

Download and installation guide

**METERTOOL HCW and
LogView HCW**

**- Registration, download and
installation**

1 Introduction

METER TOOL HCW and LogView HCW are applications specifically designed to configure and read Kamstrup heat, cooling and water meters. The applications are therefore only available to Kamstrup customers and related service companies and it is necessary to be registered at Kamstrup to obtain the installation files. Anybody that does not fulfill these requirements, will be rejected during the registration process. To obtain METER TOOL HCW or LogView HCW, follow the steps below to get registered, download and install the applications.

2 Registration and login

- 1 Complete the [registration form](#) (if you have already completed the registration form and received the username and password, go to step 3).
- 2 Wait for our service team to process your registration (may take up to a few days).
- 3 Once you have obtained the username and password by e-mail, follow the instructions for METER TOOL HCW, paragraph 4, or LogView HCW, paragraph 5, depending on which application you want to download and install.

3 Before you install METER TOOL HCW

- METER TOOL HCW has to be installed and run by the same user.
- METER TOOL HCW has to be installed from and on your local disk.

4 METER TOOL HCW download and installation instructions

- 1 On the local disk, create a folder called "METER TOOL HCW Download" (usually C:\METER TOOL HCW Download).
- 2 Log into <https://fileservice.kamstrup.com>, using the username and password that you received by e-mail (direct link is not working with the browser Edge).
- 3 Click the "METER TOOL HCW/" folder.
- 4 Click the "...zip" hyperlink and save the .zip file (alternatively use the .RenameToZip file if the firewall blocks the .zip file and rename the file to .zip).
- 5 Open the folder containing the newly downloaded .zip file and move the file to the "METER TOOL HCW Download" folder.
- 6 Extract/unzip the .zip file by right-clicking the file and clicking "Extract here" or by using a zip application (if a zip application is not already part of your Windows operating system, applications such as WinRAR are available for free).
- 7 Open the newly unzipped folder and then open the "MetertoolHCW" folder.
- 8 Click the Setup.exe file to begin installing METER TOOL HCW.
- 9 Accept the security warning by clicking the "Install" button.
- 10 Wait for the installation to finish and METER TOOL HCW will automatically be launched (accept any warnings from Windows and accept the message about the optical read-out head not being found, if necessary).
- 11 Wait for METER TOOL HCW to install the databases (METER TOOL HCW will restart and the databases are not updated at this point).
- 12 Install the USB driver if it is not installed already (accept Windows warnings, if needed).

- 13** Click the "Settings" button in METERTOOL HCW and click on "Update database".
- 14** Update the relevant databases, if needed and click "Exit" (METERTOOL HCW will restart).
- 15** Click the "Settings" button in METERTOOL HCW and click "Update Program".
- 16** Update the program, if needed, and click "Exit" (METERTOOL HCW will restart).
- 17** Connect a Kamstrup optical read-out head to your computer and METERTOOL HCW is now ready for use.

If you experience problems with registration, download or installation of METERTOOL HCW, please contact:

service@kamstrup.com

5 LogView HCW download and installation instructions

- 1** On the local disk, create a folder called "LogView HCW Download" (usually C:\LogView HCW Download).
- 2** Log into <https://fileservice.kamstrup.com>, using the username and password that you received by e-mail (direct link is not working with the browser Edge).
- 3** Click the "LogView HCW/" folder.
- 4** Click the "...zip" hyperlink and save the .zip file (alternatively use the .RenameToZip file if the firewall blocks the .zip file and rename the file to .zip).
- 5** Open the folder containing the newly downloaded .zip file and move the file to the "LogView HCW Download" folder.
- 6** Extract/unzip the .zip file by right-clicking the file and clicking "Extract here" or by using a zip application (if a zip application is not already part of your Windows operating system, applications such as WinRAR are available for free).
- 7** Open the newly unzipped folder and then open the "LogViewHCW" folder.
- 8** Click the Setup.exe file to begin installing the application.
- 9** Accept the security warning by clicking the "Install" button.
- 10** Wait for the installation to finish and LogView HCW will automatically be launched (accept any warnings from Windows and accept the message about the optical read-out head not being found, if necessary).
- 11** Install the USB driver if it is not installed already (accept Windows warnings, if needed).
- 12** Click the "Settings" button in LogView HCW and click "Update Program".
- 13** Update the program, if needed, and click "Exit" (LogView HCW will restart).
- 14** Connect a Kamstrup optical read-out head to your computer and LogView HCW is now ready for use.

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service@kamstrup.com

