

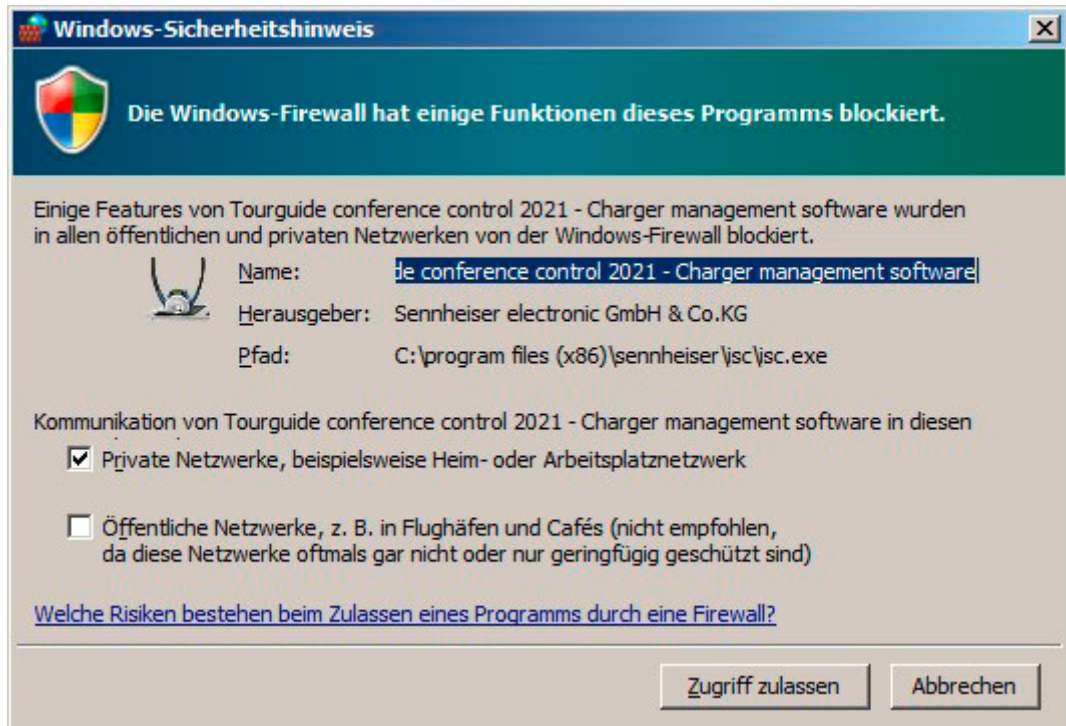


## Tourguide 2020 L 2021-40 Software “Tourguide Conference Control” Issue

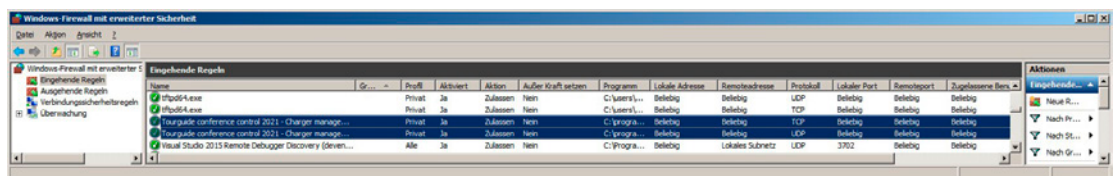
The „Tourguide Conference Control“ software version 2.0.1.1 is compatible with Windows 7 and Windows 10. Since Windows 7 there can be a problem with the Windows Firewall which prevents the communication between the software and the charger.

The following describes what to do when starting the software for the first time and what to do if the error already occurs.

When you start the software for the first time, a window with a Windows security warning appears:

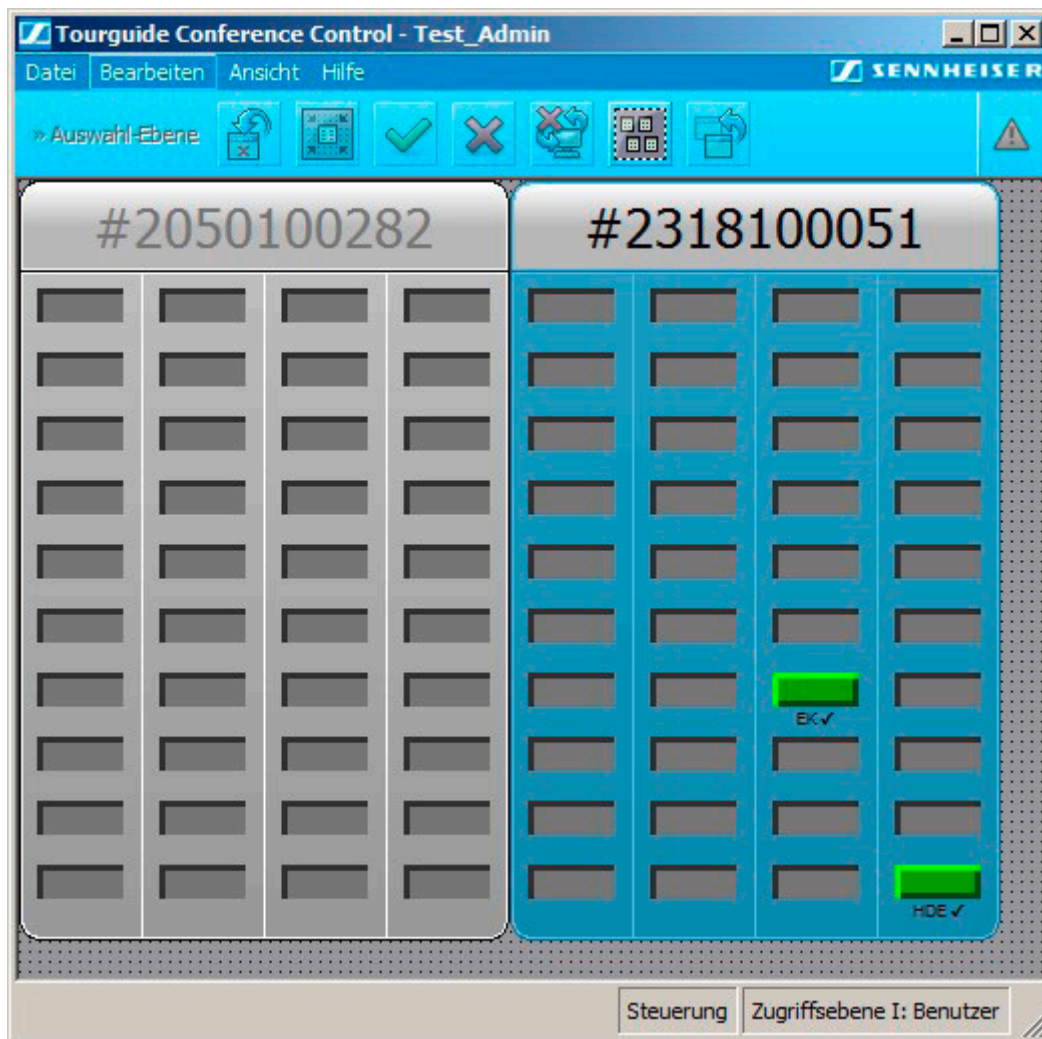


For this note the field „Allow access“ MUST be clicked. This creates two rules for the Windows Firewall that allow communication between the software and the charger.





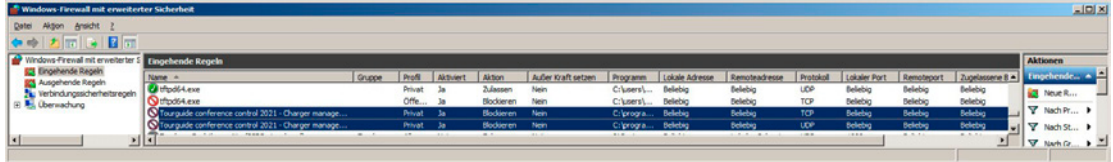
Then the software can be operated normally and all displays are updated as expected.



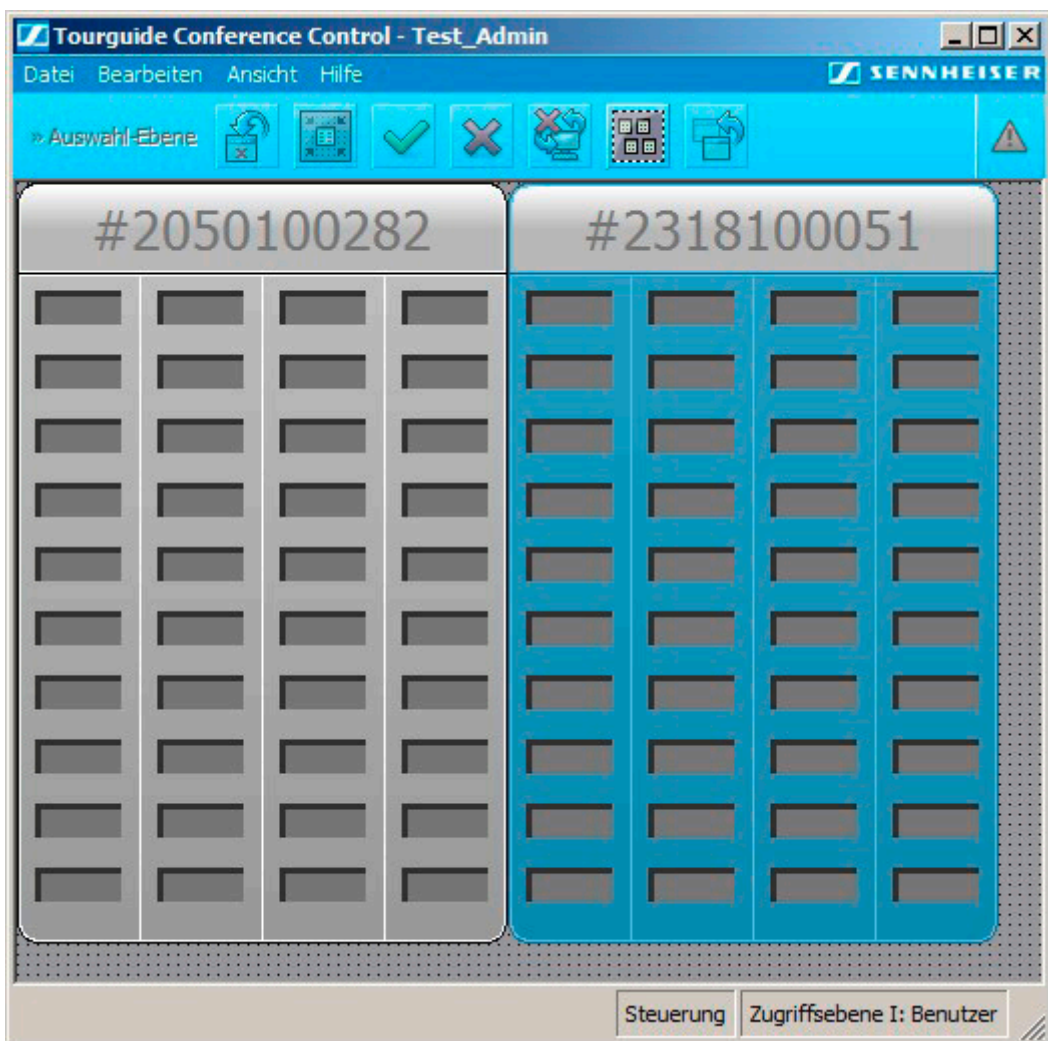


### In case of an error:

If the above security notice has been closed by clicking on „Cancel“ or the close button, then two rules are created in the firewall, which prevent the communication between the software and the charger. These rules can be edited to solve the problem.



In this case, you can start the software, but no updates will be displayed when you plug devices into the charger.





### Serial number:

The serial number of the charger is stored in the project file.

If the software does not connect to the charger, then the serial number stored in the .isc file will still be displayed!

It is conceivable that during the initial installation, the firewall was not yet active and thus a project file (.isc) was created with the correct serial number of the charger.

Because of Windows updates the settings of the firewall could have been changed so that the communication with the software is now blocked.