

DOWNLOAD TRACK DATA ISSUE

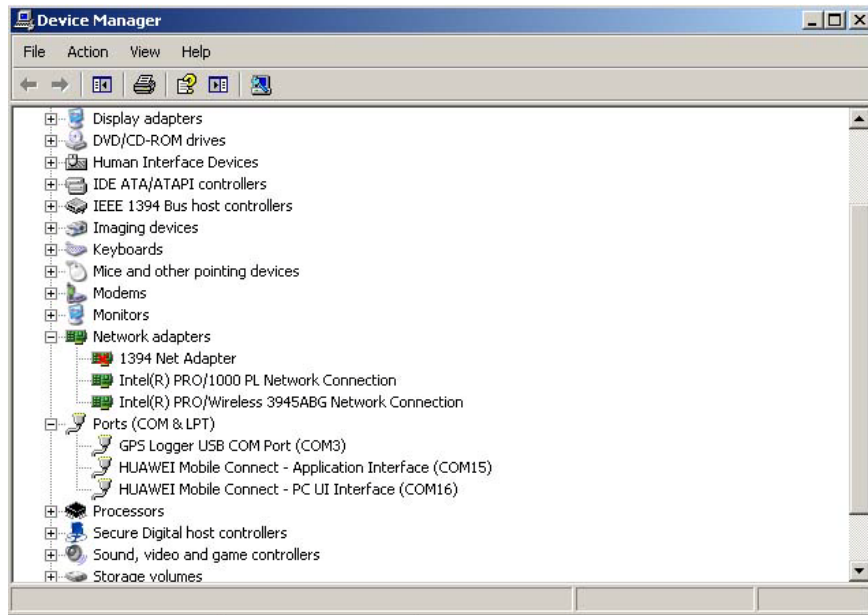
(screen shots are based on Win XP)

Objective: When your computer recognizes that the iTrail logger is connected but will not download the track data follow these steps. Before executing these trouble shooting steps make sure that you are connecting the iTrail logger into the same USB port the logger was activated in. If the logger is not connected to the same port this might be the cause of not being able to download the track data.

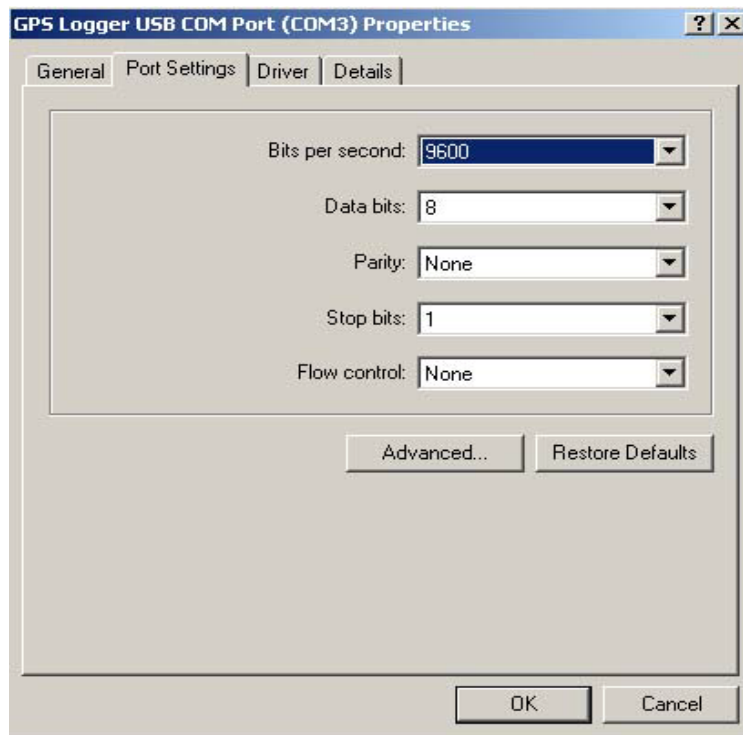
- Click Start
- Select Control Panel
- Select System
- Click the Hardware Tab
- Select Device Manager



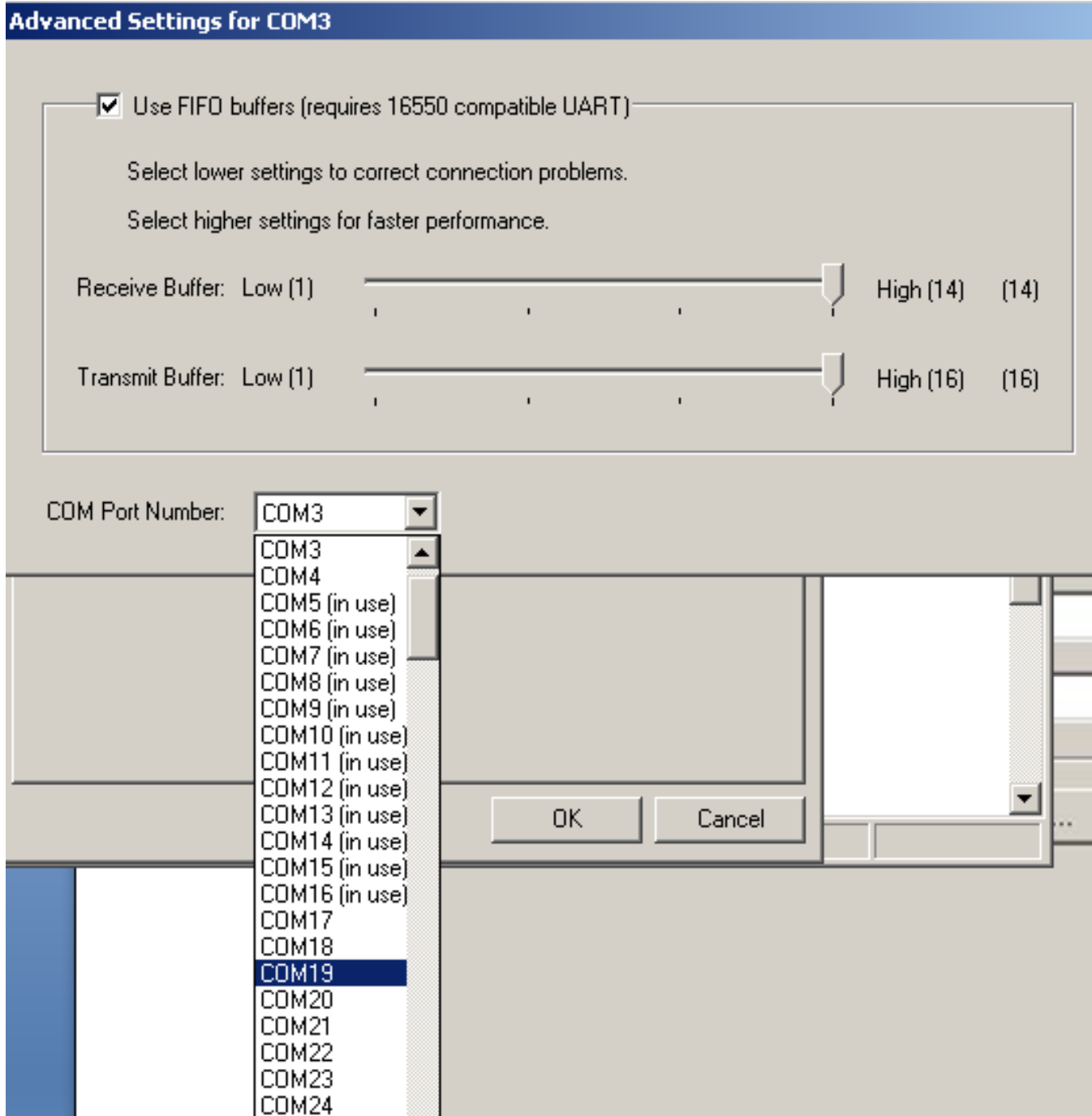
- Under “Ports” double click GPS Logger USB COM Port (COM3)



- Click Port Settings
- Select Advanced



- Change the COM Port Number by any unused Port Number available in COM Port list.



- Make sure to click “OK” out of every window until the “OK” button is not available then close out of all your windows.
- Remove the iTrail logger from your computer.
- Open the iTrail software and reconnect the iTrail logger.