My sensor won't Auto ID

1. First, be sure you have narrowed the issue to the sensor by:
   a. Trying a different sensor with the same interface and software or
   b. Trying the same sensor with another verified interface and software.

2. **Reset the memory**.
   Occasionally, the memory on an auto-ID sensor is corrupted and it does not ID properly. It is possible to reset this information to **factory settings** with the following steps:

   In Logger *Pro*:
   1) Connect the sensor to the interface.
   2) Choose Sensor Setup from the Experiment menu, and choose your interface from the list.
   3) Next to the correct channel, choose your sensor from the drop-down list.
   4) Choose "Calibrate" from the sensor drop-down menu.
   5) Choose "Set Sensor Factory Defaults" from the Calibration Storage tab, and choose the appropriate switch setting if prompted.
   6) Choose OK.
   7) Choose "Write" from the alert window.

   In LabQuest:
   1) Connect the sensor to the interface.
   2) Choose Sensor Setup from the Sensors menu.
   3) Next to the correct channel, choose your sensor from the drop-down list.
   4) Choose OK.
   4) Choose "Calibrate" from the Sensors menu and choose the correct sensor.
   5) Choose "Set Sensor Factory Defaults" from the Storage tab.
   6) Choose OK.