

## My LabQuest won't connect to Logger *Pro* or Logger *Lite*

### Things to check:

1. **Reboot your LabQuest** and try connecting again. See [TIL 1777: How do I reboot or reset a LabQuest?](#)
2. Is your LabQuest 2 set to "**Viewer over USB**" mode?  
Press Home, and then select "Connections" and "LabQuest Viewer" and make sure the checkbox for "Enable Viewer over USB" is NOT checked. If it is you will need to:
  - a. Uncheck the box
  - b. Re-boot the LabQuest
  - c. Re-connect to the USB and try again
3. Make sure you have the **latest Logger *Pro* or Logger *Lite* software** installed. If you have an older version of the software, the updater is a free download from the web site at:  
<http://www.vernier.com/tech/lpupdates.html>
4. Keep in mind a few **standard USB troubleshooting** steps:
  - a. Try connecting to a different LabQuest or a different computer.
  - b. Try a different USB port on the same computer.
  - c. Are you getting feedback on Taskbar that a USB device (LabQuest) is being connected when you connect the USB?
    - If there's no bubble in the lower right part of the screen on connecting to a fresh USB port, it is likely that the LabQuest drivers are not installed, or are being blocked by your school's IT policies.
    - Log in as the user named "administrator" and reinstall Logger *Pro*, and then connect a known good LabQuest. Watch for the connection alerts.
5. Check the **USB cable**.
  - a. Check for damage.
  - b. Substitute another known working cable that came with a LabQuest.

### See also:

[TIL 2851: Are the LabQuest 2 device drivers installed correctly?](#)

[TIL 2501: Are the device drivers installed correctly? \(For Windows with LabPro, original LabQuest and LabQuest Mini\)](#)

[TIL 1684: LabQuest with lots of data won't connect to a computer.](#)

[TIL 2263: LabQuest does not connect to computer or see a USB thumb drive.](#)