PC Meter Connect Errors

No Dial Tone

This is caused because the meter is not communicating to the PC and vice versa. Consequently, the meter tries to dial Pitney Bowes instead. To resolve this error try double clicking on the PC Meter Connect icon on your desktop. You should see a message that shows “PC Meter Connect is already running on your computer”. Click OK and attempt the connection again.

Meter Not Detected

This message show usually when the meter has been disconnected from the PC. Remove the USB lead from the meter and the PC then re-connect it. You can also try another USB port on the PC.

You can also see if your meter is being recognised by PC Meter Connect by right clicking on the PC Meter Connect icon the system tray and see if the option About Your Meter is greyed out or not. If not, this will give you information about your meter such as the serial number.

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The reason is either there is a firewall, anti-virus, or content filter not allowing communication between the meter and server. To resolve errors such as these you can try to alter the settings of PC Meter Connect.

To access these settings you need to right click on the PC Meter Connect icon, located on the system tray. Then left click on Internet Settings.
You will now see the below screen. You can now make changes to the below settings. A good place to start is try setting the Protocol to HTTP mode.

You can also try altering the HTTP Transfer Encoding method from Non Chunked to Chunked.

You may need to take a trial and error approach here as each network is different therefore user settings can be unique to each customer.

![Internet settings screenshot](image)