

# DATALOGGERS

## Self help guide for DataHog users

If you are having problems with your DataHog logger, often the solution is quite simple. Please follow these easy steps to locate the problem. If the problem persists, please do not hesitate to contact Skye, telling us your observations at each step, which will help us to identify the problem and suggest a remedy.

What is the serial number of the DataHog?

SDL \_\_\_\_\_

Has your DataHog been working successfully before today? Yes / No

Is your logger a DataHog1 or DataHog2?

(A DataHog1 takes 7 'AA' type batteries, a DataHog2 takes 6 'C' type batteries.)

DATAHOG1..... Yes / No

DATAHOG2..... Yes / No

When you connect the PC datalead to the RS232 socket of the DataHog, does it beep? Make sure the round plug is screwed into the RS232 socket, but do not overtighten.

(A DataHog1 will beep every 30 seconds, a DataHog2 will beep every 10 seconds.)

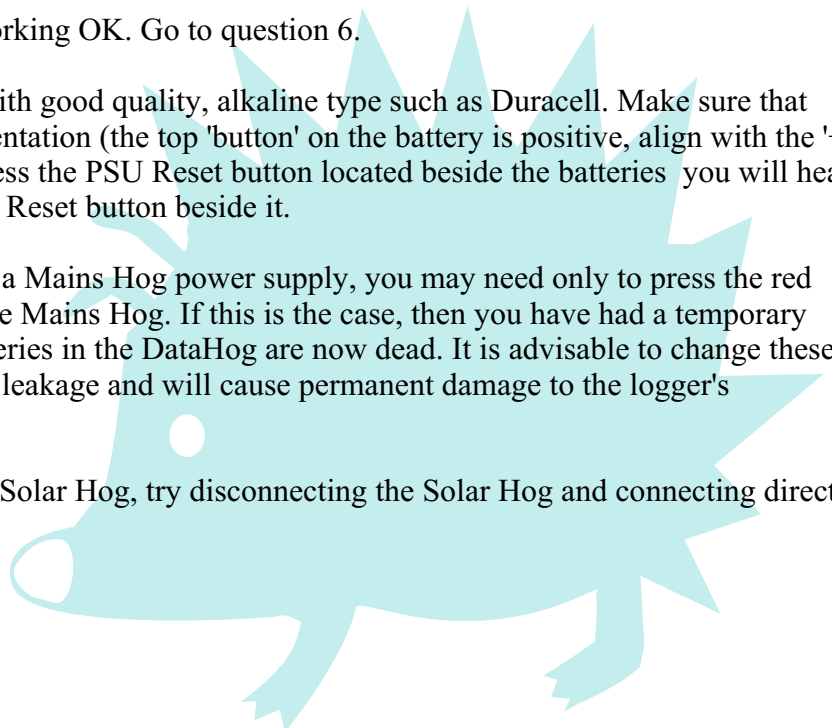
IT BEEPS WITH RS232 CABLE CONNECTED..... Yes / No

If YES, then the logger itself is working OK. Go to question 6.

If NO, then replace the batteries with good quality, alkaline type such as Duracell. Make sure that they are inserted in the correct orientation (the top 'button' on the battery is positive, align with the '+' sign or red dot). Don't forget to press the PSU Reset button located beside the batteries you will hear a faint click. Also briefly press the Reset button beside it.

If you are using the DataHog with a Mains Hog power supply, you may need only to press the red PSU Reset button on the side of the Mains Hog. If this is the case, then you have had a temporary mains failure and the back-up batteries in the DataHog are now dead. It is advisable to change these batteries as dead cells are liable to leakage and will cause permanent damage to the logger's electronics.

If you are using a DataHog with a Solar Hog, try disconnecting the Solar Hog and connecting directly



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After fitting new batteries, try again to connect the RS232 datalead. The DataHog should now beep at the stated interval. If it does not, it is possible that simply the beeper has failed and the logger will continue to work silently. However, it is also possible that the logger requires repair. Please continue to follow these steps to communicate with the logger before returning to Skye.

Start your logger software as usual (this may be Skyeocol.exe, Skye mono.exe for DataHog1, H2col96.exe or H2mon96.exe for DataHog2, Windows 3 Terminal, Windows 95 HyperTerminal, Skye WizzCom or SkyeLynx for either logger).

I AM USING THE SOFTWARE CALLED \_\_\_\_\_

I HAVE USED THIS SOFTWARE BEFORE Yes / No

Do you see a regular message appearing each time the DataHog 'beeps'? (or if you cannot hear the beep, every 30 seconds for DataHog1 and every 10 seconds for DataHog2).

A REGULAR MESSAGE APPEARS Yes / No

If YES, and the message is understandable, your logger is now successfully operational again. Please check your instruction manual for use (try the Quickstart page at Chapter 1).

If YES but the message is unreadable, usually this is because the software is using the wrong baud rate (or communication rate). Check that you are using the correct software version or option selection for your DataHog1 or DataHog2. If using Terminal or HyperTerminal check that the baud rate is set to 4800 for a DataHog1 or to 9600 for a DataHog2.

If changing the software setting does not return the regular messages to normal, try pressing the RESET button inside the DataHog, located next to the batteries. This restarts the logger and so normal messages and operation should now resume. Please check your instruction manual for use (try the Quickstart page at Chapter 1).

If NO, there could be one of several problems.

the datalead may have a broken wire or connection check the plug at each end of the cable for loose wires.

Alternatively, if you have more than one DataHog, try another datalead.

BROKEN WIRE IN DATALEAD Yes / No

If YES, please request a replacement RS232 datalead from Skye. Please return the broken datalead for repair.

If NO, please continue to question 6b)

Check you are using the correct CommPort (or Communications Port) on the PC. If you are not sure which is the correct CommPort, try the settings for each one in turn.

COMMPORT 1 Yes / No

COMMPORT 2 Yes / No

COMMPORT 3 Yes / No

COMMPORT 4 Yes / No

If there is still no beep from the logger, no visible damage to the RS232 datalead and no message appearing on the PC, then the DataHog probably requires repair. Please return to Skye, with a copy of your observations made as above. If the DataHog is under warranty, Skye will repair manufacturer's faults free of charge. Otherwise we will assess the logger and contact you with a quotation before undergoing repair.

IF YOU HAVE PROBLEMS WITH ANY OF THE ABOVE PROCEDURES, PLEASE DO NOT HESITATE TO CONTACT SKYE, AND WE WILL DO OUR BEST TO HELPYOU.

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