

MAX PULSE TROUBLESHOOTING: Failed to initialize serial port Error

If you have set up your Max Pulse device and receive a “Failed to initialize serial port error” when you go to run a test, please follow the steps below to resolve the issue.

CHECK CORD CONNECTIONS & POWER

Please make sure that:

- All 3 plugs are plugged in all the way and attached properly to your computer
- The power switch on the side of the Max Pulse is turned on (green light inside the switch will glow)
- The two-part power plug is also plugged tightly together
- There is power to the plug you are using (i.e. if using a power strip, ensure it is plugged in and on)
- There are no flipped breakers

If the cords are properly connected and power has been confirmed and still get the error message, please continue on to the next steps.

The “failed to initialize serial port” error message means that the USB Serial Port that connects the Max Pulse Device to the laptop is not communicating with the Max Pulse program, they are trying to “talk” to each other on different COM ports. *(This is like two people using a walkie talkie, but trying to talk to each other on a different channel.)* The following steps and screenshots will walk you through the steps to resolve this issue.

CHANGING THE USB SERIAL PORT SETTINGS

1. Unplug the “RS-232 Serial Port” USB plug from your computer and try plugging it into one of the other USB ports on your computer. Most computers have 2-4 USB ports to plug in a USB drive.

You will want to turn off the Max Pulse device before trying a different USB port. When the cord is plugged in to the other USB port you can turn the Max Pulse device back on. Start the Max Pulse program again and re-test using the new USB port.

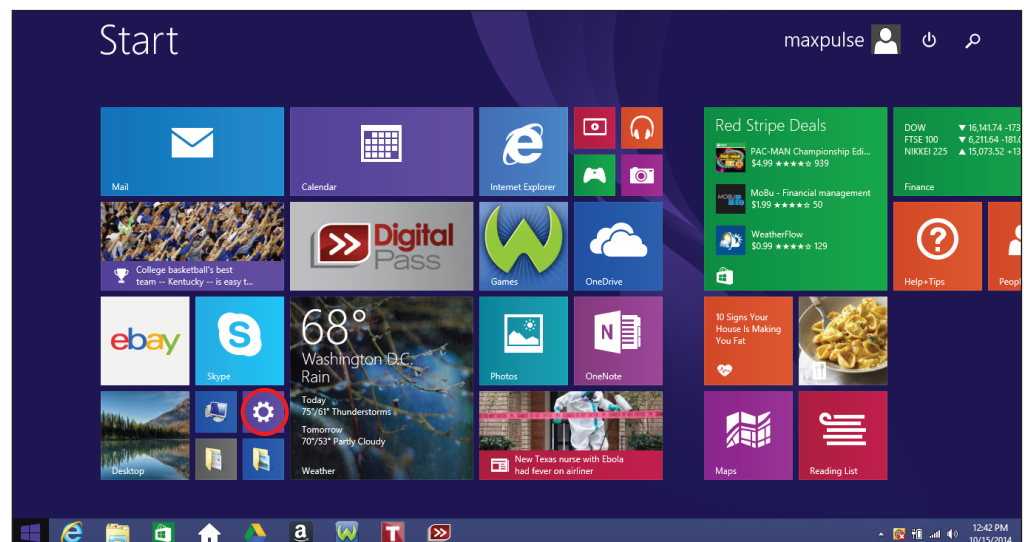
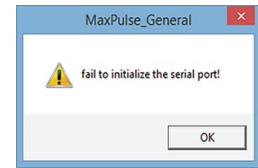
Repeat for all ports until you find which port works with the Max Pulse program. Once you find the correct port, you MUST use that same port each time you use the Max Pulse. *(It may be helpful to put a sticker or note by the working USB port when identified.)*

If the program functions correctly, then you are done. If not, please move on to the following:

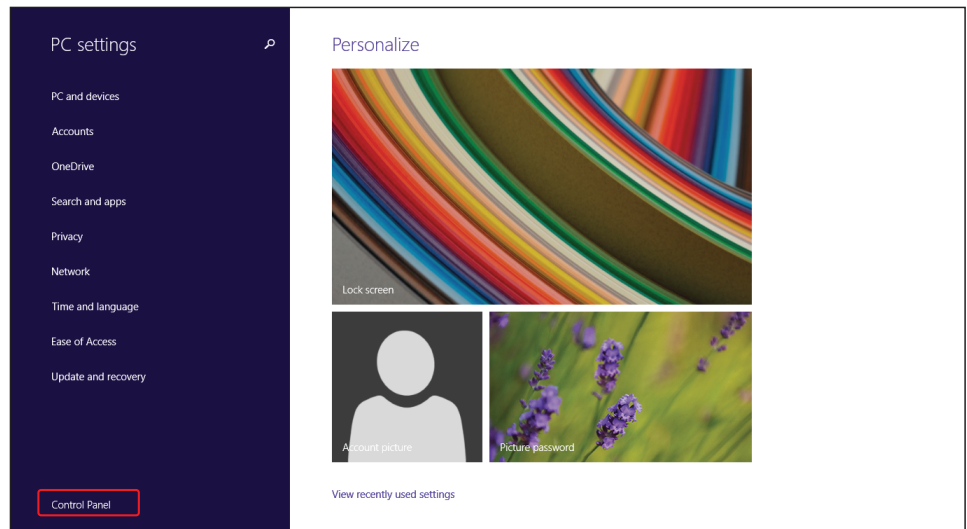
2. Your computer & the Max Pulse device both need to be set to the same Port (the Max Pulse is pre-set to Port2 or COM2). If during the setup stage, your computer does not automatically install and assign the Max Pulse device to the proper port or COM designation, then you must manually assign it. To change the Port, go to pages 28-34 in the User Manual or use the following instructions:

- a. Click on the “Start” menu in bottom left hand corner of your computer on the desktop (the windows icon)

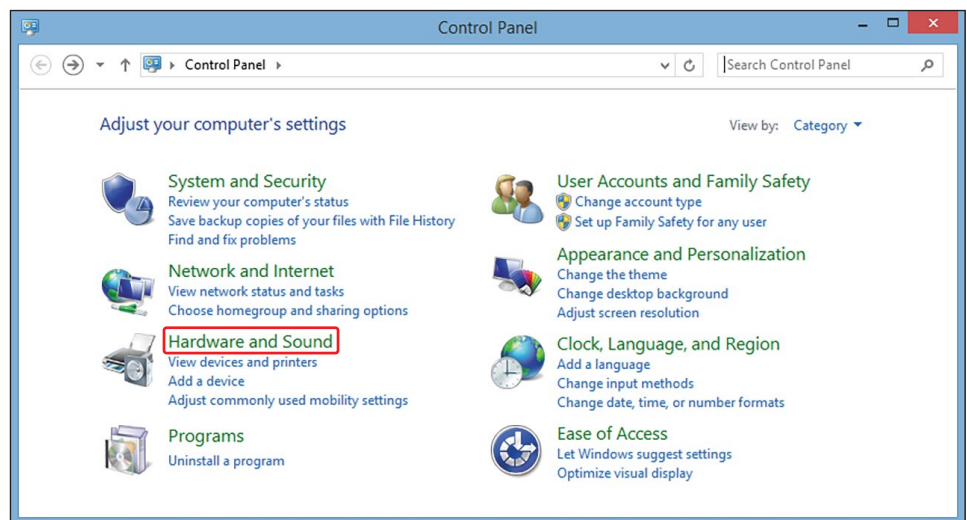
- b. Click on “PC Settings” (the circular gear icon, circled in red)



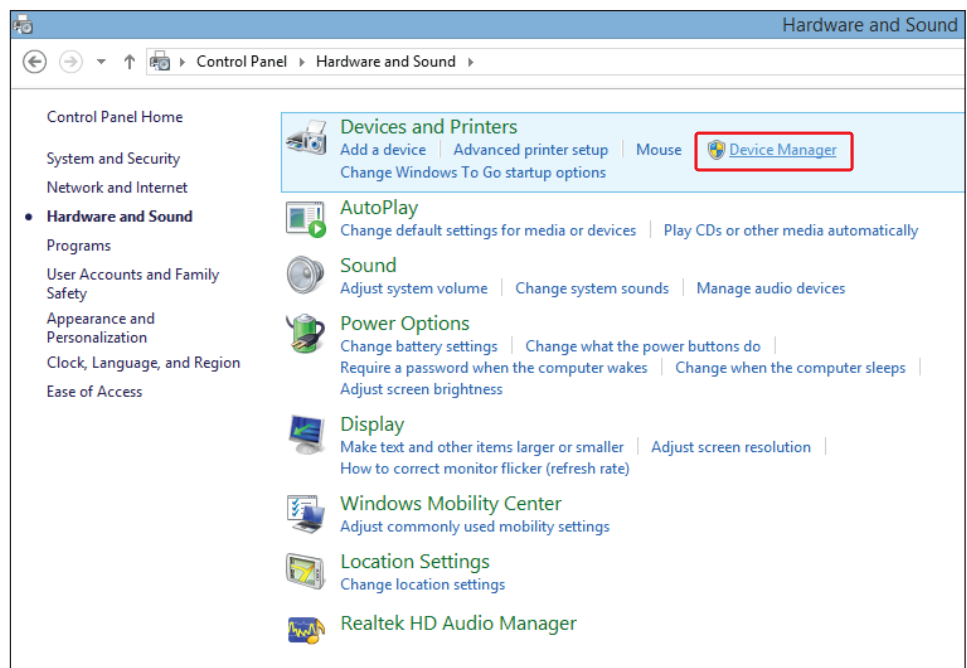
c. Click on “Control Panel”



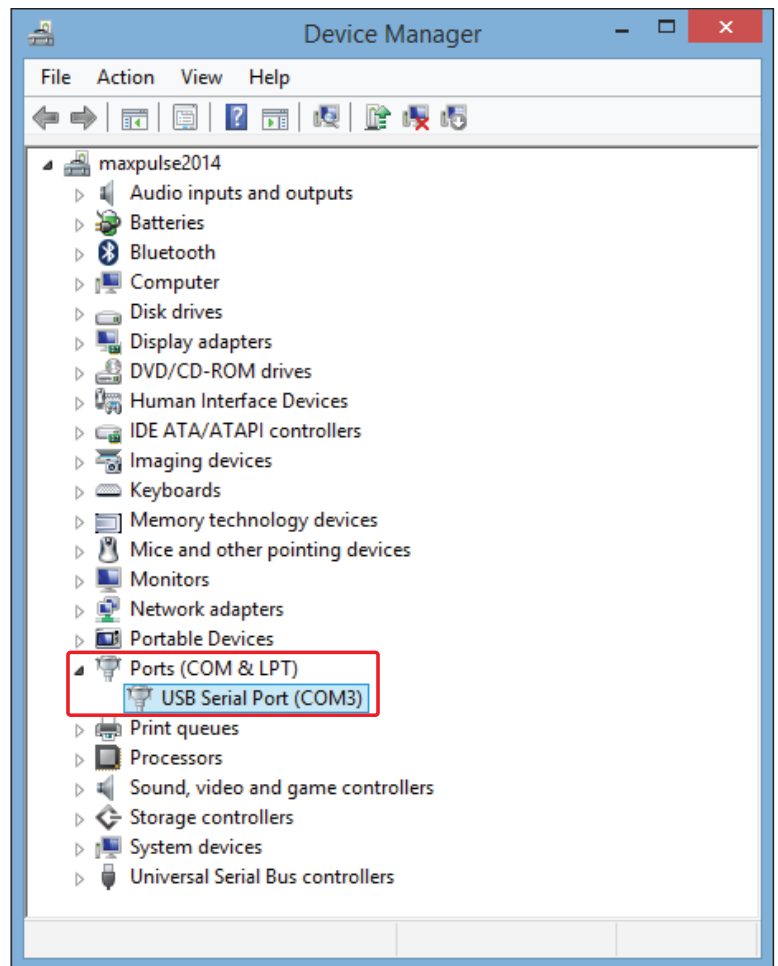
c. Click on “System”, then on “Hardware”, or directly on Hardware, if it is available



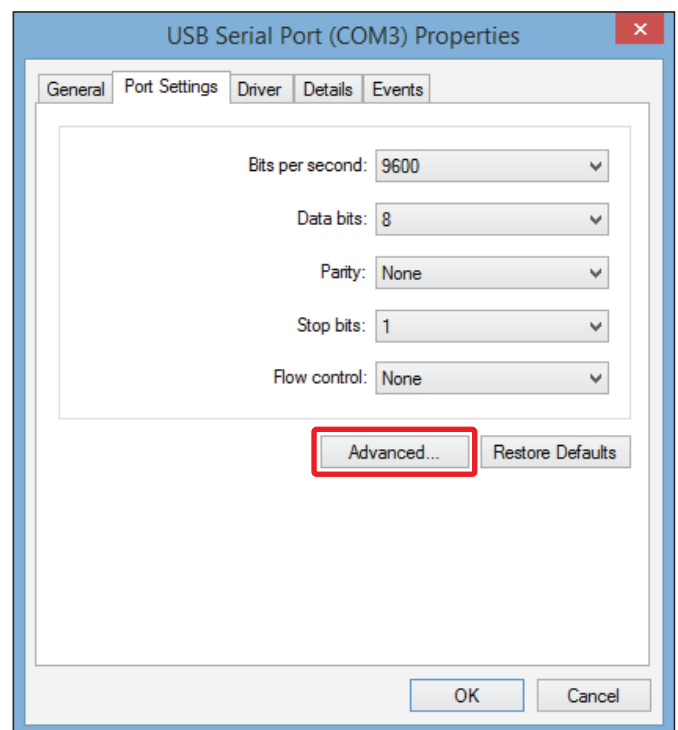
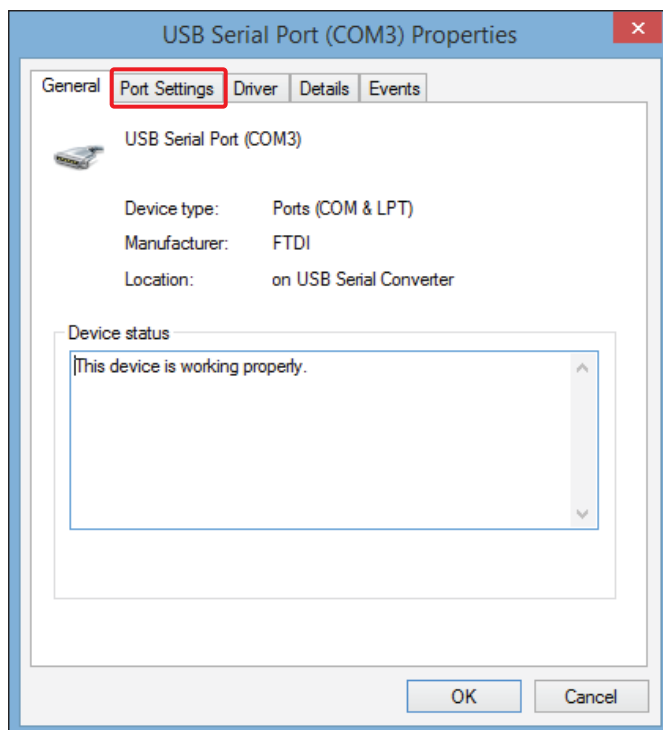
e. Click on “Device Manager” or “Devices”



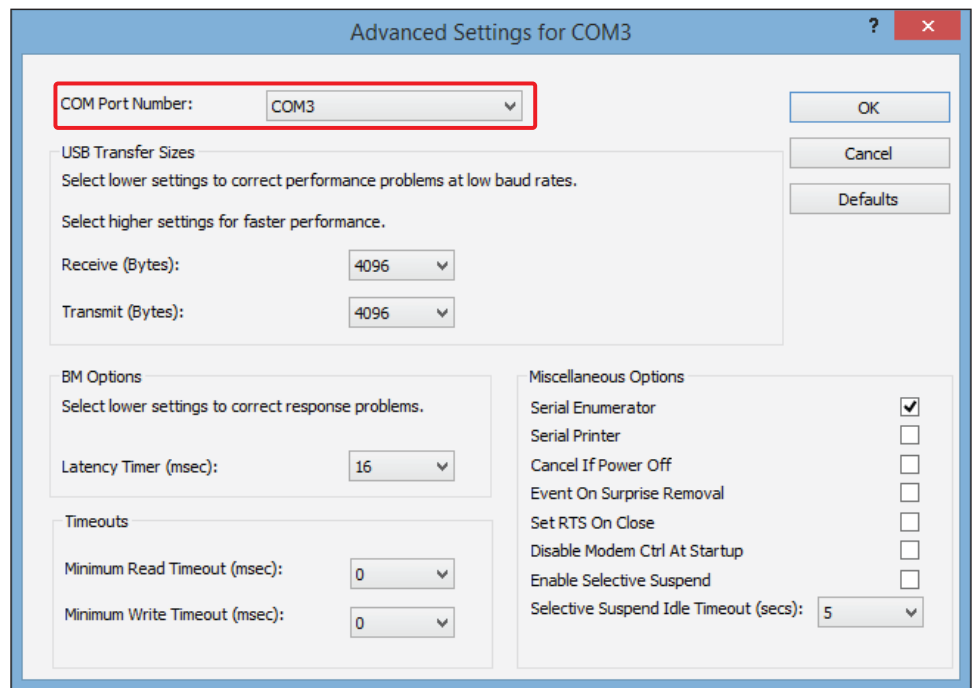
f. Click on “Ports (COM & LPT)” and then double-click on the “USB Serial Port” option (whichever COM number is listed on your screen).



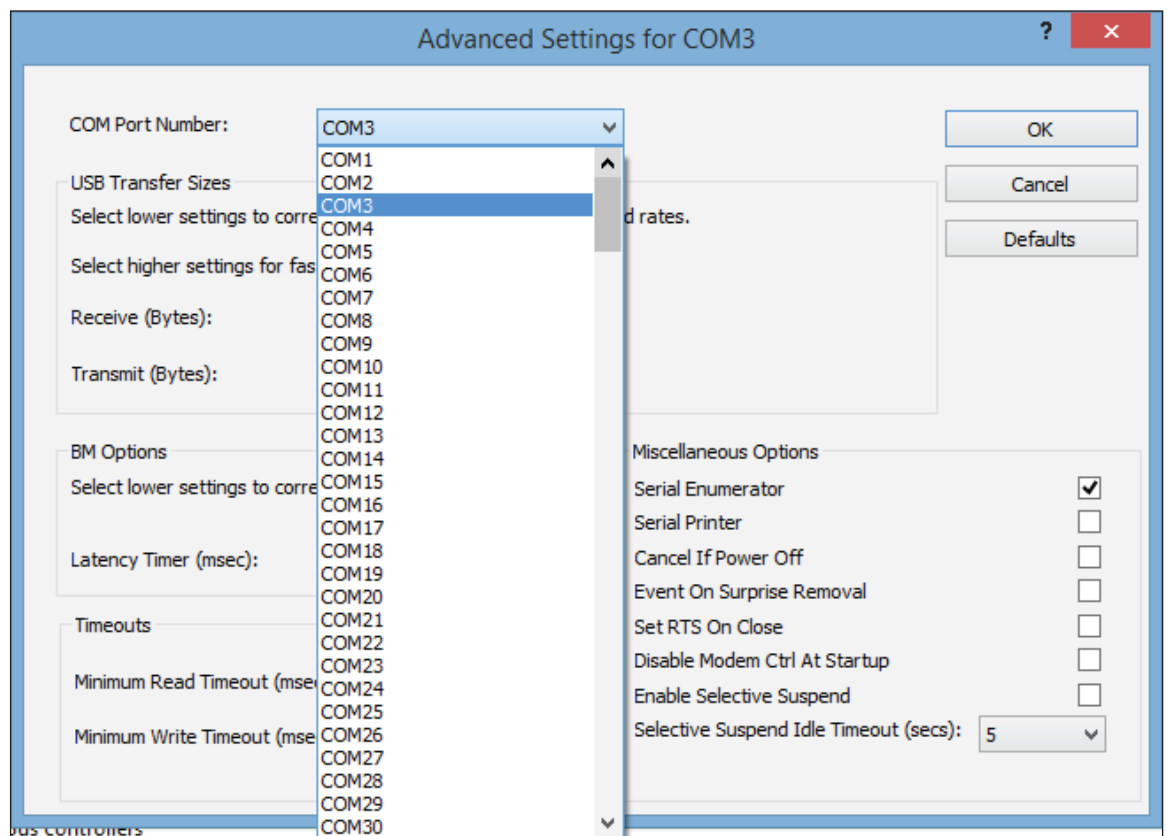
g. The “USB Serial Port” menu will open with several tabs at the top, click on the “Port Settings” tab, and then click on the “Advanced” button.



h. On the “Advanced” menu you will see a drop down menu for the COM Port numbers.



Use this drop down menu to change the COM Port Number to “COM2” (if COM3 or COM4 are selected you may have to scroll up on the drop down menu to see COM2). Once COM2 has been selected hit OK to save and exit.

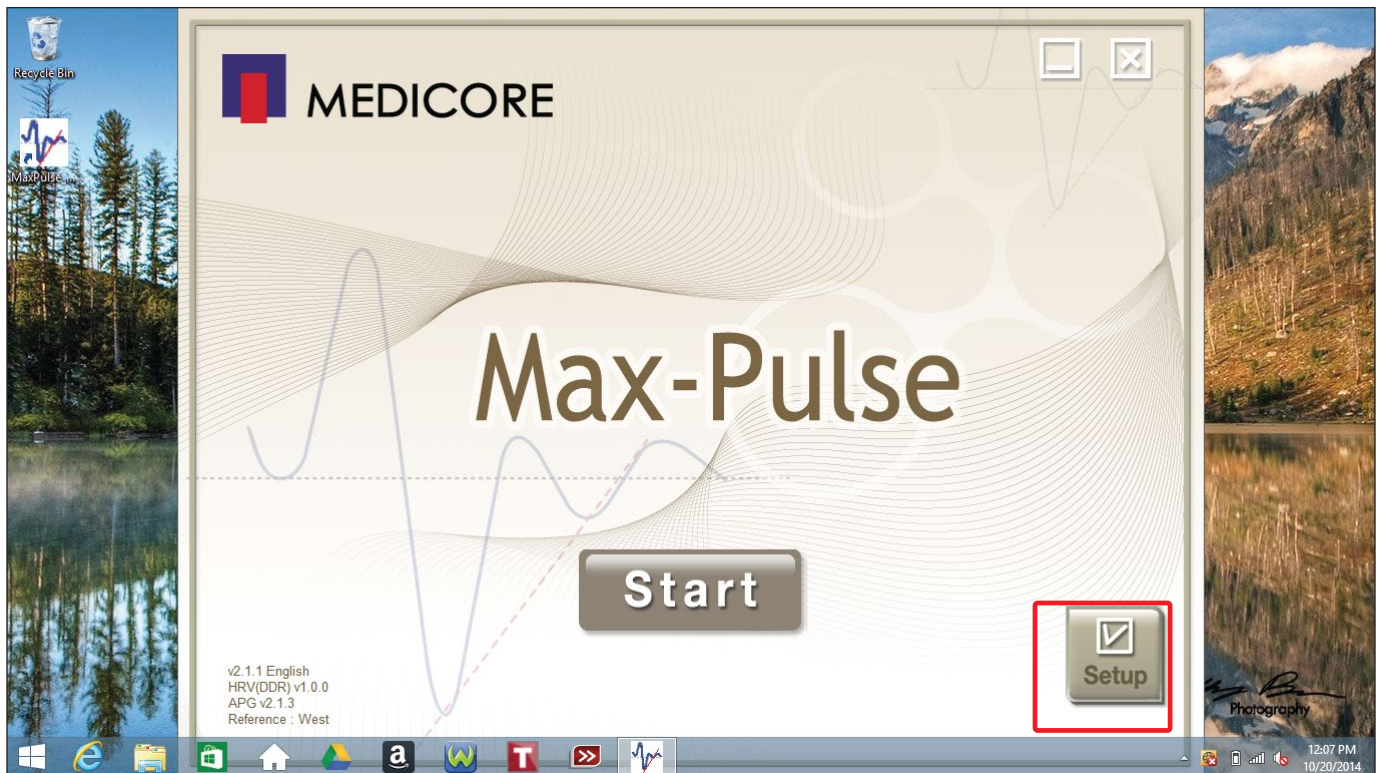


You can now re-open the Max Pulse program and try to run the test again.

If you got a message that COM2 was in use, or if you get the “failed to initialize serial port” error again, follow the following steps to check or change the COM port selected in the Max Pulse program Set Up menu.

If you were unable to change the USB Serial Port to COM2 because it said it was in use, change to next one available, i.e. COM3. Since the default set up for the Max Pulse program is COM2, you will then need to change the COM setting within the Max Pulse.

To get the Set Up menu button to pop up, put your cursor within the area highlighted below, and hold down the LEFT mouse button for 3-5 seconds. If it does not show up make sure you are using the LEFT mouse button (since it is natural to want to right click it), and slowly move the cursor in the highlighted area to find the right spot. After the Set Up menu appears click on it.



In the Max Pulse program Set Up screen you will see a drop down menu option for “Port Name”. Select the drop down menu and select the SAME COM port number that you selected in the previous step (in the computers Device Manager > USB Serial Port setting).

Save the change to exit the Set Up menu and you are now ready to retry the test.

