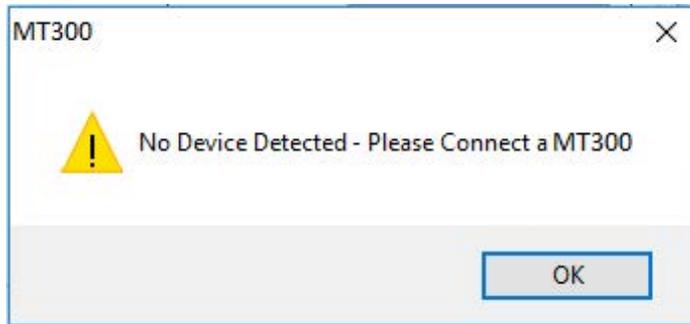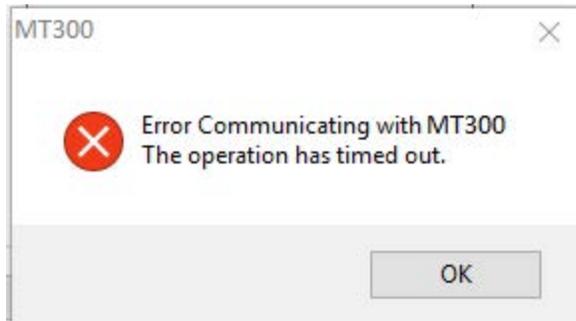# MT300 Communications Troubleshooting Guide
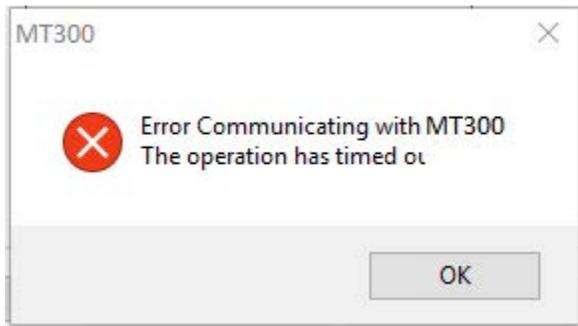

Causing Condition: Clicking detect on the GUI with out a MT300 connected to the USB port on the computer.

To Fix: Connect a MT300 to the USB port of the computer. Establish communication between the GUI and the MT300 by clicking on Detect and then Connect.
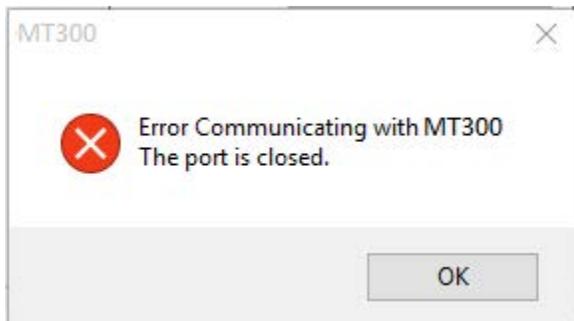

Causing Condition: The MT300 is connected to USB. The MODBUS setting on the GUI and the MT300 do not match.

To fix: Check the MT300 MODBUS ID setting. Open up the GUI, change the MODBUS ID setting on the GUI to match the MODBUS setting on the MT300 and then establish communication by clicking on Detect and then Connect.

Causing Condition: When the GUI is properly connected and communicating to the MT300 and when the MT300 Enter/Menu button is pushed and held to enter menu mode, the MT300 ceases to communicate with the GUI and this error occurs.

To fix: once the changes have been made and saved, reestablish communication between the GUI and the MT300 by clicking on Detect and then Connect.

Causing Condition: When the GUI is properly connected and communicating to the MT300. The MT300 connection is removed while the GUI is still connected.

Note: This error can be avoided if the disconnect button is clicked on prior to physically disconnecting the USB connection.

To fix: Cycle power to the MT300 and reestablish communication between the GUI and the MT300 by connecting the USB cable between the MT300 and the USB port, clicking on Detect and then Connect on the GUI.

Causing Condition: When the GUI is not connected to the MT300 and when Read Configuration or Write Configuration buttons are clicked on the DUI.

To fix: Establish communication between the GUI and the MT300 by clicking on Detect and then Connect.

Causing Condition: Connecting the computer using USB to MT300 that is powered on. This doesn't always cause this error.

To fix: Cycle power to the MT300 and reestablish communication between the GUI and the MT300 by connecting the USB cable between the MT300 and the USB port, clicking on Detect and then Connect on the GUI.