

**Sensor Type** Hand Helds

**Date**

**Source** In-House

1/21/2003

**Problem**      **Part Nr.** GT-521

**OK**

Unable to get GT-Comm software to work with new computer and GT-521 - Instrument is used outside of the US.

**Product** AIR Products

### **Solution**

On the computer- Go To Control Panel, choose Regional and Language Options. In the Regional Options Tab, press the button marked "Customize." Change the "Decimal Symbol" to a period. If it is a comma, then the software will not be able to retrieve the parameters of the instrument or be able to export data correctly.

This is a common problem as some countries use the comma for a decimal separator instead of the period which is used in the US.

