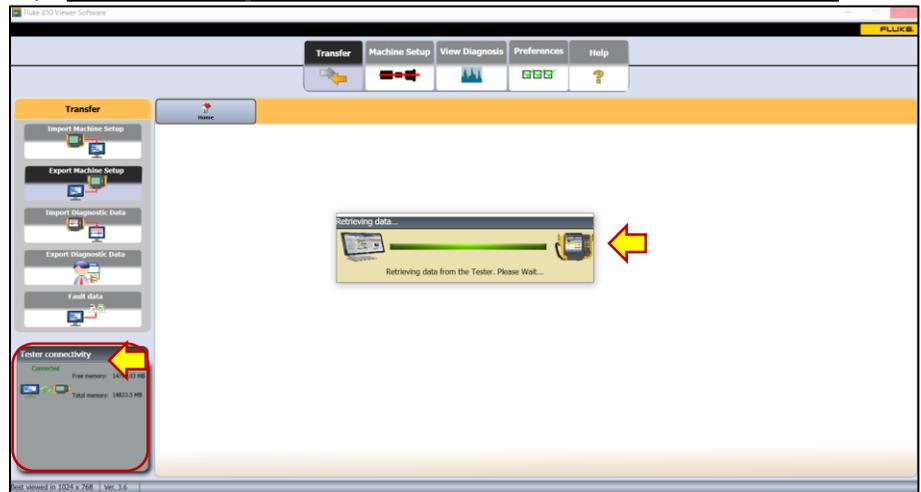


3) Then plug the USB cable from the PC to the 810

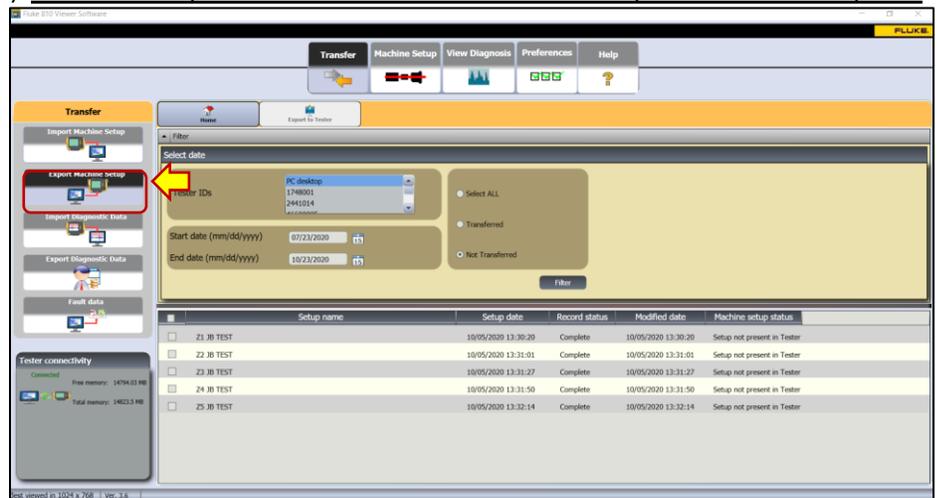
Once the connection is made, the 810 will authenticate:



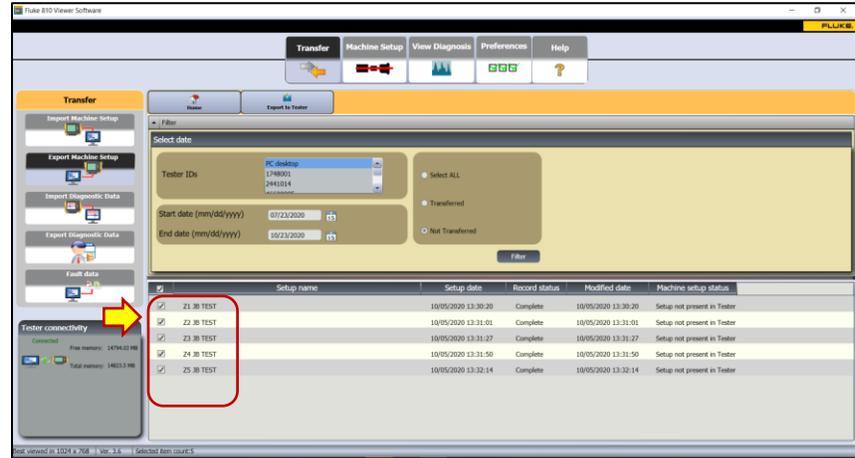
4) On the Viewer, the message shows communication with the 810:



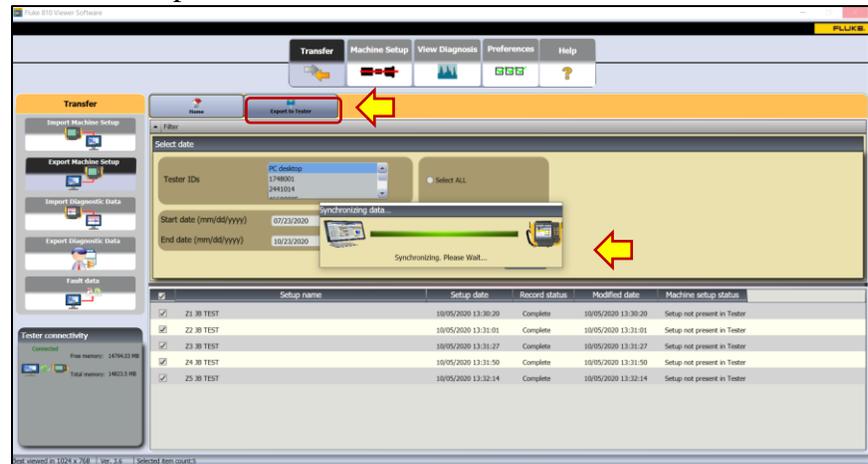
5) Transfer Setups from Viewer to the 810 - Select 'Export Machine Setup' tab



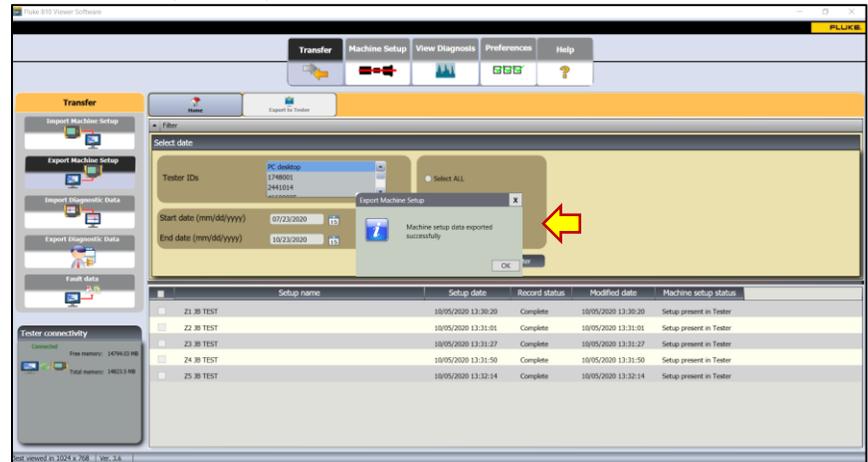
Check the radio buttons next to each machine Setup



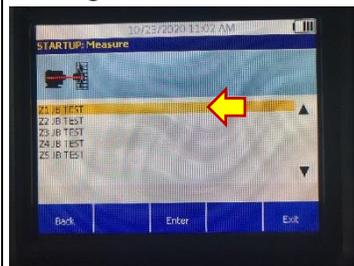
Press the 'Export to Tester' button:



Machine Setups are synchronized to the 810:



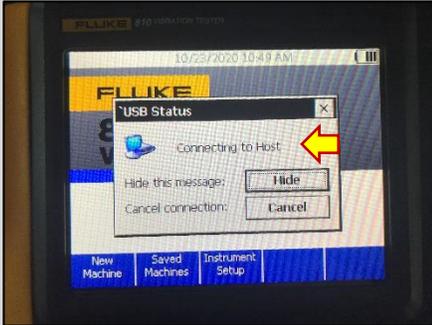
Now go to the 810 to see the transferred Machine Setups:



Take Measurements with the 810, Diagnose, and transfer results back to Viewer for review and generate a PDF report.

810 Viewer software – Technical tips for users

Q^{5a}: How to fix communication problems between 810 and software on PC?



A: If communication is not happening, just try a different USB port. Then, check to ensure you have permissions to use the USB port. Then, try a different USB cable.

No Communications with 810

The first steps are as follows:

1. Disconnect the 810 from the PC and reboot.
2. Close and re-open the program.
3. Connect the 810 to the PC once the unit has finished starting and the software is running. Does the 810 connect (see message on left)

If not, shut everything down (Viewer and 810):

1. Try it again this time with the USB connected between the PC and the 810
 2. Start Viewer first
 3. Then start up the 810. Does the 810 connect? (see message on left)
- If not, remove USB cable from 810, wait until you hear a ping indicating your PC sensed the USB cable removed. Then, plug the USB cable into the 810. You should see the message that the 810 is connected (on left).

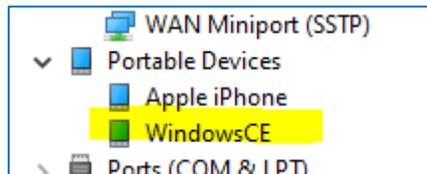
If this fails, then it might be something blocking on your PC. See Q4.

Q^{5b}: If communication problems continue between 810 and software on PC, what else can I try?



A: The connection is handled by Mobile Device Center on your PC. There may be a program that has been loaded onto your PC for security that is preventing this program from running.

1. Open Windows Device Manager. WindowsCE should show up under Portable Devices.



2. Also make sure the 810 shows up connected when opening Mobile Device Center. See image on left:
 - ✓ Connected
3. If either of these is not showing up, make sure to try a different USB port or Cable if possible. Also, a manual download and install of Mobile Device Center might be required from Microsoft. Make sure to install either the 64bit or 32bit version based on the computer being used.
4. Contact you IT of software support group for more information or assistance. Fluke cannot help you to make changes to your company software protocols.

810 Viewer software – Technical tips for users

Q⁶: What are the warning and error messages from the Viewer software?

A: Below is a chart from the 810 User Manual:

Display Message	Description
Application encountered an error.	An error occurred in the Viewer software. Restart the Viewer software application.
Invalid file	The Viewer software cannot read the file type.
Installation file format is wrong	The upgrade file is defective or invalid.
Tester connection is lost	This message shows if the connection breaks between the computer and the Tester during data transfer. Correctly connect the USB cable.