# EL-USB range (Includes EL-GFX range) Troubleshooting

This help document offers guidance on battery passivation and driver installation issues.

## Content

01 - Message appears in the EasyLog Software that no EL-USB data logger can be found.
02 - Using a known good logger to help identify a battery issue.
03 - Checking and manually installing the EL-USB driver.
04 - Battery Passivation issues and resolving this.

## 01 No EL-USB data Logger found

Message appears in the EasyLog Software that no EL-USB data logger was found.




If the logger has not been used for a period of time, a power cycle may be useful, this can be done by removing the battery and re-inserting it after a few seconds. When the battery is inserted, you should get an LED (lamp) flashing sequence for a few seconds followed by no LED's. (Some models may not have visible LED's)

If there is no LED flashing sequence, there may be a battery issue or passivation. Go to Section **04** about passivation and resolving this.

When the EL-USB logger is plugged into the USB port there should be no LED's on or flashing. The exception to this is a status LED flash every 10 seconds if the device is logging.
If there are LED's on or flashing continually, jump to Section **02.**

If there are no LED's on or flashing and no EL-USB data loggers are working on this PC, go to section **03** to check the driver.

Otherwise please see the bottom of this document for sales and technical support contact information.

## 02 If you have other known good loggers

If you have other EL-USB data loggers that have been logging and working ok on this computer, you could borrow the battery from a working logger as a test to eliminate or confirm the battery as an issue. Ensure the logger is set up again once the battery has been inserted. Alternatively, see Section **04** about passivation and resolving this.

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If the logger then works with the borrowed battery the original battery could be flat or suffering from passivation. The suspect battery could also be tried in the known good logger to confirm this. See Section **04** about passivation and resolving this.

If no EL-USB data loggers are working on this PC go to section **03** to check the driver.

Otherwise please see the bottom of this document for sales and technical support contact information.

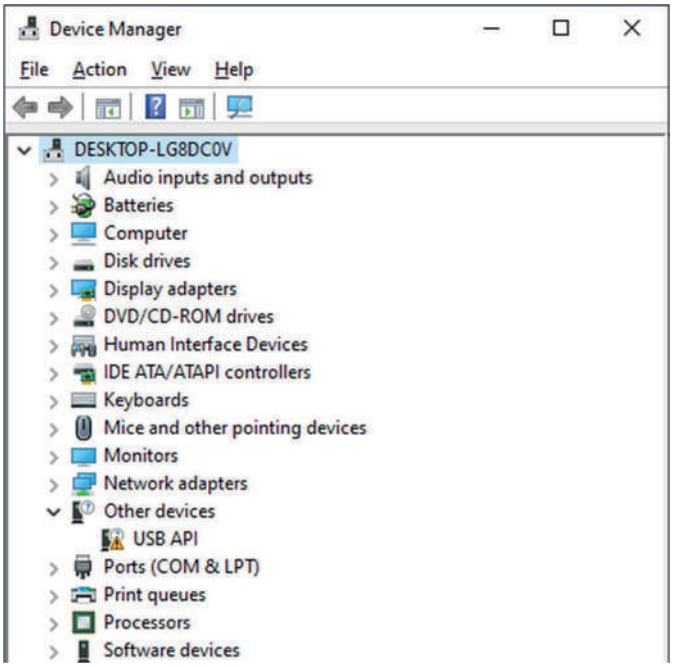
## 03 Checking and manually installing the EL-USB driver

If you have any working EL-USB loggers on this PC, a driver issue is unlikely as this would affect all loggers. To check the driver: First, open your computer's Device Manager. If you've never accessed the Device Manager before, there are a number of ways to access this:

For Windows 7:
Right click on My Computer; manage; Select Device manager on the left pane.

For Windows 8.1 and 10:
Right click on Start Menu Button; select Device Manager or Computer Management.

Alternatively, you can type "Device Manager" into the search box. When you open it up, you should see something like this:



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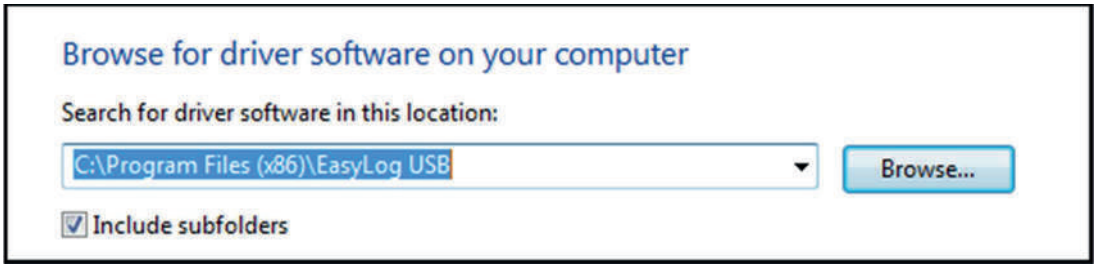
If you expand "Universal Serial Bus Controllers" by clicking the arrow to the left of the text; this is normally where you'd see the logger as "EasyLog USB Device":
If your logger is plugged in, but doesn't appear in this list, it is likely under another heading such as other devices. In the example above this shows as "USB API" which indicates the driver has not been installed correctly. This would not be seen by the EL-WIN-USB software because it's an unknown device at this point.

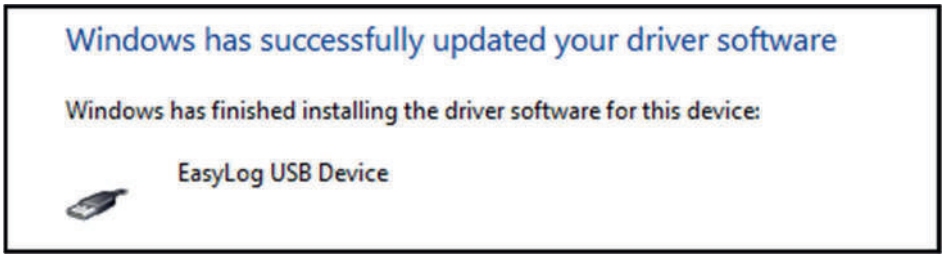
If it shows up as "Unknown Device," to be absolutely certain it is your logger, while leaving the Device Manager open, unplug the logger; does the Unknown Device disappear? When you plug it back in it should then reappear? Then you can be sure this entry is your data logger.

If you right click on USB API (or Unknown Device), select "Update Driver Software" you'll see this screen:




**Note that for 21CFR range the above will be EasyLog 21CFR folder.**

Depending on your operating system (x86) may or may not be included in the directory list.
Make sure "*Include subfolders*" (see above) is checked, then hit "Next." After a brief scan, you should get a message that it was a success:




If you get the above message, your logger should now be detected in the EasyLog USB software
If your logger is still not detected please start from Section **01** if you have not yet done this, or should you require any further assistance please see bottom of last page for contacting sales or technical support.

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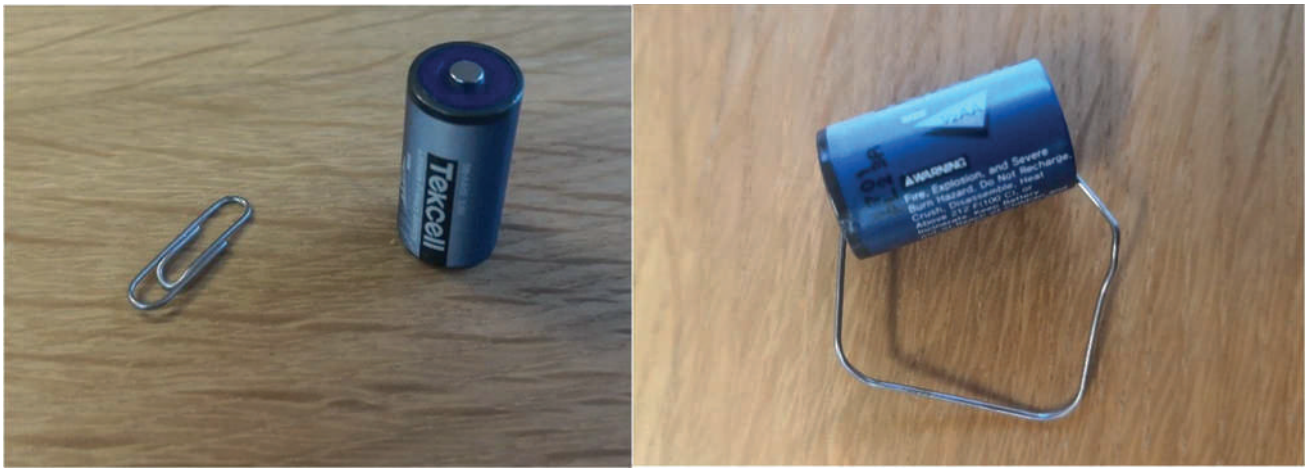
## 04 Battery Passivation

If left unused for extended periods of time lithium metal batteries, including those used in the EasyLog range of data loggers, naturally form a non-conductive internal layer preventing them from self-discharge and effectively increasing their shelf life.
When first installed in the data logger, this may cause a momentary drop in the battery voltage (the Transient Minimum Voltage) as the internal layer is broken down, resulting in the data logger resetting. Inserting the batteries in the data logger and leaving it connected to a PC for about 30 seconds will remove this layer.
After this, remove and re-install the batteries to reset the data logger.

If this does not work, please unfold a paper clip and short the battery out for a few seconds as shown below. **Please do not try this with any other battery.**

If there is no change with the logger behaviour or symptoms the battery could be low or flat and should be replaced. To prove this, a battery from a known good logger can be used if this has not already been tried. See Section **02**.




For battery information please see our website at www.lascarelectronics.com Search the part **BAT 3V6 1/2AA**

For further advice and assistance please contact sales and technical support by email on sales@lascar.co.uk or call +44 (0) 1794 884 567