



SpectroSense2+ Data Offload

In order for us to better understand the problems you are having we would like you to complete the following steps. The resulting data offload might be able to indicate what the issue is and will help us provide you with the best solution.

Firstly, please check that all sensors are connected to the correct ports on the SpectroSense2+. This can be clarified by checking the calibration certificate which can be found on your online folder on <http://skyeinstruments.info/>.

To create the data offload, please follow the following steps;

1. Connect the SpectroSense2+ to the computer and open the SpectroSense2+ software.
2. Open the 'Data Offload' option and click.
3. In this new window will be details of the connected sensors and recorded data saved on the device.
4. Click the 'Save File' button at the bottom left and save to your PC.
5. Send this save file via email to Skye Instruments so we can check the data.

This file will allow us to check everything is set up correctly and help highlight any problems with the calibration of your device.

Finally, please also attach a screenshot or print screen of the main menu of the SpectroSense2+ software to your email. This screen contains further information which could help highlight issues with your device.