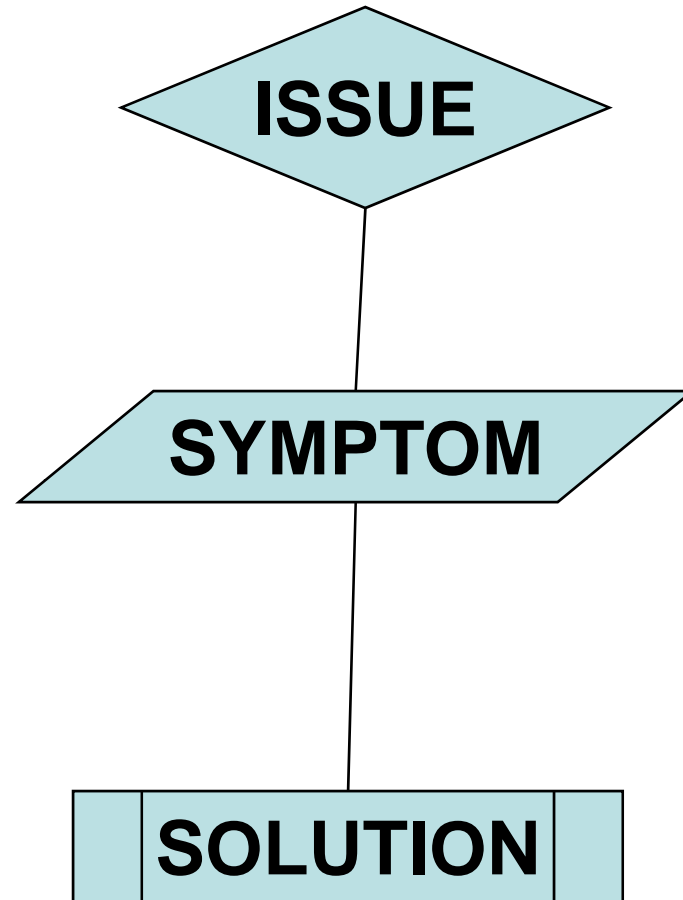


# **TROUBLESHOOTING RADAR AND ULTRASONIC LEVEL DEVICES**

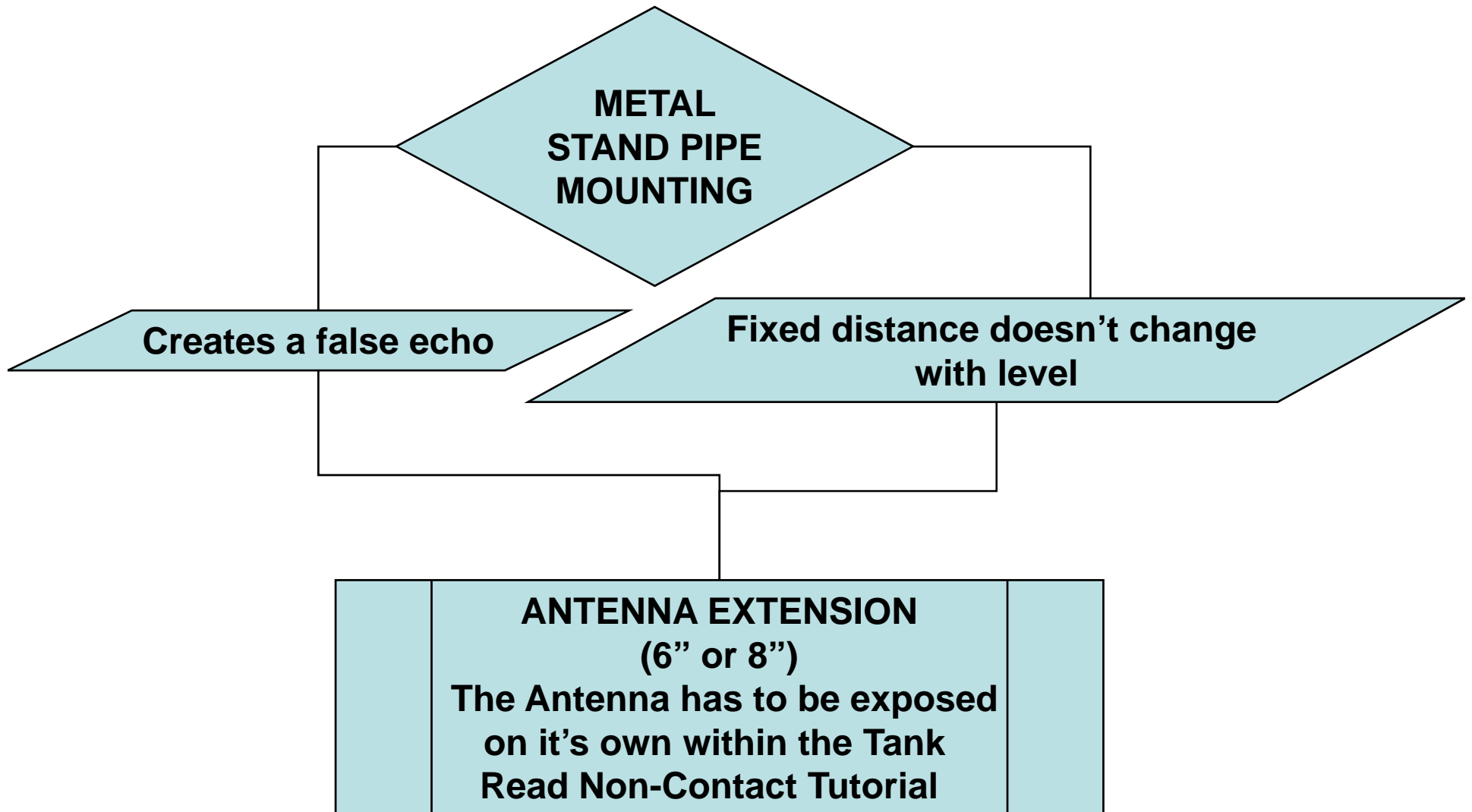
**For more information on Ultrasonic/Radar Level Devices visit:**

**[WWW.ABMSENSOR.COM](http://WWW.ABMSENSOR.COM)**

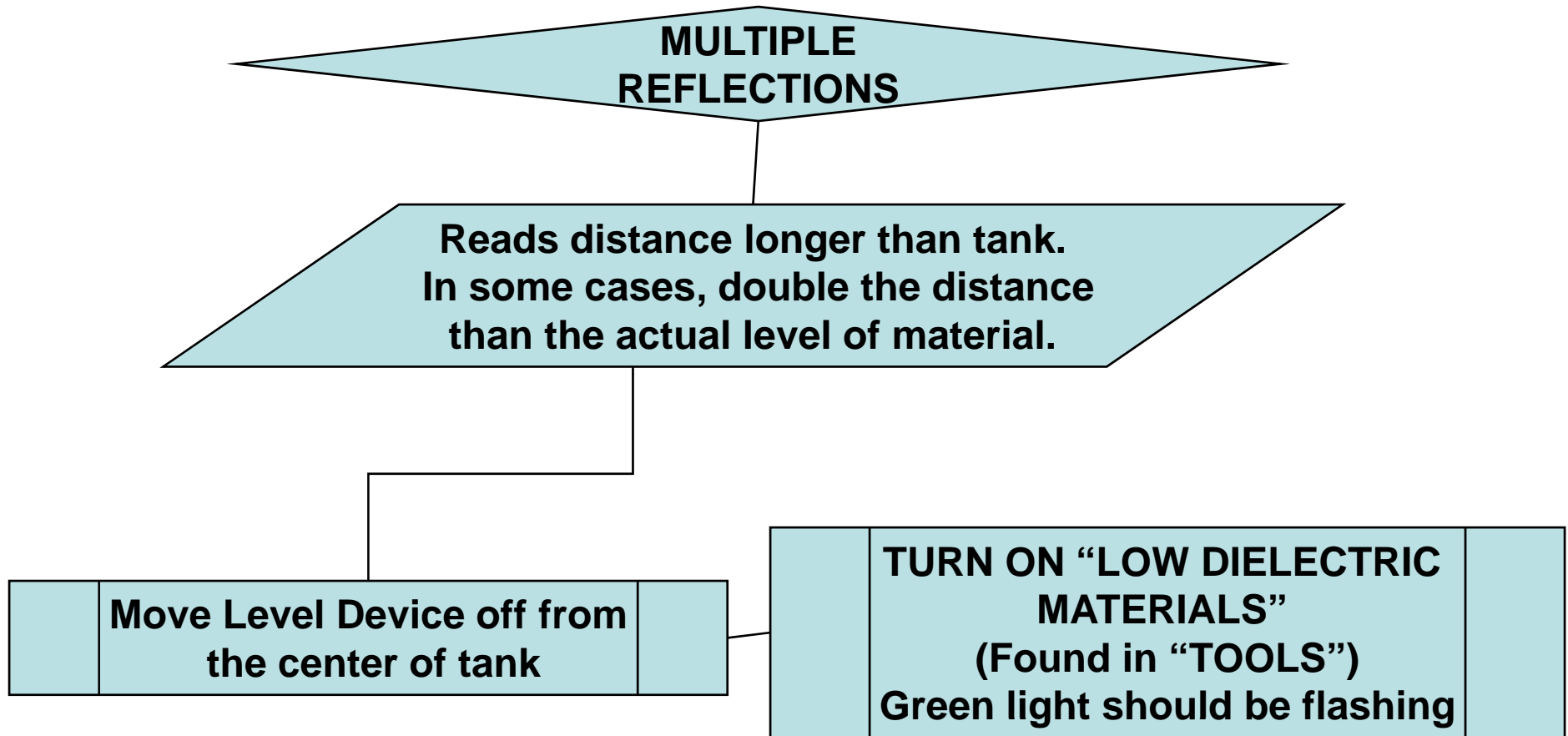
# STRUCTURE



# RADAR PROBLEMS AND SOLUTIONS



# RADAR PROBLEMS AND SOLUTIONS



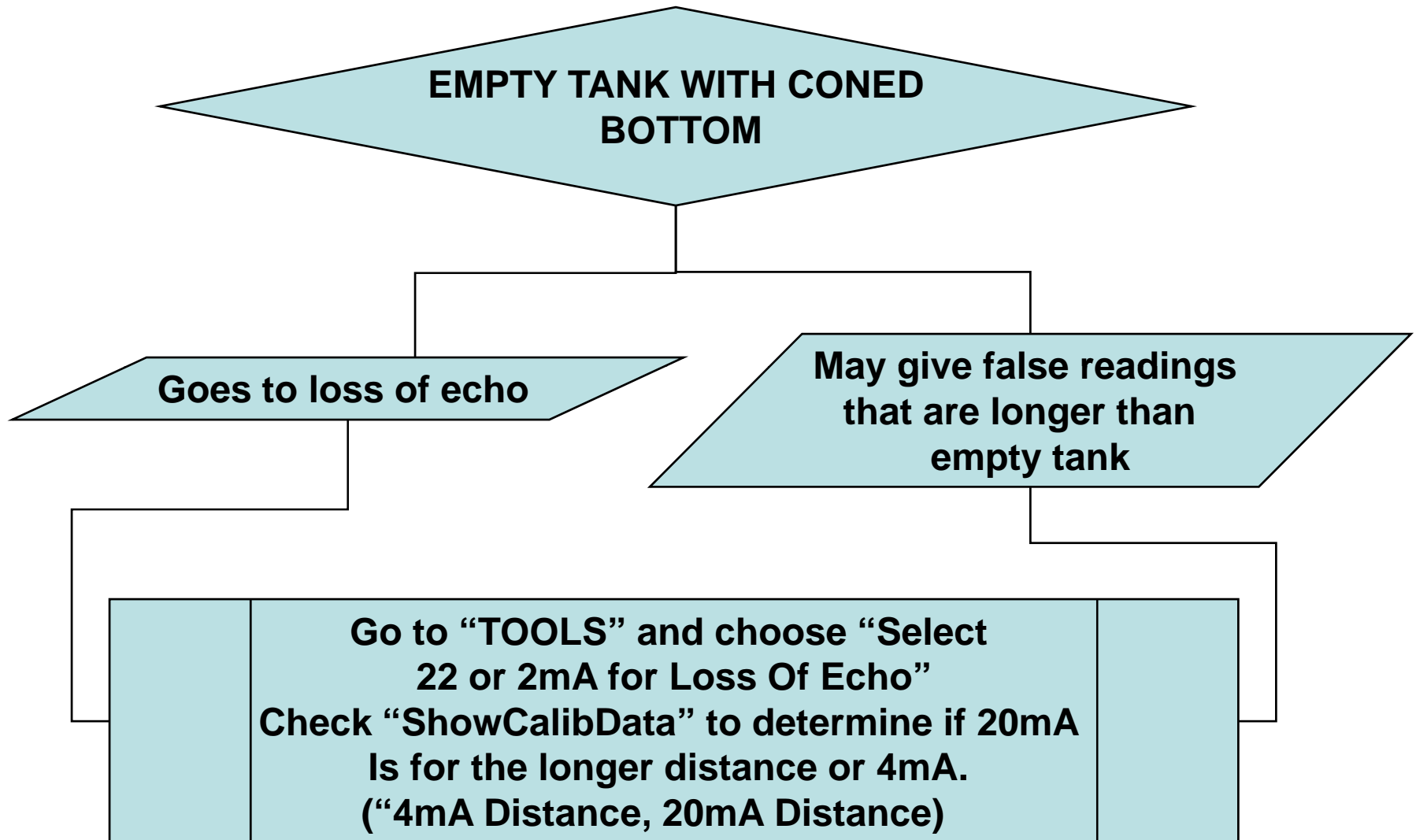
# RADAR PROBLEMS AND SOLUTIONS

**FALSE LEVEL OF LOW  
DIELECTRIC MATERIALS**

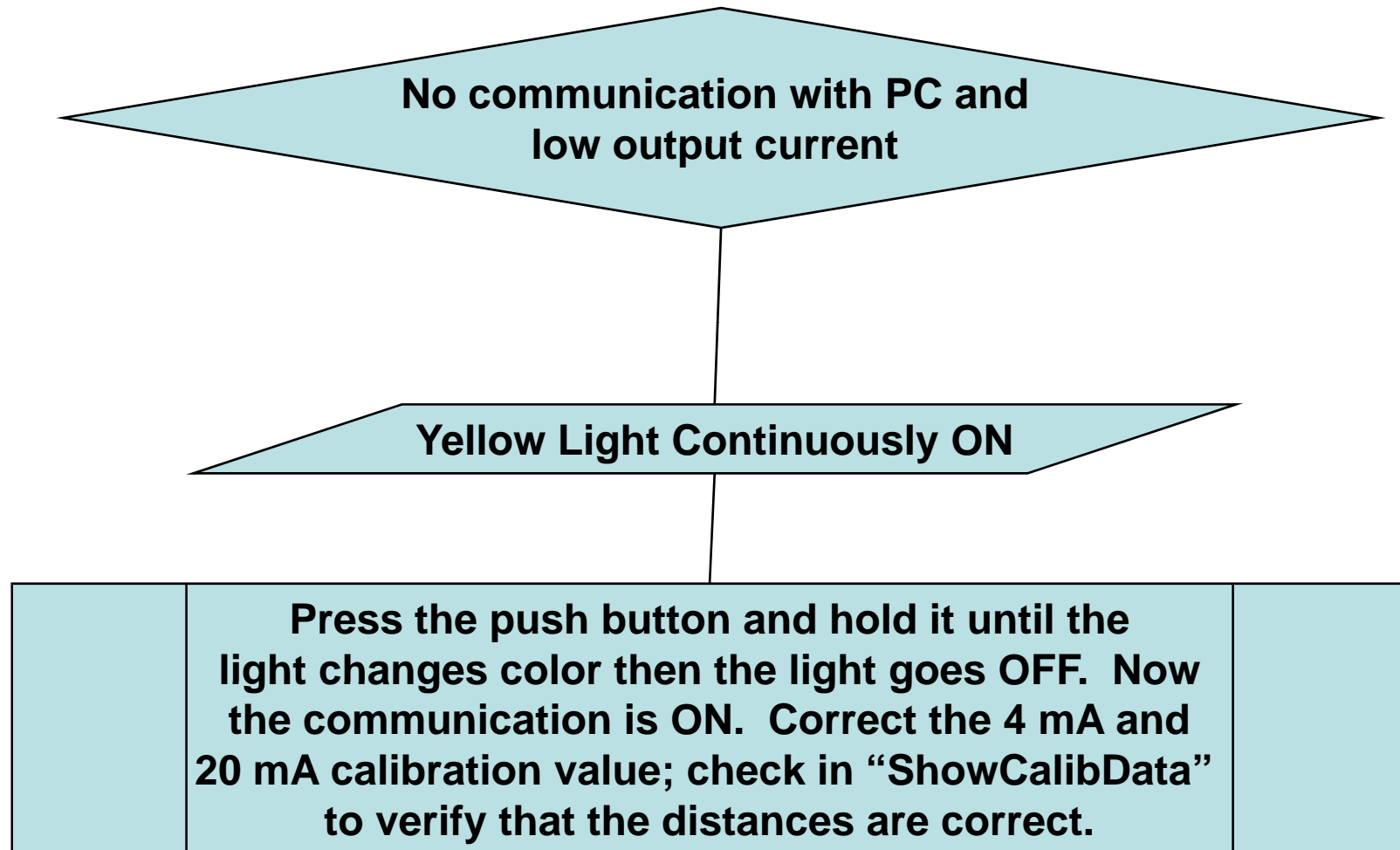
**It shows longer distance to low dielectric  
Materials (oil, solvents)**

**TURN ON “LOW DIELECTRIC MATERIALS”  
Found in “TOOLS”. Green Light should be flashing.**

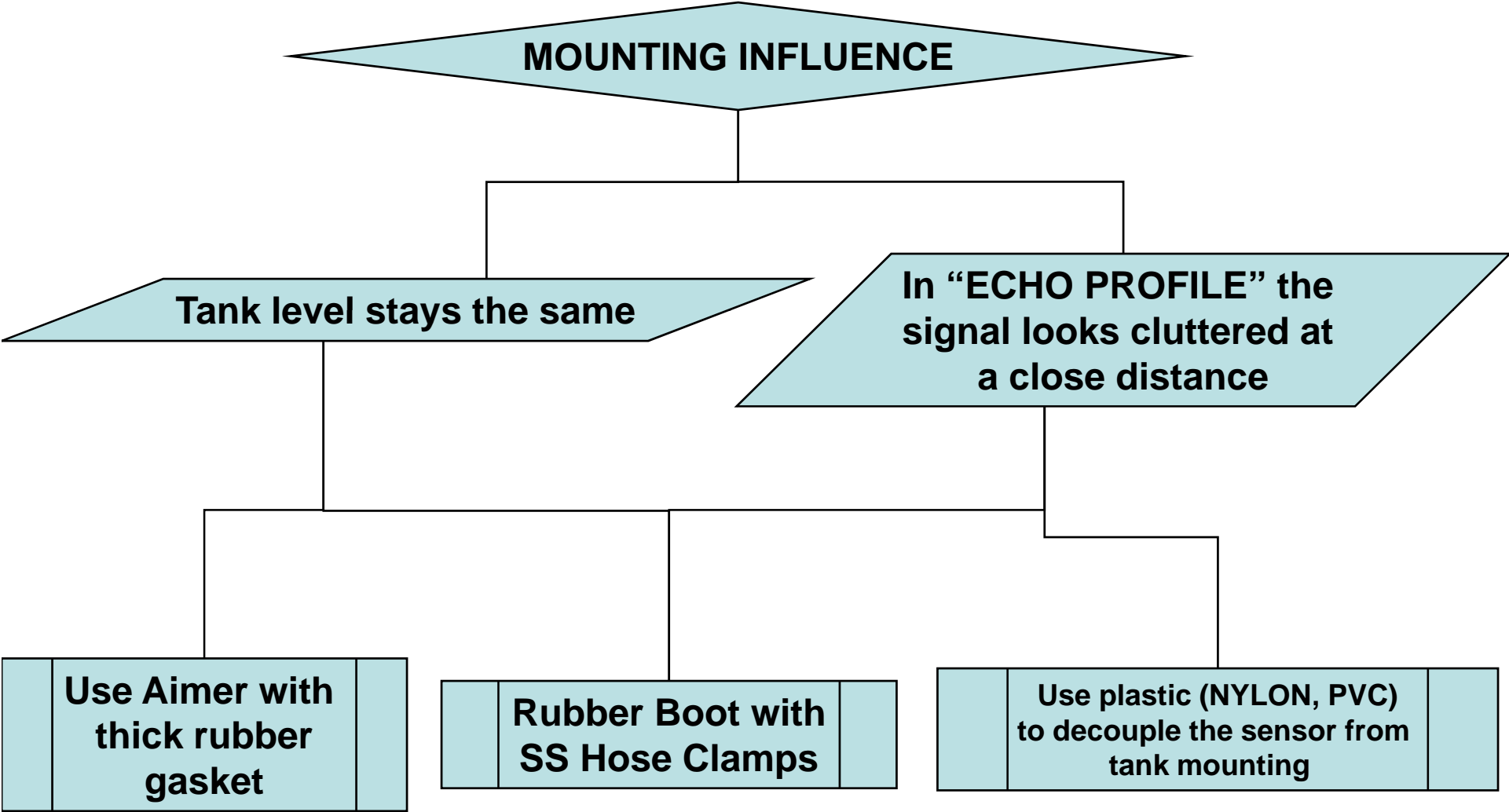
# RADAR PROBLEMS AND SOLUTIONS



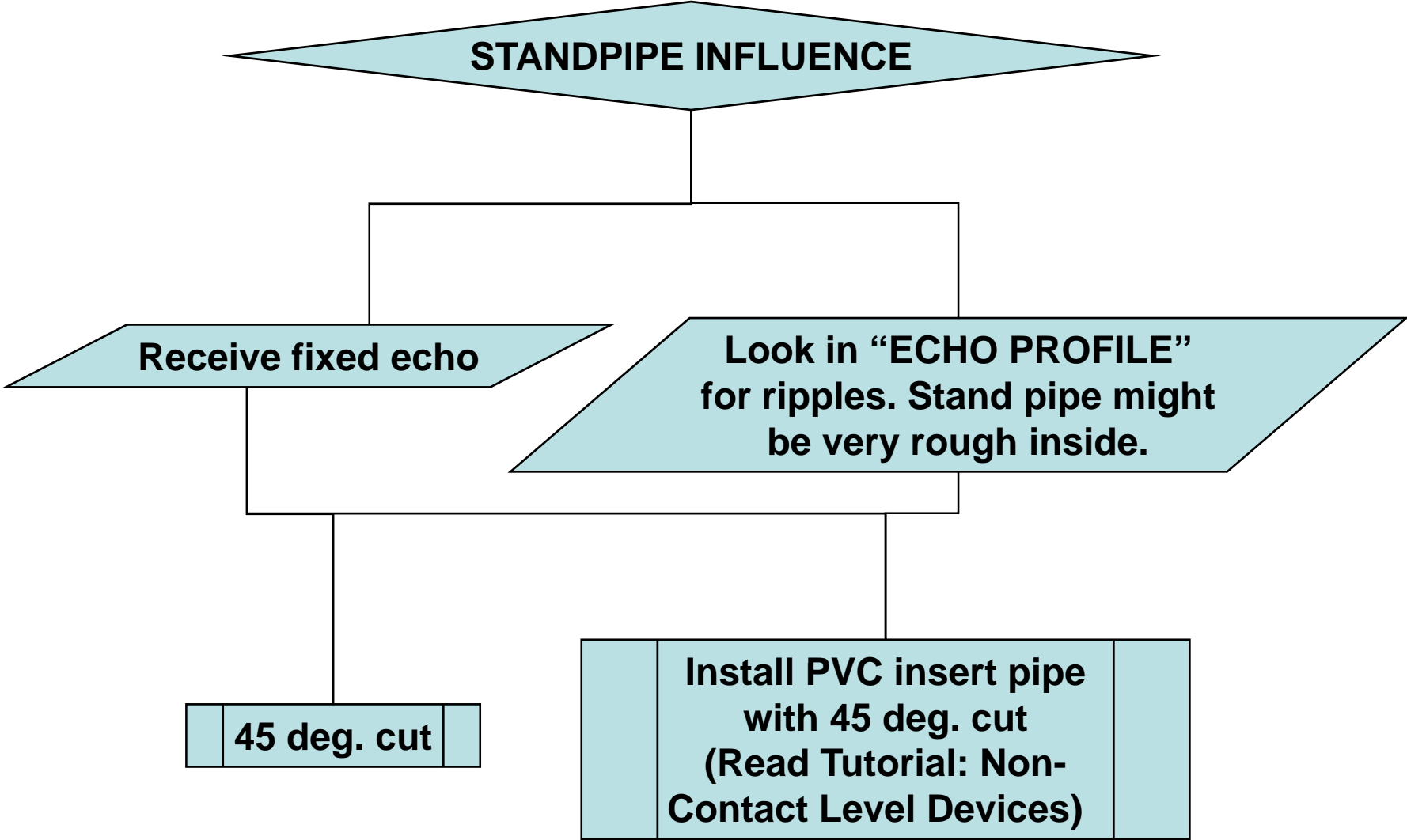
# RADAR PROBLEMS AND SOLUTIONS



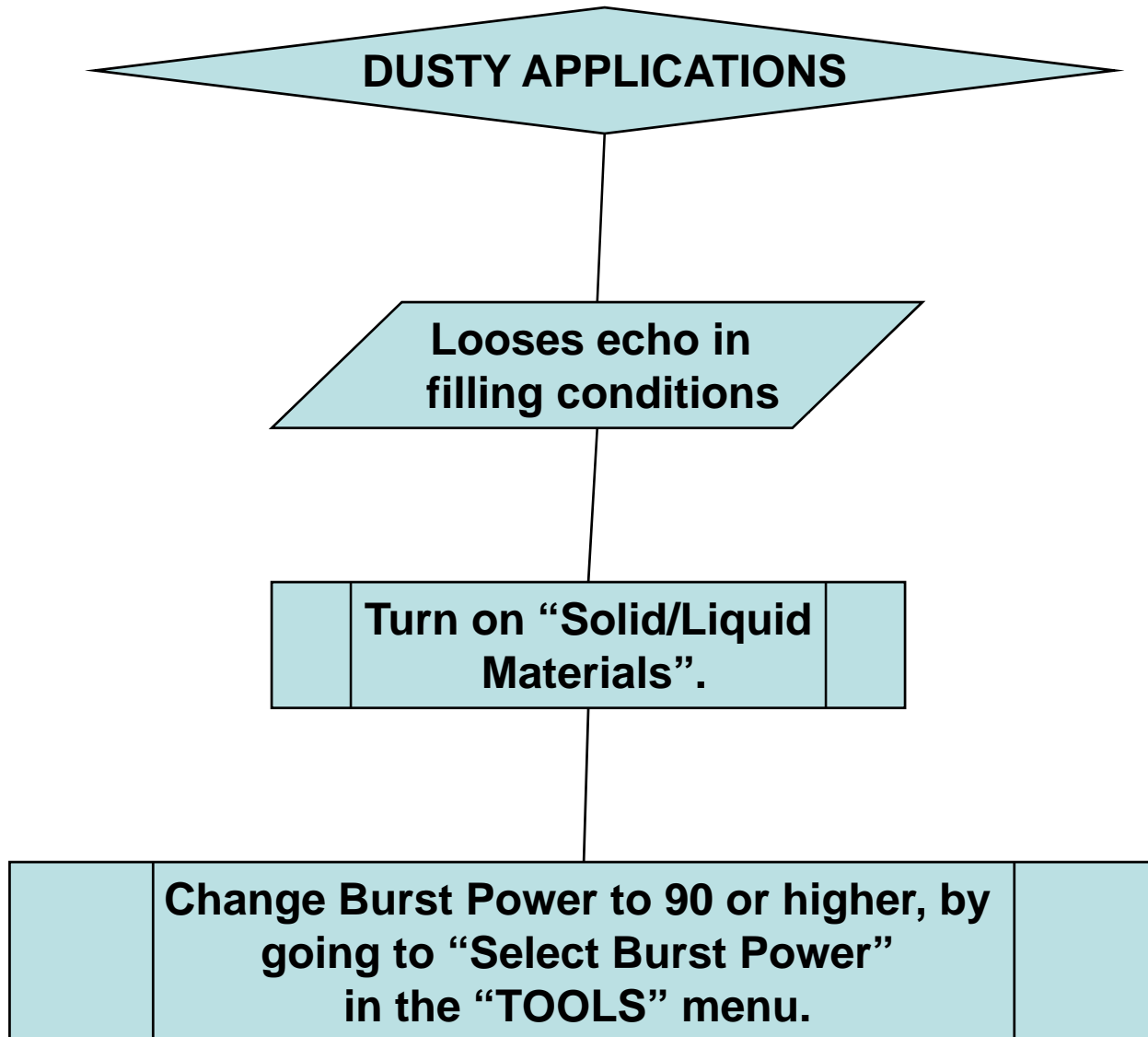
# ULTRASONIC PROBLEMS AND SOLUTIONS



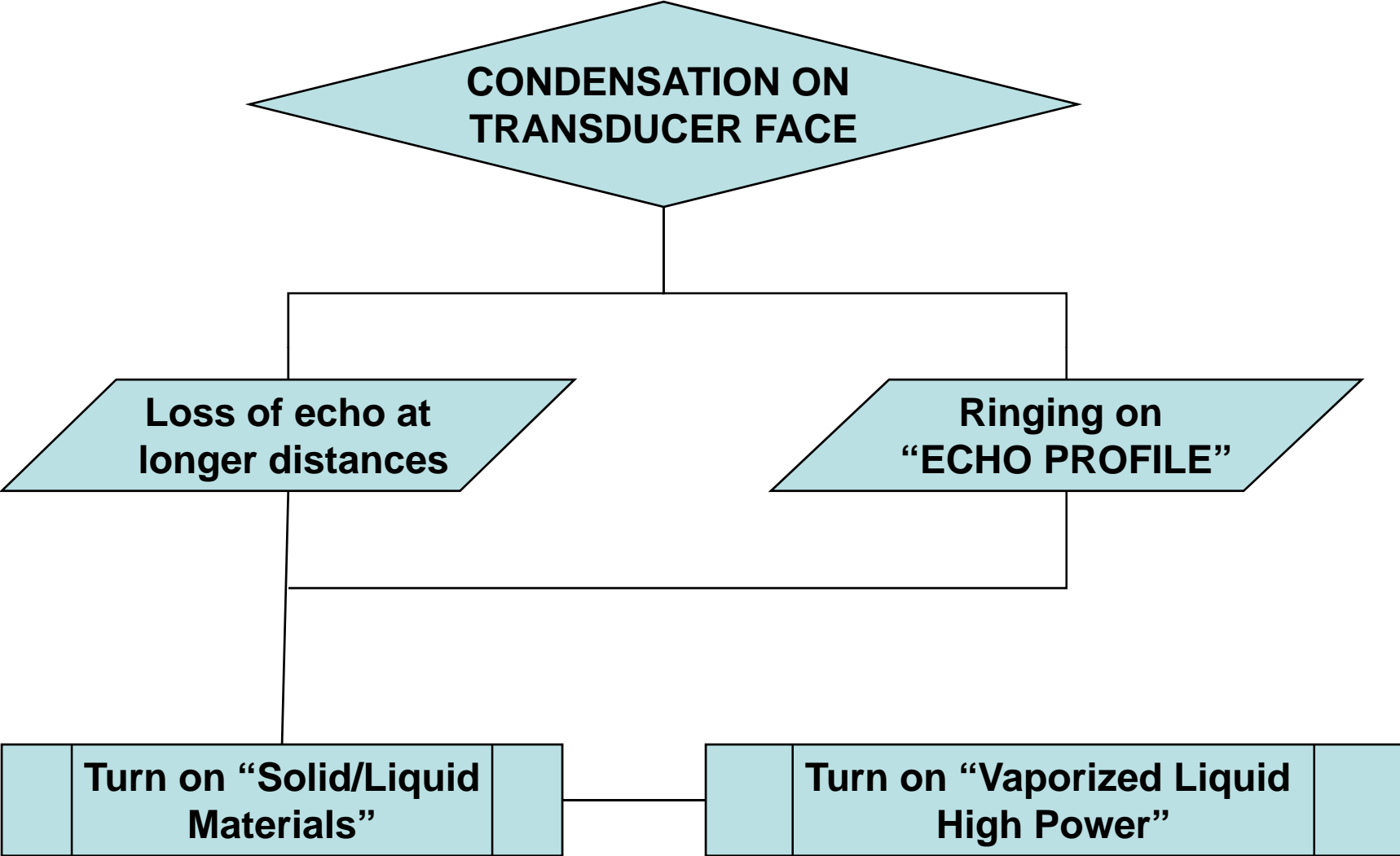
# ULTRASONIC PROBLEMS AND SOLUTIONS



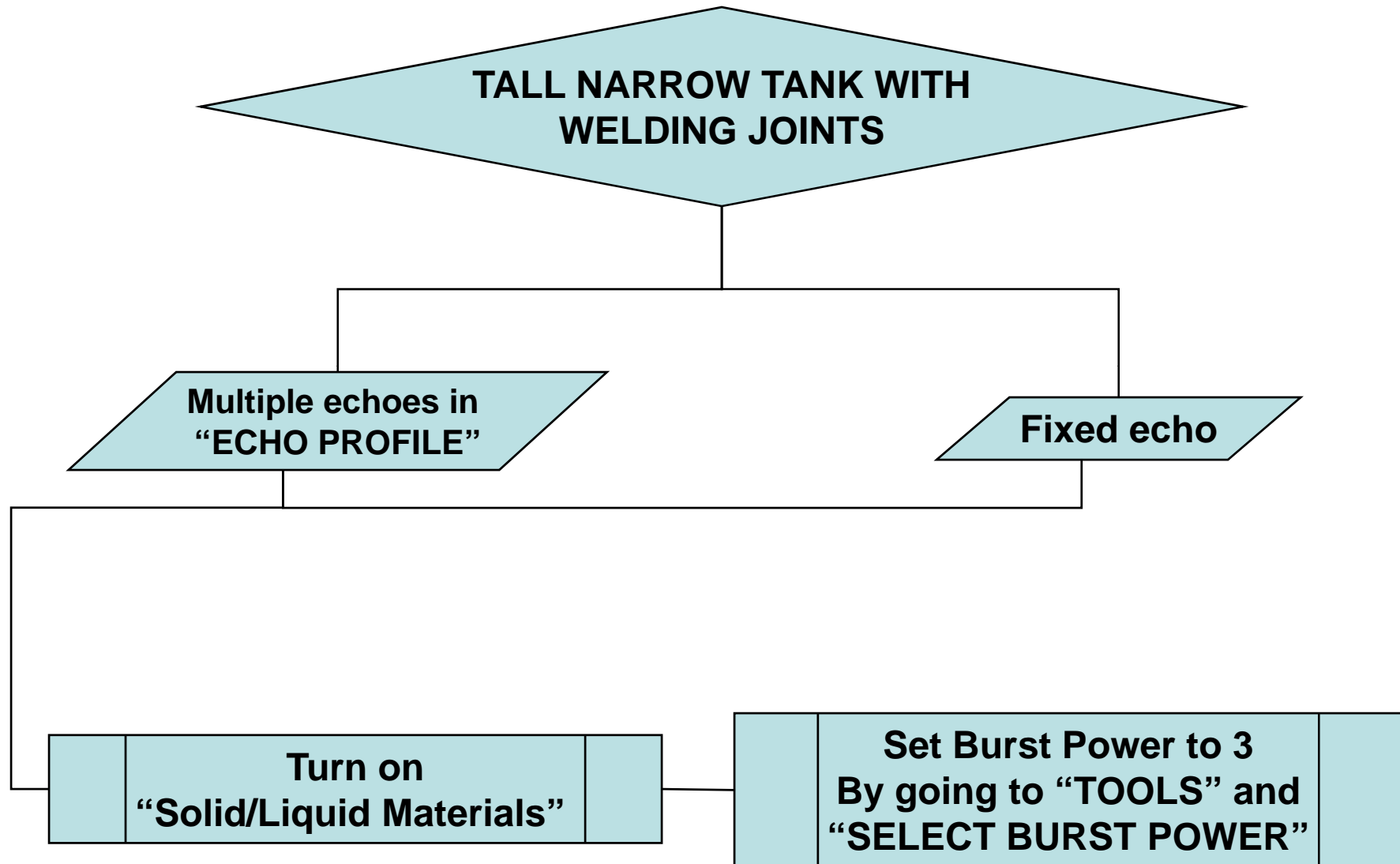
# ULTRASONIC PROBLEMS AND SOLUTIONS



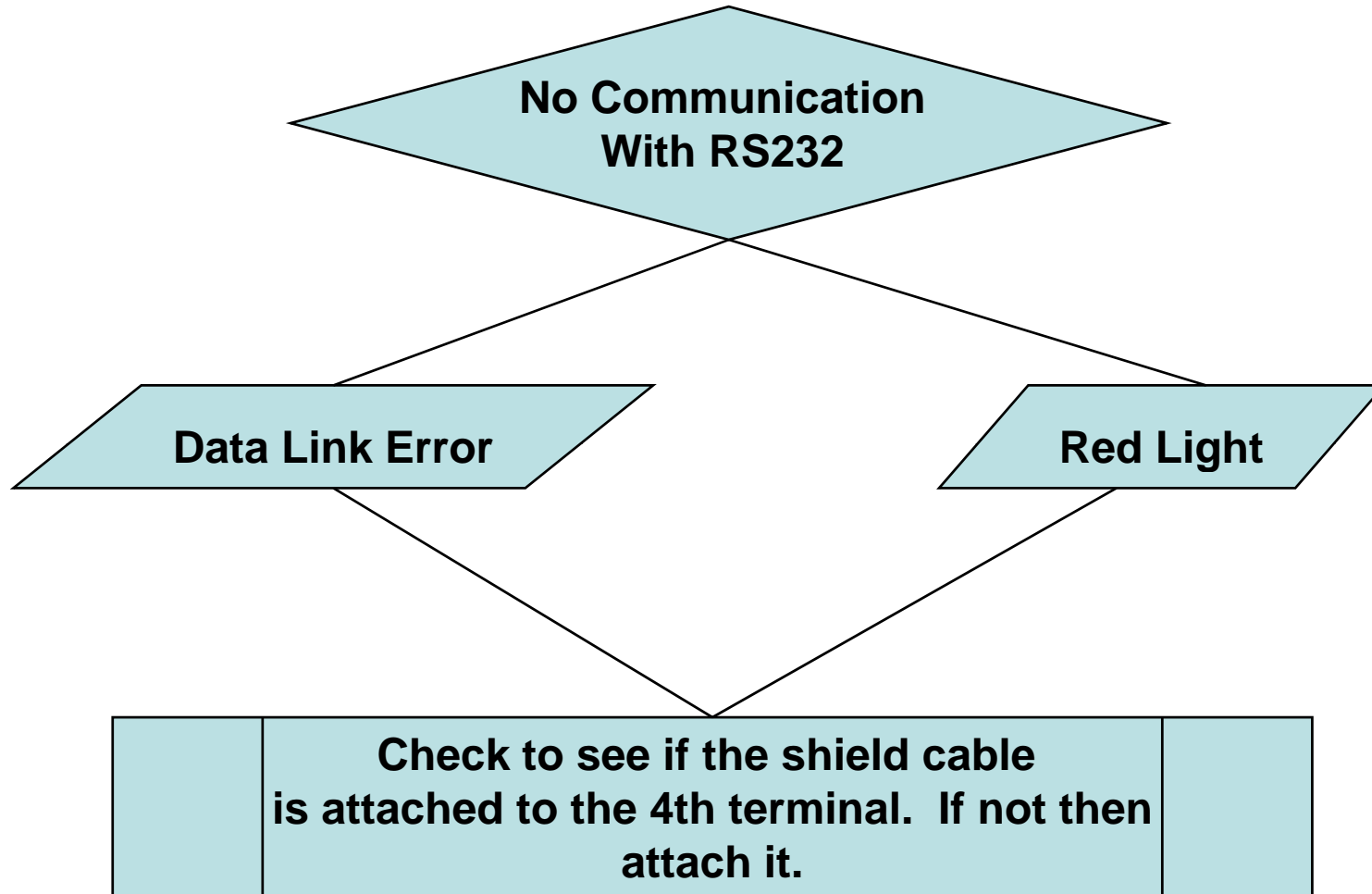
# ULTRASONIC PROBLEMS AND SOLUTIONS



# ULTRASONIC PROBLEMS AND SOLUTIONS



# Communication Problems



# Problems with Software Installing

**“Missing or Needs  
Updating MFC42.dll”  
MESSAGE**

**Software will not fully install**

**Go to Start, Search, All Files and Folders,  
Look in: C, then in “All or Part of The File Name”,  
Type: MFC42.dll and change the “.dll” to .com**

# Communication Problems

**Level Devices  
with RS485 Communication  
(Network)**

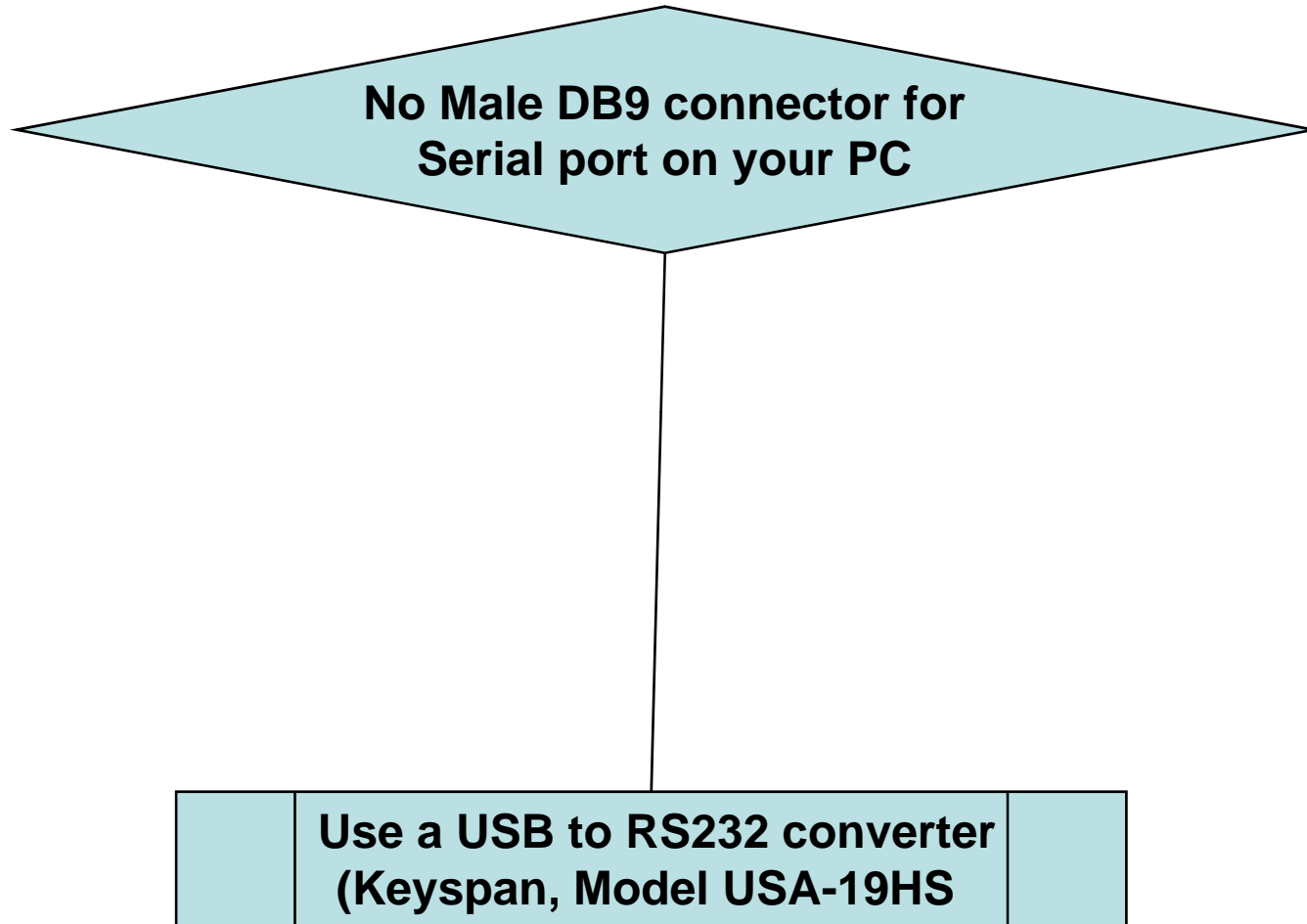
**Use a RS485 to RS232 converter  
(B&B Electronics Manufacturing Company,  
Model 485SD9TB).**

**OR**

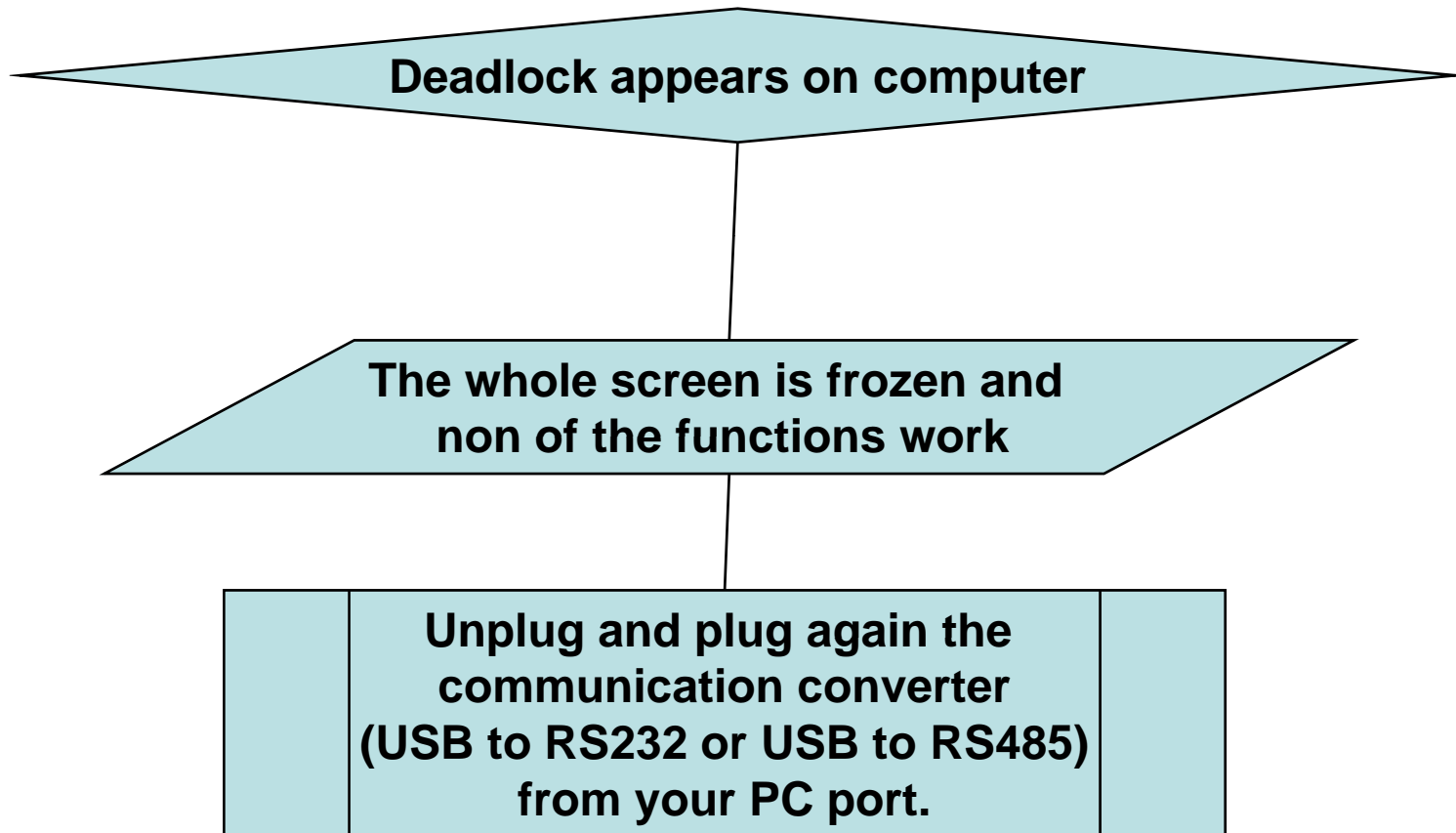
**Use a RS485 to USB  
(B&B Electronics Manufacturing Company,  
Model 485USBTB-2W)**

**Note:** When you load their software driver you will go to the windows warning; click continue anyway and do the loading twice using Wizard. Using this converter you save on using a USB to RS232 converter.

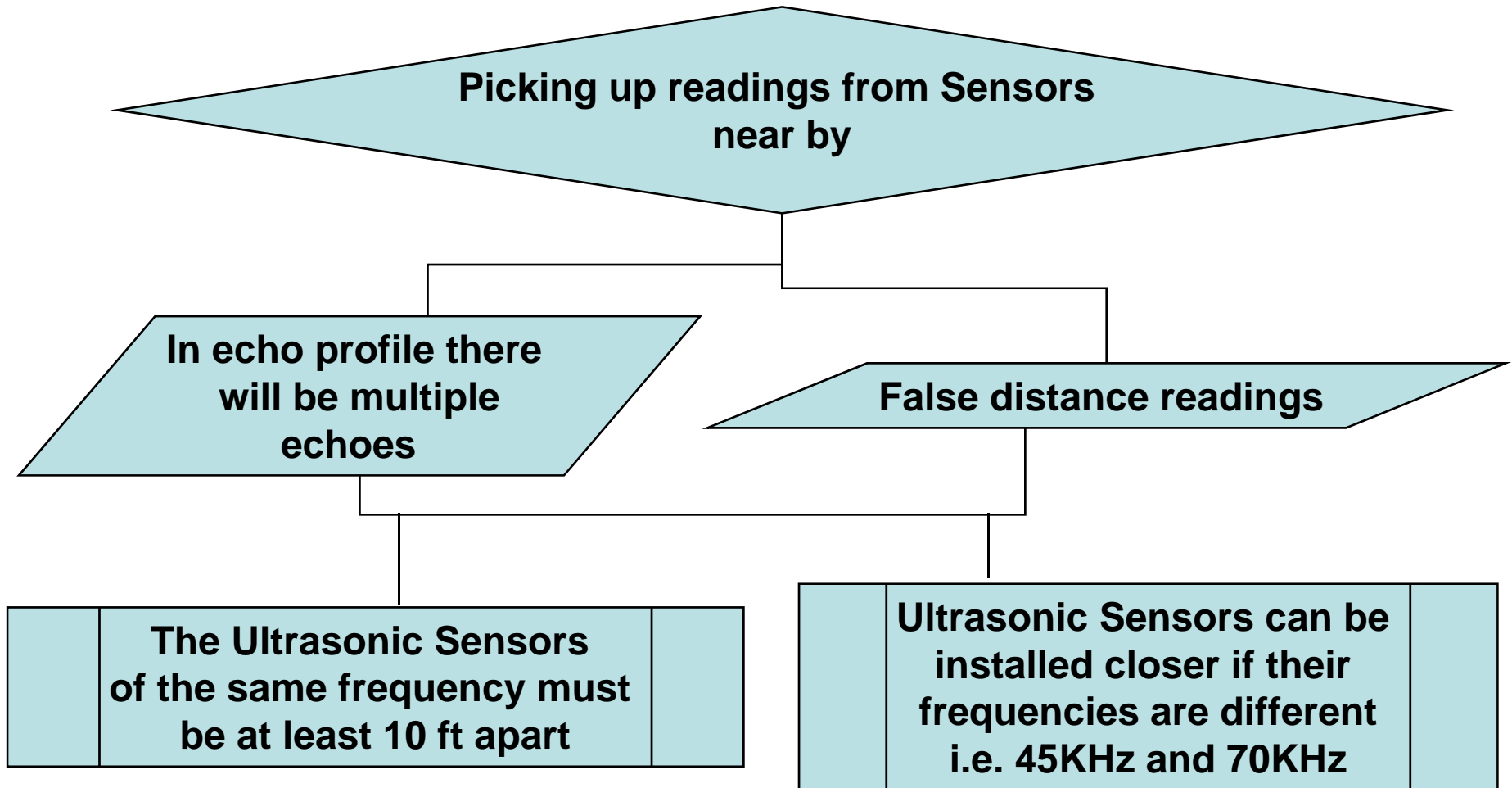
# Communication Problems



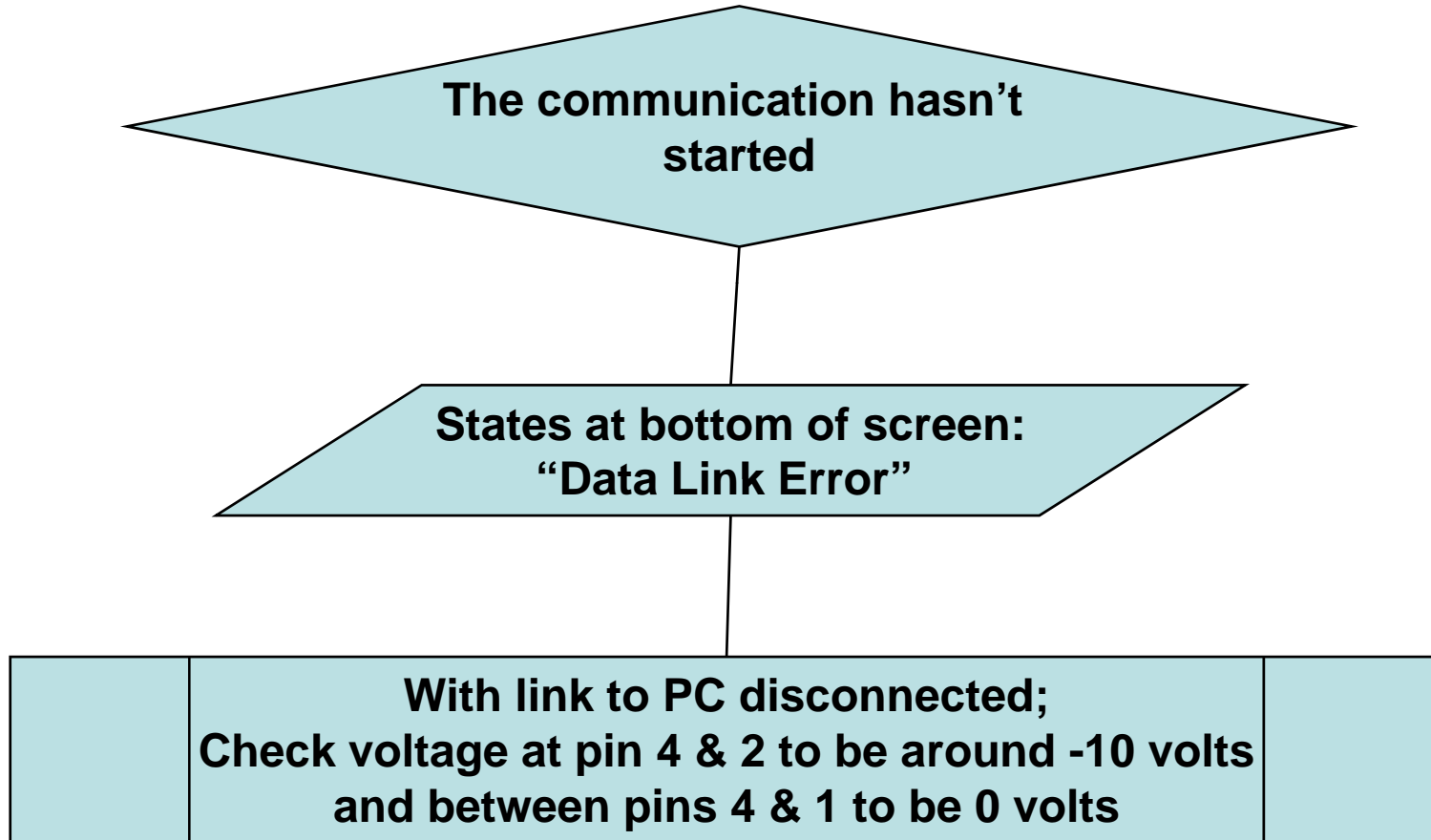
# **Problems with Software Running on VISTA**



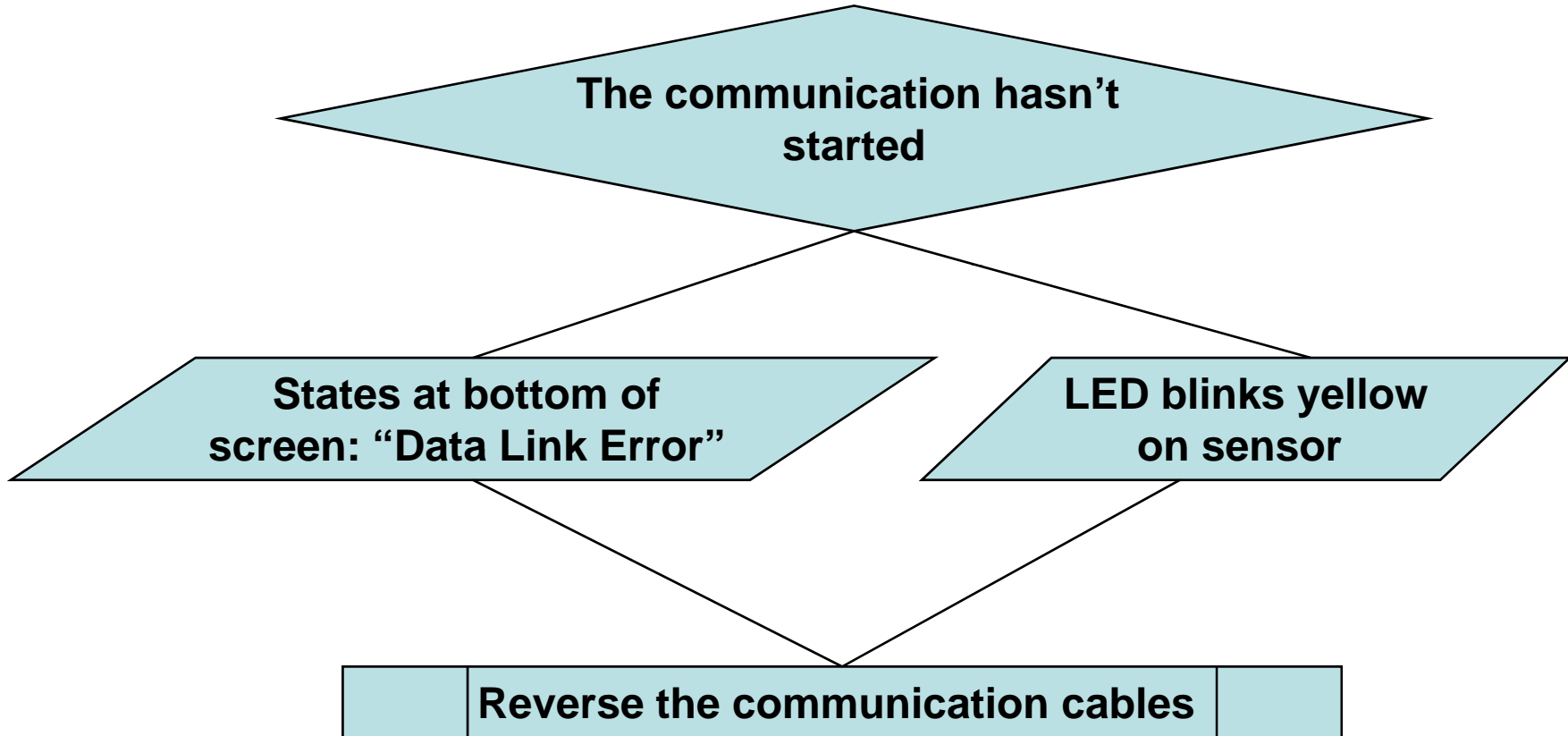
## 2 or more Ultrasonic Sensors close to each other



# Communication Problem (RS-232)



# Communication Problem (RS-485)



# Software not Displaying on Screen

The Probe\_GatewayPC or  
MiniProbe software window  
would not open but was listed  
in the running processes

Turn off Hardware Acceleration for the graphics card.

# Loss of Calibration

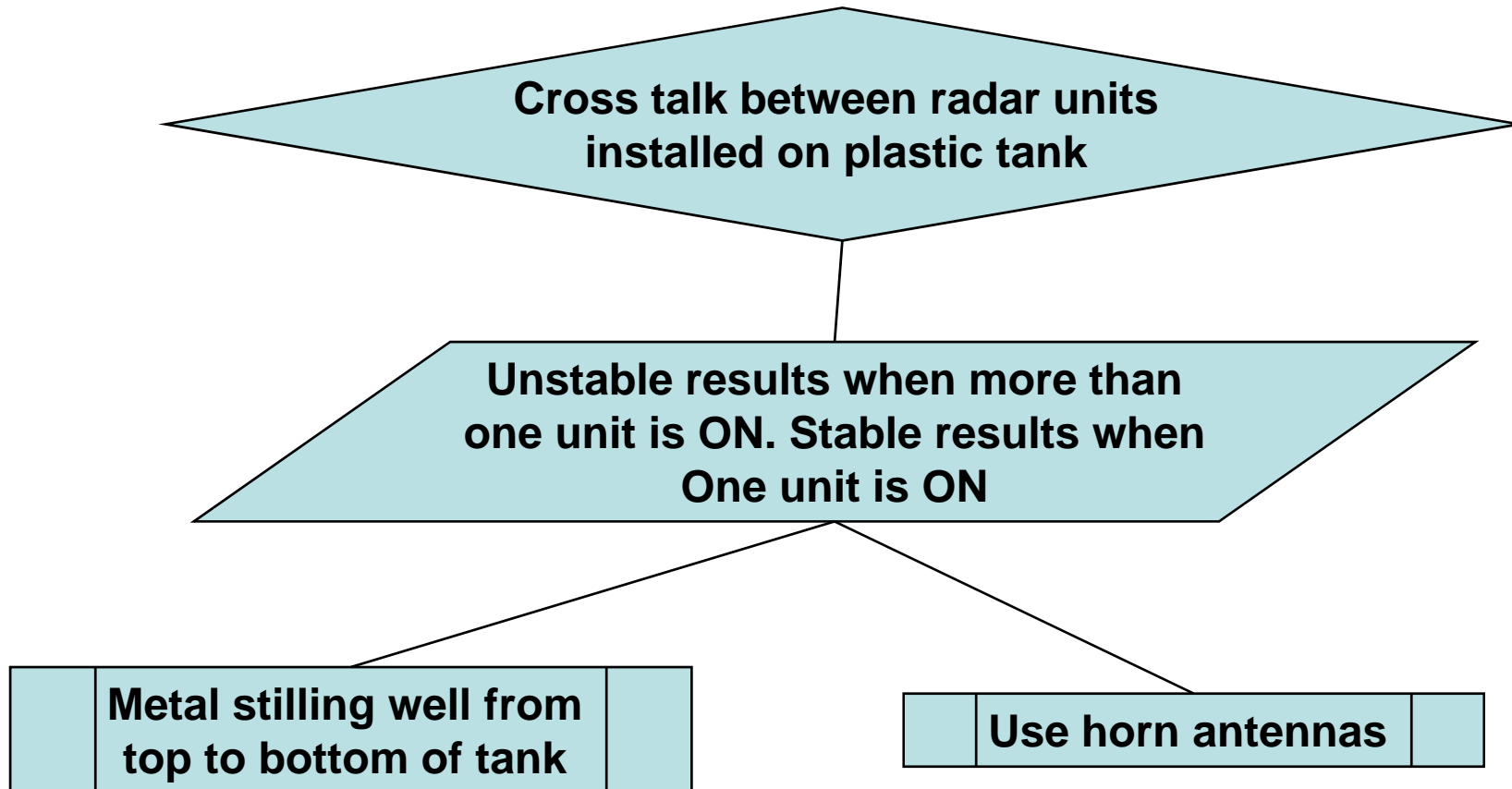
Entered calibration distances  
no longer work due to noise problems

No longer reading  
correct distance

In ShowCalibData the  
4 and 20mA distances  
are reading near 0.

In tools: correct the 4 and 20mA distances  
and disable the Push button.

## 2 Radar Units Close to Eachother



# USB to RS232 Converter for Windows 7

