

# PortaCount Pro-to-PC Communications

## RESFT 201

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# Course Description

- + Develop an understanding of PortaCount Pro/Pro+ communications
- + Setting up and verifying PortaCount Pro/Pro+ communications
- + Common communication issues and resolutions
- + Installation of the USB device driver software
- + Followed by a Q & A session



# Course Key

Left Click



Right Click



# Required Material

1. PortaCount Pro/Pro+
2. USB Cable \*
3. Personal Computer (PC) with FitPro Fit Test software v2.0 (or greater) installed



*\* provided with PortaCount Pro/Pro+*

# Let's begin...



1. Power on the PC being used to communicate with the PortaCount Pro/Pro+
2. Power on the PortaCount Pro/Pro+
  - Wait for the start up process to complete
3. Connect the PortaCount Pro/Pro+ to the PC via the USB cable




*FitPro software should always be installed before connecting the PortaCount Pro/Pro+*



# Helpful Definitions

## USB

-  Universal Serial Bus; a standard type of port used in PC-to-PC and PC-to-hardware communications



## Hardware Device

- Any device connected to the PC. In our circumstance, the PortaCount Pro/Pro+ is the hardware device



# Open the FitPro Software

2 ways to accomplish this:

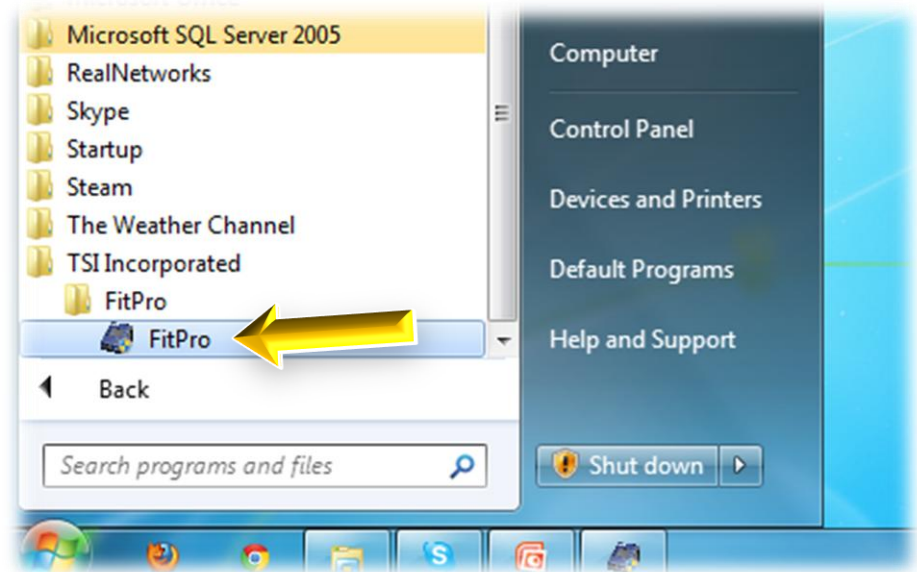
1. Double-Click the **FitPro** icon

- Located on desktop

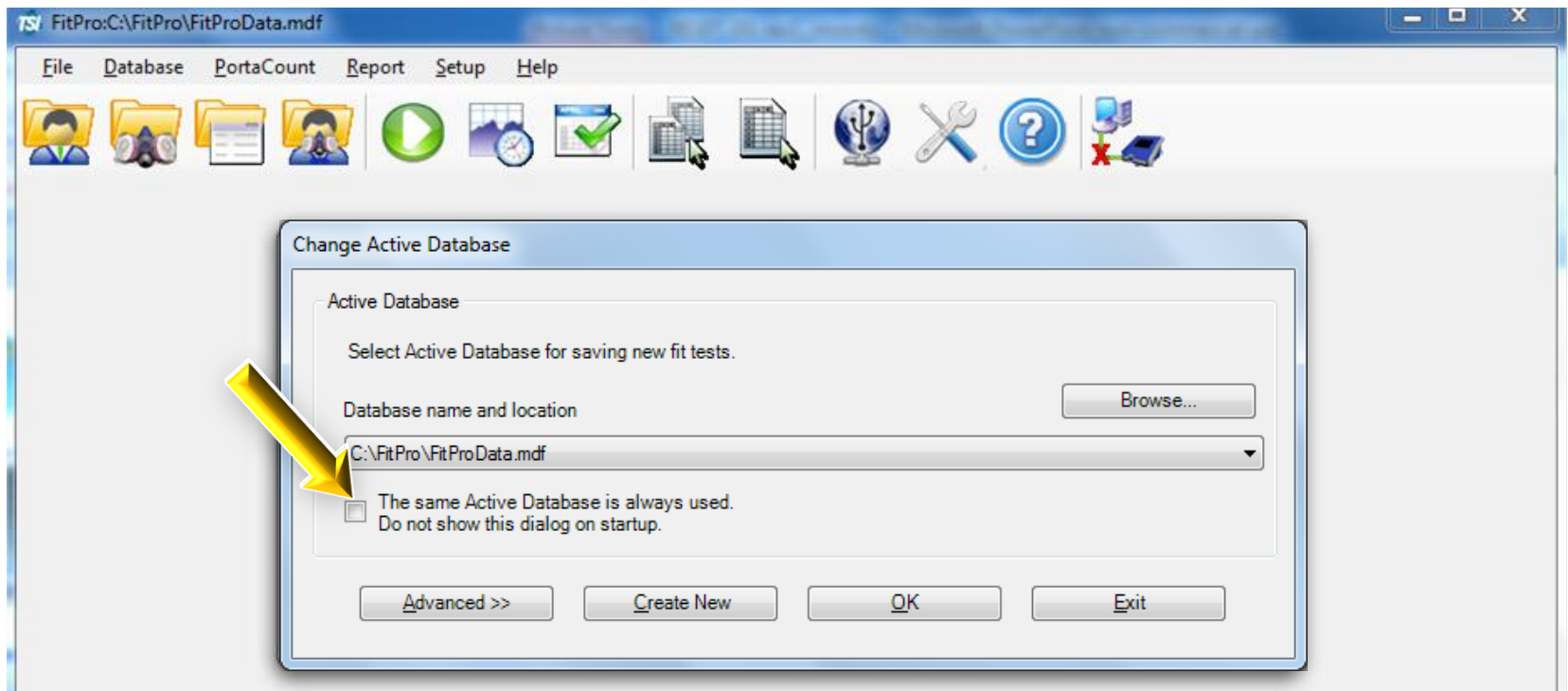
**-or-**

2. Open your **Start** menu, go to:

All Programs ► TSI Incorporated ► FitPro ► FitPro\_V2.0.x



# Opening FitPro



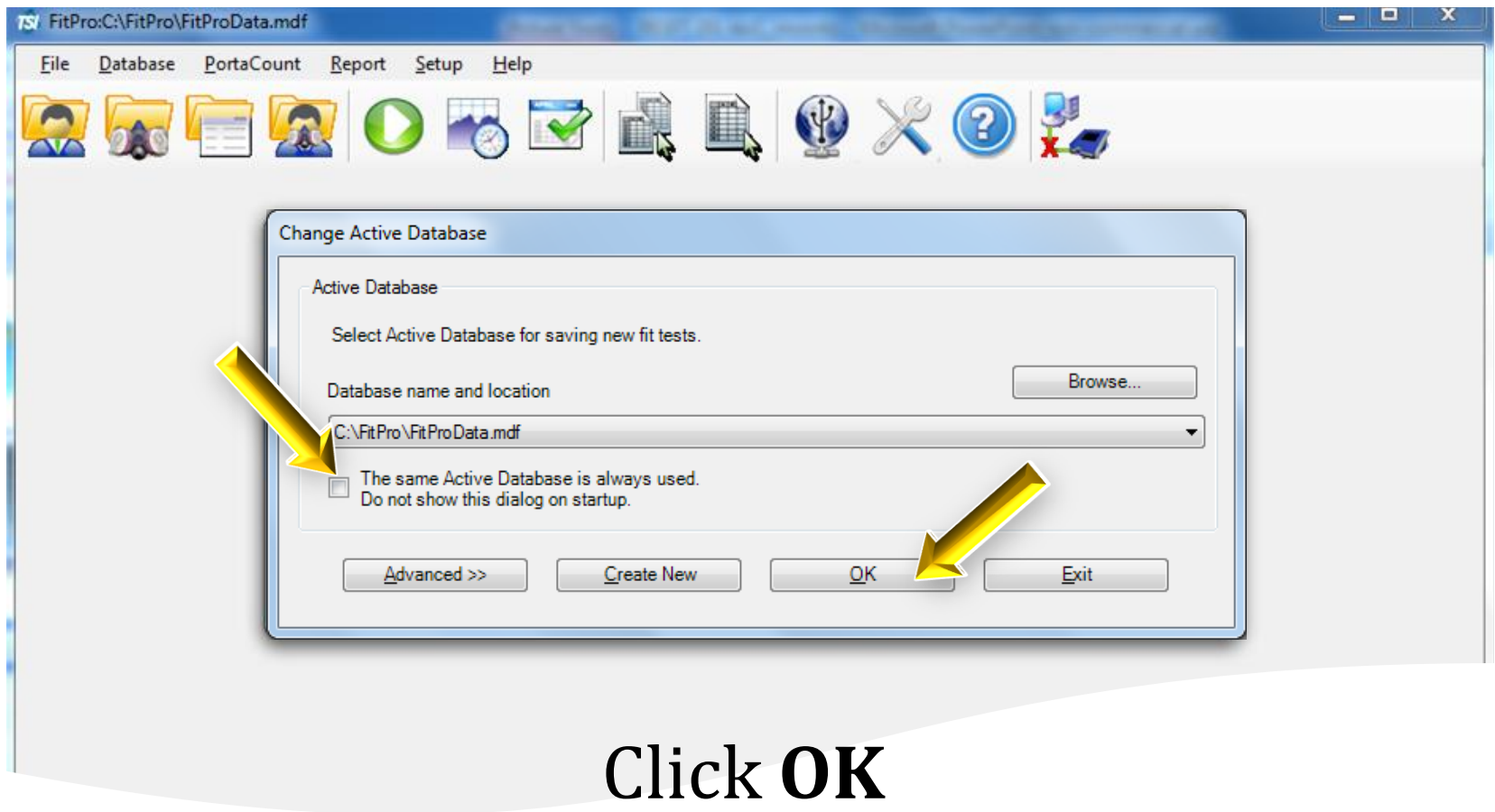
This window appears when the “Same Active Database is always used” function has not been checked.

*If you always use the same FitPro database you may want to check this box as a convenience*





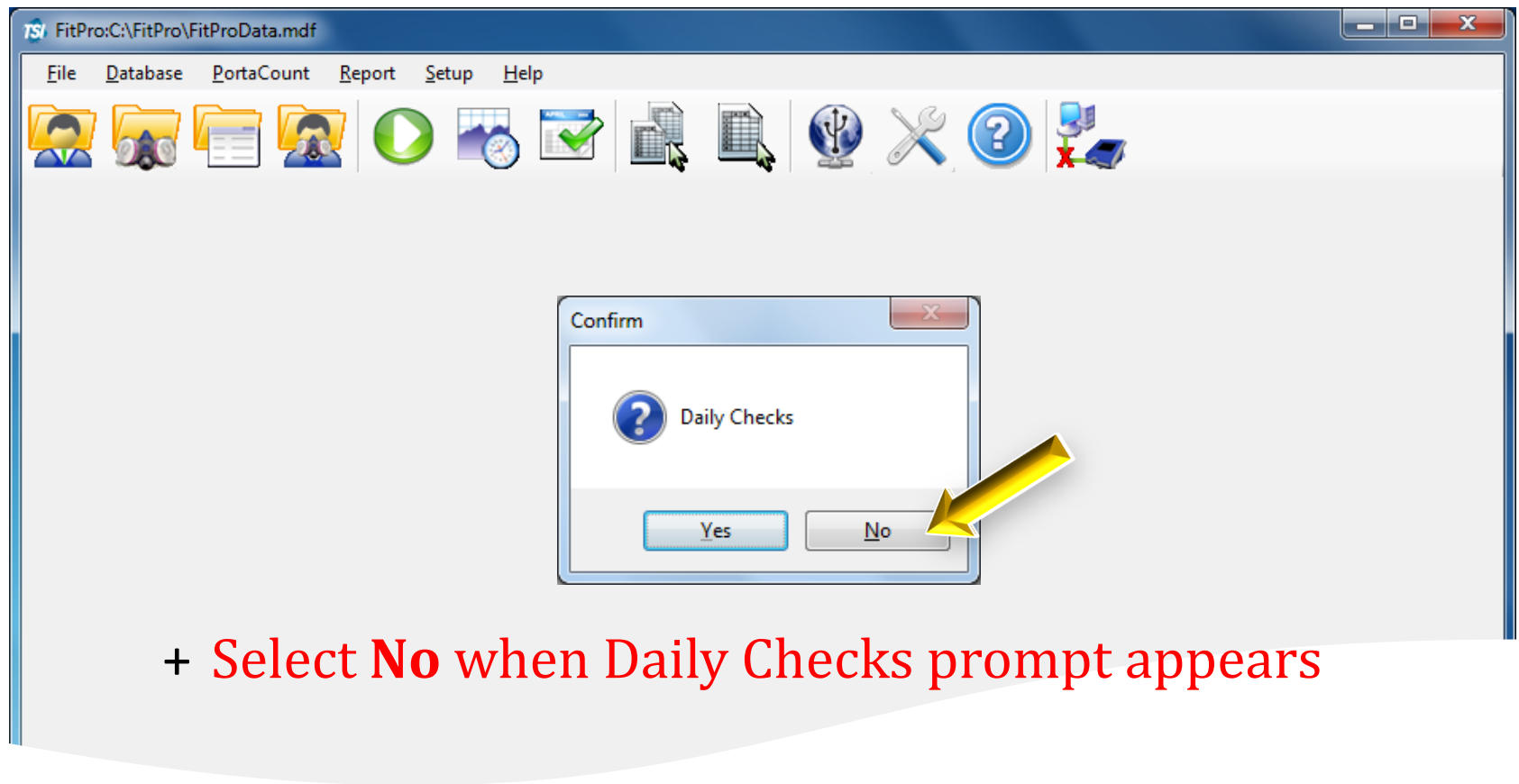
# Opening FitPro



*If you always use the same FitPro database you may want to check this box as a convenience*



# Opening FitPro



# Communication Ports



# Helpful Definitions

## TCP/IP

- Transmission Control Protocol/Internet Protocol; a standard set of rules for representing data, commonly used in PC communications



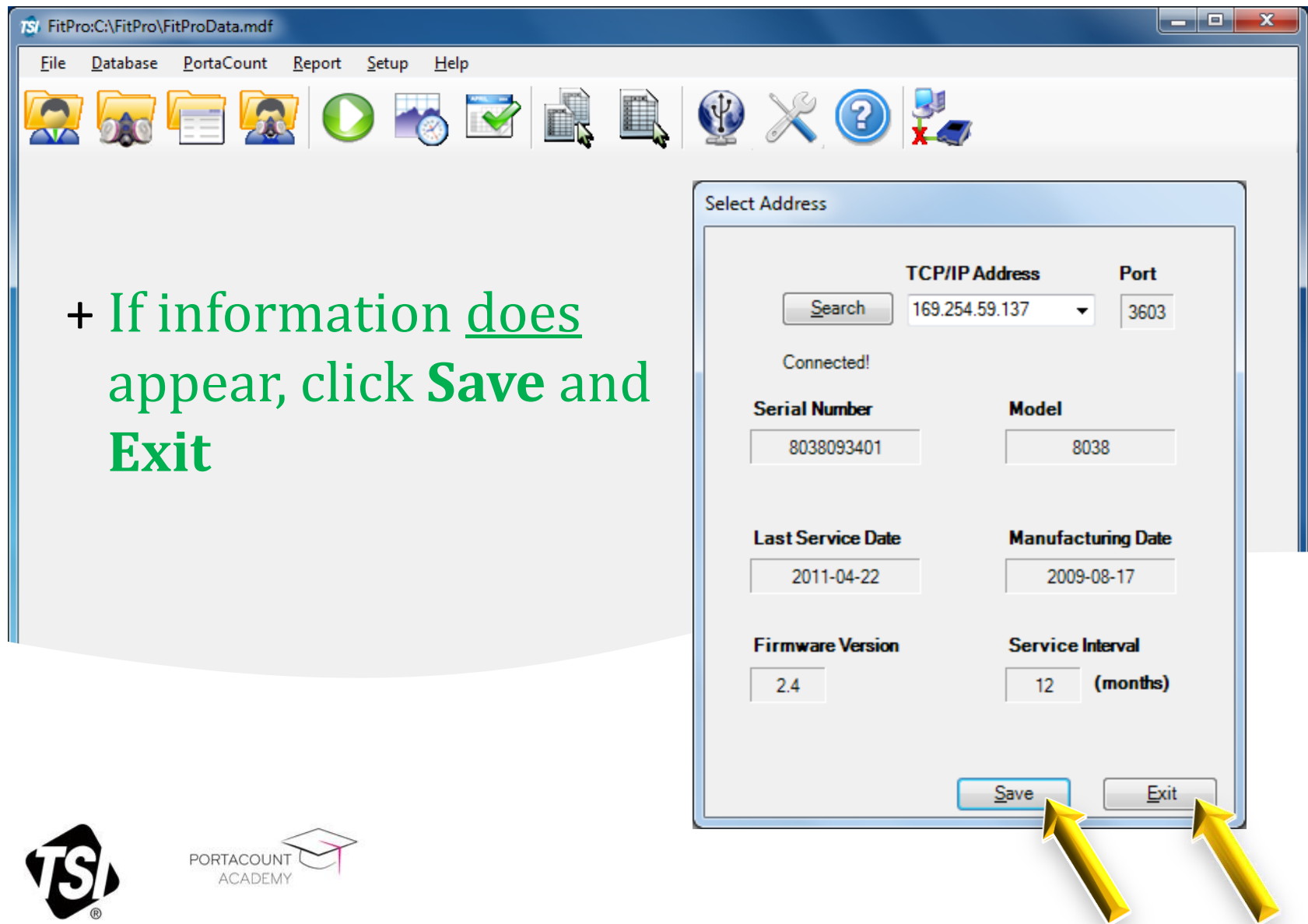
## TCP/IP Address

- Instructs the PC as to where to send data; which hardware device. Similar to a home address



# Communication Ports

+ If information does appear, click **Save** and **Exit**



# Communication Ports

+ If information does not appear, click **Search**

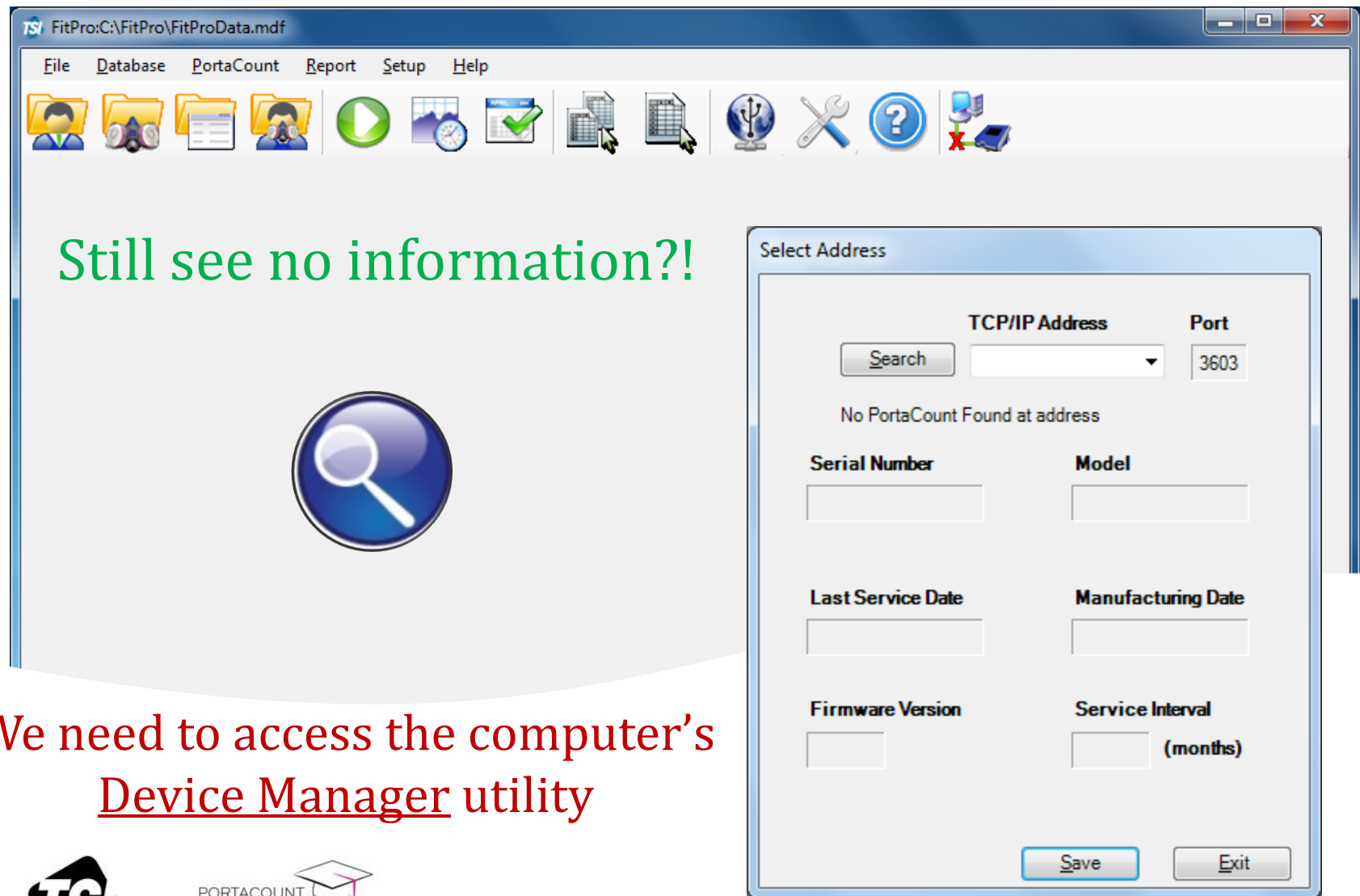
The screenshot shows the FitPro software interface with the 'Select Address' dialog box open. The dialog box contains the following fields and buttons:

- Search** button (highlighted with a yellow arrow)
- TCP/IP Address** dropdown menu
- Port** field with the value 3603
- No PortaCount found at address** message
- Serial Number** field
- Model** field
- Last Service Date** field
- Manufacturing Date** field
- Firmware Version** field
- Service Interval** field with the unit **(months)**
- Save** button
- Exit** button



# Communication Ports

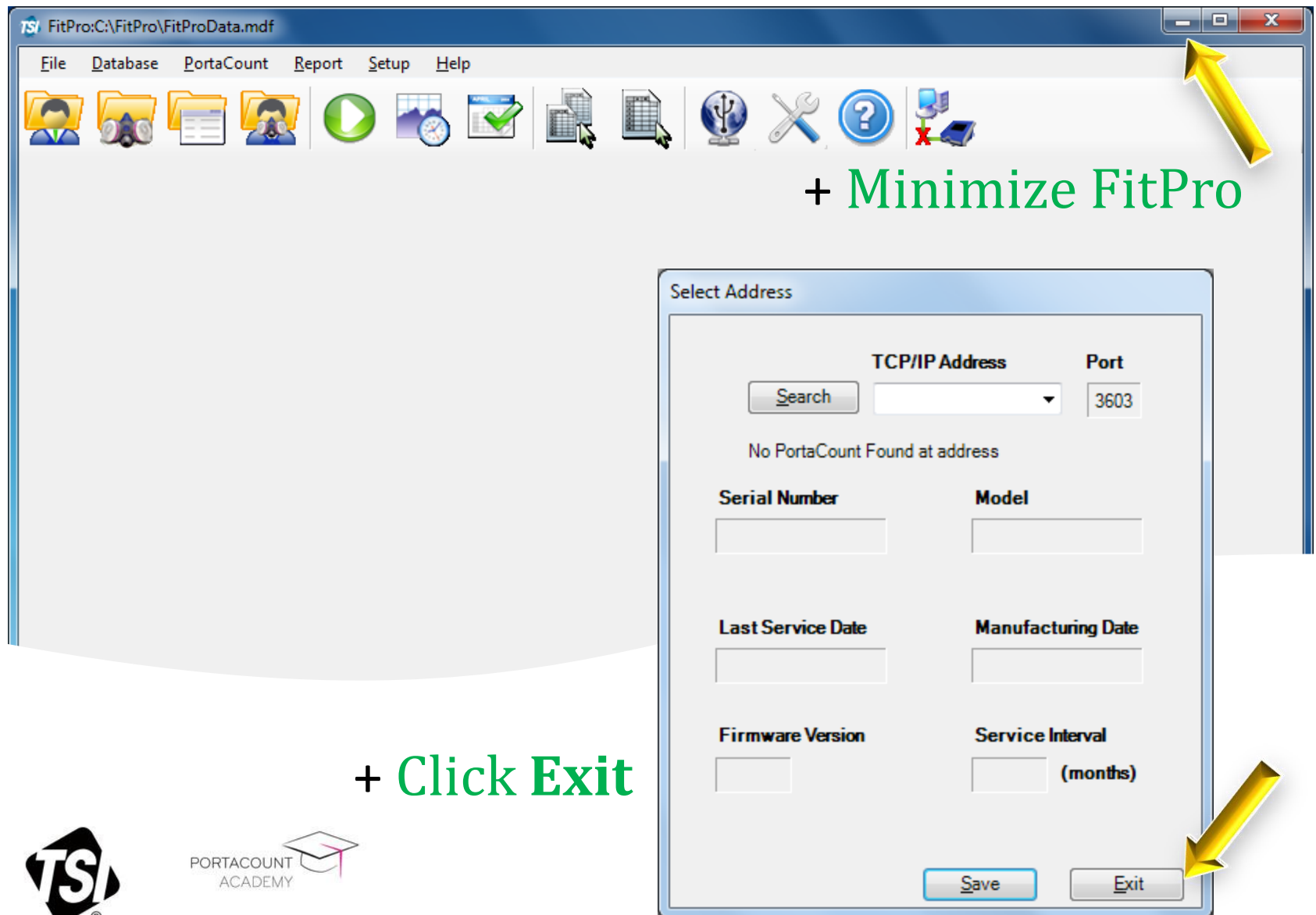
Still see no information?!



We need to access the computer's Device Manager utility



# Communication Ports



FitPro: C:\FitPro\FitProData.mdf

File Database PortaCount Report Setup Help

+ Minimize FitPro

Select Address

TCP/IP Address Port

Search  3603

No PortaCount Found at address

Serial Number	Model
<input type="text"/>	<input type="text"/>
Last Service Date	Manufacturing Date
<input type="text"/>	<input type="text"/>
Firmware Version	Service Interval (months)
<input type="text"/>	<input type="text"/>

Save Exit

+ Click Exit





# Helpful Definitions

## Device Driver

- Also called Driver Software; enables the PC to communicate with hardware devices connected



## Device Manager

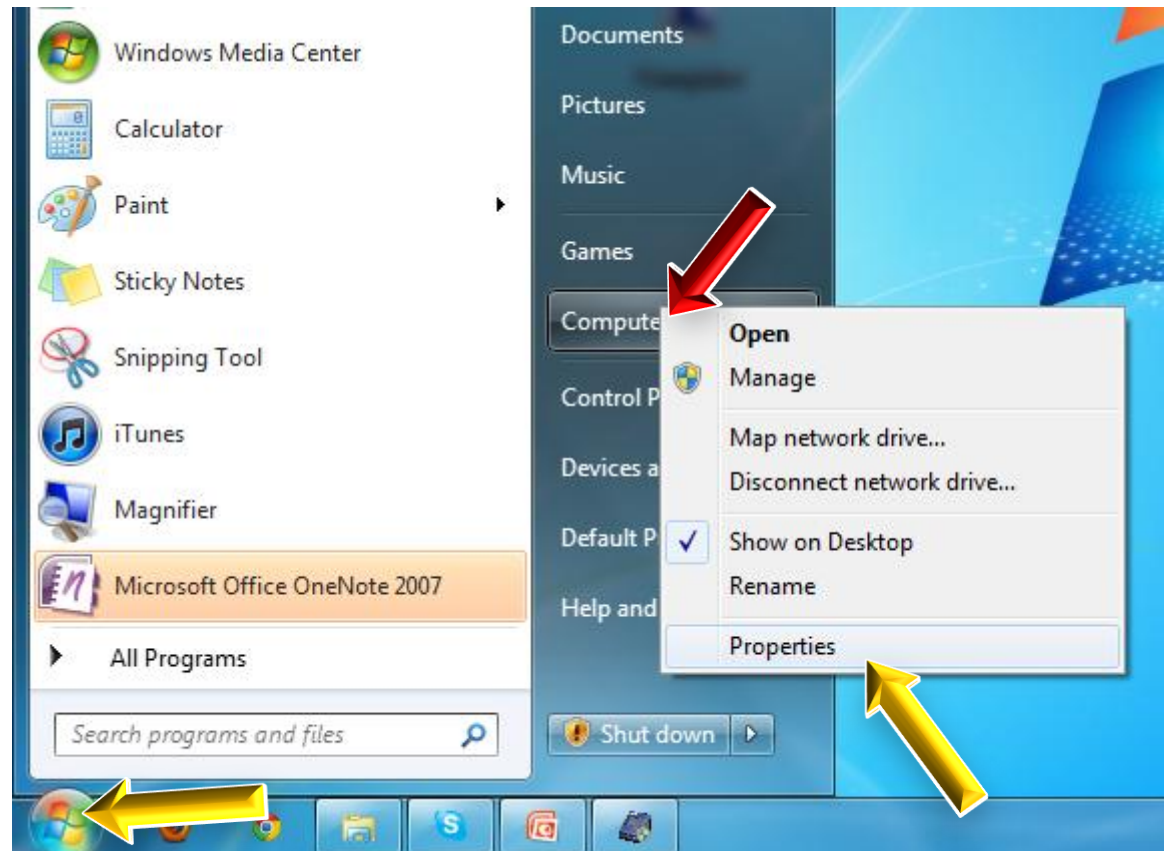
- A utility, or control panel, that monitors hardware devices connected to the computer
- For example the PortaCount Pro/Pro+



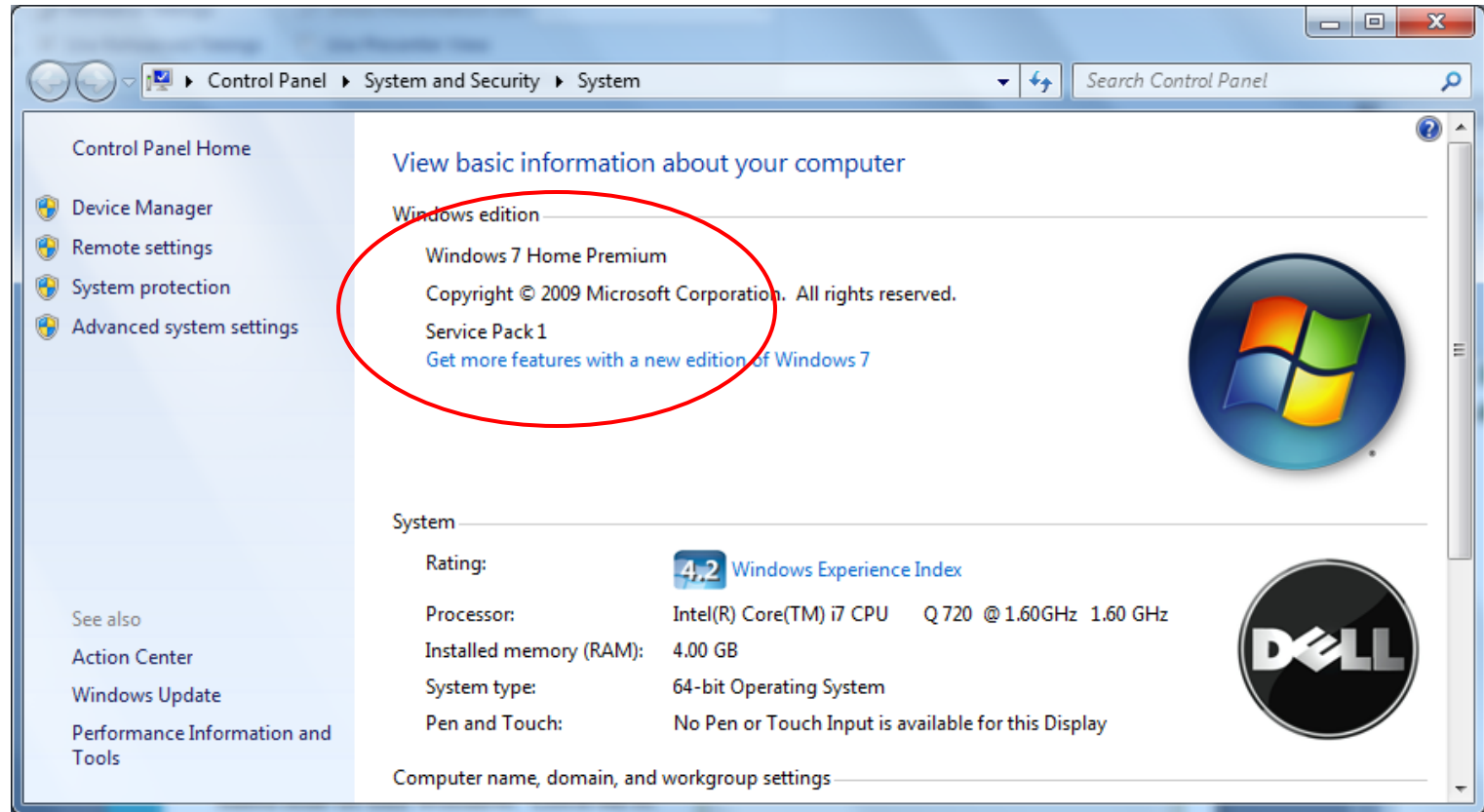
# Device Manager

1. Open **Start** menu
2. *Right-Click* on **My Computer**
3. Click on **Properties**

Windows XP users will see  
“My Computer”

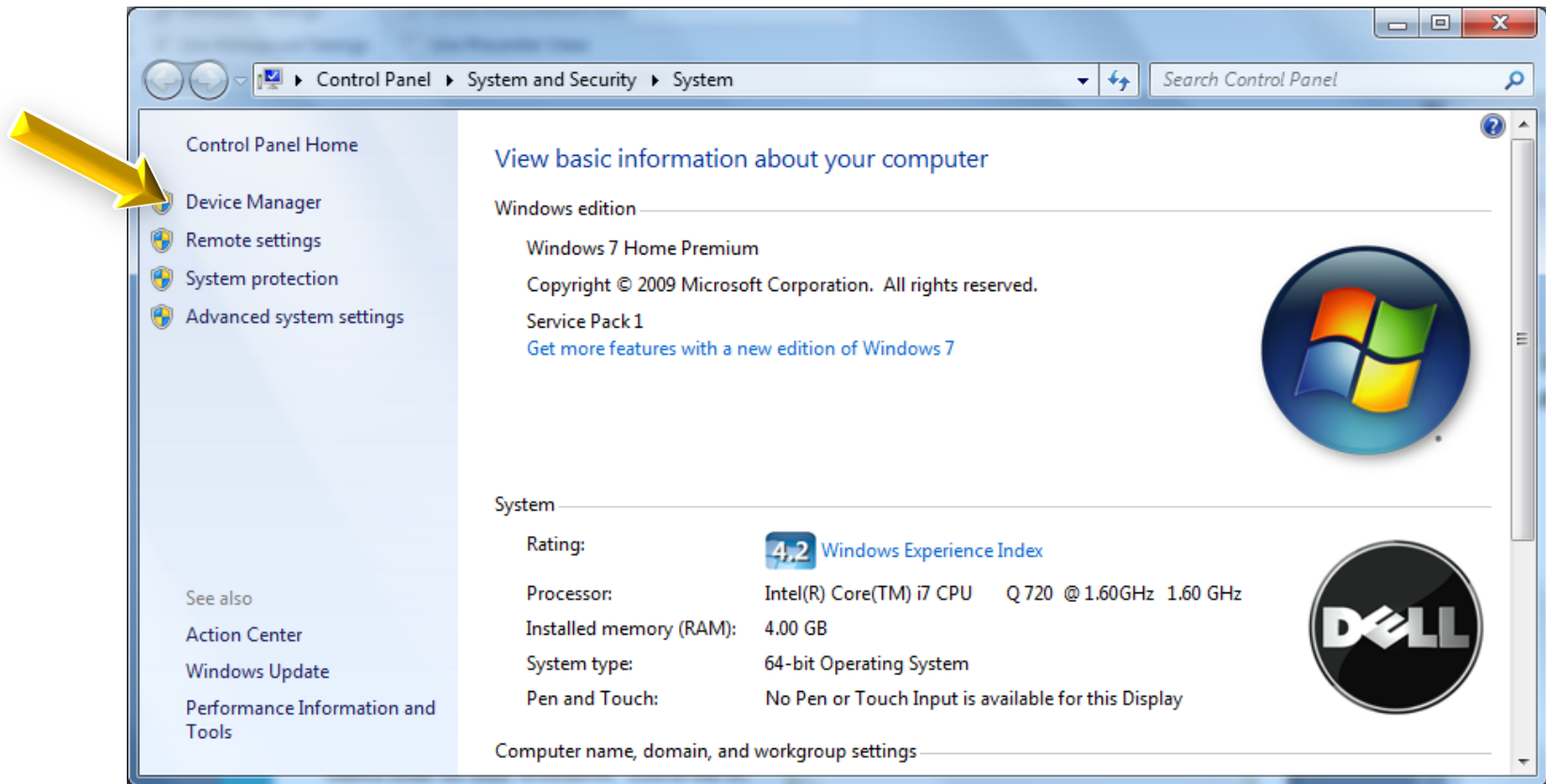


# System Properties



Windows XP users: Click on the **HARDWARE** tab across the top of this window.

# System Properties




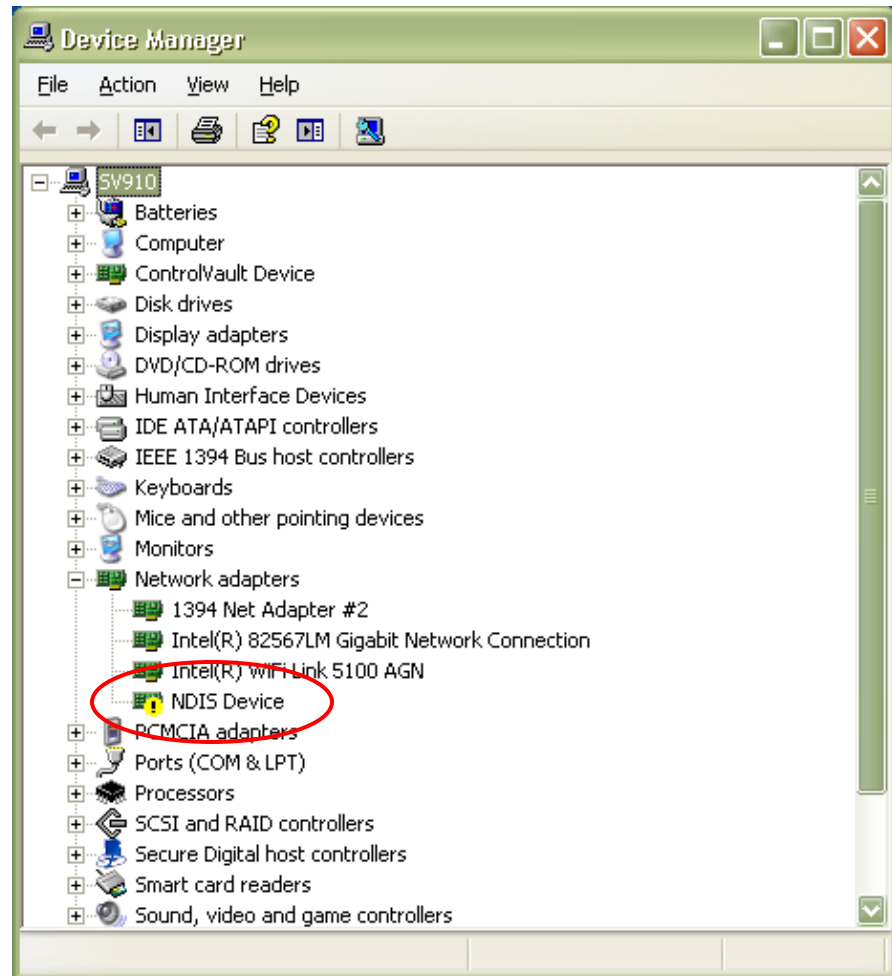
+ Click Device Manager



# Device Manager

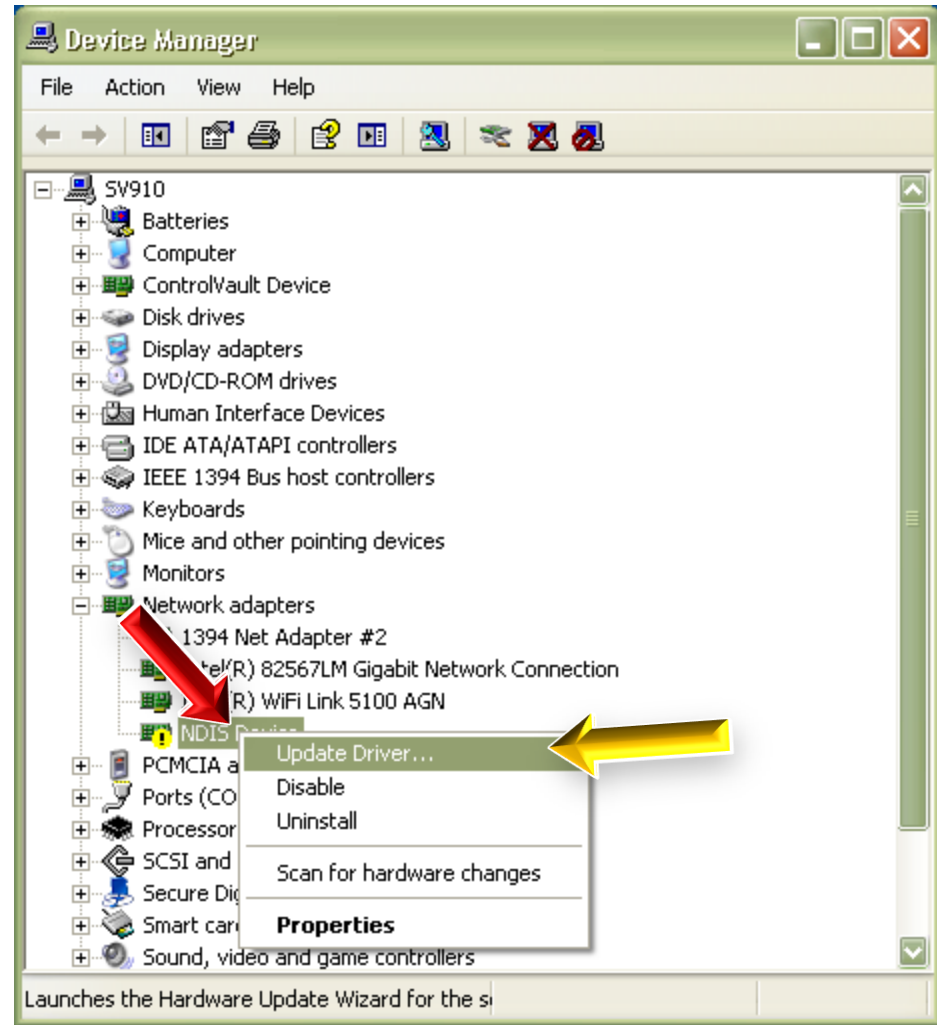
Any error symbols appear?

 NDIS Device

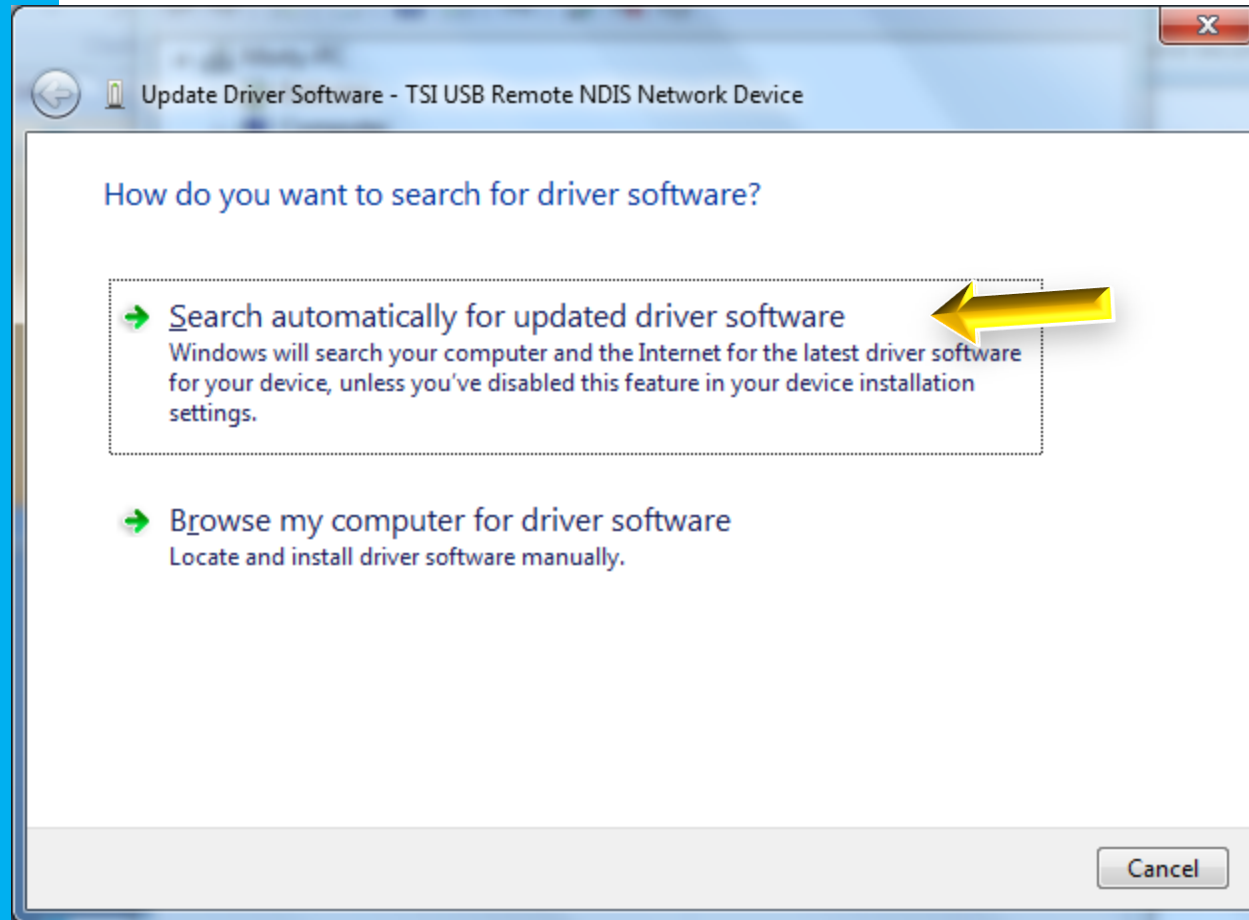


# Device Manager

1. Right-Click on this device
2. Click **Update Driver...**



# Installing Device Drivers

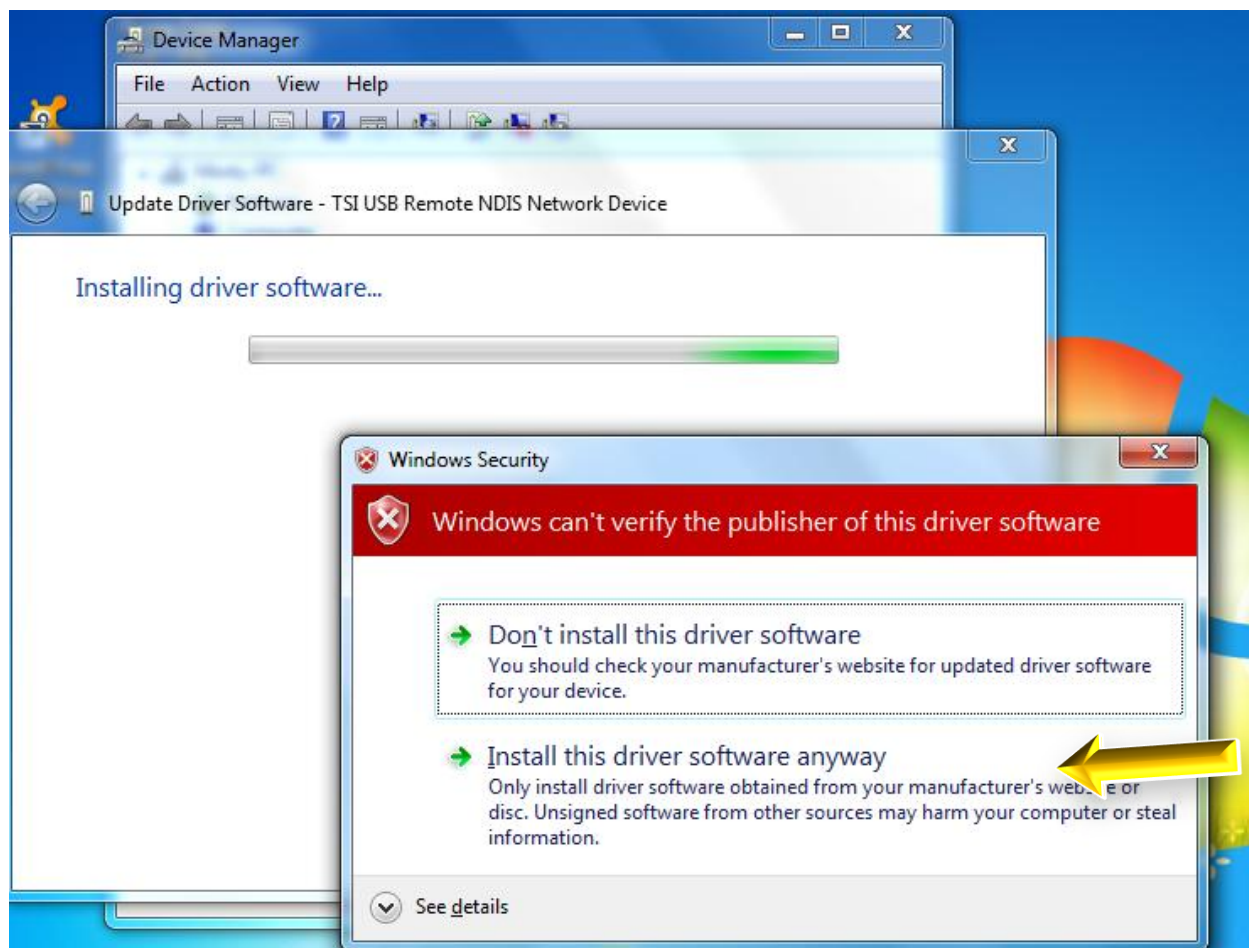


- If prompted to connect to the internet, select “No, not this time”

+ Click **Search automatically for updated driver software**



# Installing Device Drivers

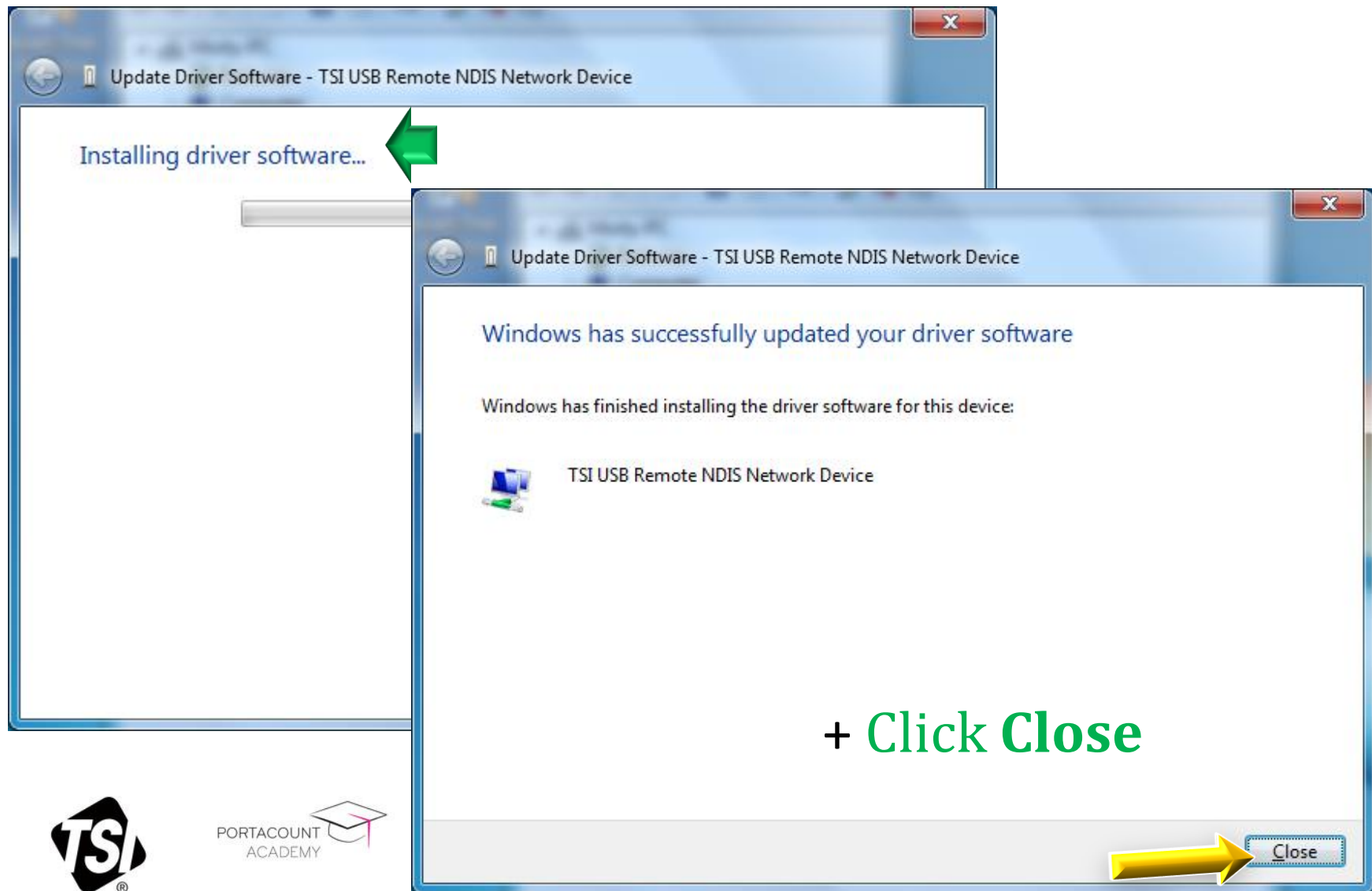


+ Click **Install this driver software anyway**





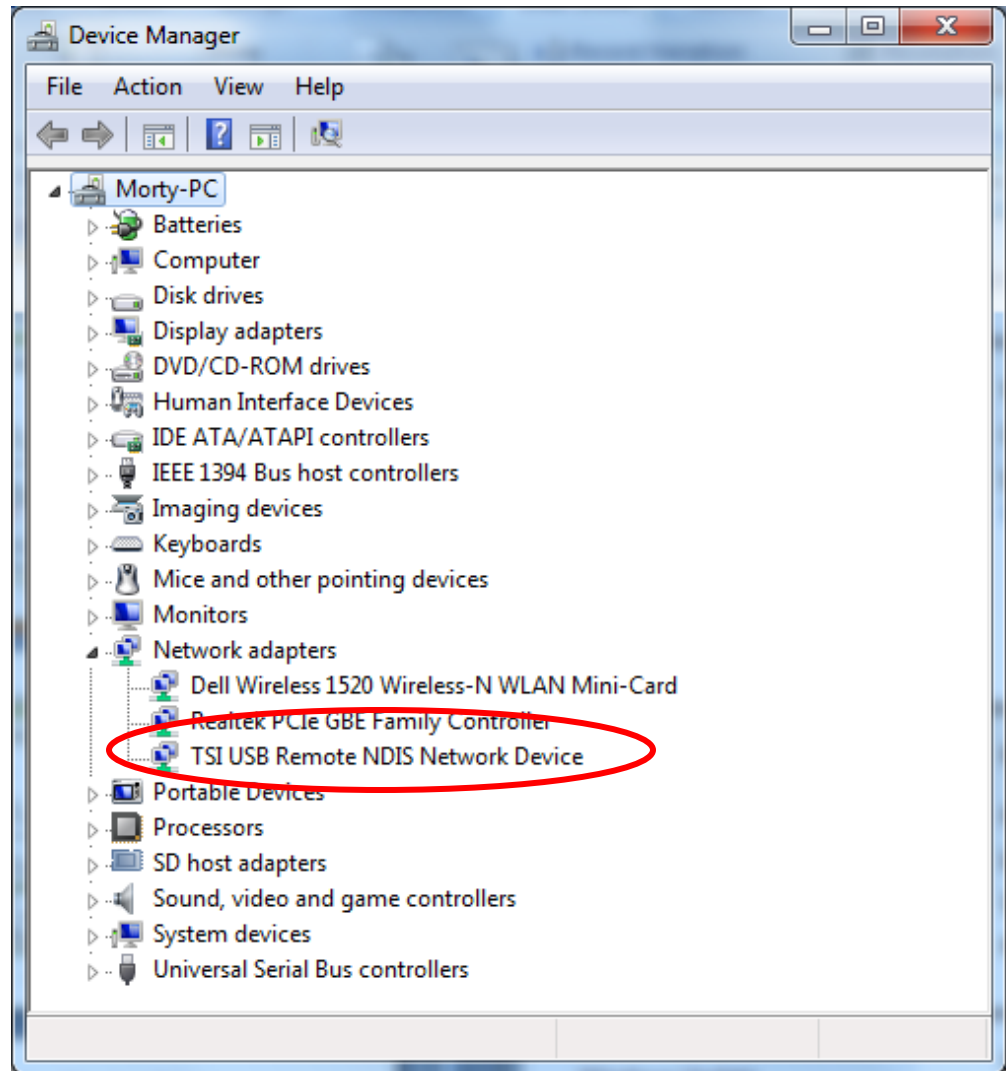
# Installing Device Drivers



# Device Drivers Installed!

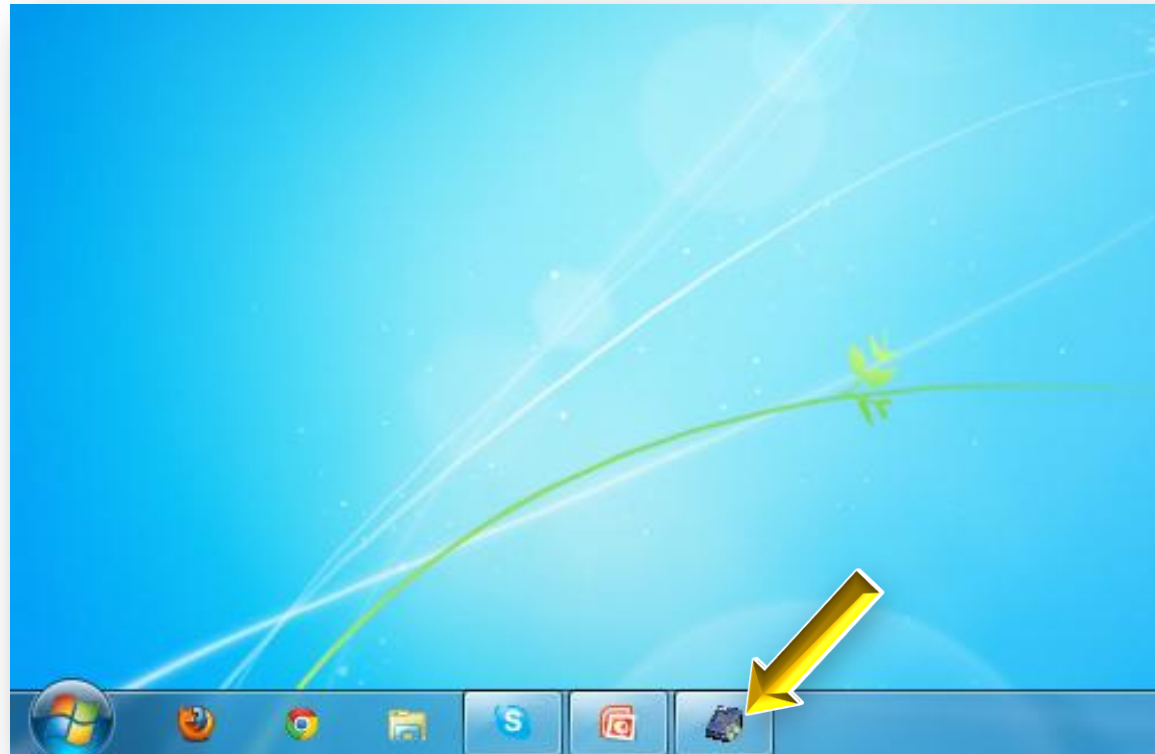
Verify drivers  
were installed  
properly

+ Exit Device Manager  
& System Properties  
windows

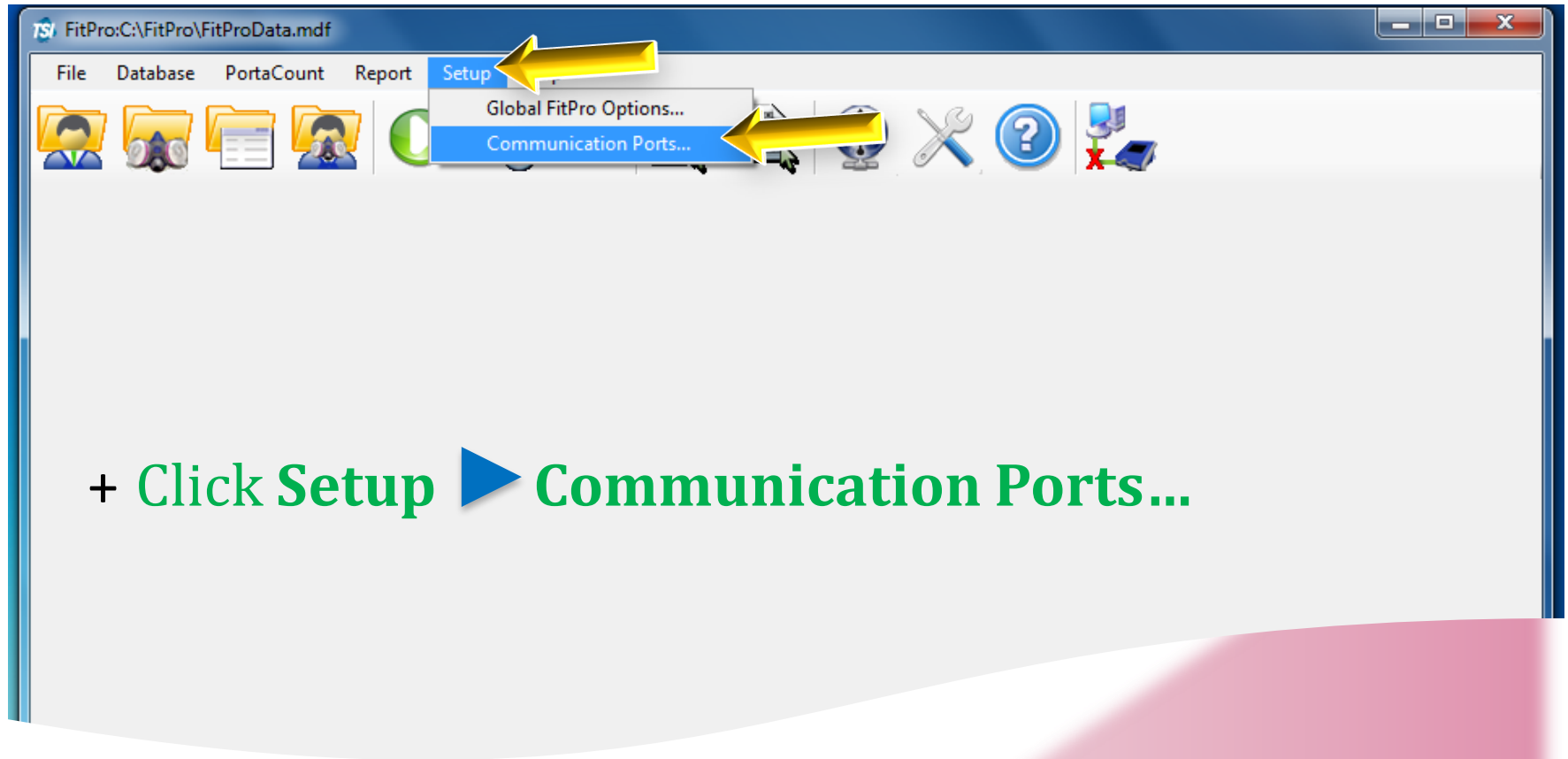


# Communication Ports

+ **Maximize** FitPro



# Communication Ports



# Communication Ports

+ If information does not appear, click **Search**

The screenshot shows the FitPro software interface with the 'Select Address' dialog box open. The dialog box contains the following fields and buttons:

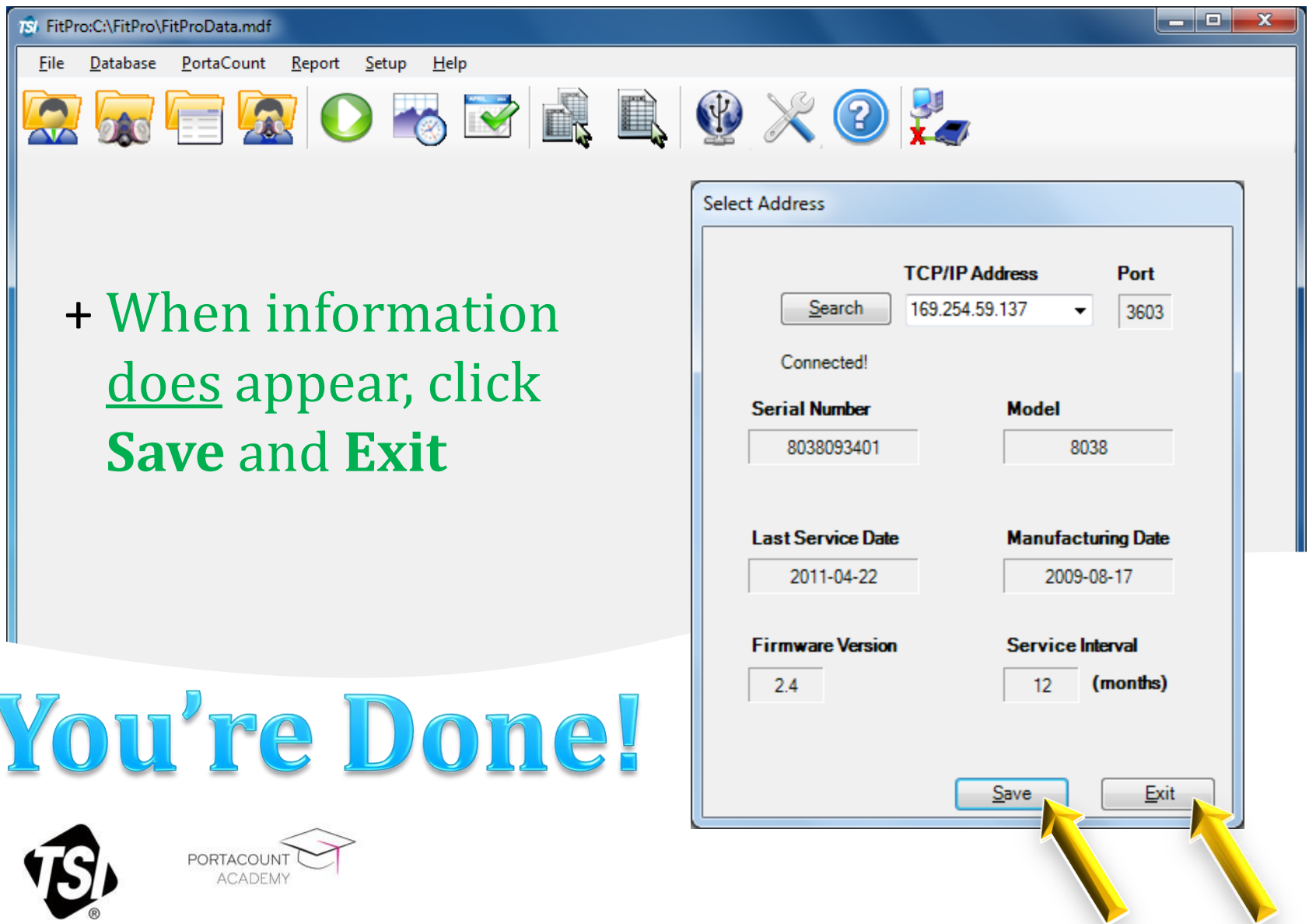
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- Service Interval** field with the unit **(months)**
- Save** button
- Exit** button



# Communication Ports

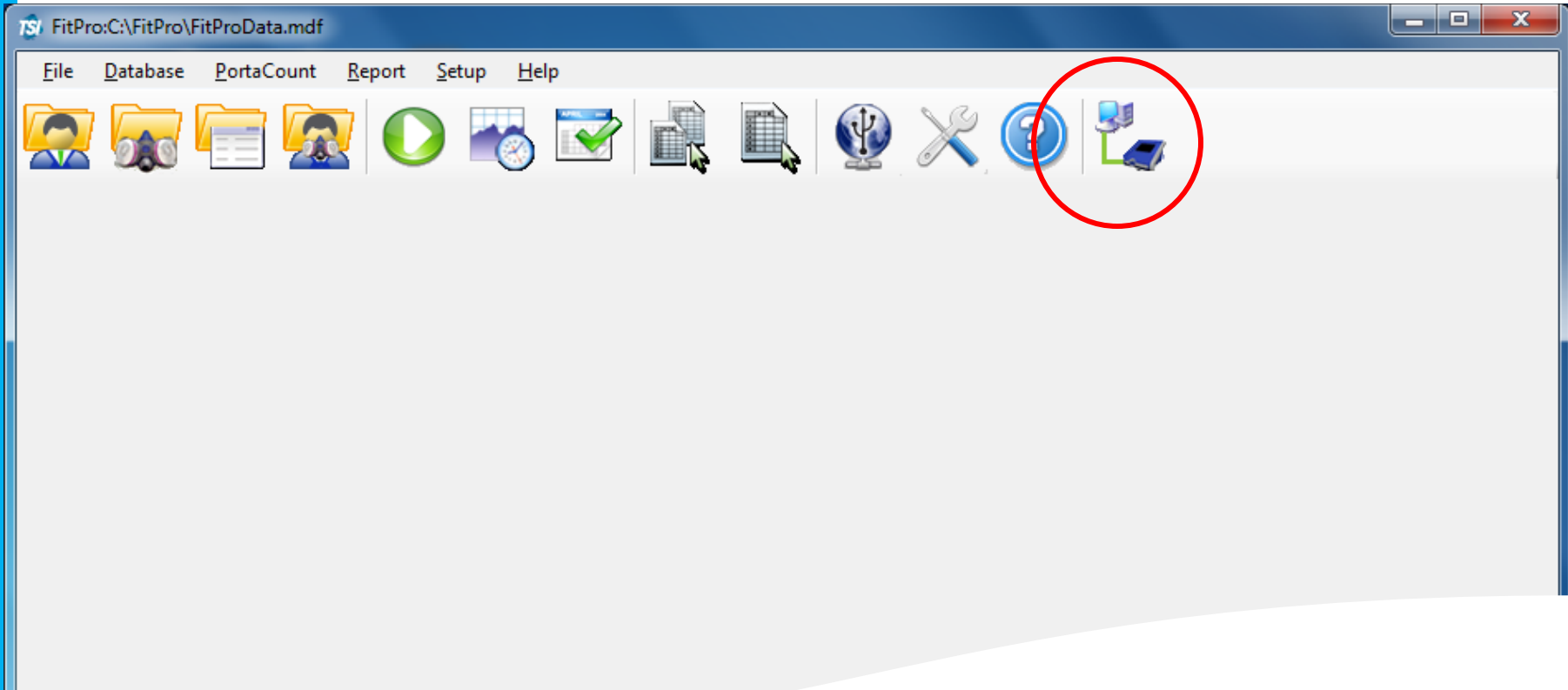
+ When information does appear, click **Save** and **Exit**

## You're Done!





# Communications



To confirm communication,  
look for the green line





# Troubleshooting

- If you see an IP address listed, but no other information

FitPro software successfully found the PortaCount Pro/Pro+...  
but was then prevented from communicating

Select Address

TCP/IP Address	Port
<input type="button" value="Search"/> 169.257.79.279	3603

No PortaCount Found at address 169.257.79.279

Serial Number	Model
<input type="text"/>	<input type="text"/>
Last Service Date	Manufacturing Date
<input type="text"/>	<input type="text"/>
Firmware Version	Service Interval (months)
<input type="text"/>	<input type="text"/>





# What prevents communications?

- ✓ **Check for any firewalls running**
- ✓ **Check any anti-virus software running**
- ✓ **Check other devices or software that use IP Addresses**  
(for example, Wireless Internet Cards, etc.)



# Summary

## + Communication terminology

- TCP/IP Address
- Device Driver (software)

## + Verify Communications

- Setup ► Communication Ports

## + Device Driver Software

- Device Manager Utility
- Installation



# PortaCount Academy

## Online Training Center

- Available at the PortaCount Academy website;  
[www.tsi.com/PCacademy](http://www.tsi.com/PCacademy)

## Answers

- Available at [www.tsi.com/PCacademy](http://www.tsi.com/PCacademy) and  
[www.tsi.com/portacount](http://www.tsi.com/portacount)

