

# Kestrel® Interface

## *KESTREL Communicator Software Instructions*

\*\*\*\* Please report any bugs to us on [info@nk.com.au](mailto:info@nk.com.au) \*\*\*\*

Thank you for purchasing the KESTREL Interface and Communicator Software. This system will upload the stored data from your KESTREL 4000, 4100, 4200, 4250, 4300 & 4500 to a computer for long-term storage, in-depth analysis or detailed charting.

### ***What's in the Box (USB port version):***

- Interface Cradle - KESTREL is placed into the cradle for optical communication.
- Software CD-ROM - contains USB drivers & Communicator software and necessary system files for PC.
- A USB Cable - plugs into the interface and your computer.
- Disc also contains training videos & information PDF's.

### ***What You'll Need:***

- a PC with an available USB port.
- Windows 3.1 or higher
- a KESTREL 4000 series.



### ***Install the USB adapter software.***

- BEFORE plugging the adapter cable into your computer, load the enclosed CD (if it auto loads, select "cancel") Browse to the CD-ROM in My Computer and open the "USB ADAPTER DRIVERS" folder. Browse to the appropriate folder for the operating system that you are using (usually winXP).
- Double-click "setup.exe". Follow the on-screen prompts to install the drivers for the USB adapter cable.
- When the "Install Shield Wizard Complete" window appears, click "Finish".
- Now, plug the USB connector of the cable into your computer. On Plug and Play compatible versions of Windows, a "Found New Hardware" icon will appear, followed shortly by a message that your new hardware is installed and ready for use. (On older versions of Windows, you may need to complete the "Add New Hardware" process manually. Refer to the documentation for your operating system for more information.)
- Your adapter cable is now installed and ready to use with the Interface. You will need to finish setting up the communication (COM) port after you install the Communicator program.

### ***Install the NK Communicator software.***

- Put the Kestrel Communicator disk in your CD drive. It will auto start. Follow the on screen instructions. (If your computer has "auto start disabled", click on the "setup.exe" file).
- The self-extracting software will install automatically on your machine.
- Once installed, click on the "Kestrel Communicator" icon on your desktop.
- Setting the COM port. When the Communicator application is launched for the first time, it automatically detects the available COM ports on your system. On the "Kestrel Tracker" tab, locate the drop-down list labeled "COM Port", and select the appropriate COM port. The Communicator will remember the COM port you select, and use it by default every time.
- Click on the "Help" tab for full instructions on how to use the Communicator software with your interface.
- Note: you need to have the .net Framework files installed on your computer. The installation process will install these on your computer automatically.

### ***How to Connect the Interface:***

- Plug the end of the serial cable with the pins into the connector on the interface.
- Plug the end other end of the cable into an available USB port.
- Ensure that the Kestrel is turned on



Updates of this program will be available for download from [www.nk.com.au](http://www.nk.com.au)  
For any enquiries, please contact us on 02 6258 9380 or email: [info@nk.com.au](mailto:info@nk.com.au) .

## INSTALLATION FAULT FINDING:

Please ensure that you have the latest version of the software. FREE updates and support is available from:  
[www.kestrelmeters.com.au/cms.cfm?Section=kestrel\\_support](http://www.kestrelmeters.com.au/cms.cfm?Section=kestrel_support)

- Make sure that you aren't running any ActiveSync software, such as for a PDA or GPS. If so, the synch software will control the COM ports, which will not allow the software to operate properly. This software typically opens automatically when you turn on your computer. You might find an icon for ActiveSync in the lower right corner of the Windows Tray. If the icon is visible, then the software is running in the background. You can usually right-click the icon and select Exit or Deactivate.
- Make sure that the COM port setting is correct, and it is set to a value between 1 - 4. You can find the port settings on the Device Manager in the Control Panel. If you are using a USB-serial adapter, the port may be set to a value higher than 4. If so, you will need to reset the COM port setting to a value between 1 - 4.
- We do not have any software to run the Communicator on a Mac, our software is only Windows compatible. You should be able to use the Communicator software on a Mac that is running Parallels, but we have not tested this. Mac Parallels runs Windows XP on Mac computers. So if a program is compatible with Windows XP it should run on Parallels (the Communicator software is compatible with XP)

## I'm having trouble downloading data from my Kestrel. What do I do?

**Is the USB driver properly installed?** How to check:

- Right click on My Computer icon on your Desktop, go to Manage.
- This will bring up the 'Computer Management' window
- Under the System Tools, click on Device Manager
- This will bring up a list of your Computers hardware
- Click on the '+' sign next to Ports

If 'Prolific USB-to-Serial Comm Port (COM #)' is listed under the Ports tab, then the USB driver is installed. If not, install the USB driver disc. The driver is also available on our website.

**What COM port is the Interface using?** How to Check:

Follow the same path that you used to check if the USB driver is installed. If the driver is installed the COM port that the interface is using will be listed in the Device Manager. Next to the 'Prolific USB-to-Serial Comm Port' will be the COM port that the Interface is using. Must be set between 1 to 4.

On the main window of the Kestrel Communicator software, there is a drop down list of available COM ports. Click on the COM port that is listed in the Device Manager. Must be set between 1 to 4.

- Check all of the cables (USB -> Serial)
- Make sure the unit is fitted snug into the cradle and check to see if there is anything obstructing the two clear ports on the rear of the unit near the battery door.
- Is the unit on?
- Are you running anything else on USB at the same time (GPS or cellphone?)

Once you have made sure that all of these issues are resolved. In the Communicator software press the 'Read Device Data' button. This is a good way to check if the unit is communicating correctly (note: it will take about 5-10 seconds for the device data to show up).

Thank you for your question about the SpeedCoach PC Interface. Mac Parallels runs Windows XP on Mac computers. So if a program is compatible with Windows XP it should run on Parallels (the SpeedCoach Communicator software is compatible with XP).

Please check our Knowledge Centre for tips & tricks at:  
[www.kestrelmeters.com.au/cms.cfm?Section=knowledge\\_centre](http://www.kestrelmeters.com.au/cms.cfm?Section=knowledge_centre)

