

**DicksonWare™****Software Operation Manual****Contents**

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## Chapter 1: System Requirements

DicksonWare™ software requires your computer to have the following minimum configuration:

- One dedicated serial or USB communication port

## Chapter 2: Installing and Starting the Software

To install DicksonWare™ on your PC:

- Start Windows if Windows is not already running.
- Insert the DicksonWare™ software CD in your drive.
- If it doesn't Auto-Start, click Start, then choose Run.
- If you insert the CD in drive D, type **d:\setup** and press **Enter**.

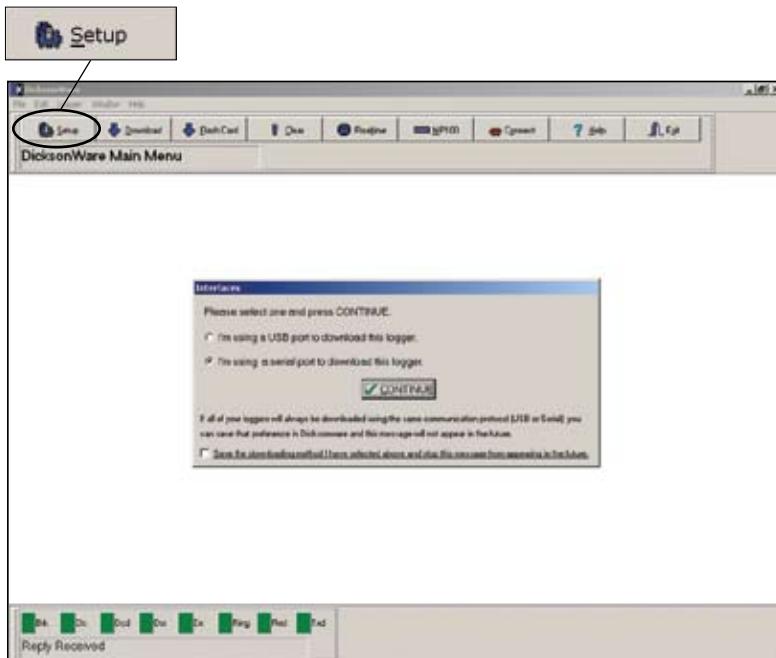
- Follow the instructions presented by the DicksonWare™ setup program. The default directory is **c:\dickson\dw**, but you can change this if you want.

To start the DicksonWare™ program, double click the DicksonWare™ icon on your desktop (or Select Start, Programs, Dickson, then select the appropriate program item).

## Chapter 3: Software Button and Window Functions

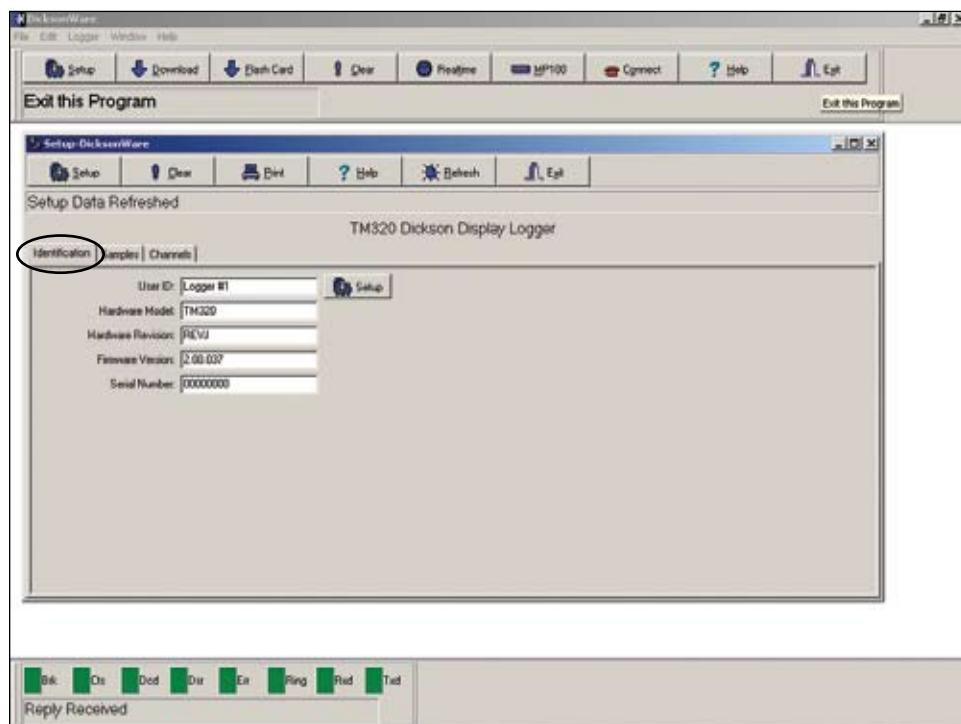
### 3-1: Setup Button

After ensuring that your Logger is properly connected to an available and working serial COM or USB port, click the Setup button to establish communication. An Interface window will appear asking you to choose the appropriate connection type (version 8.0 or higher). You may choose to save you setting by checking the box at the bottom of this window.



## Software Button and Window Functions (continued)

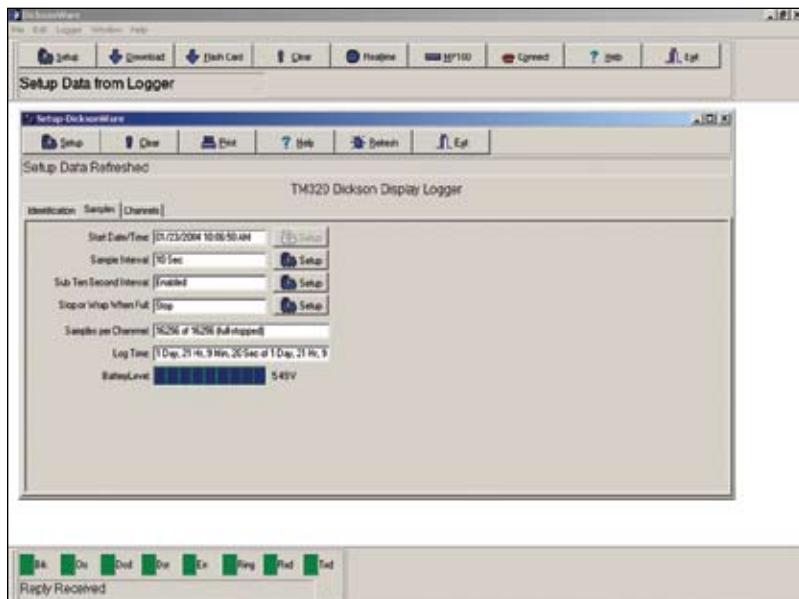
Once communication has been established, the Setup window will appear with all fields automatically filled in. Should fields remain blank, refer to the Troubleshooting section of this manual. There are three tabs within the Setup window.



**3-2: Identification:** Provides you with the Model and Serial number of the logger that is currently connected, as well as the option to set a custom User ID by clicking the active Setup button to the right of the User ID field.

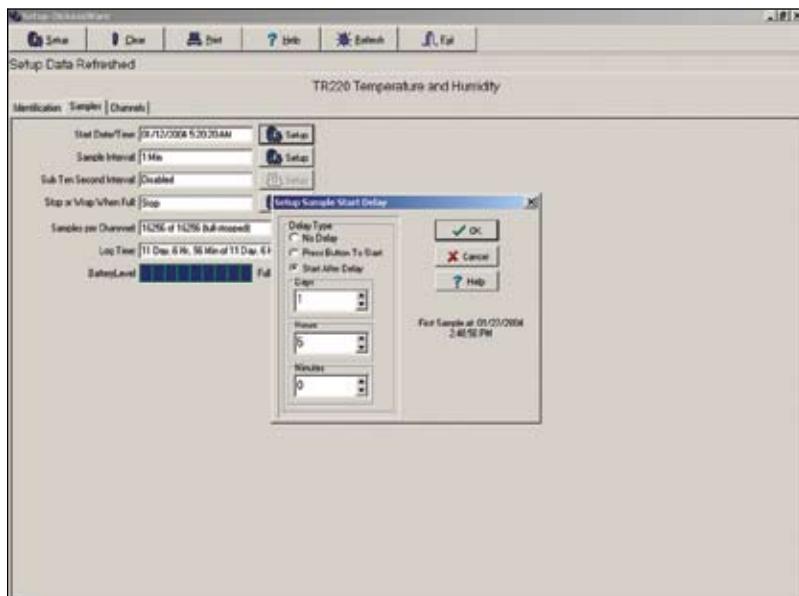
## Software Button and Window Functions (continued)

**3-3: Samples:** The majority of the setup takes place in this section.



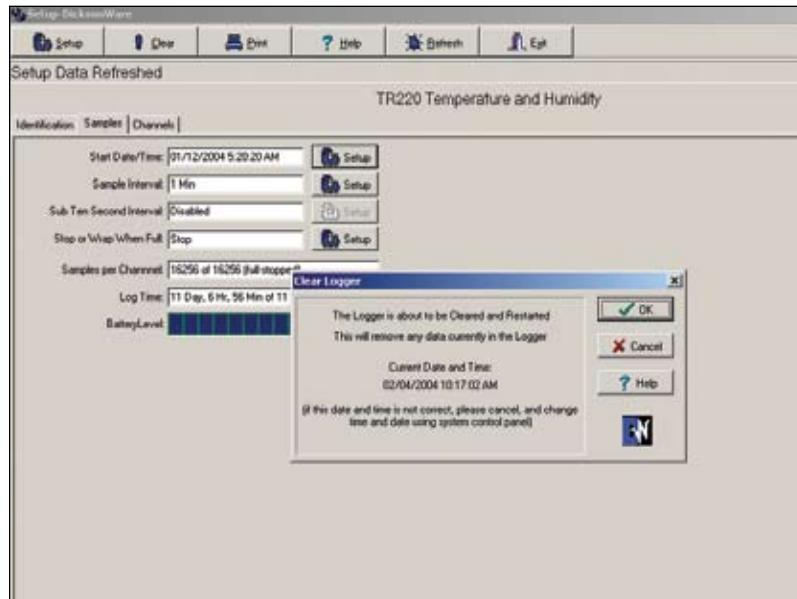
The first option is Start Date & Time setup (not available for all logger models). Clicking the setup button to the right of this field will bring up a Setup Sample Start Delay window which will allow you to choose a delay type (not available for all models). No Delay - means the logger will start immediately after accepting changes.

Press Button To Start - means the logger will start once a button on the logger is pressed (not available for all models). Start After Delay - allows you to program how many Days, Hours, and Minutes must expire before the logger begins to sample and log.

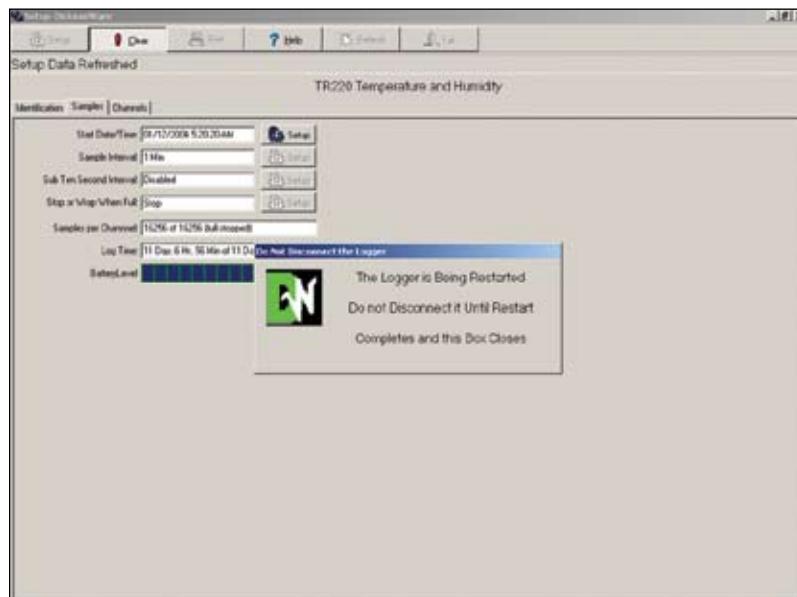


## Software Button and Window Functions (continued)

**3-4: Clearing:** Clicking OK to accept changes while in the Samples section of DicksonWare will bring up a Clear Logger window which will require the logger to go through a CLEARING process. Clearing also restarts the logger and only the data currently stored will be cleared from the logger. The logger will retain setup information, such as the Sample Interval and Stop or Wrap When Full options.

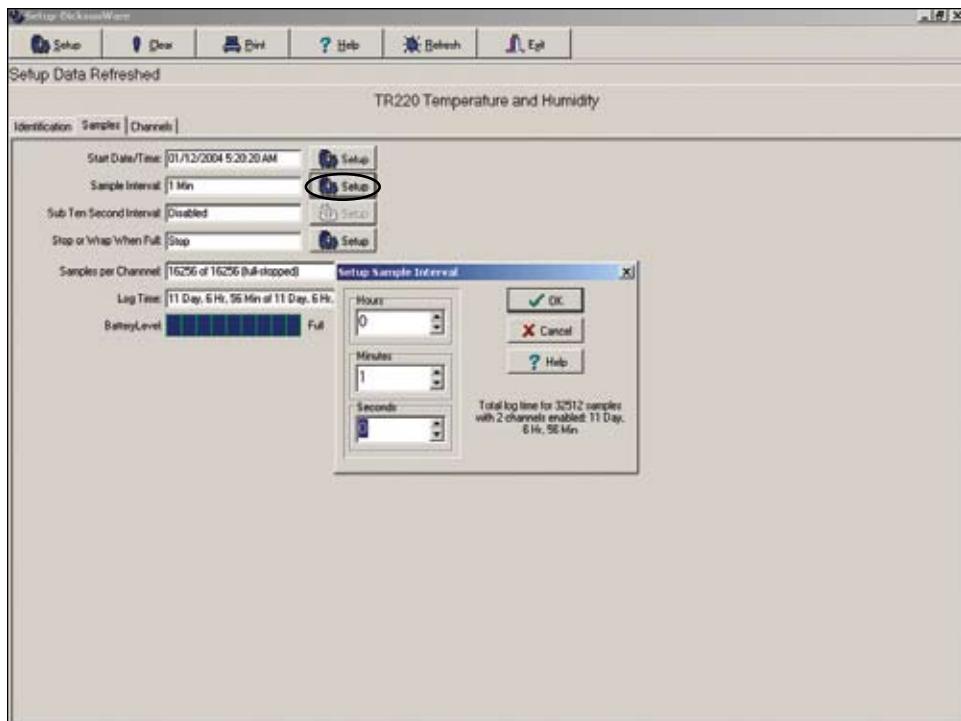


**DO NOT disconnect your logger or close the program until this window closes.**



## Software Button and Window Functions (continued)

**3-5: Sample Interval:** Allows you to program how frequently the logger should collect samples in increments of 10 seconds.



Clicking the Setup Button to right of the Sample Interval field will bring up the Setup Sample Interval window which will allow you to program how frequently the logger should collect samples in increments of 10 seconds. The software will also take into consideration

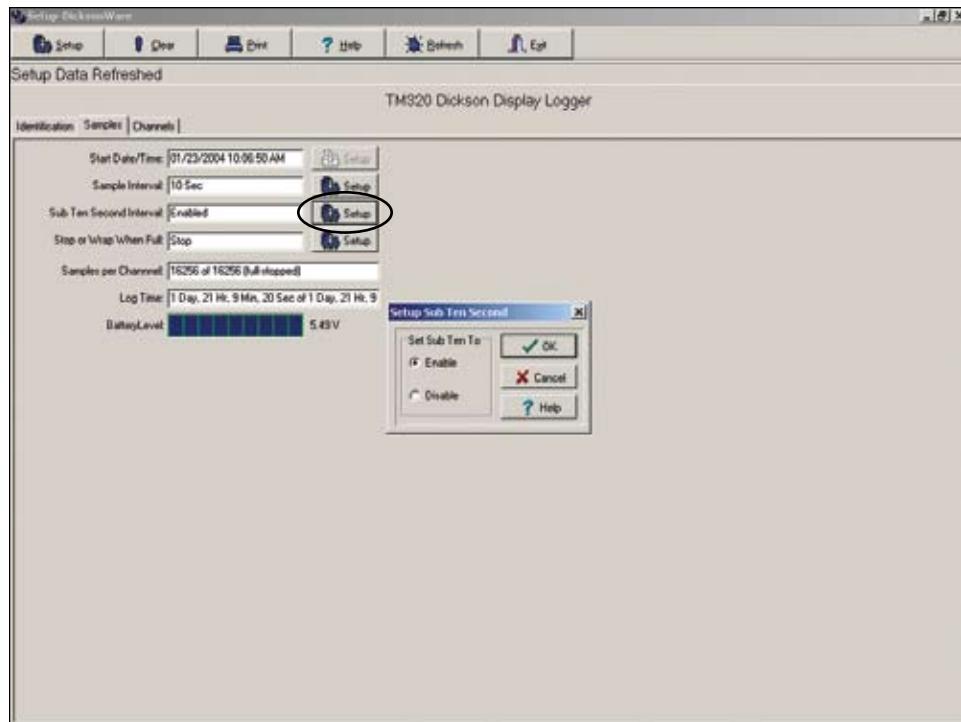
the number of channels enabled and the available storage capacity to provide you with the exact time frame that will be covered, based on your selection.

**Note:** Clicking OK to accept your change will require the same clearing process in section 3.4

## Software Button and Window Functions (continued)

**3-6: Sub Ten Second Interval:** Clicking the setup to the right of the Sub Ten Second Interval field will bring up a Setup Sub Ten Second window that will allow you to enable sample intervals as frequent as 1 sample per second in the Sample Interval field (not an available option for all models).

**Note:** Clicking OK to accept your change will require the same clearing process in section 3.4.

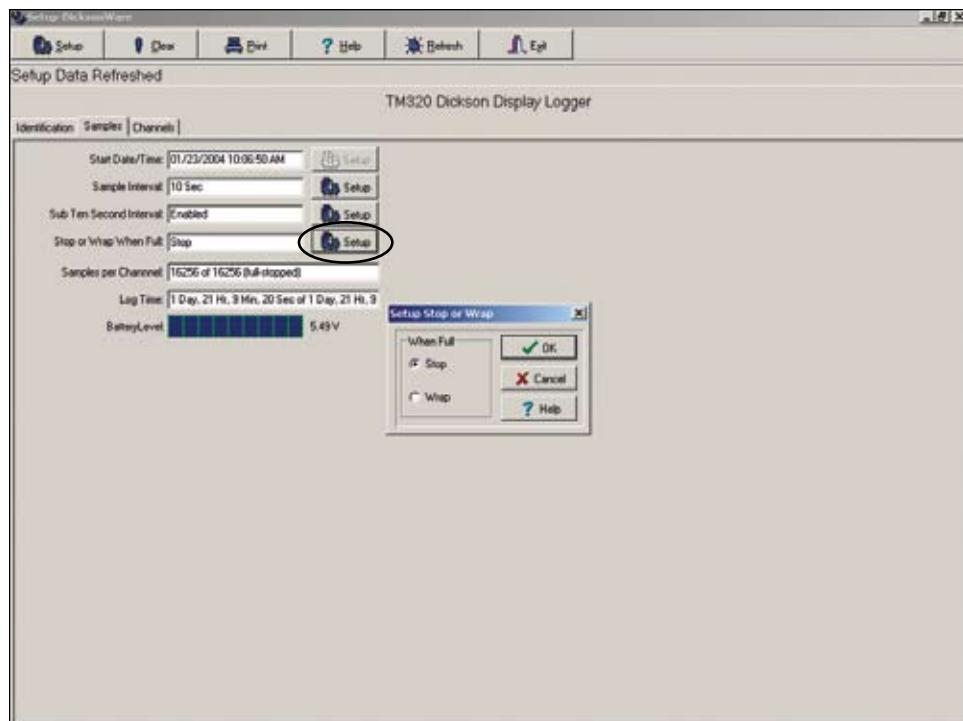


## Software Button and Window Functions (continued)

**3-7: Stop or Wrap When Full:** Clicking the Setup button to the right of the Stop or Wrap When Full field will bring up a Setup Stop or Wrap window that will allow you to tell the logger what to do after storage capacity is full, either STOP logging, holding stored data until the data is retrieved or WRAP to continue logging writing the newest data over the oldest. Clicking OK to accept your change will require the same clearing process in section 3.4.

The Samples Per Channel field informs you of how many samples have already been taken and what percentage of the logger's capacity has been used. The Log Time field informs you of how far you're into your logging cycle as dictated by your sample interval.

The Battery Level field informs you of your battery status with a status bar and an actual numerical voltage level. Battery Level reads FULL when using optional AC adapters.

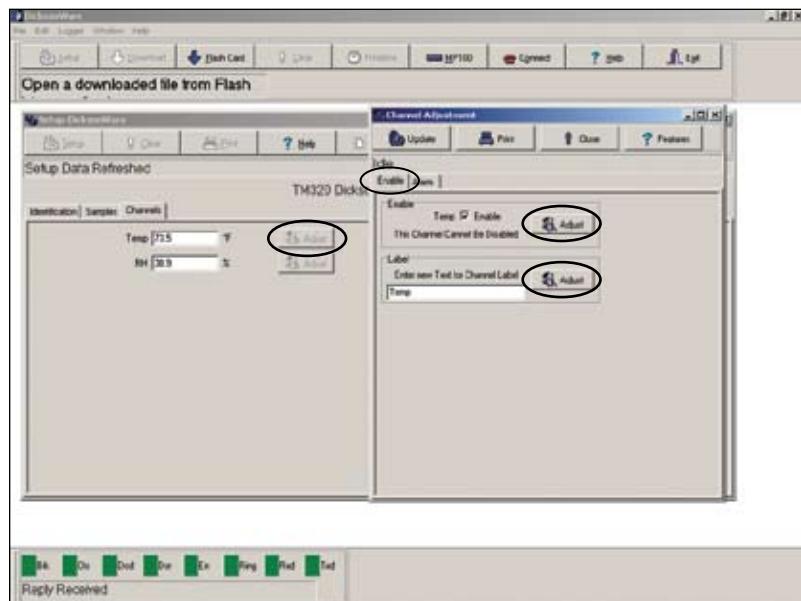


## Software Button and Window Functions (continued)

**3-8: Channels:** This category gives you the ability to customize specific logger channels. The fields shown in this window represent actual current readings the logger has detected at the time it was last recognized by DicksonWare.



### 3-9: Channel Adjust Functions



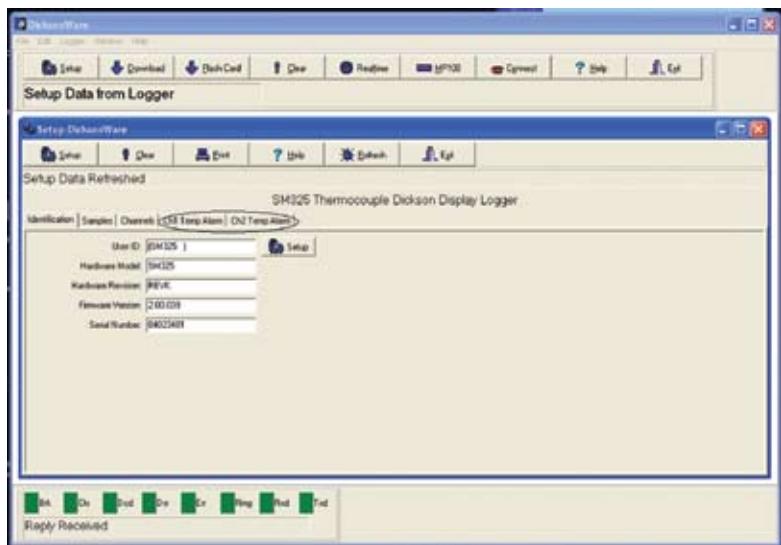
**Adjust/Customize Button:** The option to disable / enable a channel or rename the label of a channel. Clicking the Adjust button to the right of a channel field will bring up a Channel Adjustment window. This window has an Enable section and an Alarm section. Selecting or deselecting the box in the Enable section will activate

or deactivate that particular channel. Typing in the Label field of the Enable section will change the label for that channel. Once a change has been made, click the Adjust button to the right of the Enable or Label field then the Update button at the top of the Channel Adjustment window to accept your changes.

## Software Button and Window Functions (continued)

### 3-10: Setting Alarm Parameters

IF YOUR MODEL IS ALARM CAPABLE, DicksonWare will provide alarm tabs for each variable that can be set.



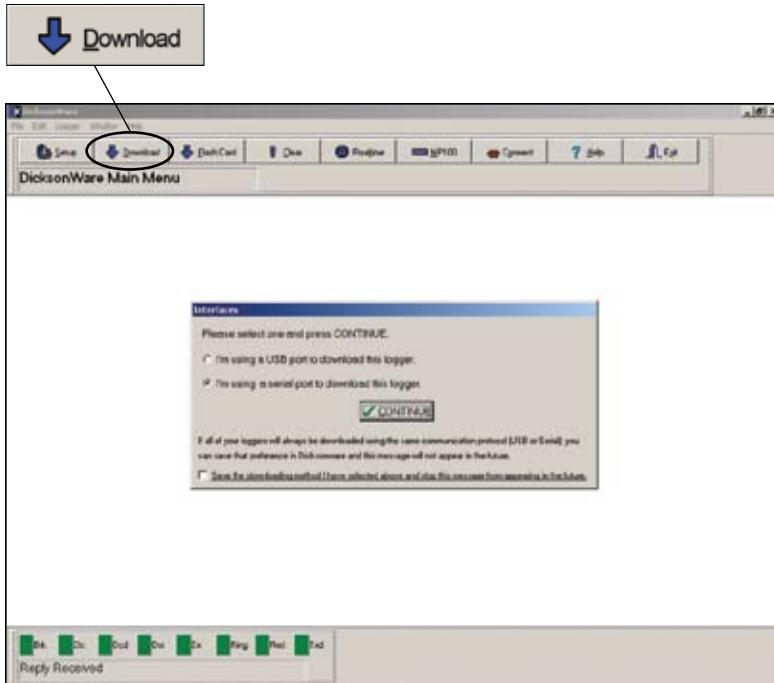
By clicking on available Alarm Tab, you will be allowed to enable the alarm function as well as the audible alarm of the logger (not available for all models). The Min field is where you set the lower alarm limit, the Max field is for the upper alarm limit. Clicking the Update button to the right of Min/Max fields will accept your changes.



After completing the above setup options, your logger is now ready to be put into use.

## Software Button and Window Functions (continued)

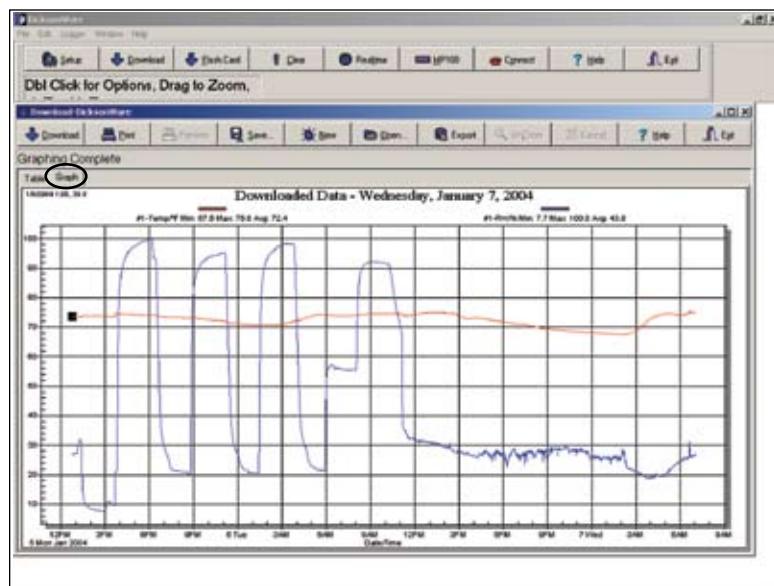
### 3-11: Download Button



After ensuring that your Logger is properly connected to an available and working COM or USB port, click the Download button to extract all logged data from the logger and present it to you in Graph and Table form. An interface window may appear asking you to choose the appropriate connection type (version 8.0 or higher).

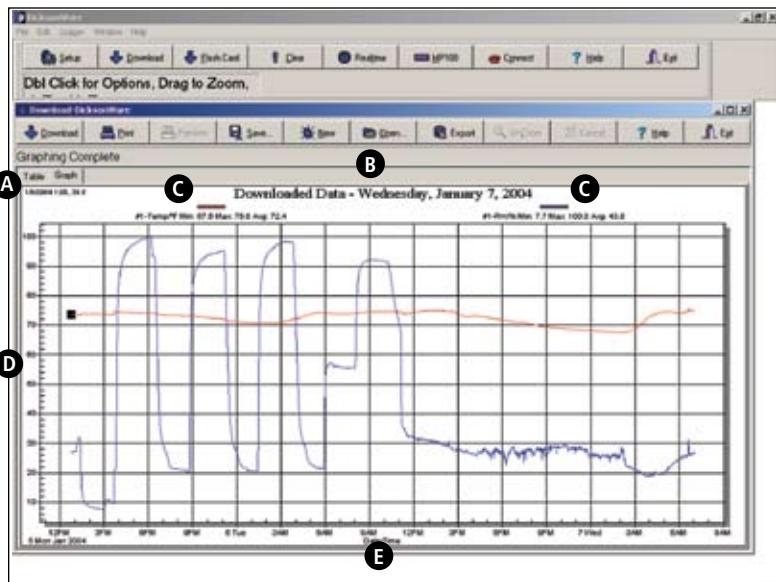
### 3-12: Download Window Table / Graph Tabs

Downloaded data will automatically be presented in Graph format. Clicking on the Table tab will give you a Table view with Time and Date Stamps.



Date/Time	#1-Temp(F)	#1-Hum(%)	Index
Minimum Value	67.5	77	
Average Value	72.4	43.6	
Maximum Value	75.6	100.0	
01/05/2004 12:46:40 PM	73.5	26.6	0
01/05/2004 12:47:40 PM	73.6	27.0	1
01/05/2004 12:48:40 PM	73.5	26.8	2
01/05/2004 12:49:40 PM	73.6	26.9	3
01/05/2004 12:50:40 PM	73.5	26.7	4
01/05/2004 12:51:40 PM	73.5	27.0	5
01/05/2004 12:52:40 PM	73.5	29.2	6
01/05/2004 12:53:40 PM	73.5	27.3	7
01/05/2004 12:54:40 PM	73.5	27.2	8
01/05/2004 12:55:40 PM	73.5	27.4	9
01/05/2004 12:56:40 PM	73.5	27.0	10
01/05/2004 12:57:40 PM	73.5	27.2	11
01/05/2004 12:58:40 PM	73.5	27.3	12
01/05/2004 12:59:40 PM	73.5	27.2	13
01/05/2004 1:00:40 PM	73.5	27.2	14
01/05/2004 1:01:40 PM	73.5	27.6	15
01/05/2004 1:02:40 PM	73.5	27.6	16

### 3-13: Analyzing the Graph



#### A Date / Time and value reference

As you move the cursor throughout the graph, the date, time and measurement of the current cursor position will be referenced.

#### B Main Title

The main title will always reflect the actual date the logger was downloaded or transferred into DicksonWare. You will have the option to change the Main Title as you Save, Export, or Customize your graph.

#### C Legend

The graph legend identifies the color or symbols represented on the graph for each channel, user programmed ID, variable measured (Temp, RH%, Pressure etc.) and minimum, maximum, and average readings for each channel variable.

**Note:** Length of the User ID will dictate how much detail is shown in the legend. User ID's exceeding 2 characters will start to sacrifice min, max and average data in the legend.

#### D Y-Axis

Vertical Measuring scale for all variables represented on a graph.

#### E X-Axis

Horizontal Date / Time Scale

#### Zooming

Zooming allows you to look closer at an area of your currently active graph. To zoom:

1. Position the mouse, within the graph boundaries, to the upper left corner of the section you wish to zoom. A scroll bar will appear on the bottom of the graph to allow scrolling to data both forward and backward in time.

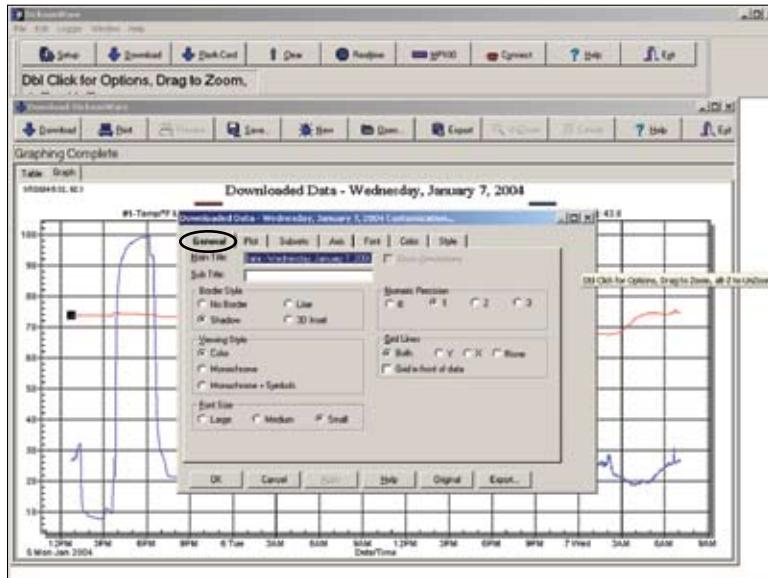
**Note:** Zooming on the Download Graph screen will highlight (select rows) the 'zoomed' points on the Table tab. Likewise, selecting rows in the Table will display those 'zoomed' points on the Graph. In this way Zooming or Un-zooming to desired points of interest in the Graph may be accomplished.

To return to the Graph's original Un-Zoomed condition:

1. Press the UnZoom button on the Realtime/Download Graph screen; or when the Realtime/Download Graph screen is selected press **<Z>** or **<Alt-Z>**, respectively.

## Software Button and Window Functions (continued)

### 3-14: Graph Customization - General Tab



Double click anywhere on a graph to open the graph Option screen.

The Options screen allows you to adjust visual, and functional attributes of the Graph as well as gain access to the Export and Maximization functions.

Two sets of customization parameters are stored. The first set is known as the Original set. The Original set is programmed into the software and the user can not adjust these parameters. The second set is called the Custom set. The Custom set can be adjusted through the Options screen. PRESSING "T" will toggle between the Original and Custom parameter sets. Note: You will NOT see a difference if settings are the same for both Original and Custom settings

**NOTE: Many customized options are for presentation purposes only and will not save.**

When the Options screen is shown, the parameters it shows reflect the current state of the Graph. By making adjustments to the Options screen and then pressing the OK Button, the user updates the Custom set of parameters controlling the object. By pressing the Original button the graph will show the object with the Original set of parameters. The Apply button is similar to the OK button but does not close the Options screen. To show the Customization Dialog double-click the mouse over the Graph, OR press the Spacebar.

**Note:** the Options screen can not be used to toggle between the Original and Custom set of parameters. This is because pressing the OK Button creates a new Custom set of parameters. To toggle between Original and Custom sets of parameters, press the "T" key.

**Main/Sub Title** - These 2 edit-boxes allow adding, editing, and deletion of main and sub titles. If no title is present, entering one will add one. If you remove all the characters from a title it will be deleted from the image.

**Border Style** - There are 4 Graph border styles:

No Border

Line

Shadow (Default)

3D Inset

### **3-14: Graph Customization - General Tab (continued)**

**Viewing Style** - There are 3 viewing styles:

Color (Default setting)

Monochrome

Monochrome with Symbols

**Font Size** - The Graph supports three font sizes: Large, Medium, and Small. Depending on the size of the graph, you can select the font size that is most readable. When printing the graph, a font size of Medium or Small is suggested.

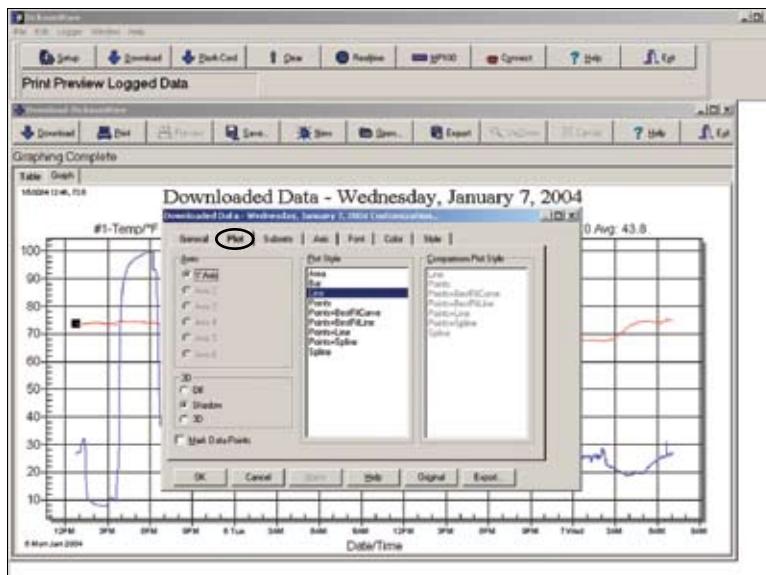
There are occasions, (mainly when attempting to generate an image for a highly rectangular graph) when the graph may automatically reduce the size of the font in order to produce a higher quality image.

**Numeric Precision** - When placing information into a table, or exporting Text/Data from the Export Dialog, the number of decimal positions can be between 0 to 3. The default is 1. This setting also affects the Date/Time and Value reference in section 3-13.

**Grid Lines** - The Graph can contain vertical grid lines, horizontal grid lines, both vertical and horizontal grid lines, or no grid lines.

**Grid in Front of Data** - By checking this option, the graph's grid is placed in front of the data graphics. Otherwise, the data graphics are drawn on top of the graph's grid.

### 3-15: Graph Customization - Plot Tab

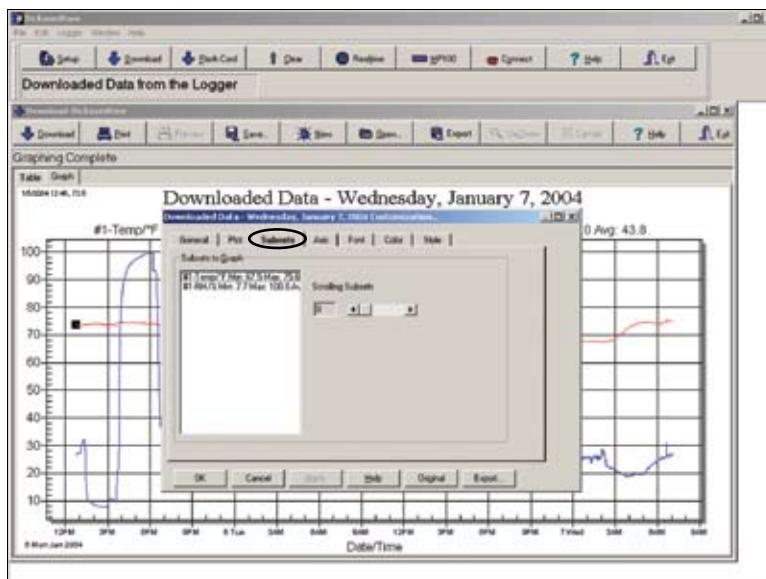


**Plotting Method** - There are 9 possible plotting methods for the primary plotting style;

- Area
- Bar
- Line (Default)
- Points
- Points plus Best Fit Curve
- Points plus Best-Fit-Line
- Points plus Line
- Points plus Spline
- Spline

The Graph can display up to 14 subsets at once, however, it is suggested that no more than three subsets should be displayed at any one time.

**Data Shadows** - Depending on the Plotting Method, this option will draw shadows behind the bars, points and areas of the graph. The shadow is always black and is not shown behind lines.

**3-16: Graph Customization - Subsets Tab**

**Subsets to Graph** - This group allows you to view subset information in a variety of ways.

1. If nothing is selected in the listbox and Scrolling Subsets equals zero, then the object will display all subset information (14 subsets graph maximum, and no limit on the amount of subsets tabled.)
2. If there are selections in the listbox and Scrolling Subsets equals zero, then the object will display only those subsets selected.
3. If nothing is selected in the listbox and Scrolling Subsets is non-zero, then the object will scroll through subset information by the amount defined by Scrolling Subsets.
4. If there are selections in the listbox and Scrolling Subsets is non-zero, then the object will maintain those selected subsets as permanent subsets and revolve through the remaining subsets in increments of Scrolling Subsets.

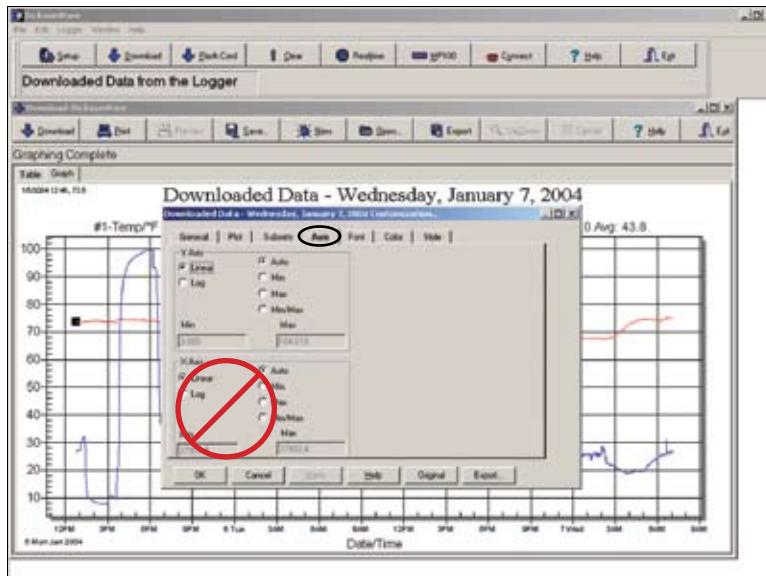
The following table summarizes the Subsets to Graph variations.

**Selected Scrolling**

Subsets	Subsets	Result
No	No	Display all subsets.
Yes	No	Display only those selected subsets.
No	Yes	Scroll through all subsets.
Yes	Yes	Permanent selected subsets & scroll through remaining subsets.

## Software Button and Window Functions (continued)

### 3-17: Graph Customization - Axis Tab

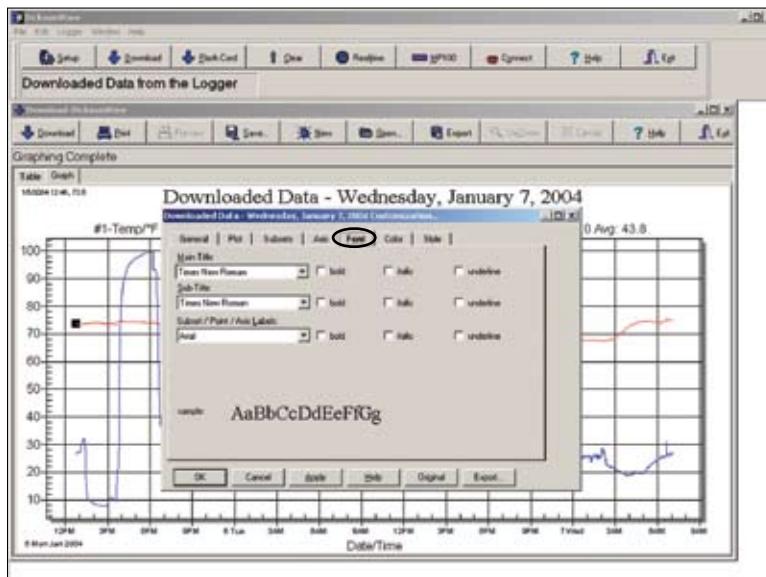


DicksonWare™ features auto scaling, meaning that the Vertical Measuring Scale (Y Axis) will only represent the values within the highest and lowest logged data of the logger. By clicking the Min or Max option, you'll be able to set the Min or Max field to reflect the lowest and/or highest parameter to be captured by the graph and table. Clicking the Min/Max option allows you to change both simultaneously. The Linear option is a required DicksonWare setting and should not be changed.

**NOTE: It is strongly recommended that the X Axis settings are NOT changed as it will adversely affect the data.**

## Software Button and Window Functions (continued)

### 3-18: Graph Customization - Font Tab



#### You can select fonts for the:

Main Title

Sub Title

Labels Including , X axis label, Y axis label,  
X axis grid numbers or point labels,

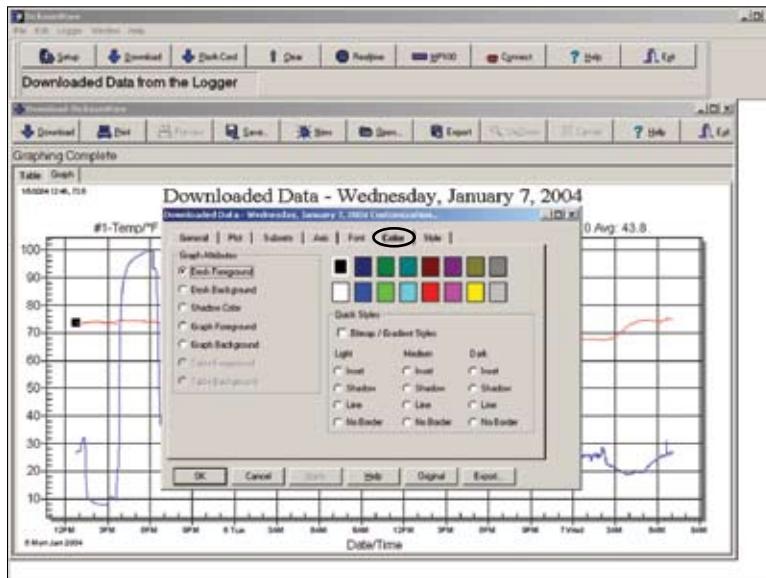
Y axis grid numbers.

Tabled Data - (Realtime only)

For the Main Title, Sub Title, and Labels, you can also select font attributes of Boldness, Italics, and Underline. The Graph only supports True Type fonts (because they're scalable).

## Software Button and Window Functions (continued)

### 3-19: Graph Customization - Color Tab



The Graph supports two sets of color parameters. A Monochrome color set and a Color color set. Depending on the Viewing Style, the Colors Dialog will customize the appropriate set.

#### To adjust colors:

1. Select the desired graph attribute in the Graph Attributes section. The corresponding color for that attribute will be highlighted in the color selection grid.
2. To change the color, either use the mouse to click an alternate color, or use the keyboard arrow keys to move to adjacent colors.
3. Finally, Pressing the OK button will update the color parameters of the object.

**Desk Background** - This is the color that surrounds the bounding rectangle of the graph's grid.

**Desk Foreground** - This is the color that is used when placing text onto the Desk Background. This includes the main title, sub title, subset/point labels, grid numbers, and axis labels.

**Shadow Color** - The rectangles that make up the graph's grid and table and bounded at the bottom/right edges with shadows. To remove the shadows, choose the same color as the Desk Background.

**Graph Background** - This is the color used as the background color of the graph's grid.

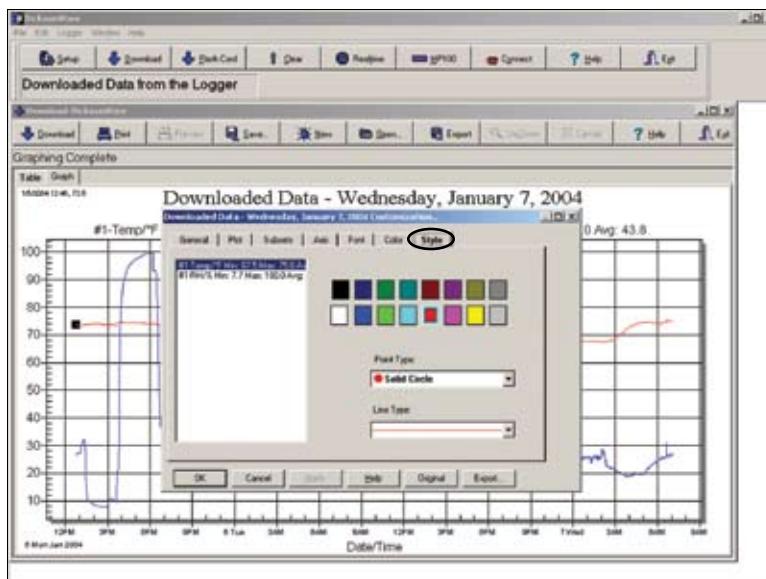
**Graph Foreground** - This is the color used for the bounding rectangles of the grid, the grid-lines of the graph, and lines that are used to bound some of the plotting methods (like the bounding line around bars of the Bar Plotting Method).

**Table Background** - This is the color used in filling the table's rectangle.

**Table Foreground** - This is the color used in bounding the table's rectangle, and for the text inside the table.

## Software Button and Window Functions (continued)

### 3-20: Graph Customization - Style Tab



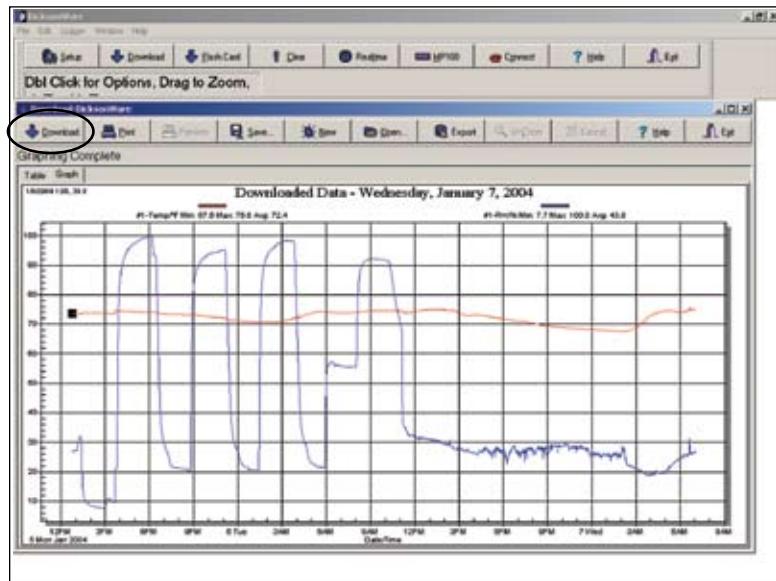
**Point Type** - Allows you to select the type of symbol that represents each Subset.

**Line Type** - Allows you to select the line style for each subset.

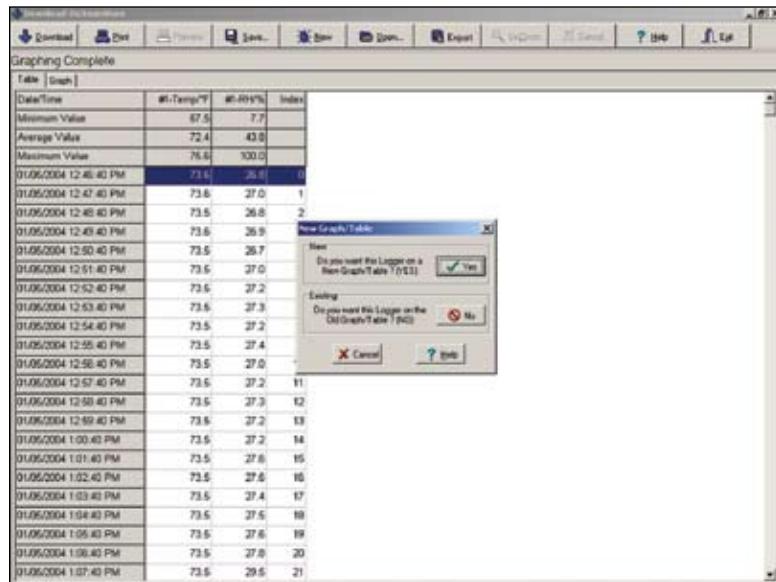
## Software Button and Window Functions (continued)

### 3-21: Download

While currently viewing downloaded data, clicking this button will prompt the software to download another logger.



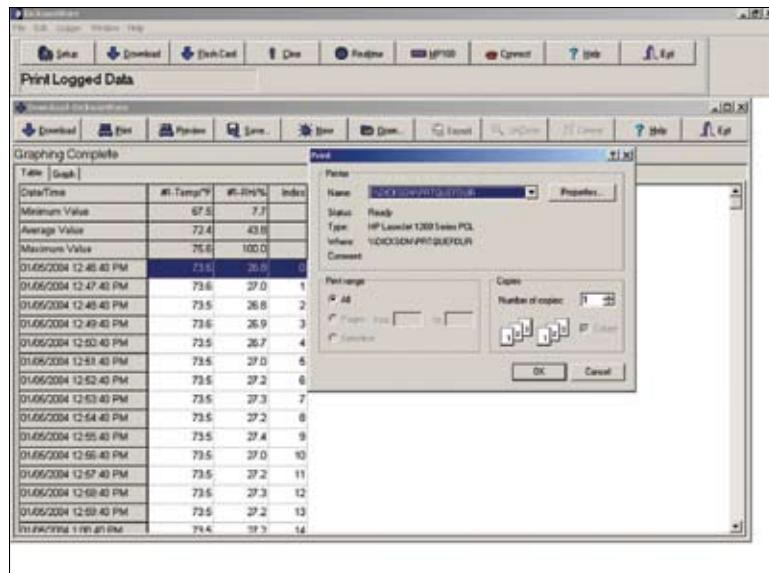
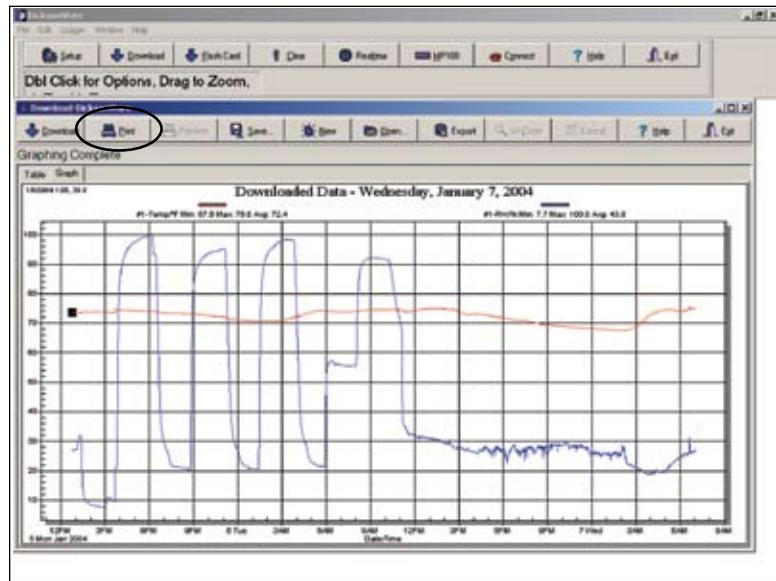
A New Graph/Table window will appear asking you if you want the data from the new logger plotted on the same graph from the previous logger. This is an ideal feature for comparing data of multiple loggers. By clicking Yes, you're saying that you want the data from the new logger on a NEW graph. By clicking No, you're saying you want the data from the new logger on the existing graph. You can download up to 14 channels onto one graph, whether that be 7 dual channel loggers or 14 single channel loggers or any combination of the two, not exceeding 14 total channels.



## Software Button and Window Functions (continued)

### 3-22: Print

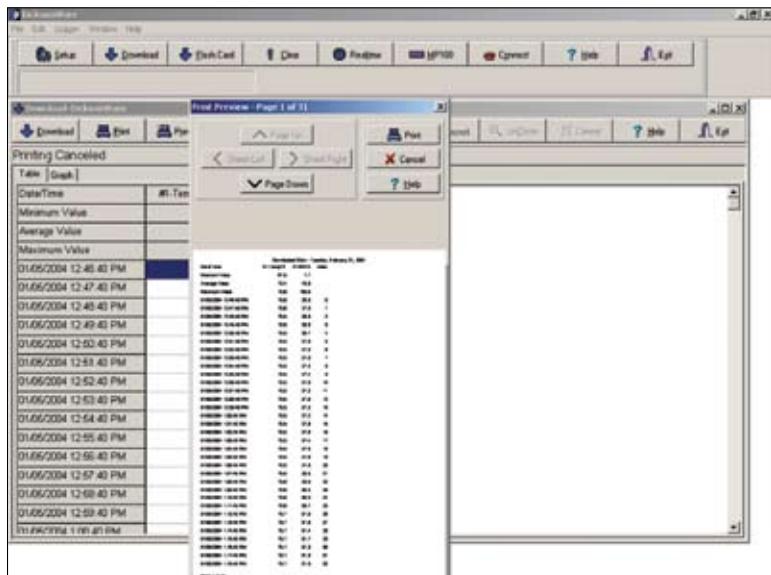
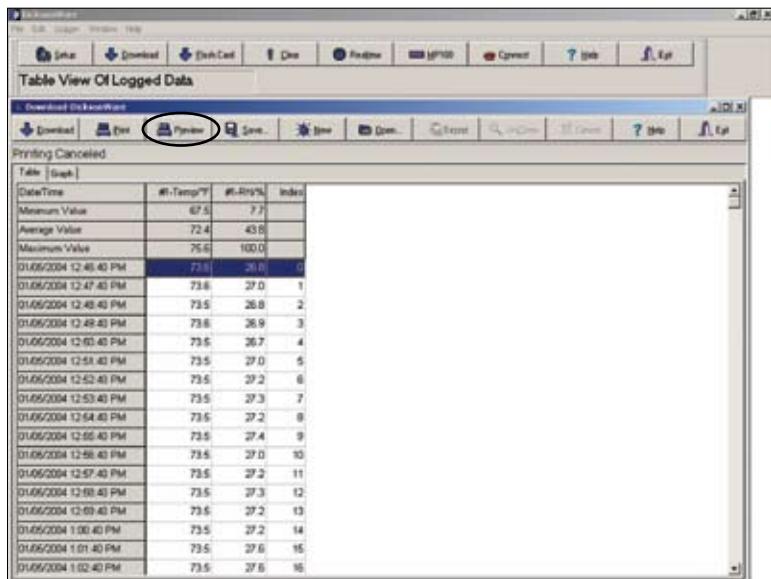
Clicking this button will print the Graph or Table currently being viewed. (NOTE) The table view shows an index, Time/Date stamp for every sample the logger has taken, keeping in mind that some loggers can store over 32,000 samples, printing the table of a FULL logger may require over 500 sheets of paper.



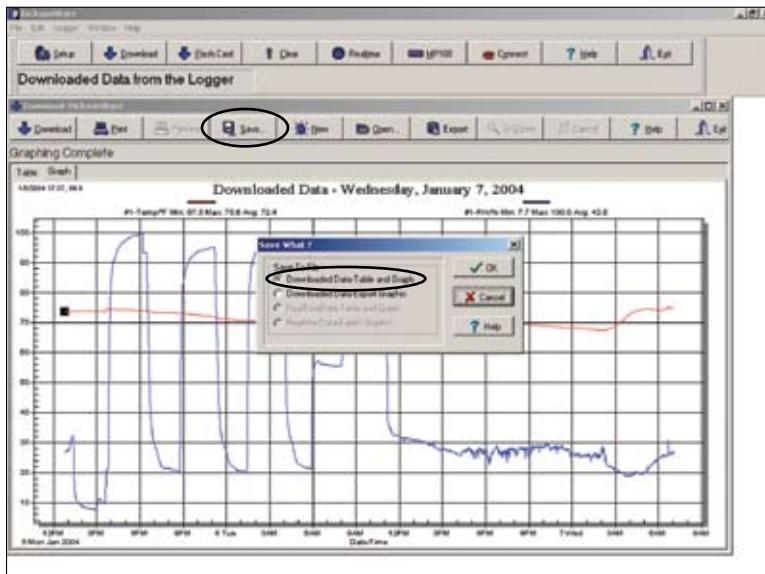
## Software Button and Window Functions (continued)

### 3-23: Preview

This button only becomes active while viewing the Table. Clicking this button will allow you to preview the the table before you actually print it.

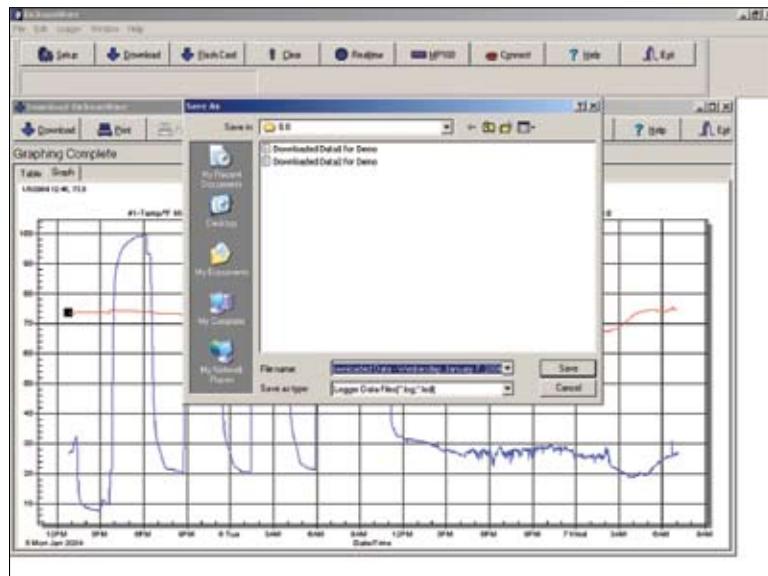


### 3-24: Save Button



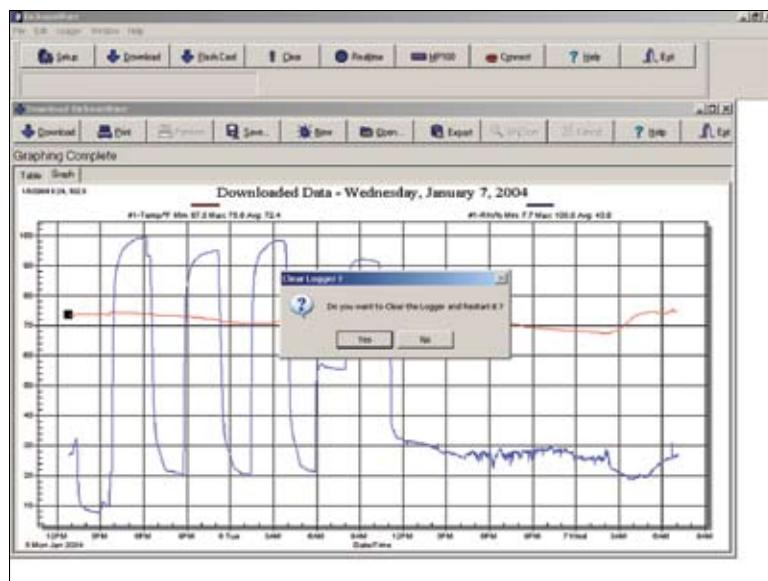
Clicking the "Save" button will bring up a "Save What?" dialog window, basically asking how you want the file to be saved. The default choice is Downloaded Data-Table and Graph, meaning you'll save the Graph and Table exactly as it appears when you download it.

## Software Button and Window Functions (continued)



### 3-25: Saving Graph

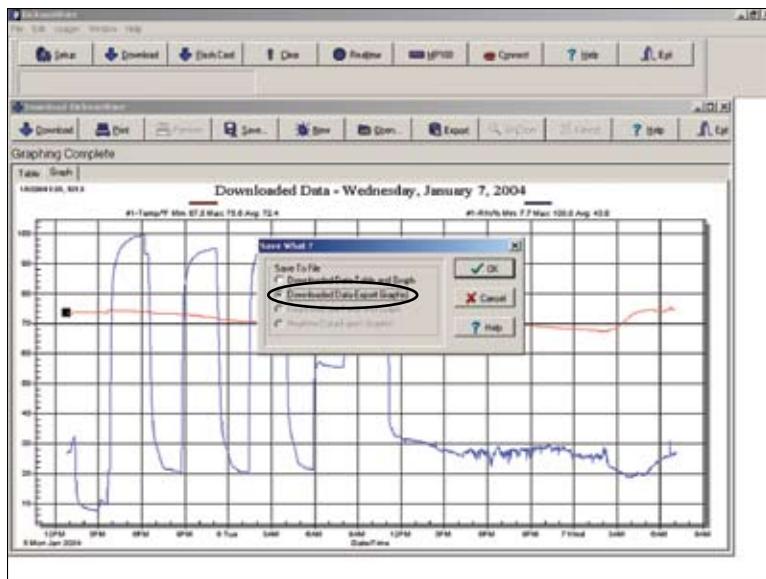
Clicking OK with the Downloaded Data-Table and Graph option selected will bring up a "Save As" dialog window. The default Save In location will be C:/dickson/dw and the default name that will be assigned to your file will be Downloaded Data and whatever date the logger was downloaded, but can be changed. After clicking the Save button to save the graph and table, a "Clear Logger?" dialog window will appear asking if you would like to clear the data from the logger, now that it has been saved.



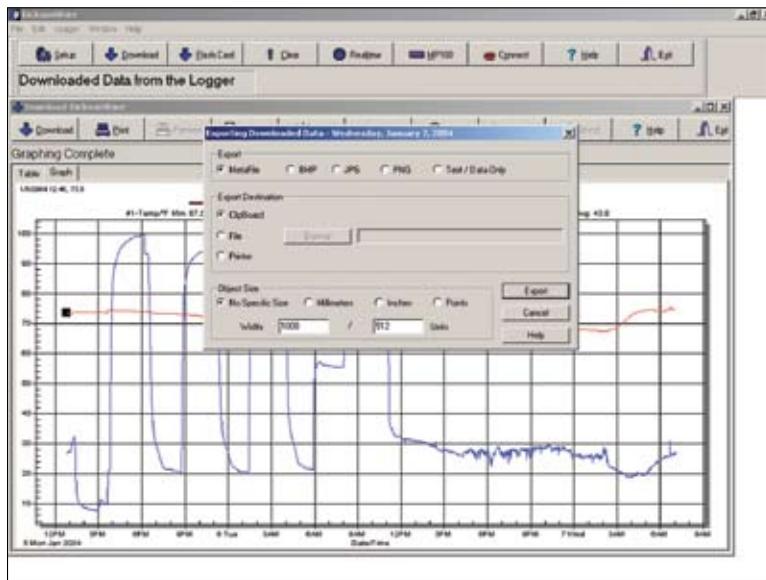
Clicking "Yes" will prompt the same clearing process in section 3.4.

## Software Button and Window Functions (continued)

### 3-26: Exporting Downloaded Data



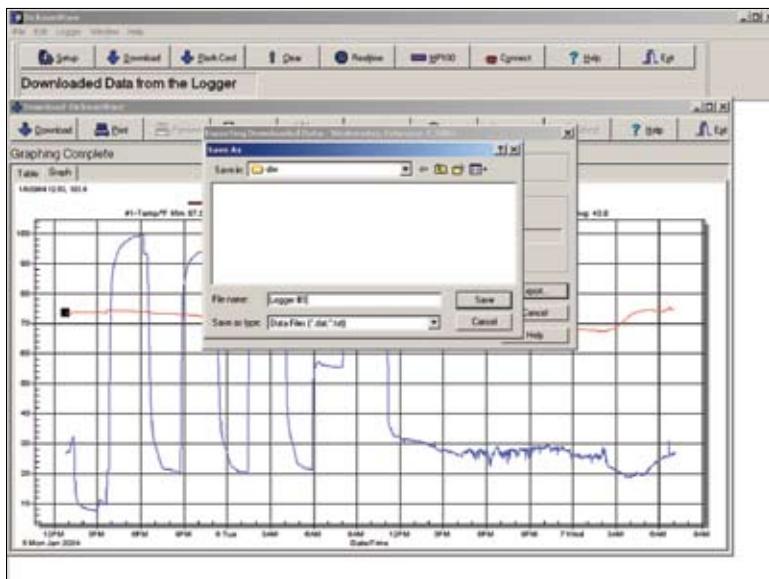
The other option from the "Save What?" dialog window is Download Data-Export Graphic. Clicking OK to accept the Downloaded Data-Export Graphic option will bring up an Exporting Downloaded Data window.



The first section of this window is Export, asking what you would like to export. MetaFile, BMP(bitmap), JPG, and PNG are all picture file extensions. Choosing one of these will export only a picture of the graph. Selecting Text / Data Only will export all of the raw data including Time/Date stamp, actual readings and index. The Export Destination section is where you tell the file to be saved.

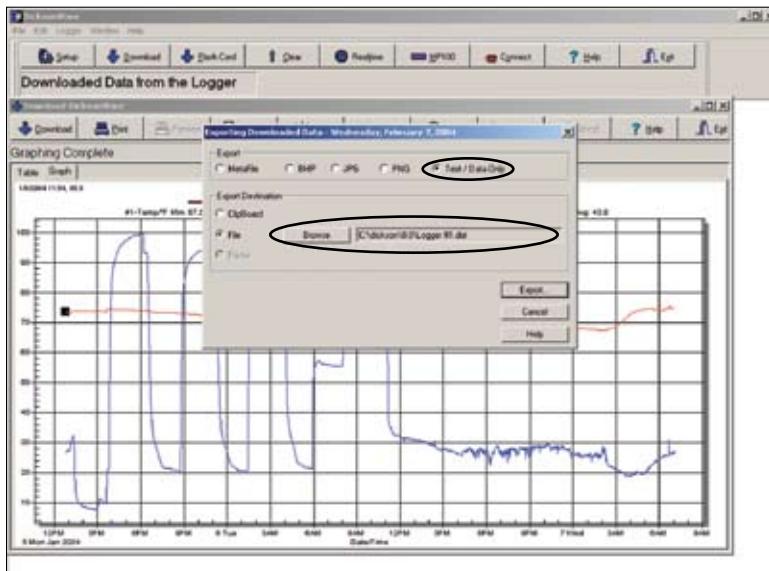
## Software Button and Window Functions (continued)

You can either save to your Clipboard or select File and browse to a specific location or program. Choose your location within the Save As window, name your file and click Save.



The Save As window will disappear. The Object size section is only an option if you choose to export a Graph picture in the MetaFile format.

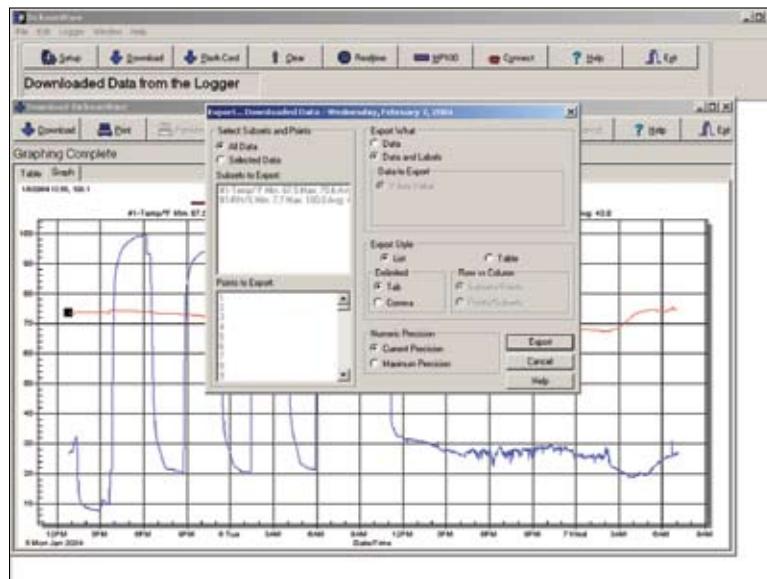
Once all selections have been made, click the Export button. If you have chosen one of the picture file formats to export, the picture will be exported to your chosen location.



## Software Button and Window Functions (continued)

### 3-27: Exporting Customization

If you have chosen the Text / Data Only to export you will bring up another Export window.



**Select Subsets and Points:** This section will allow you to select which channels and what specific data points to export.

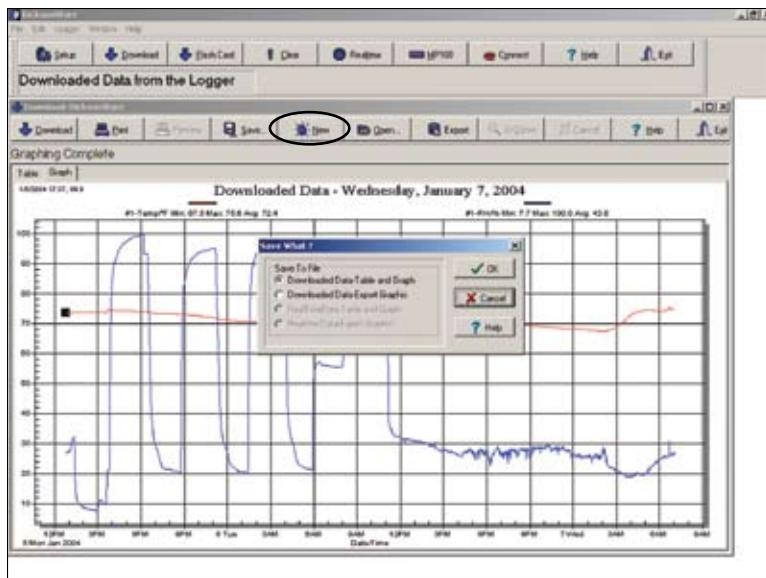
**Export What:** This section allows you to choose whether you want to export the Data only or the Data with Labels (date and time stamps).

**Export Style:** This section sets the orientation of the data once it's exported.

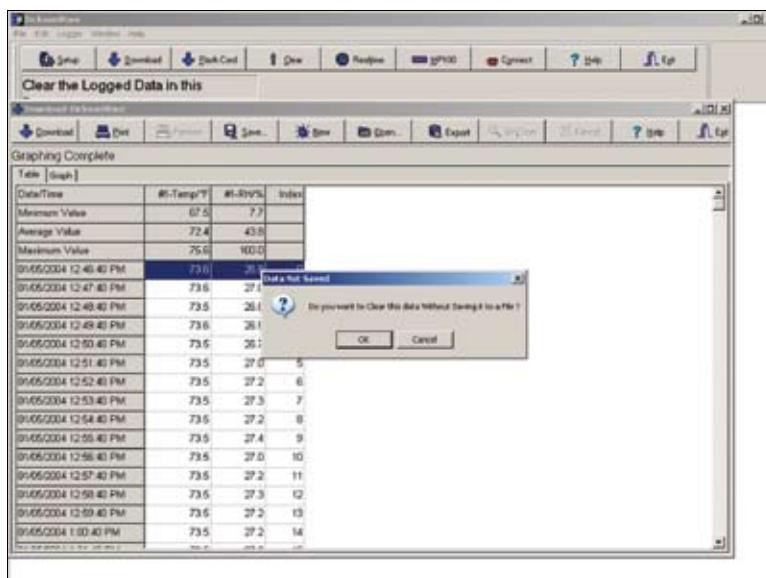
**Numeric Precision:** This section sets how many values to the right of the decimal point will be displayed. Clicking the Export button after all preferences have been made will send the file to your export destination. Current Precision reflects the current setting within the graph customization. Maximum Precision reflects data to the thousandths place.

## Software Button and Window Functions (continued)

### 3-28: New Button



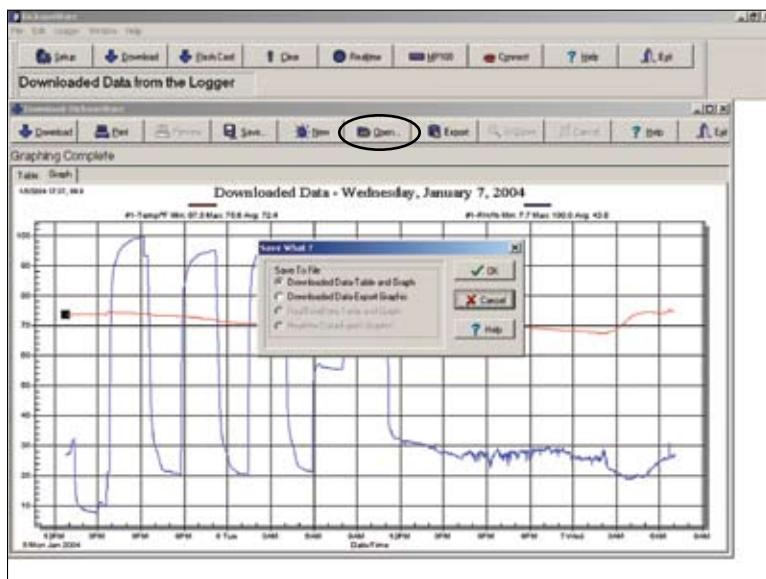
If your data has not been saved, clicking this button will bring up a Data Not Saved dialog window asking if you want to clear the data from the screen without saving.



Note: This does not clear the data from the logger itself. If the graphed data has been saved, clicking the New button will just clear the graph without the dialog window.

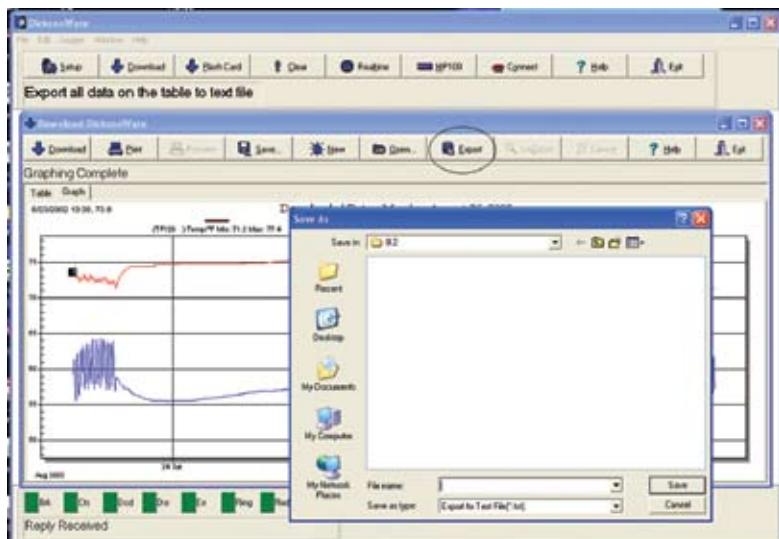
## Software Button and Window Functions (continued)

### 3-29: Open Button



Click this button to bring up the Open window, which will allow you to browse, retrieve and open previously saved data files. If a Graph/Table is currently being displayed, you will have to select a New Graph/Table option as in section 3-13.

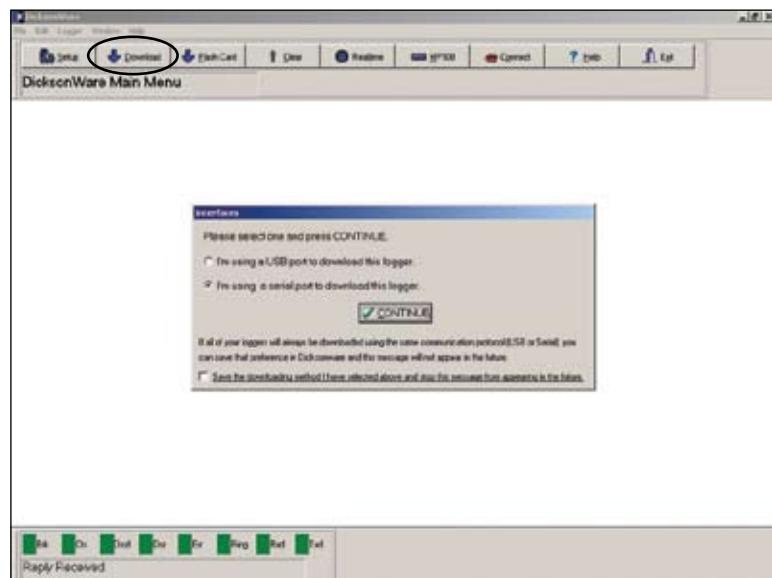
### 3-30: Export Button



Click this button to bring up a Save As window. This option can be used as a shortcut to exporting text and data to note pad or even Excel (TM) by ending your file name with a .XLS extension.

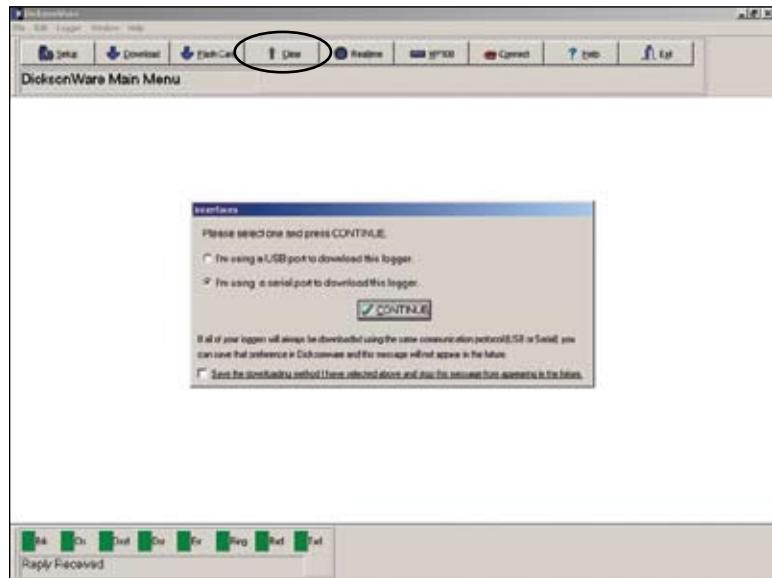
## Software Button and Window Functions (continued)

### 3-31: Download Button



After ensuring that your Logger is properly connected to an available and working COM or USB port, click the Download button to extract all logged data from the logger and present it to you in Graph and Table form. An interface window may appear asking you to choose the appropriate connection type (version 8.0 or higher).

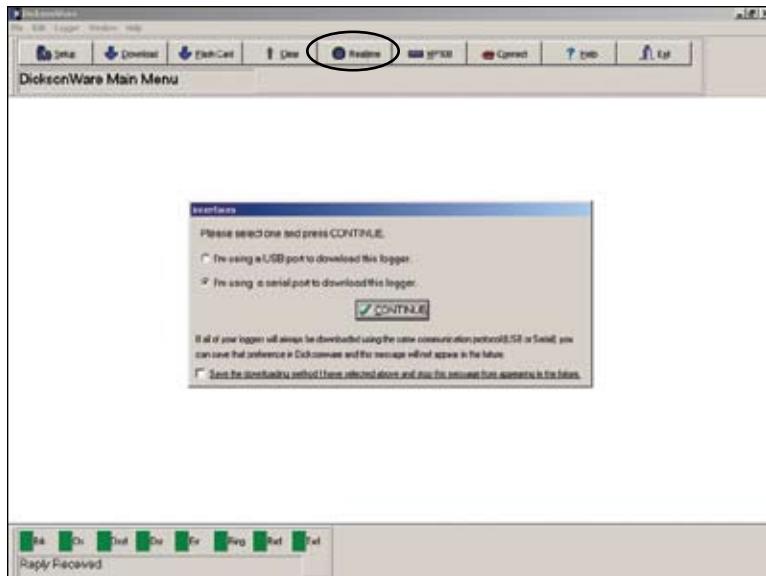
### 3-32: Clear Button



Clicking this button will erase all data currently stored in the logger and restart the logger. All setup data such as Sample Interval, Stop or Wrap When Full option will remain.

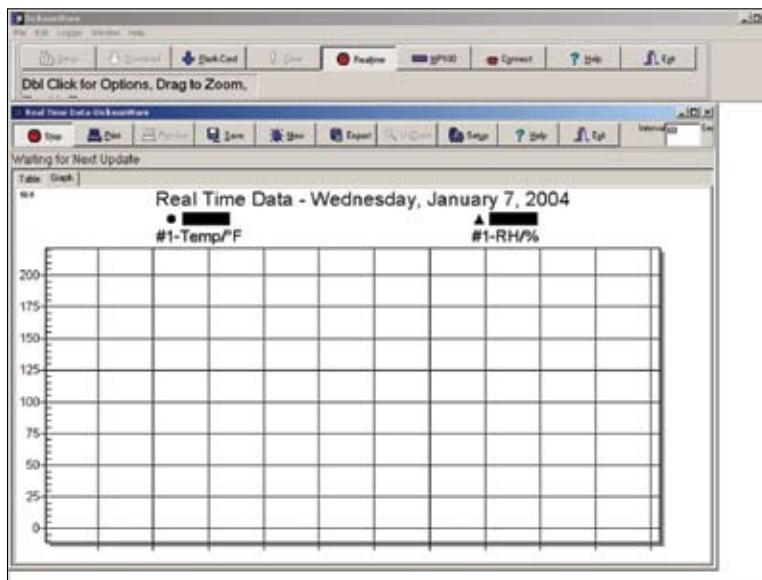
### 3-33: RealTime Button

Clicking the RealTime button will bring up a "live" graph and display data as it is being collected.

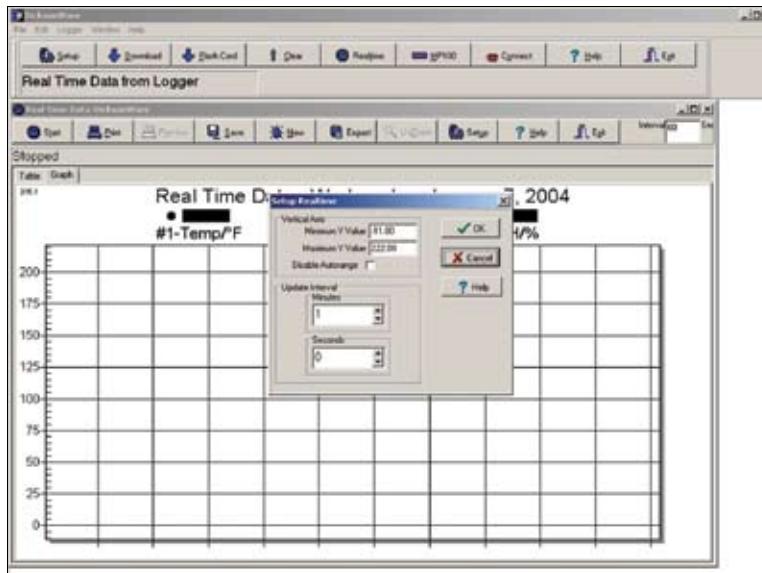


## Software Button and Window Functions (continued)

### 3-34: RealTime Sample Intervals

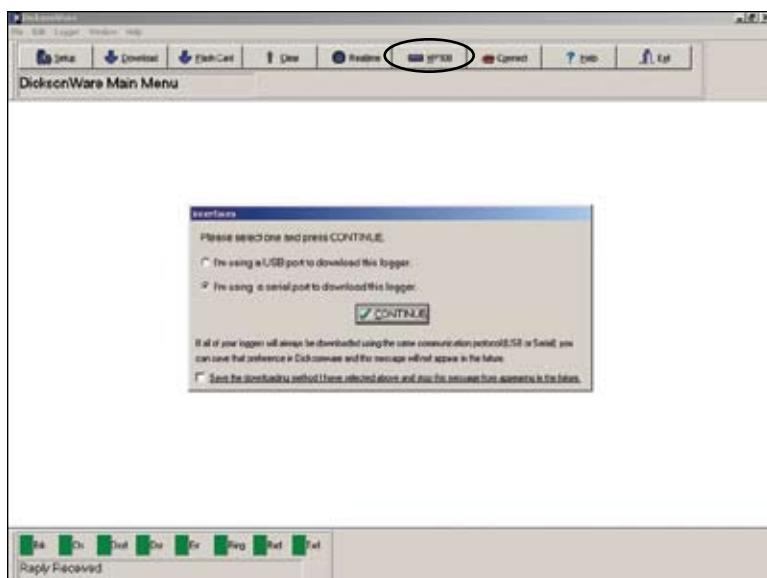


Clicking the Setup Button within the RealTime window will bring up a Setup RealTime window. This window allows you to set the verticle axis (Temperature Scale), Enable or Disable the Auto Range feature which means that the graph will only reflect the measuring range that is actually measured by the logger, and you can also set the interval at which the RealTime Graph /Table will update. This sample interval is independent of the sample interval programmed in the initial setup of the logger.



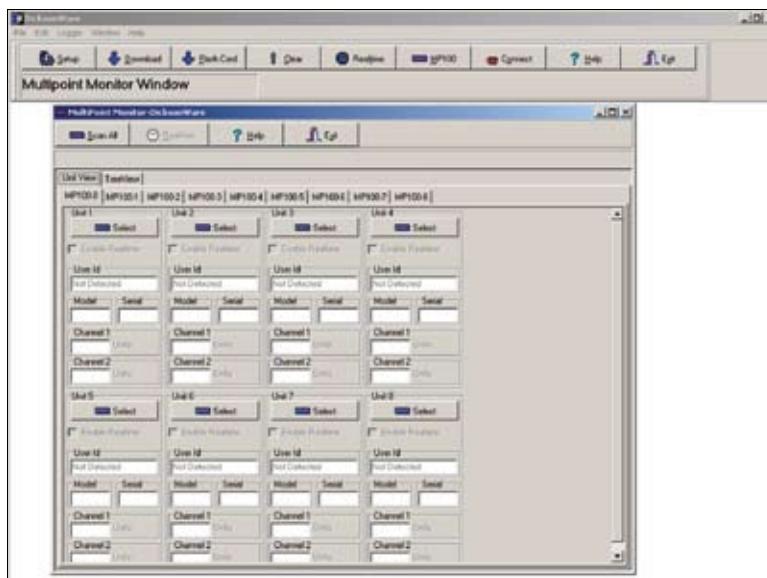
## Software Button and Window Functions (continued)

### 3-35: MP100 Button



If you are networking multiple loggers to an MP100 or MP200, clicking this button will bring up a Multiport Monitor window. From this window you can access all loggers you have networked.

### 3-36: MP100 Window Functions:



#### Scan All

Clicking this button will command the software to poll all possible MP100/MP200 ports for connected data loggers. You may also choose to select specific loggers by clicking the appropriate SELECT button for each logger connected to each possible MP100/MP200.

### 3-37: MP100/200 RealTime Button:

(Only becomes active after loggers have been identified by clicking the SCAN ALL button or the SELECT button for each logger within the Multiport Monitor window, and that the REALTIME ENABLE box is checked for each logger you wish to view in RealTime.) Clicking the RealTime button will open the same RealTime window explained in section 3-24.

Each selected logger that has the RealTime Enable box checked will be represented in the RealTime window with its own graph. The individual graphs may be viewed by scrolling down.

The same Graph Customization window explained in section 3-14 can be accessed providing you with the same customizing options.

### 3-38: Main Screen

#### Connect Button:

This button feature is used in conjunction with the MP200 and Modem Kit (A200). Clicking this button will bring up a "Connect to a Remote Data Logger" window. Type in the phone number assigned to the receiving modem to establish communication and DicksonWare will now control the unit(s) at the remote location.

### 3-39: Menu Bar Options



#### FILE OPTIONS:

**New** - Will clear any data from the download window

**Open** - Will open your Dicksonware default saving location

**Save As** - Will bring up the "SAVE WHAT?" window, providing the option to Save or Export Downloaded, Revised, or RealTime data.

**Print** - Will bring up the "PRINT WHAT?" window, providing the option to print Downloaded, Revised, or RealTime data.

**Print Setup** - Will bring up a "Print ASetup" window, allowing you to set your printer preferences.

**Preferences** - Allows you to change variables for Temperature, Humidity, Pressure, and Pulse count. You're also able to set printer preferences and USB communication default.

**Exit** - Exits the program.

### EDIT OPTIONS:

**Copy** - Short to accessing the the Exporting Downloaded Data window.

### LOGGER OPTIONS:

**Setup** - Same as clicking the Setup button

**Download** - Same as Clicking the Download button

**Clear** - Same as clicking the Clear button

**RealTime** - Same as clicking the RealTime button

**MP100** - Same as clicking the MP100 button

**Communications** - Allows you to set communication parameters

### WINDOW OPTIONS:

You access each window by clicking on the window title Setup, Dowload, RealTime and MP100.

**Show All** - Displays all windows within DickosnWare at once.

**Cascade** - will cascade all windows within DicksonWare one on top of the other.

**Tile** - Will tile all windows within Dicksonware.

**Iconize** - Will create icons for all windows within DicksonWare.

### HELP OPTIONS:

**Contents** - Displays an overview of most commonly used features

**Search for Help** - Search for help by topic

**How to use help** - Help instructions

**About** - DicksonWare version

**3-40: Using Help:**

Help files are the primary source of information about Dickson Loggers and DicksonWare™ Secure software. Please read the information contained in the Help files carefully to get the most out of your new logger and software.

You can view the Help files from within DicksonWare™ Secure by pressing F1 or by selecting Help from the menu bar.

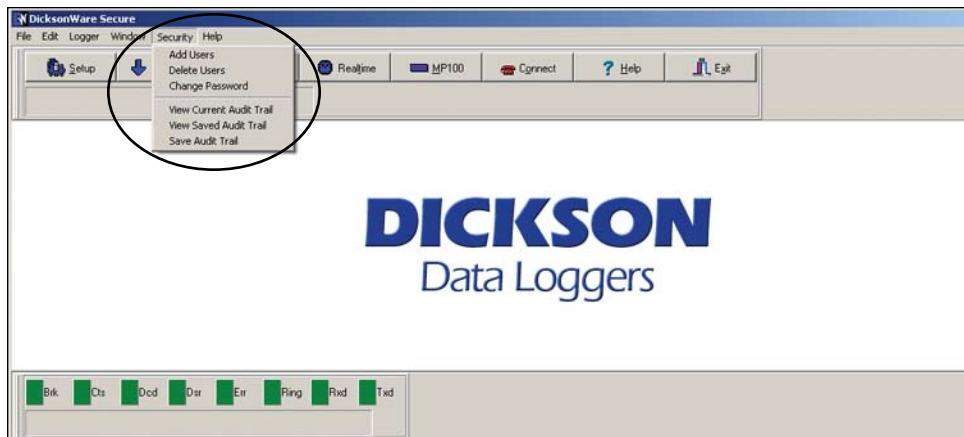
**3-41: Troubleshooting:**

Symptom	Possible Solutions
Unable to communicate	<ul style="list-style-type: none"><li>• Is the correct version of software being used for your Logger model?</li><li>• Is the download cable connected properly to the PC and Logger?</li><li>• Also check for physical defects.</li><li>• Is the correct communication interface selected (USB or Serial)</li><li>• If using a Serial Port connection, is the correct COM port selected? This can be verified or changed by clicking on "Logger" from the Menu Bar, and select "Communications". The "Port" Tab shows all available COM ports.</li><li>• Make sure the Software Speed is set to "Adaptive". This can be verified or changed by clicking on "Logger" from the Menu Bar, and select "Communications." The "Speed" tab allows you to select different baud rates. (Note: This and other advanced options are only available by activating Advanced Serial Options. This can be accessed by clicking on File, from the menu bar, then Preferences)</li><li>• If available, try connecting the download cable to another a COM port and try all COM port options through DicksonWare™.</li><li>• Reset Logger (Refer to your Logger manual)</li><li>• If available, try another logger or PC</li><li>• If the Logger has recently been removed from a cold environment (below 30°F), it may need to warm up before it will properly communicate.</li></ul>
Downloading will not complete	<ul style="list-style-type: none"><li>• If the Logger has been just removed from a cold environment (below 30°F), it may need to warm up before it will properly communicate.</li><li>• Check Logger battery status. The batteries may have enough voltage to establish communication, but not enough to sustain functions such as Downloading and Real-Time.</li></ul>
Download Data shows future dates	<ul style="list-style-type: none"><li>• Communication may have been interrupted when the logger was previously cleared. When a logger is cleared, ensure that Samples Per Channel field in Setup displays 0% full.</li></ul>
Temperature Scale reads extremely high	<ul style="list-style-type: none"><li>• Logger has taken at least one sample without a probe connected.</li></ul>
Customized Changes won't save	<ul style="list-style-type: none"><li>• Many customized options are for presentation purposes only and will not save.</li></ul>

The following will outline and explain the security features of DicksonWare Secure

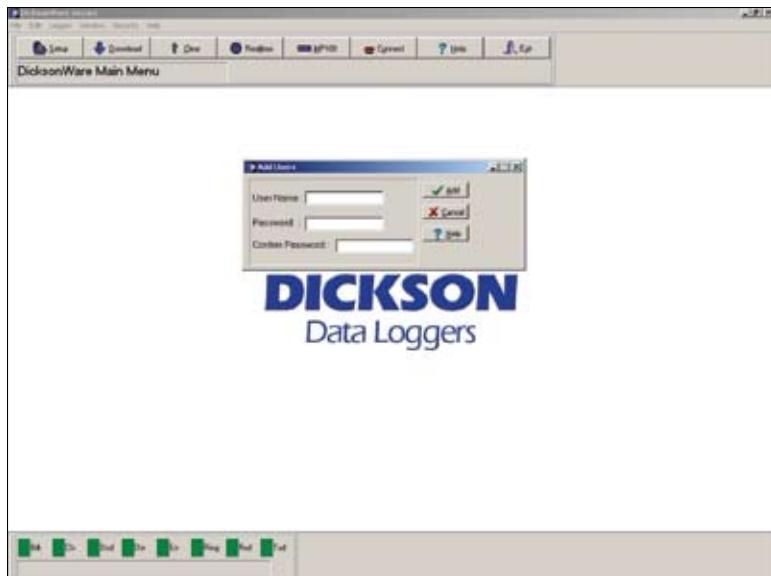
**Login Window:**

After double clicking the DicksonWare Secure icon, you will be prompted with a login window. The default password is Dickson (non-case sensitive).

**Menu Bar w/ Security Feature:**

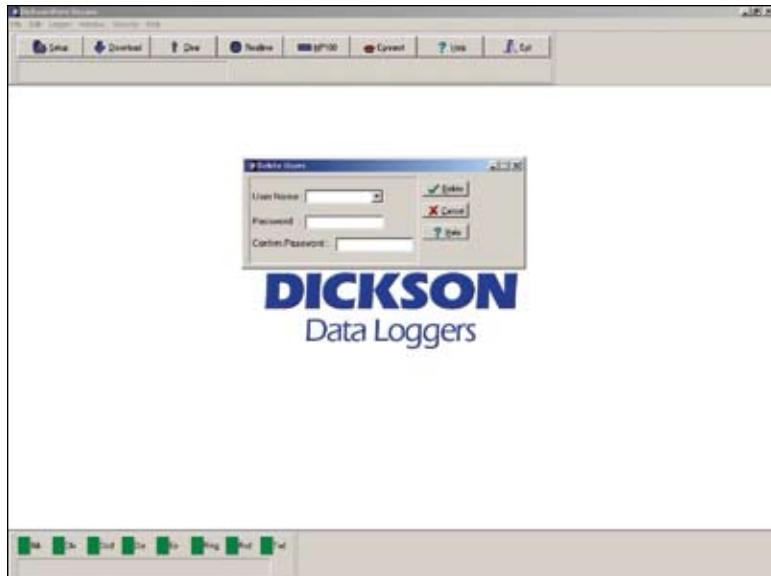
The added feature to the menu of DicksonWare Secure is the Security options.

**Add User:**

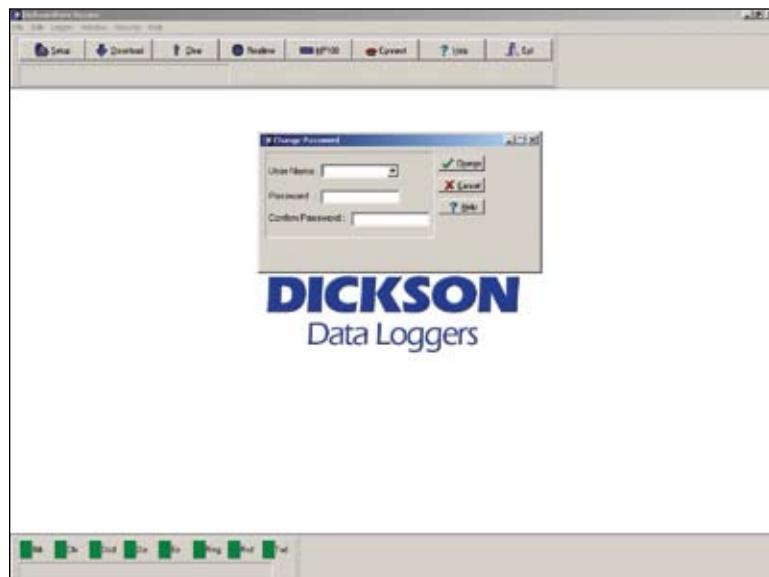


Only the Admin may add users by typing in a user name, password, then confirming the password by typing it again. User names and Passwords are not case sensitive or character limited.

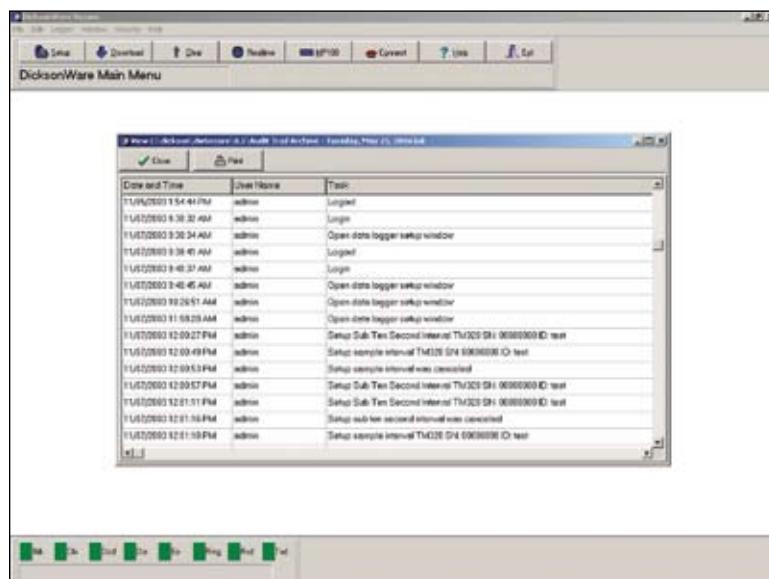
**Delete User:**



Only the Admin may delete a user by selecting that user from the User Name drop list and then clicking the Delete button.

**Change Password:**

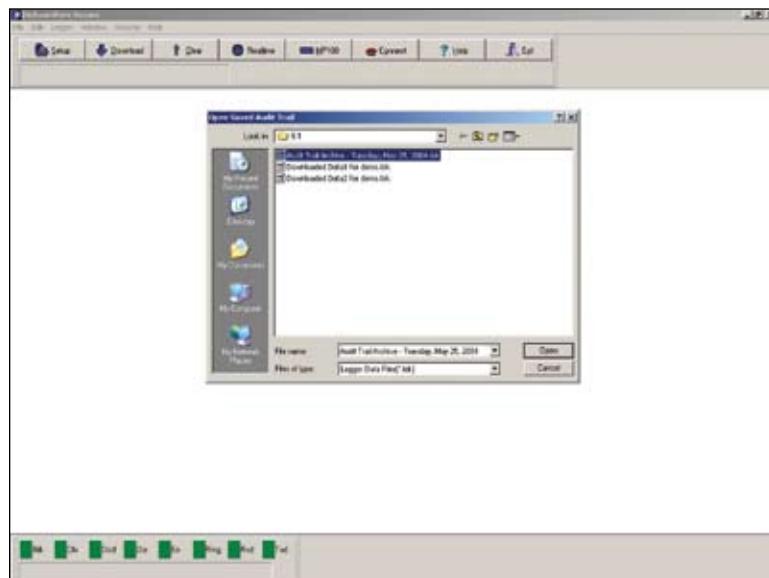
Any user may change their password by selecting their User Name from the drop list, entering a new password, and then entering it again for confirmation.

**View Current Audit Trail:**

This feature allows you to view all software activity performed by every user.

## DicksonWare™ SECURE Features (continued)

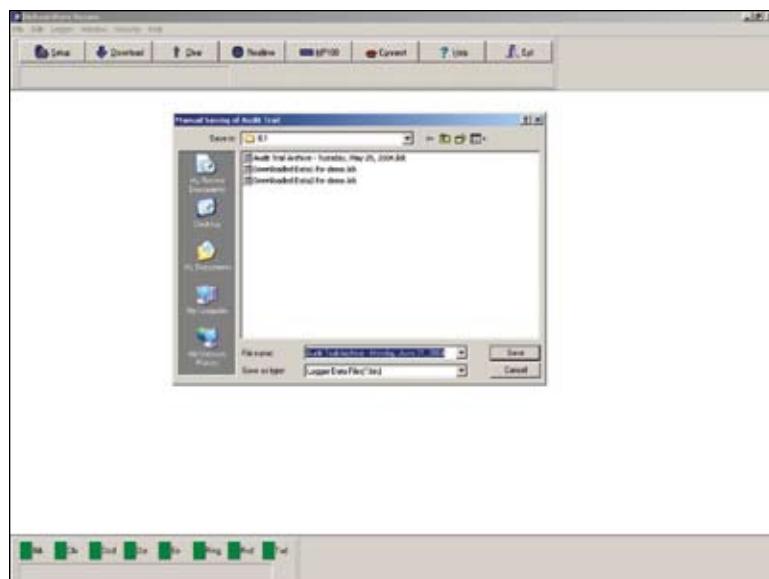
### View Saved Audit Trail:



Chose this option to view any previously saved audit trail.

Note: Audit trails save to the same default location as the logger files.

### Save Audit Trail:



This function allows any user to save an audit trail of all software activity since the last saved audit.

Choosing this function will bring up a \*Manual Saving of Audit Trail\* window, similar to the \*save as\* window that allows you to name your audit trail prior to saving.

## **Warranty**

IMPORTANT- Read your software License Agreement carefully before installing software. Dickson will accept returns for replacement of defective or unopened disks and CDs only.

## **Disclaimer and Limitation of Liability**

Dickson assumes no responsibility for any loss or claims, which may arise through the use of this software.

Dickson assumes no responsibility for any damage or loss caused by deletion or corruption of data as a result

of malfunction, dead battery, or repairs. Be sure to make backup copies of all electronic records, data and audit trails.

## **Customer Support**

# **DICKSON**

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**E-mail:** DicksonCSR@Dicksonweb.com

Dickson takes pride in providing you, the Customer, with the highest quality instrumentation. We welcome the opportunity to help you in any way possible. Whether it is a question or a new idea in documentation, Dickson would like to hear your response. Please call our Customer Service Department at 630-543-3747.

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