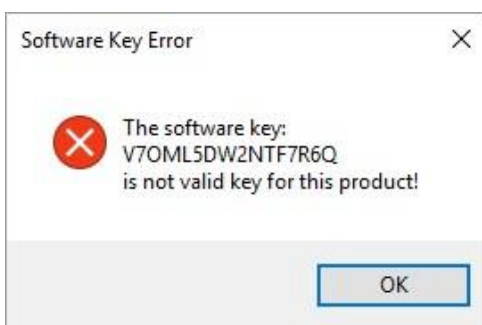# What to do if the registration (software license key) doesn't work

☝ Please note: Please keep your software license key ready. The key is printed on the software key document.

Basically there are 3 different messages that can occur in case of an error during registration:
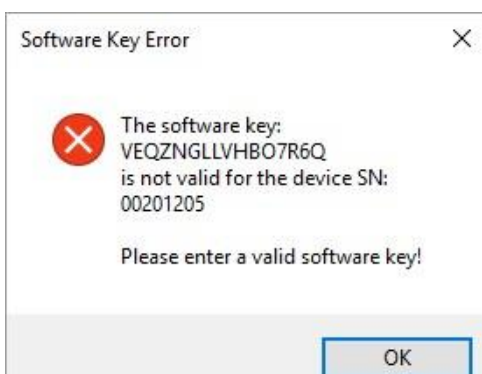
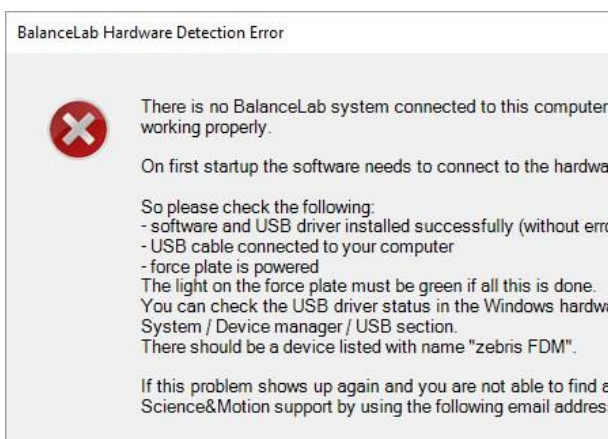|	
Software Key Error ✕ ❌ The software key: V7OML5DW2NTF7R6Q is not valid key for this product! OK	**A: "The software key … is not valid key for this product!"** If a window shows up like the sample on the left after entering the software key, the key is not valid or the input was incorrect. In this case go to: 1) Check the software key
Software Key Error ✕ ❌ The software key: VEQZNGLLVHBO7R6Q is not valid for the device SN: 00201205 Please enter a valid software key! OK	**B: "The software key … is not valid for the device SN: …"** In this case go to: 2) Check if correct hardware is connected
BalanceLab Hardware Detection Error ❌ There is no BalanceLab system connected to this computer working properly. On first startup the software needs to connect to the hardwa... So please check the following: - software and USB driver installed successfully (without err... - USB cable connected to your computer - force plate is powered The light on the force plate must be green if all this is done. You can check the USB driver status in the Windows hardwa... System / Device manager / USB section. There should be a device listed with name "zebris FDM". If this problem shows up again and you are not able to find a... Science&Motion support by using the following email address...	**C: "BalanceLab Hardware Detection Error"** If this error message occurs after starting the software, please check if the BalanceLab hardware is connected to your Laptop/PC. If you are sure, that the hardware is connected to your computer and the error still occurs, please go to: 3) Check USB driver installation

1: Invalid software key - check input and software
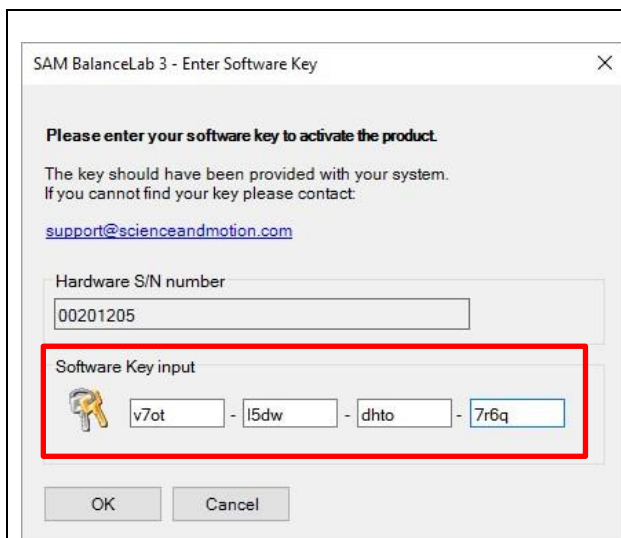
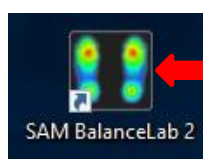First please repeat the input of the key and check if it matches the given key.

☞ The license key has 16 digits: All small characters are letters. All capital characters are numbers.
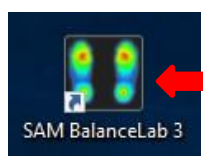
☞ Do not mix up the character "O" with number "0" and "l(L)" with "1".

If you have lost your software key please contact:
support@scienceandmotion.com

← SAM BalanceLab 2

← SAM BalanceLab 3

If the key is still not working you need to check if the key matches to the installed software.

☞ Every key provided by Science & Motion Sports is exclusively assigned to a specific Software edition.

Please check if the right software is installed by looking up the Desktop icon for the BalanceLab installation.
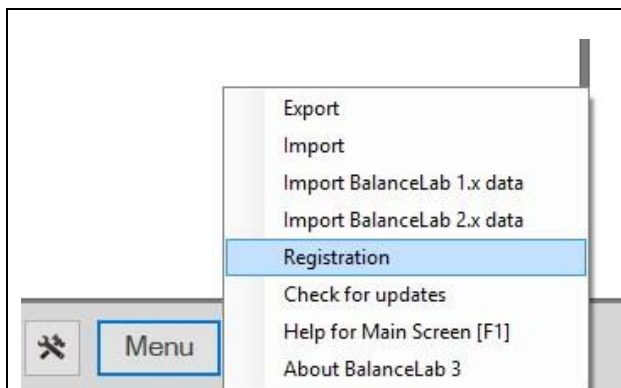
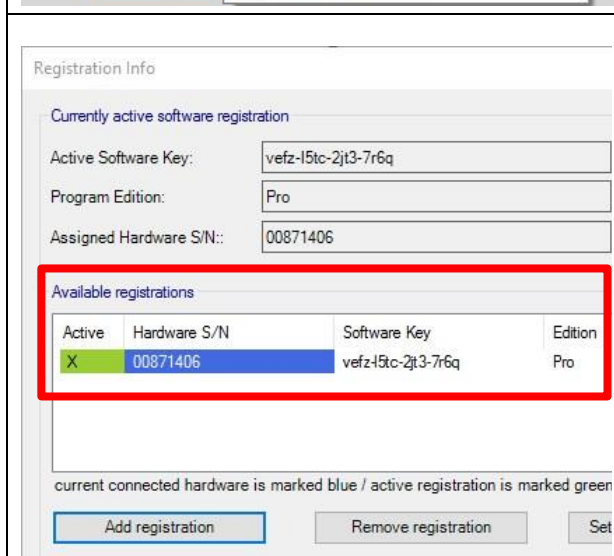☞ If the SAM BalanceLab version does not fit to the version in the software key document please contact:
support@scienceandmotion.com

2: Check if the correct BalanceLab pressure plate is connected

1. Check if the right BalanceLab hardware (pressure plate) is connected to your Laptop/PC: Choose "Registration" in the "Menu" section of the main menu.


☞ In the "Registration-Information" window you see all the registered software keys / hardware. In the most cases this would just be one hardware.

Compare the listed "Hardware S/N" number (last eight digits after the dash) with the "SN" number on the left side (next to the cable outlet) of the BalanceLab pressure plate.
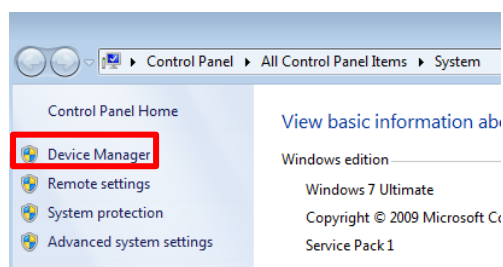
☝ If the "SN" number on the left side of your BalanceLab pressure plate does not match the "Hardware S/N" number registered in the BalanceLab software, please contact Science&Motion Sports: support@scienceandmotion.com
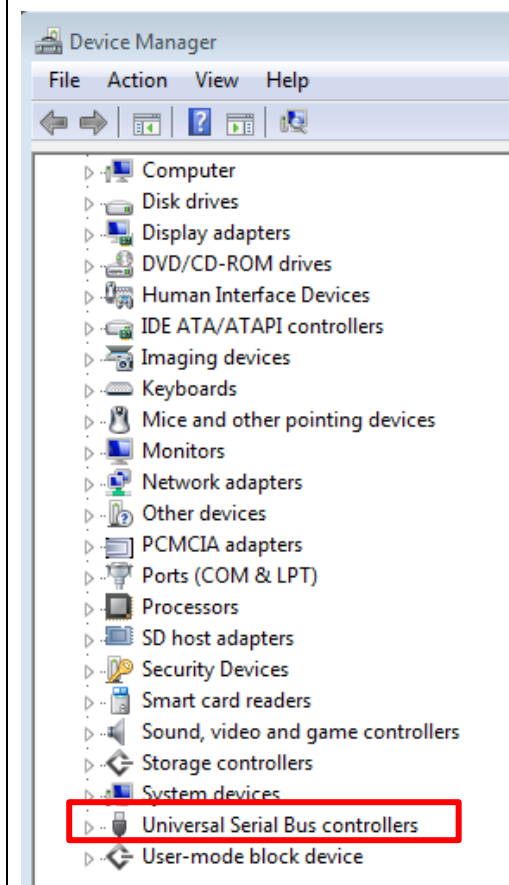
3: Check USB driver installation
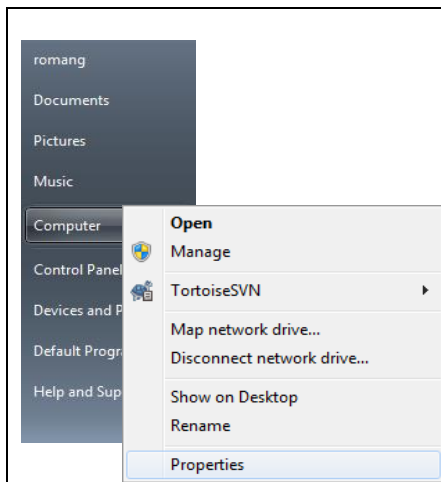
|	
	1. Search for the "My Computer" icon (either on the desktop or in the Windows Start menu). Click right on this icon and in the context menu choose the last option: "Properties".
	2. In the dialog choose the page "Hardware" (and click on button "Device Manager") or directly click on button "Device Manager".
	3. In the list of devices go to the bottom to "USB-Controller" or "Universal Serial Bus controllers". Expand the field (+) if necessary. 4. In the USB list search for a line with the text "zebris FDM".

If you find the entry marked with an exclamation mark or a question mark, the driver is not installed properly. In this case do the following:
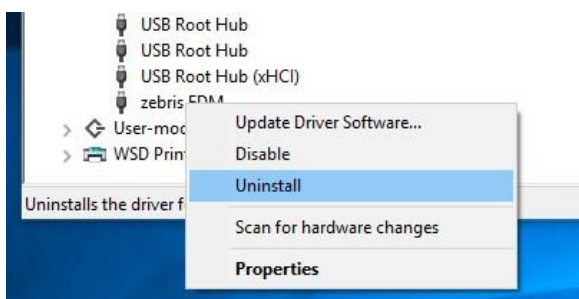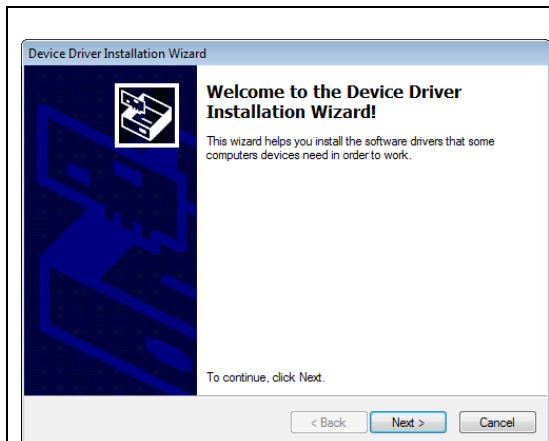

1. Click on this line with the right mouse button. In the menu choose: "Uninstall" or "Uninstall" and confirm the following questions. The driver will be removed.
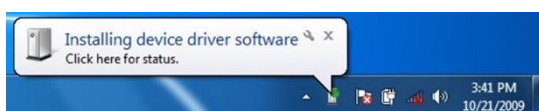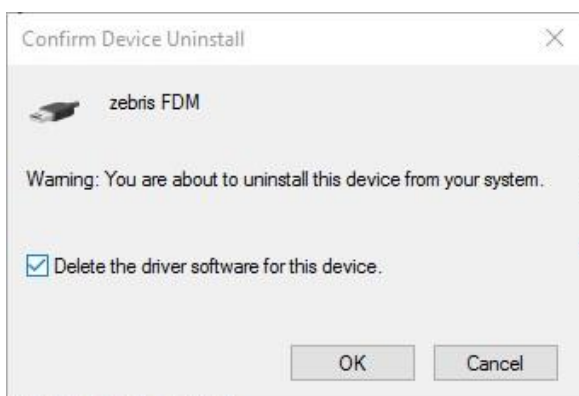
2. Unplug the USB cable from your computer.

3. Wait 10 seconds.

4. Plug in the cable again,

   ☞ You should hear a sound, and after a while the Windows "Found New Hardware Wizard" should show up.

	5. Follow the steps of the installation by pressing the "Continue" buttons, never press a "Cancel" button.
	6. After the driver installation is finished the entry in the device list should change to what is shown in the left picture.
	7. Close the "Hardware" dialog
	8. Start the SAM BalanceLab software again. ☝ If the same error still occurs, re-install the SAM BalanceLab software from your Setup stick or your downloaded setup file.