



EZSlamX

INSTALLATION/SOFTWARE/USAGE

Q: Question

Why is EZSlamX taking so long to start up / detect my device / check sensors before a run?

A: Answer

When EZSlamX runs its “Detect” process, the software polls all active COM ports on the computer to verify that the EZSlam Base Unit is plugged into the correct COM port. If there are many active COM ports (e.g. >10) on the computer, this process can take several minutes.

The “Detect” process is run:

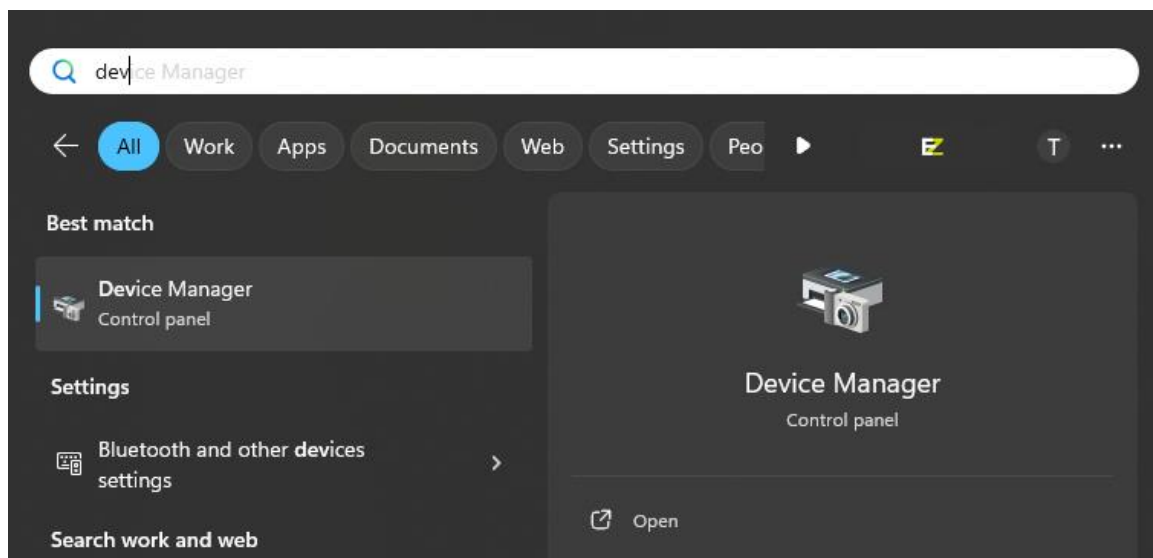
1. at startup;
2. when the user clicks “Detect” (in top menu “Settings” tab → “Hardware” group);
3. during sensor checks before/after a run, if one or more sensors does not immediately respond.

To shorten the length of this process, we recommend **removing devices with associated COM ports from Windows.**

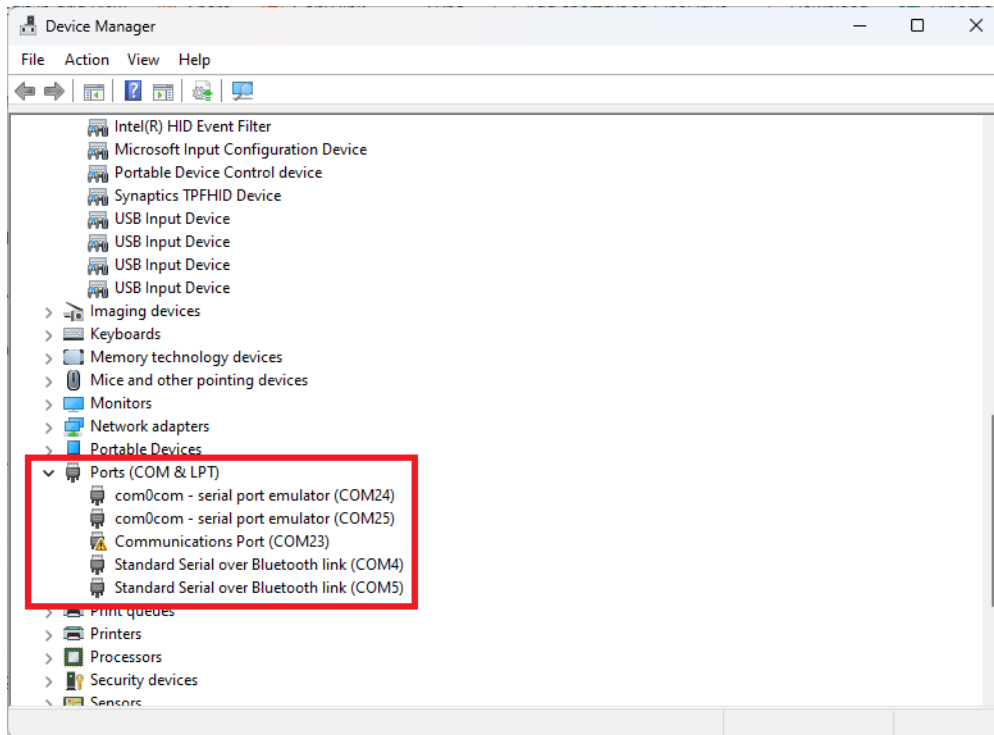
This is frequently caused by other paired EZMetrology devices (e.g. Pod devices), which “reserve” one or more COM ports. These COM ports remain active even when the devices are not connected to your computer.

To check how many COM ports are active on your computer:

- Open Device Manager: Open the Start menu and type “Device Manager” or “devmgmt”



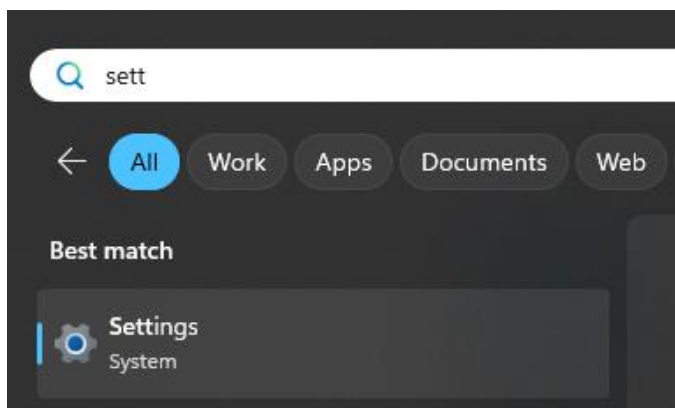
- In the Device Manager window, scroll down to “Ports (COM & LPT)” and expand the list by either double-clicking the name or clicking the “>” icon to the left. The list of active COM ports will be displayed. Recall that the EZSlam Base Unit is named “USB Serial Device.”



Right-click an item in the list and select “Properties” to view more information about a COM port’s associated device.

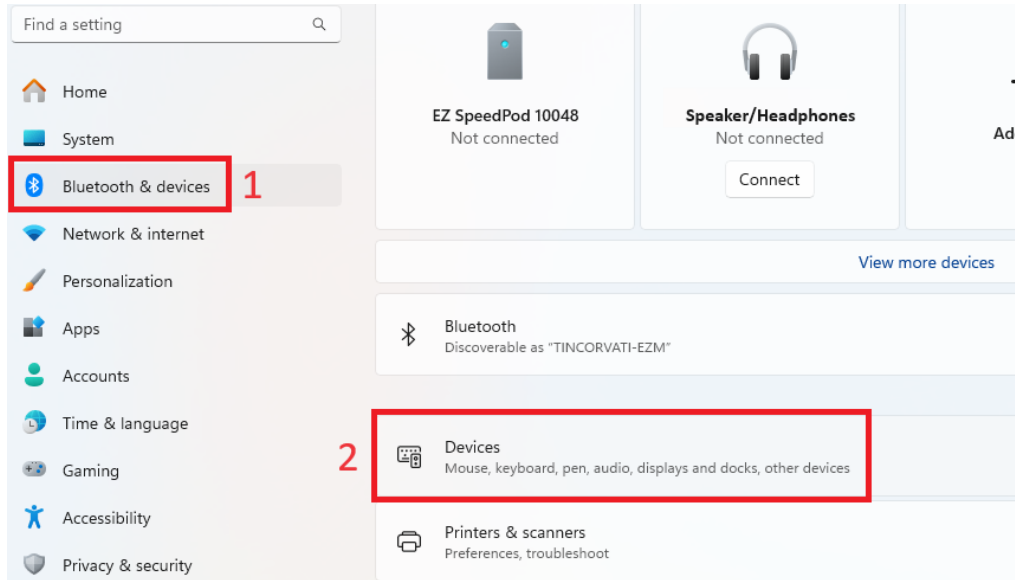
To remove a device using a COM port from Windows:

- Open Windows Settings (type “settings” in the Start menu):

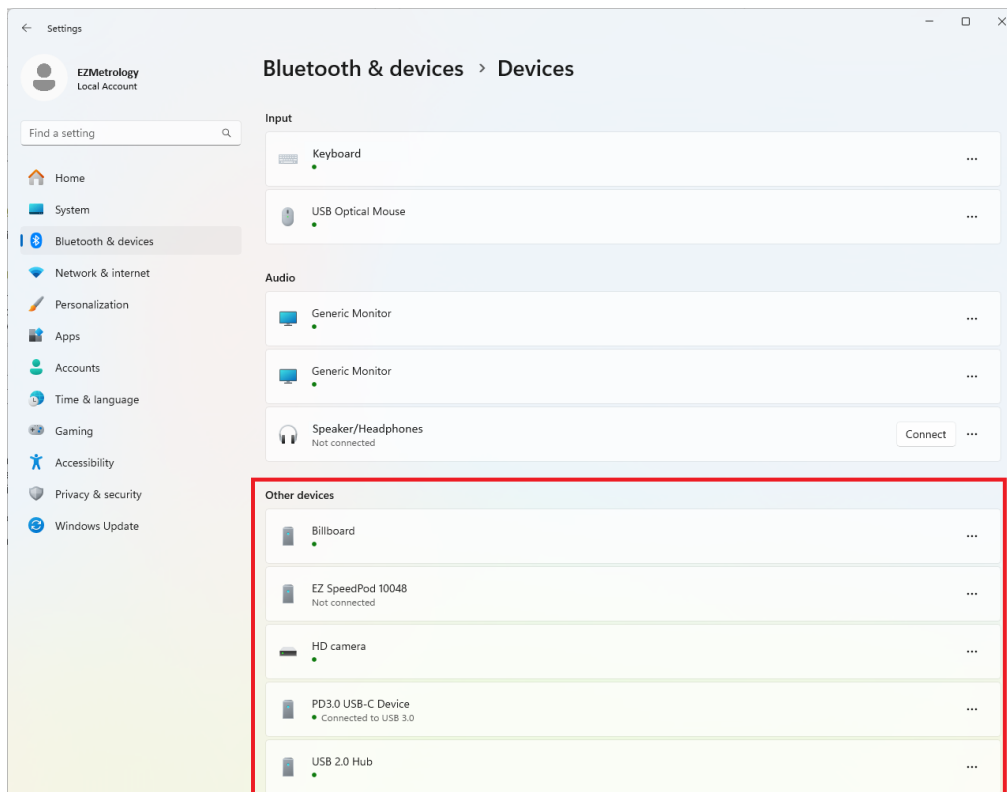




- In the left-hand menu, navigate to “Bluetooth and Devices,” then select “Devices” in the list:

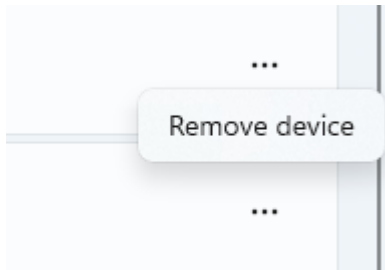


- Devices using COM ports should be listed under “Other devices” (you may need to scroll down).





- To remove a device, click the corresponding three-dot icon to the right and select “Remove device”:



The device’s associated COM ports should now no longer be registered in Device Manager. Restart your computer and relaunch EZSlamX software. Your startup speed should be improved; the difference will be more noticeable the more active COM ports you removed.

If you have issues removing COM devices from your computer:

- Ensure that there are no devices connected to your computer that are automatically reinstalling themselves (and their COM ports) when restarted or reconnected. In this case, it may be helpful to select the corresponding COM port in Device Manager, right-click, and “Disable device.”
- Ensure that your IT restrictions do not prohibit removal of devices.

In any other case, or if startup/detection speed issues persist after successfully removing COM ports, please feel free to contact us at support@ezmetrology.com with information regarding the issue.