1. If open the software and shows lack 'TABCTL32.OCX' , please install the "setup.exe" to register the TAB.OCX.

3.if opened the software and show "failed" at the top right corner ,that means device was not connect to your computer, please click "connect" and try again. if still can`t connect , refer to "User Manual"->"demo software instruction" the first chapter "initialization" it will show u how to confirm the connection .