

# Connection Trouble Shooting 1

From the search bar enter Computer Management.

This will bring up a box as in Fig 1. & 2.

Select **Device Manager**, **System Devices**, **Universal Bus Controller**. You should see **KOKO USB** if the device is connected.

Now select **Services and Applications**, **Services**, Scroll down until you find **nSightDeviceServices**, double click on it, a box will open as in Fig 3. Select **STOP**, ( wait for the green bar to go across the screen ), Select **START**, wait for green bar again Select **OK**.

This process will have checked the KoKo USB has been detected and the SQL server has re-started.

Perform a full calibration and spirometry test to confirm the system is working.

