



## Suunto Dive Manager Troubleshooting Guide

If you are having trouble downloading your Suunto dive computer into your PC, please complete the following steps. **If you have a MAC operating system on your computer, the Suunto Dive Manager is not compatible with this software even with Windows virtual PC software. It will only interface with Window's based operating systems.**

**Suunto Dive Manager software 2 series is compatible with all Suunto dive computers accept the following (Eon, Solution, Spyder). If you have one of these computers you can only use the 1.6 version Suunto Dive Manager Software.**

- Please check your SDM software version. When you open the SDM software go to help/about Suunto dive manager, this will tell you what version that you have. After checking your version software, go to [www.suunto.com](http://www.suunto.com) Check customer service/download center, from here, look under the PC software category. The latest version of the software will always be at the top of the page. If you have not previously downloaded software from a (SDM) CD that came with your interface, please also download the USB driver from the website. If your software is older than the latest version, update your system and try to download your computer again.
- **If you have Palm pilot (hot sync), digital camera, or cell phone software on your PC, they will need to be disabled.** The need for disabling the software is that these programs will generally block the COM port that the PC interface cable is trying to use, the message **(COM PORT NOT FOUND)** will appear when trying to download you computer. If you have programs as listed above, there is generally an icon in the lower right corner of your computer screen located next to the time. To disable these programs, right click your mouse on it and look for the exit or disable function from the pop up menu.
- In order to download your computer into the dive manager program, you must have dives recorded in the logbook. If you do not have dives logged on the computer, there is nothing to download.
- The Suunto dive computer PC interface comes in (2) versions, serial port or USB. If you have the serial port version of the cable, please read below. If your PC does not have a serial port on it, you will need to have a separate Serial to USB adaptor available to you. We recommend the Suunto Serial to USB adaptor with driver (P/N# 10498). **Please not that on the Cobra II/ Vyper II computers, only the USB cable can be used.**

### Version 2.5.0

- Place your computer into the TR-PC mode and select it (for more information consult your computer owners manual). For D9/D6 make sure your computer is on the main time screen, plug your PC cable in and turn to the right, the LCD should now read "Data Transfer". For the Cobra II/ Vyper II computers make sure your computer is on the main time screen and it should now read data transfer.

- Ensure your PC cable is connected securely (for all model computers except D9/D6, bring the cable across the back of the computer and connect it).
- The SDM software should automatically detect the COM port in which PC interface is being recognized on after the transfer button is selected. The transfer button is the watch icon under the dive computer category.
- If you are getting a message that the “Comport not found” you will need to check what comport your interface is on. From your main desktop right click on My Computer/Properties. Under the system properties window click on the hardware tab, then device manager. Under the device manager window, click on the + next to the ports folder. From here you can identify what port # the PC interface is on. Open the SDM software and choose actions/download wizard from the tool bar. Choose your dive computer and select the COM port. Click on the data transfer button (The transfer button is the watch icon under the dive computer category).
- You will see a progression bar showing your computer downloading at this point. For more information on how to use the features of the SDM program, please consult the help category from the top tool bar in the SDM software.

### **Version 1.6**

- When first initializing the dive manager program, you will see a white box appear with a blue field on the top that has the word “Dives” in it. You will want to close this box, as this is the sample logbook. If you download your dive computer into the sample logbook, the same dives will duplicate each time you download it. You must create your own logbook to download into.
- To create your own logbook, click on the word file in the top left side of your screen. After choosing file, click on new. This will bring up another box that say’s “Save Suunto dive log as”, you will want to create a file name. Next it will prompt you for what type of measurement you will want to use (imperial or metric). After completing these steps you will have created you own personal logbook. You will see a white box with a blue field at the top that say’s “Dives”. This is what you will download your dives into.
- Prior to downloading your computer, check that you PC interface settings are correct. On the toolbar at the top of your screen click on Transfer. In the pop up menu click PC interface set up. You will see 8 different COM ports listed and a COM delay at the bottom. Increase you COM delay to 40. If you have the PC interface plugged directly into you computer via the serial port, you can use the test function to view which COM port should be used.
- If you are using a serial to USB adaptor, the test function will not work. You will need to see what COM port the adaptor is being recognized on. From your main desktop right click on My Computer/Properties. Under the system properties window click on the hardware tab, then device manager. Under the device manager window, click on the + next to the ports folder. From here you can identify what port # the adaptor is on. After identifying the port #, choose the correct port # under the PC interface settings.
- Next on the tool bar you will want to choose Transfer, pick your computer model and start transfer. You should see a transfer progression bar showing your computer downloading.

- If you get a message saying, “**The transfer of the profile memory has timed out**” make sure you have a good connection to your dive computer (you may need to hold the PC interface to the dive computer) and your dive computer contacts are clean. If cleaning of your dive computer contacts are needed use a toothbrush and some warm water to clean.
- You should have been able to successfully download you Suunto dive computer at this point after following the above information.

**\*\*Suunto Dive Manager (SDM) software version 1.6 is compatible all Windows operating systems 98, 2000, XP and Vista. Suunto Dive Manager (SDM) software version 2.5.0 or newer is compatible with Windows operating systems 2000, XP and Vista.**

If after following the above steps you are still having difficulty downloading you computer with the Suunto Dive Manager software, please feel free to contact our Customer Service Department at 1-877-253-3483.

Best regards,

Aqualung Customer Service