

FX 3300-IV: Evaluation software no longer available

11/2017, NF

Problem: The menu “Style”, “Analyze” and “Data management” is disabled although the instrument was purchased with the optional “FX 3300-IV EVA”, “FX 3300-IV PRI” or “FX 3300-IV WLN” evaluation software. In case you have installed the printer module only, the button “Print” is disabled.

Cause: The serial number programming is lost in the internal memory.

Solution:

1. Note the serial number of your instrument. It can be found on the type plate located at the rear side of the instrument. Note that the first 3 or 4 numbers prior to the decimal point are required. Example: Serial on type plate: **100.02.10** => serial number programming: **0100**

If the serial number is correct but no license is available => go to step 4.

2. Check the serial number programming: Open the menu “Settings” => “Info”. The serial number is displayed at the top. Furthermore, your licenses are shown as well. In case the serial number does not match with the type plate, reprogramming will be required.
3. Reprogramming of the serial number: Starting from the standby screen, select “Settings” => “Service”. The password is: **TTLABAIR**. Once you’re logged in, open the menu “Serial number” and enter the number according to the type plate. Confirm with the green left bottom button and return to the menu “Settings”.
4. Enter your license keys: Make sure you’re logged in as “Supervisor” and select the menu “License”. Select your license type and enter your license key by selecting +

IF YOU DON'T KNOW YOUR LICENSE KEY, PLEASE CONTACT: info@texttest.ch