

## Installing Levelogger Software

Ensure your computer meets the minimal hardware and software requirements:

### Hardware:

- Processor:  $\geq$  Pentium™ 166MHz
- Memory: 32Mb
- Display: VGA: 800 x 600 pixels, 256 colour, small fonts or better
- Pointing Device: mouse or other pointing device
- Ports: Serial RS232 or USB

### Operating Systems:

Windows 98, ME 2000, or XP

**Note:** Windows 98, 2000 and XP require installation with local Administrator Rights.

### To Install Levelogger software:

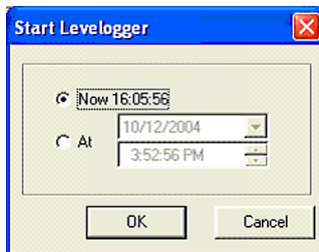
- Place the CD in the CD ROM drive.
- Click <Setup.exe> from the CD, if Windows did not autodetect the new software.
- Windows will now prompt you through the remainder of the installation process by using the Levelogger Installation Wizard.
- Restart the computer after installation is complete.

### Programming the Levelogger

1. Place the Levelogger in the Optical Reader, or connect the PC Interface Cable to the Direct Read Cable. Then plug the Optical Reader or PC Interface Cable into the appropriate COM or USB port.
2. Start the Levelogger software and select the port for communication.
3. Click the 'Retrieve Settings from Levelogger' icon which retrieves the current program settings of the logger and presents them on screen.
  - Select sampling mode and rate, and complete all items in the Levelogger information block as appropriate. Be sure to input the actual elevation above sea level of the Levelogger.
4. When setup is complete, click the 'Program settings to Levelogger' icon.
5. Levelogger programming is complete.
6. To save the logger settings as defaults, click the 'Save Default Settings As' icon.

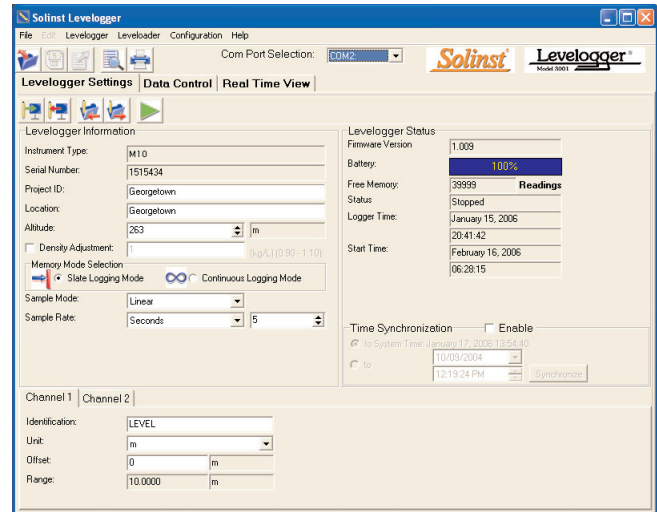
### Starting and Stopping the Levelogger

1. To start the Levelogger, click the 'Start' button
2. Next, the "Start Levelogger" pop-up window will appear in which you will select whether to start the logger immediately (Now) or set the logger up for a future start time (At) and click OK.



**Note:** Use the 'Future Start' option to synchronize the data collection times of multiple loggers or to start logging at a specific time.

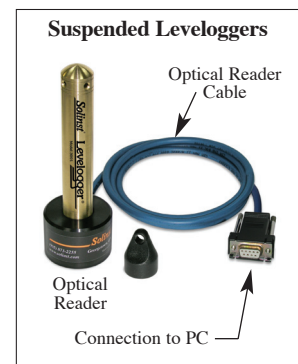
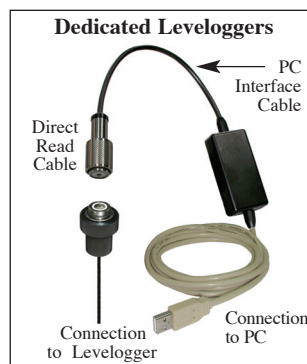
4. The Levelogger is now started and can be stopped by clicking the stop icon.



### Downloading and Working with Data

1. Click the 'Data Control' tab. The data control window is laid out in three sections: logger settings, tabular data screen, and data graph. There are four download options. When choosing 'Append Data', remember to first open the file you wish to append.
2. When downloading directly from a logger, click the 'Logger Info' tab then click the 'Download Data from Levelogger' icon and follow screen instructions. Data will be presented in tabular and graphical format and the settings window will present the settings under which that data was collected.
3. Save data to a particular file name by clicking the 'Save As' icon. Input a file name prefix; the program will give the file name the extension \*.lev.
4. To perform barometric or other data compensations click the 'Data Compensation Wizard' icon. Please refer to the Levelogger Manual for more information on performing compensations.
5. To export data, click the 'File' menu and scroll to 'Export'. The user can export data in \*.csv format or the data graph in \*.bmp or \*.wmf formats.

### Retrieving Levelogger Data



**Problems During Software Installation of Levelogger Gold Software**

"Class not Registered" or "DLL not found" or "Access violation"

1. You may not have Administrator Rights to install the software in the Windows NT/Windows 2000/Windows XP environment. Ask your System Administrator for assistance.
2. Some files got corrupted during installation of the Levelogger software. Use "Add/Remove Programs" to uninstall then re-install Levelogger software.

**Error During Software Uninstall Process**

The "Add/Remove Program" cannot locate the Levelogger Gold <setup.exe> file of the software or the link between the software and the "Add/Remove Program" is damaged.

The record in the Registry Table must be removed:

1. Ask your System Administrator to remove this
2. Refer to the Microsoft Help and Support Website for instructions:  
<http://support.microsoft.com>

**Problems During RS232/USB Converter Installation**

Unable to install the Keyspan or IO Gear RS232/USB converter.

1. After plugging in the RS232/USB Converter, a Hardware Installation Wizard will open. Follow the instruction from the Wizard and make sure to select the RS232/USB Converter Driver from the Keyspan or IO Gear Installation CD.
2. If the Hardware Installation Wizard does not open after plugging in the RS232/USB Converter: select Control Panels, double click on System, select the Device Manager tab, double click on Other Devices, right click on USB Serial Converter, select Update Driver ...

**Data Has Been Erased Accidentally**

If Levelogger Gold has been restarted and old data has not been saved, go to Download Options and choose Data Recovery. It downloads the immediately previous log.

**Error Messages During Use of Software**

"Communication Time Out" or "Communication Error" or "The Command that is sent to the Levelogger Gold is not defined"

1. Try communicating with another Levelogger Gold, Optical Reader or Direct Read Cable. The communication cable, Optical Reader or Levelogger Gold may be damaged.
2. Clean the optical Levelogger "eyes" and cable, with a soft cloth.
3. Check that the communication cable is connected to the same COM port that is chosen in the upper middle of the Main Window of the Levelogger software.
4. Check the Com port settings. They should be as follows:
  - Bits per second: 9600
  - Data bits: 8
  - Parity: None
  - Stop bits: 1
  - Flow control: None (This may have been set to Xon/Xoff)

To view your Com port settings, do the following: select Control Panels, double click on System, select the Device Manager Tab, double click on Ports, double click on Communications Port(s), choose the Port Settings Tab.

5. Try using a different computer, to see if this is the cause.
6. If using a laptop (especially in conjunction with a Direct Read Cable) your COM port may not be powered adequately to receive/transmit data. Try using a desktop computer, or ask Solinst for a PC Interface Booster Cable. If problem persists, contact Solinst.

**"Port Cannot Open"**

1. Ensure the correct COM port is selected in the upper middle of the Main Window of the Levelogger Gold software.
2. Check if some other software is using the same COM port in the background. Shut that software down or choose another COM port if available. Such background software may be anti-virus software or PDA software.
3. Make sure your COM port has been enabled: select Control Panels, double click on System, select the Device Manager Tab, double click on Ports, double click on Communications Port(s), choose General, uncheck "Disable in this hardware profile box".
4. If you are using a virtual COM port, like a USB optical reader or USB/RS232 converter, refer to the "Problems During Installation of RS232 to USB Converter".

**"File Create Error" and "File Write Error"**

If you do not have file-writing privileges to the Levelogger Gold default data folder, change the folder as follows: in the Levelogger Gold software, click "Configuration" then "Application Settings". Under "Default Directory", enter a new destination folder, to which you have file writing privileges, e.g. "My Documents". Follow the same procedure if you have the same problem when you export the data file in csv format.

**"File Open Error" and "File Read Error"**

1. Shut down or disable any other software that is active and using the same file.
2. In Notepad or Wordpad, open the <\*.lev> or <\*.lrs> file to check for corruptions in the file. How are the Levelogger files ended?
3. If problems persist contact Solinst for assistance.

**"Time Span Error, some data cannot be compensated"**

1. Find another barometric data file that has the same time stamp.
2. Perform the compensation (a simple subtraction) in a spreadsheet program for any missing time stamps.

**"A different type of Levelogger is detected"**

Replace current Levelogger with the one that was previously being worked on, and complete the operation.

**"The selected file is not a barometer"**

Select a Barologger for the compensation process.

**"Data Corrupted"**

Use Levelogger Gold Diagnostic Utility to do a memory dump and send the dump file to Solinst for further analysis.

**"Internal Error"**

Contact Solinst for assistance.

**"Fail to append data - A different Levelogger has been detected!", "A different start time has been detected!"**  
**"New data is not available in the Levelogger!"**

The Levelogger software can only append data to a file that has the same serial number and start time as the connected Levelogger. Find the correct file, or use "All Data" to download.

**"Only Levelogger Gold supports this function"**

The "Append Data", "Partial Download" and "Data Recovery" functions are only supported by the Levelogger Gold loggers, not previous version Leveloggers.

**"Schedule cannot be empty"**

When using the "Schedule" sampling option in a Levelogger Gold, the schedule must contain at least one item.

**"Readings in schedule exceed the maximum"**

The number of readings in a schedule should not result in more than 40,000 individual readings.