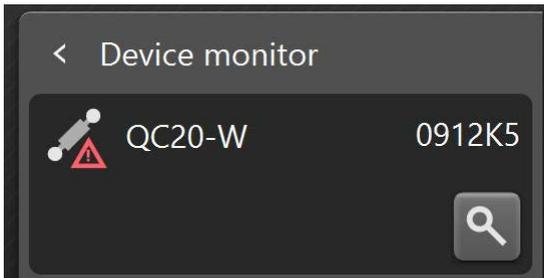


Ballbar Trace Bluetooth connection fix

Symptoms

If Ballbar Trace will not connect to a new or different device, it may have retained the previous ballbar serial number which will be shown in the 'Device monitor' window.

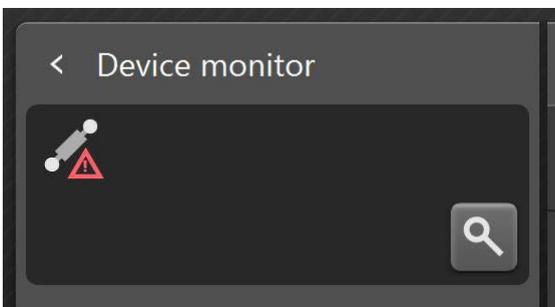


This application note explains the procedure to clear the previous device from the history to enable connection to a new device.

Procedure

Follow the steps below:

1. Open Windows Explorer and navigate to the following file location:
C:\Users\#user id#\AppData\Local\Renishaw_plc\Holman.exe_Url_
vl3zfbfyepkrr4dy2dscnfaufs3galnx\1.0.6403.23165
2. If this location does not exist search for the folder "Holman" in "%AppData% - local" (not roaming).
3. Delete the file named 'User' from the folder.
4. Restart Ballbar Trace software.
5. Once the software has reopened, select the search button in the 'Device monitor' window.



6. The ballbar will now connect with Ballbar Trace and be ready to use.

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