



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

Table of Contents:

Help Selecting the Right Cloud Account.....	2
Help with Symantec Firewall	15
Help with the Windows Firewall	17
Help with ZoneAlarm Firmware	19
Help with the McAfee Firewall	20
Network Requirement and Settings.....	22
Commonly Encountered Problems.....	32
Battery Life, Storage and Charging	43
Ctrl-Alt-S on HP and Compaq PCs.....	46
Capture Diagnostic Information.....	48
Technical Information.....	49
Uninstall Software.....	53
Transferring Existing Data	54
Restart and Reset	56
Cloud Server Settings.....	58
Cloud Update.....	60
Checking Your Firmware Version	78
File Duplication	81
USB Download	86
Alarm Hold.....	90



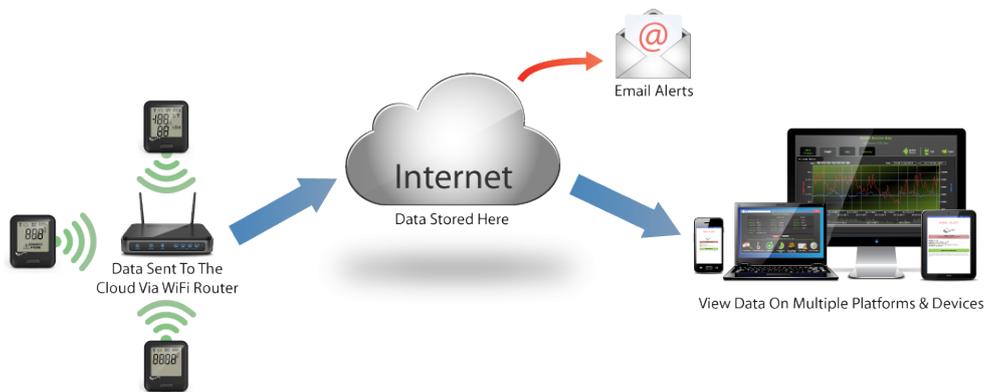
Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

This Help Guide has been produced to offer guidance on choosing the correct EasyLog Cloud account according to your requirements.

Which EasyLog Cloud account is right for me?

The EasyLog Cloud makes sensor data universally accessible from any internet enabled device.



You can manage your devices and make changes to any sensor setting remotely, including changing alarm levels. This potentially gives the user the ability to monitor hundreds of our WiFi sensors in different countries from one location.

The Cloud has the ability to graph sensor data online and can send you email alerts when alarms occur or if a device needs your attention. Users can also access 'Event Logs' which will give a record of all triggered alarm events on all WiFi data loggers configured by the user with an alarm threshold.

A Cloud account is easily created during the WiFi sensor set-up process using our basic software.



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

There are three types of Cloud account:

Free

- 45 days of data storage
- 100 email alerts/month
- 2 devices max

Personal

- Unlimited data storage
- Unlimited email alerts
- Multi-format data export
- Report printing

Professional

- Unlimited data storage
- Unlimited email alerts
- Multi-format data export
 - Report printing
- Multiple locations
 - Multiple users
- Administration panel
- Device audit trail

Account Comparison

		BASIC	PERSONAL	PROFESSIONAL
	Unlimited Email Alerts	100/month	✓	✓
	Unlimited Data Storage	45 days	✓	✓
	Unlimited Devices	2	✓	✓
	Management Of Users & Individual Privileges	-	-	✓
	Locations & Time Zones	-	-	✓



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

	Multiple Users	-	-	✓
	Device Audit Trail	-	-	✓
	Export Device Data	-	✓	✓ Assignable Privilege
	Print Device Data	-	✓	✓ Assignable Privilege
	Email Alert Recipients	5 Per Device	5 Per Device	100 Per Device

Account Differences Explained

Email Alerts		BASIC	PERSONAL	PROFESSIONAL
	Unlimited Email Alerts	100/month	✓	✓
	Email Alert Recipients	5 Per Device	5 Per Device	100 Per Device



Help Selecting the Right Cloud Account

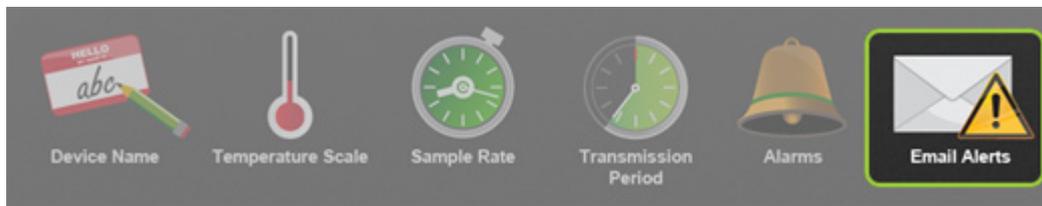
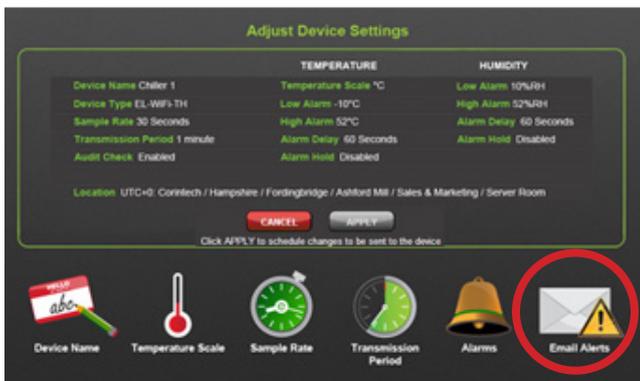
This help document offers guidance on selecting the right cloud account

Email alert messages are sent when alarms are triggered, or to tell you that something is wrong. A typical email alert might contain a temperature alarm, a battery warning, or an AC power report.

On the Cloud, Email Alerts are configured in the Change Device Settings page.

Basic/Personal Version

Professional Version

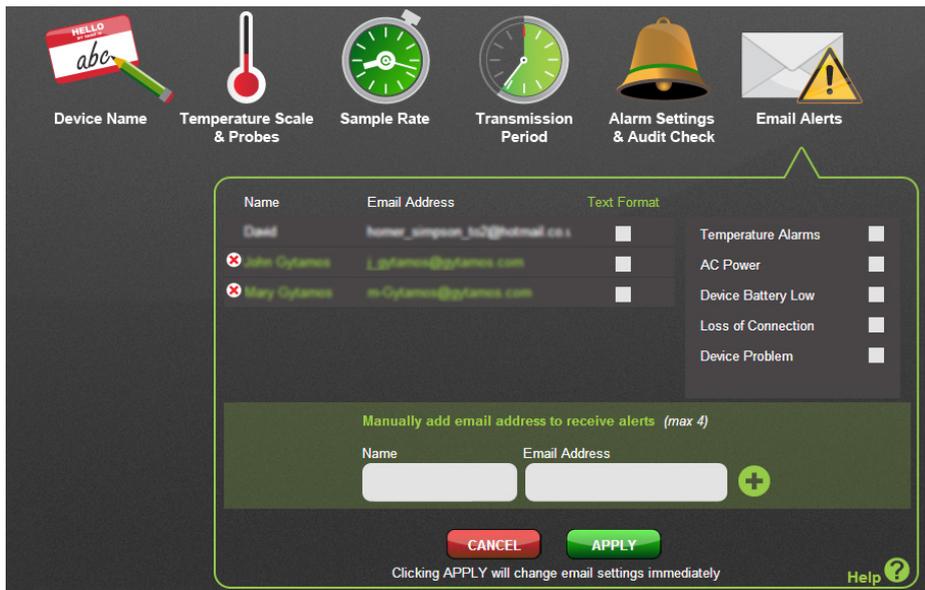




Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Basic/Personal - Email Alerts



In Basic or Personal accounts you can add a total of 5 email addresses including the email address you used when you Signed Up. All email recipients share the same options. i.e. if Temperature Alarms is ticked, all recipients will receive these Email Alerts.



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Professional – Email Alerts

Name	Email Address	Text Format	Temperature Alarms	AC Power	Device Battery Low	Loss of Connection	Device Problem
Adam	ad	<input type="checkbox"/>					
Lewis	lewis.salter@comtech.com	<input type="checkbox"/>					
Chris Harden	chris.harden@comtech.com	<input type="checkbox"/>					
John Gytamas	j.gytamas@gytamas.com	<input type="checkbox"/>					
Mary Gytamas	m_gytamas@gytamas.com	<input type="checkbox"/>					

Manually add email address to receive alerts

Name: Email Address:

Clicking APPLY will change email settings immediately Help

In Professional accounts you can add a total of 100 email addresses including the email addresses of Users belonging to this device’s Location (See the Administration section for more information). Each recipient has their own email options.



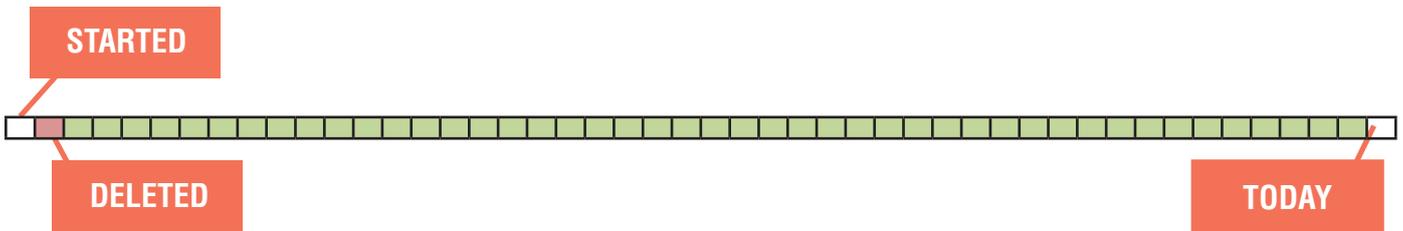
Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Data Storage		BASIC	PERSONAL	PROFESSIONAL
	Unlimited Data Storage	45 days	✓	✓

In a Basic account you can see only the last 45 days of data. Any previous data is deleted.

Basic – Data Storage Days



Personal and Professional accounts have no data storage limit.

Number of Devices		BASIC	PERSONAL	PROFESSIONAL
	Unlimited Devices	2	✓	✓

You can connect a maximum of two WiFi Sensor devices to a Basic account. In Personal and Professional accounts the maximum number of devices is determined by the pricing tier you select when Signing-Up.

Tier	BASIC	PERSONAL	PROFESSIONAL
	Maximum number of WiFi Sensor devices		
-	2	-	-
1	-	-	5
2	-	-	10
3	-	-	20
4	-	-	50
5	-	-	100
6	-	-	Contact Us



Help Selecting the Right Cloud Account

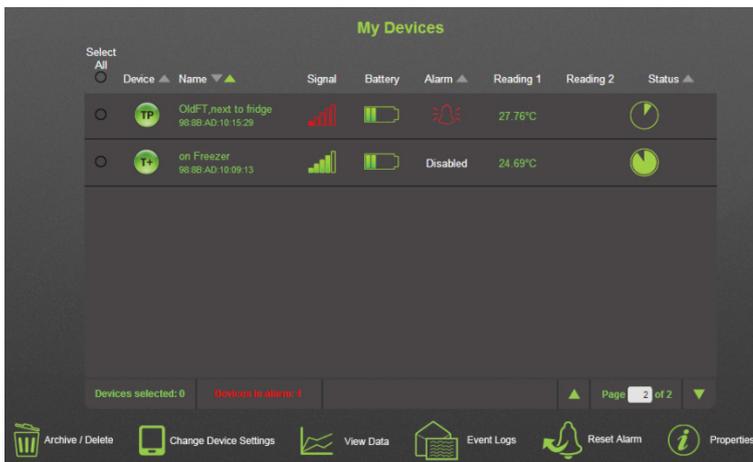
This help document offers guidance on selecting the right cloud account

If you Sign-Up for a Basic account you can easily upgrade later to a Personal or Professional account. You can also upgrade or downgrade to a different Personal or Professional account tier at any time.

Data Storage	BASIC	PERSONAL	PROFESSIONAL
--------------	-------	----------	--------------

Administration		BASIC	PERSONAL	PROFESSIONAL
	Management Of Users & Individual Privileges	-	-	✓
	Locations & Time Zones	-	-	✓
	Multiple Users	-	-	✓

Basic/Personal – My Devices



All WiFi Sensor Devices connected to either Basic or Personal accounts occupy a single location. That is, you always see all your devices in one list. Your Sensors have a configurable name, 'Fridge', 'Hallway', 'Glass-House' so they're easy to identify. Basic and Personal accounts have a single time-zone which you set at the time you Sign-Up.



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

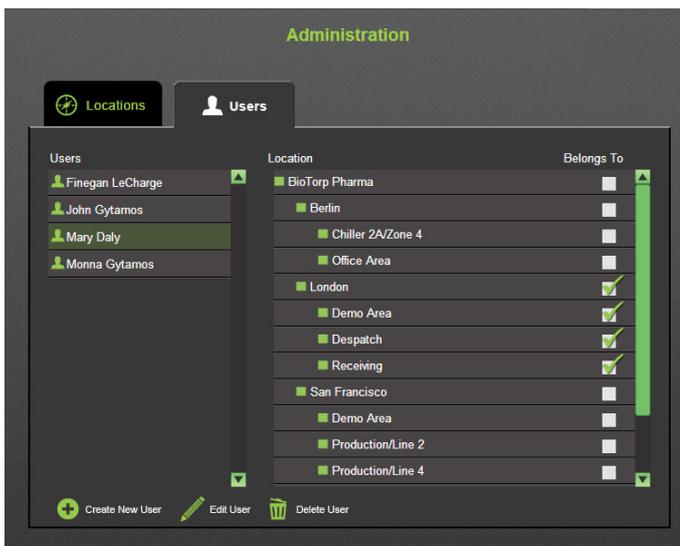
Professional - Devices



A Professional account accommodates multiple Locations, which appear as a tree structure on the left of your Devices page. You can organise your WiFi Sensor Devices into these Locations when they are connected to the Cloud. Each Location has its own time-zone setting. Selecting a Location in the tree, displays only the Sensors in that Location.

Both Basic and Personal accounts have a single user (the person who Signed-Up and created the account).

Professional - Users



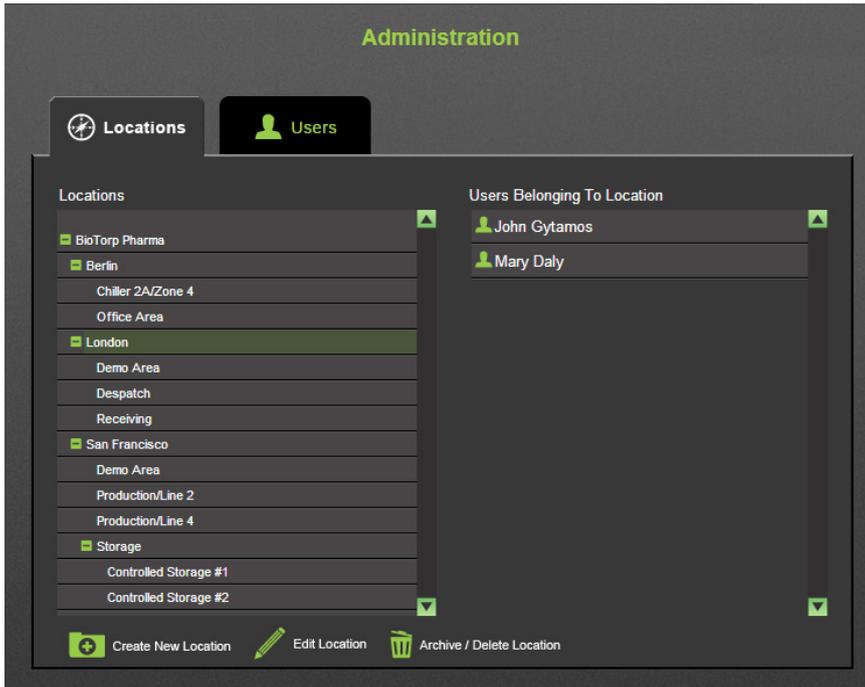
In the Professional account a user with the Administrator privilege can access the Administration page to add, edit or delete users and Locations.



Help Selecting the Right Cloud Account

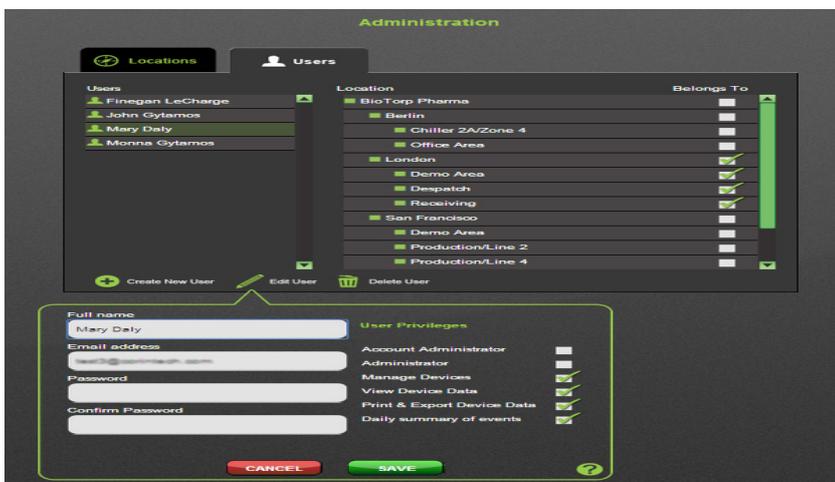
This help document offers guidance on selecting the right cloud account

Professional - Locations



The Administrator can also decide which Locations each user can see.

Professional – User Privileges



By assigning privileges an Administrator can determine what actions each user is allowed to perform.



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Audit Trail		BASIC	PERSONAL	PROFESSIONAL
	Device Audit Trail	-	-	✓

On the Sensor Session Data page, you can see the Session Audit. This continuously records the reasons why each recording session was started, including any changes to the WiFi Sensor settings. In a Professional account, you can export a comprehensive Device Audit as a PDF document.

Professional – Device Audit Export

Sensor Session Data
New Devices (UTC) / Bob

Other Sessions | Graph | Data | Summary | Back to Devices | Export Device Audit PDF

Available Sessions

Click on a row to view session information

11 December 2013 - 07 January 2014 28 days

Session Start	Session End	Time Zone	Readings
11/12/2013 15:50:32	07/01/2014 15:14:06	UTC	38845
11/12/2013 11:42:32	11/12/2013 15:49:33	UTC	248

Session Audit

Reason(s) for new session

- Changes Made By: Bob
- Name: WiFi Sensor → Bob
- Transmission Period: 5 Minutes → 30 Minutes



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Example exported Device Audit (PDF)

Cloud Device Audit Record		
<i>Audit Exported 22/07/2014 08:47:50 by Tim Waterman</i>		
DEVICE SUMMARY		
<i>GMT Standard Time : Timtest1 /345 TEST ZONE / 345 TH+ NEW</i>		
Device Type	WiFi-TH+	SSID
MAC Address	98:8B:AD:00:13:84	First Setup
Firmware Version	2.3.8 / 2.3.8 / 2.0.45 / B3.45	Total Readings
		Alarms Triggered
		FTTA3
		16/07/2014 11:49:32
		7440
		0
AUDIT RECORD		
When?	Change	User
24/07/2014 19:35:39	Change Device Name: 345 TH+>345 TH+ NEW	Mary Daly
23/07/2014 13:33:33	Scale: °C>°F	John Gytamos
21/07/2014 11:32:25	Sample Rate: 60>300	Tim Waterman
	Temperature High Alarm: 0 °C>30 °C	
	Temperature High Alarm: Disabled>Enabled	
16/07/2014 11:49:32	Initial Set-Up	-

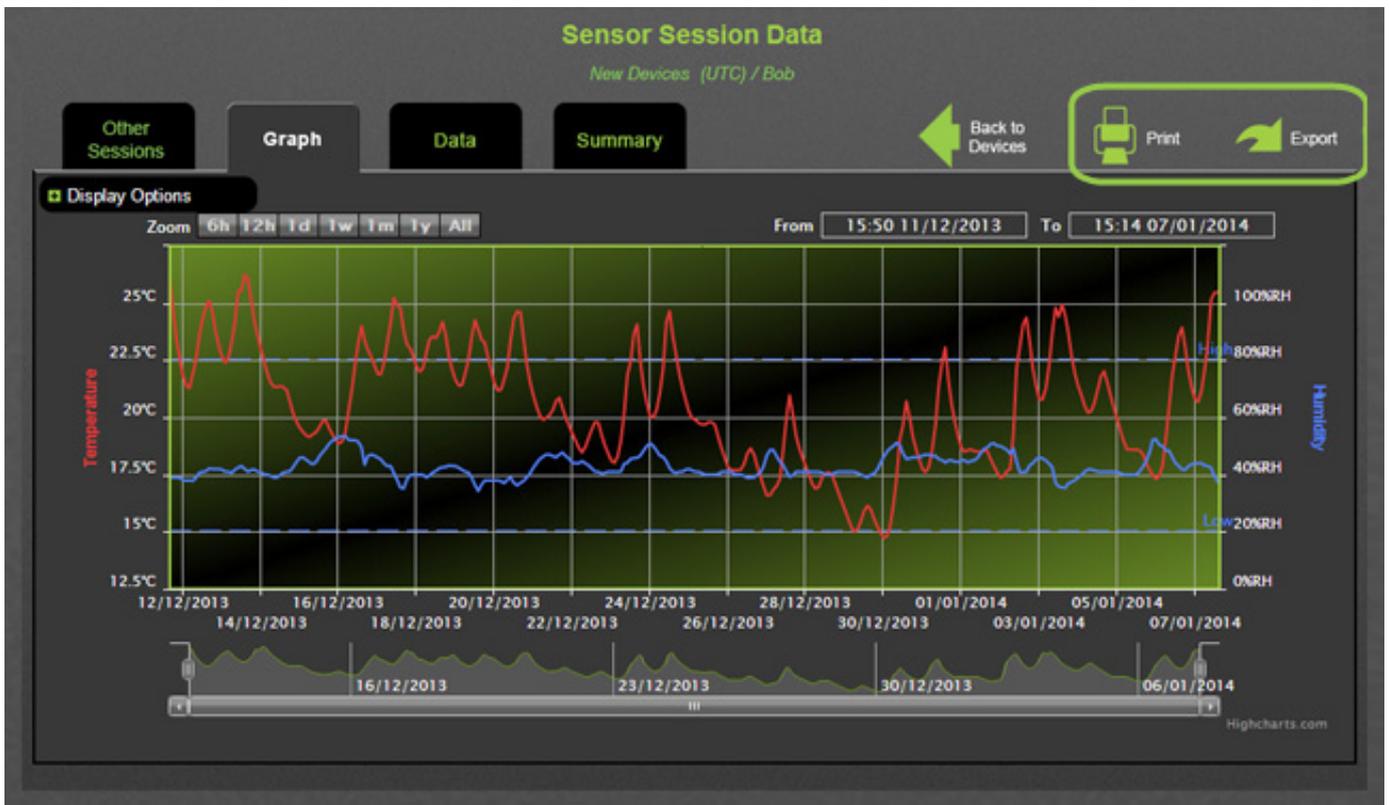


Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Print & Export		BASIC	PERSONAL	PROFESSIONAL
	Export Device Data	-	✓	✓ Assignable Privilege
	Print Device Data	-	✓	✓ Assignable Privilege

Personal/Professional – Graph Data Print & Export



In Personal and Professional accounts you can Print and Export graphical and tabular data.

In a Professional account Print and Export Device Data is an assignable user privilege; an Administrator can decide which users are allowed to do this.



Help Selecting the Right Cloud Account

This help document offers guidance on selecting the right cloud account

Personal/Professional – Tabular Data Print & Export

Sensor Session Data
New Devices (UTC) / Bob

Other Sessions | Graph | **Data** | Summary

Back to Devices | **Export**

Date	Time	Temperature	Humidity
11/12/2013	15:50:32	26.1°C	39%RH
11/12/2013	15:51:32	26.1°C	39%RH
11/12/2013	15:52:32	26.1°C	39%RH
11/12/2013	15:53:32	26.1°C	40%RH
11/12/2013	15:54:32	26.1°C	39%RH
11/12/2013	15:55:32	26.1°C	39%RH
11/12/2013	15:56:32	26.1°C	39%RH
11/12/2013	15:57:32	26.1°C	39%RH
11/12/2013	15:58:32	26.1°C	39%RH
11/12/2013	15:59:32	26.2°C	39%RH
11/12/2013	16:00:32	26.2°C	39%RH
11/12/2013	16:01:32	26.2°C	40%RH
11/12/2013	16:02:32	26.2°C	40%RH

1 2 3 4 5 6 7 8 9 10 > >>

The Basic account does not allow Print or Export of data.



Help with the Symantec Firewall

These instructions are for the Symantec Norton Internet Security software, although they may equally apply to other Symantec products.



How do I allow the EasyLog Cloud WiFi Sensor Software to communicate through my Symantec Norton firewall?

Open up Norton Internet Security

1. In the main window, click Settings.
2. In the Settings window, under Detailed Settings, click Firewall.
3. On the Program Rules tab, select WiFi Sensor Software.
4. In the Access drop-down list for the program entry, click Allow.
5. Click Apply.

How do I open the ports required by EasyLog Cloud WiFi Sensor Software?

Open Norton Internet Security

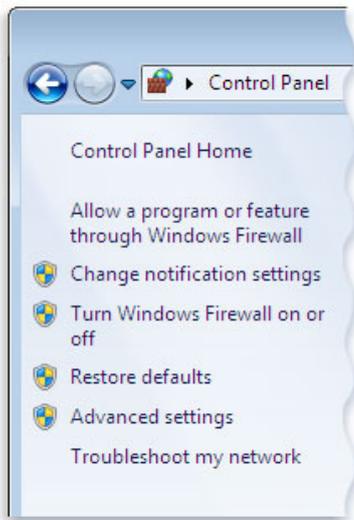
Choose the Settings menu option on the control panel and click Configure in the Smart Firewall menu tab.

1. Select Configure under the Advanced Settings section of the menu followed by the Add menu button. Click Allow and Next in the Add Rule Wizard.
2. Choose the Only Communications that match all types and ports listed below menu option followed by the Add button.
3. Click individually specified ports and enter the port numbers being blocked by Norton Internet Security. You will need to open up TCP port 10080 and UDP ports 1024 and 8010. After entering the port number, select the OK and Next menu buttons.
4. Enter a name for the new firewall rule followed by the Next and Finish menu buttons and exit Norton Internet Security to complete opening the desired port.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software.

These instructions are for the Windows Firewall incorporated in Windows 7 and 8, although they may equally apply to other Windows Operating Systems.



How do I allow the EasyLog WiFi Sensor Software to communicate through my PC firewall?

1. Open your Windows Firewall
2. In the left pane, click Allow a program or feature through Windows Firewall.
3. Click Change Settings. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
4. Select the check box next to the program you want to allow, select the network locations you want to allow communication on, and then click OK.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software.

These instructions are for the Windows Firewall incorporated in Windows 7 and 8, although they may equally apply to other Windows Operating Systems.

How do I open the ports required by the EasyLog WiFi Sensor Software?

Open your Windows Firewall

1. In the left pane, click Advanced Settings. If you're prompted for an administrator password or confirmation, type the password or provide confirmation.
2. In the Windows Firewall with Advanced Security dialog box, in the left pane, click Inbound Rules, and then, in the right pane, click New Rule.
3. Select Port and click Next.
4. Select TCP and Specific Local Port and type 10080 in the box.
5. Click Next and select Allow the connection
6. Click Next and tick the required boxes
7. Give the rule a name and click Finish
8. Follow the same rules for UDP ports 1024 and 8010



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

These instructions are for the ZoneAlarm Pro Antivirus and Firewall software, although they may equally apply to other ZoneAlarm products.

How do I allow the EasyLog WiFi Sensor Software to communicate through my PC firewall?

Open ZoneAlarm Pro Antivirus and Firewall

1. In the Firewall tab, click **Settings** for the **Application Control** category.
2. Click **View Programs**.
3. Click **Add**.
4. Select **WiFi Sensor Software**.
5. Click **Open**.

How do I open the ports required by the EasyLog WiFi Sensor Software?

Open ZoneAlarm Pro Antivirus and Firewall

1. Select Firewall.
2. In either the Trusted Zone or Public Zone area, click Custom. The Firewall settings dialog appears.
3. Scroll to the security level (High or Medium) to which you want to add ports.
4. Select the desired port type: incoming UDP, outgoing UDP, incoming TCP, or outgoing TCP.
5. You will need to unblock TCP port 10080 and UDP ports 1024 and 8010
6. Click Apply, then click OK.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

These instructions are for the McAfee All Access software, although they may equally apply to other McAfee products.



How do I allow EasyLog WiFi Sensor Software to communicate through my PC firewall?

Open your McAfee application.

1. Click Web and Email Protection.
2. Click Firewall.
3. Click Internet Connections for Programs drawer.

NOTE: Depending on the version of the McAfee software you have installed, this may be called Program Permissions.

4. Scroll to the bottom and click Add.
5. Click Browse and locate the folder ..

C:\Program Files (x86)\WiFi Sensor Software\

On some systems the folder may be .. C:\Program Files\WiFi Sensor Software\

6. Select the program WiFi Sensor Software.exe and click Open.
7. Set the access type to Full in the Access: drop-down menu.
8. Click Save.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

These instructions are for the McAfee All Access software, although they may equally apply to other McAfee products.

How do I open the ports required by the EasyLog WiFi Sensor Software?

1. Open your McAfee Windows Security software.
2. Click Web and Email Protection.
3. Click Firewall.
4. Click Ports and System Services.
5. Click Add.
6. Enter the WiFi Sensor Software of the application with the System Service Name field. The exact name is unimportant. Scroll down.
7. In the Local TCP/IP Ports: field enter 10080.
8. In the Local UDP Ports: field enter 1024, 8010.
9. In the Open ports to: drop-down menu, select All PCs.
10. Click Save.
11. Verify that the application functions correctly.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

Contents

What Network Requirements are there to use the EasyLog WiFi Sensor?.....	23
How do the EasyLog WiFi Sensor Products communicate on the network and what firewall settings may be required?	24
My PC has multiple network connections. Is this a problem?	25
How do I configure my WiFi Sensors with a static IP Address?	26
Can I connect my WiFi Sensors to a wireless network with Enterprise Authentication?	27
My Wireless Network doesn't appear in the list, what could be causing this?	28
I am getting an 'Error Saving' message at the end of the set-up process for my WiFi Sensor, what could be causing this?	29
I have multiple access points with the same name (SSID), could this cause problems with the WiFi Sensors?	30
There is an Enterprise Level Firewall (eg Sonicwall, Fortigate) on our network, will this stop the WiFi Sensors working on the Cloud?.....	31



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

What Network Requirements are there to use the EasyLog WiFi Sensor Products?

The EasyLog data logging sensors require an 802.11b compatible network and support the following encryption methods:

- None. No authentication or encryption – not recommended
- WPA/WPA2 Pre-shared key (PSK) – recommended
- WPA/WPA2 Enterprise (see below for more information)
- WEP – 64bit or 128bit encryption. Requires WEP passkey in hexadecimal rather than ASCII passphrase.

The WiFi Sensors will only operate on a 802.11b network using data rates of 1,2,5.5,11 Mb/s. Wireless access points must be configured to allow 802.11b traffic (not g or n only modes).

By default the WiFi Sensors will obtain an IP address via DHCP, this is normal for most networks. The IP address can also be manually configured (see below for more information).

When using the PC software the sensors must be connected either wired or wirelessly to the same network and use the same IP address range as the PC.

If the software is running on a virtual machine it may be given a different IP address to the host PC. It will need to be given an IP address that is in the same range as the WiFi Sensors.

If you have multiple network connections on the PC, the software may not be able to automatically choose the one which the WiFi Sensors are connected to. See below for more information.

When using the EasyLog Cloud service the sensors and the PC do not need to be on the same network but both require an internet connection during setup.

Wireless access points must have wireless isolation or guest modes disabled to enable communication between devices.

Corporate networks may need additional configuration to allow communication between the sensor and the PC.

MAC Address filtering on the access point must be disabled or the address of the sensors included in the allowed list. The MAC Address can be found on the serial number label on the back of the unit.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

How do the EasyLog WiFi Sensor Products communicate on the network and what firewall settings may be required?

The WiFi Sensors communicate using different methods depending on whether they are connected to a local PC or to the EasyLog Cloud.

All communication is initiated by the WiFi Sensors themselves. While not communicating, the devices are in a low power mode with the radio module turned off.

Local PC:

The Firewall must allow full access to the WiFi Sensor Software, failure to do so will prevent the sensors from communicating.

From Application Firmware version 3.xx onwards, the WiFi sensors primarily use TCP port 10080 to communicate with the PC Software. In addition they use UDP broadcast packets on UDP ports 1024 and 8010 for alarm notifications and discovery of a PC once TCP connection has been lost. Any firewalls running on the PC will need the TCP and UDP ports open for correct operation.

Cloud Service:

In order to set up the WiFi Sensors on the Cloud, both the PC Software and the Sensors require an internet connection. The PC Software connects to the Cloud via a HTTPS connection in order to set up the sensor. This is only required during initial configuration. The WiFi Sensors communicate with the Cloud using TCP port 14354. Most domestic routers do not have restrictions on outbound TCP connections but corporate networks may require an exception in the router/firewall.

UDP Broadcast:

Communication between the WiFi Sensors and the WiFi Alert unit is achieved using UDP broadcast as the sensors do not have knowledge of how many Alerts are listening on the network. It is also used by the WiFi Sensors when running in local PC mode when TCP connection to the PC is lost. This is in order to recover from the situation where the IP address of the sensor may have changed. In order to reduce network traffic, many managed wireless networks have UDP broadcast traffic filtered by default which may inhibit the operation of the WiFi Devices. On Aruba managed networks this setting is called 'Drop Broadcast and Multicast Traffic'.

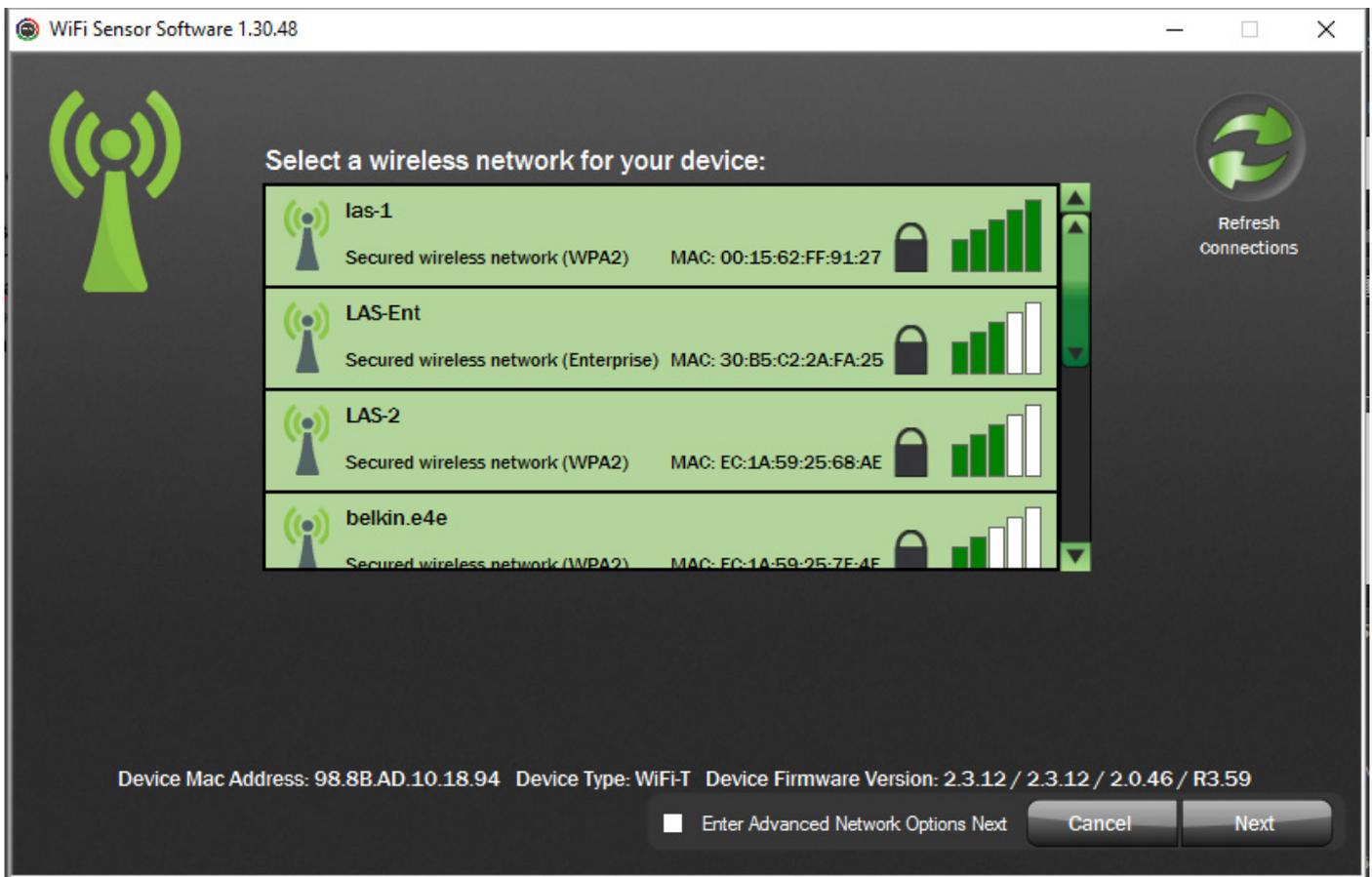


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

My PC has multiple network connections. Is this a problem?

When using the WiFi Sensors with the PC software, they must be on the same network in order to communicate. If the PC has multiple network connections e.g. wired and wireless, the WiFi Sensor Software may not be able to automatically select the correct network connection.



On the Wireless Network selection screen, click on the green antenna symbol on the top left of the window. This will cause a dropdown box to appear on the bottom left. Select the network adaptor which corresponds to the same network as the WiFi Sensors. Then continue the setup as normal.

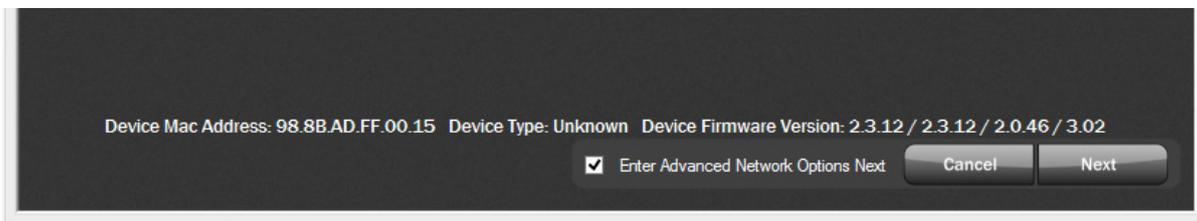


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

How do I configure my WiFi Sensors with a static IP Address?

If you do not have a DHCP server on your network or wish to manually assign an IP address, these settings are found on the Advanced Network Options screen. Ticking the box on the Wireless Network Selection screen then clicking Next will take you to the advanced options.





This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

Can I connect my WiFi Sensors to a wireless network with Enterprise Authentication?

Enterprise Authentication is supported on devices with System Firmware of 2.3.12 and above.

We support the following Authentication Methods:

- PEAP/MSCHAPv2
- FAST
- TTLS

Selecting an Enterprise network will prompt entry of a username and password:



The screenshot shows a WiFi network selection interface. At the top, there is a status bar for a "Secured wireless network (WPA2)" with MAC address 00:3A:99:F2:AF:21. Below that, a network named "FTTA-Enterprise" is selected, also showing a "Secured wireless network (Enterprise)" with MAC address 00:3A:99:F2:AF:20. The interface includes a "Username:" field, a "Password:" field, and an "Authentication:" dropdown menu. There are also checkboxes for "Show Characters" (unchecked) and "Remember Password" (checked).

You also need to select the authentication type in the dropdown box. Consult your IT Administrator if you are unsure what type of enterprise network you have.

We do not support the following types which require a client certificate to be installed:

- TLS
- GTC
- LEAP



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

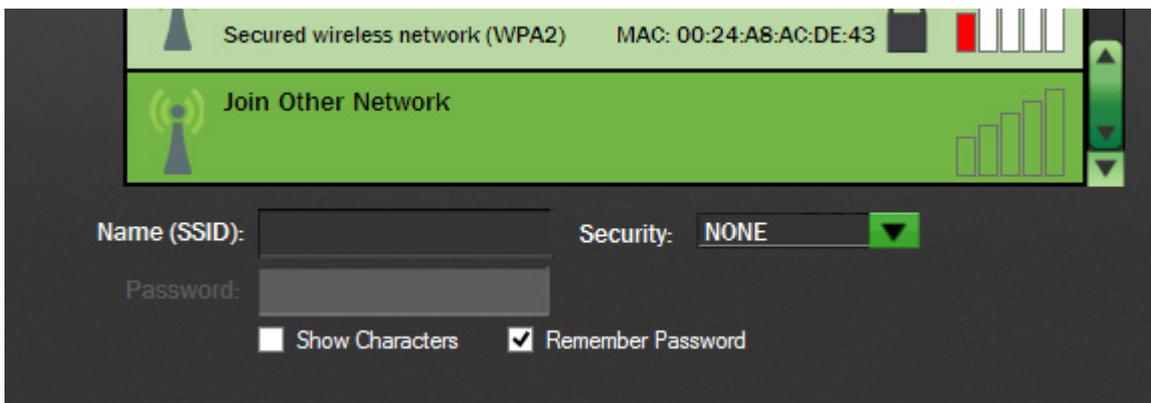
This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

My Wireless Network doesn't appear in the list, what could be causing this?

If you have refreshed the network list several times but your network does not appear, there are several possible causes:

The wireless network could be out of range of the sensor, try moving the sensor and the access point/router closer together and trying again.

The wireless network name (SSID) could be hidden. Either change the access point or router configuration to make the SSID visible or use the option to connect to Join Other Network and enter the details manually.



The SSID may contain invalid characters. The wifi sensors are unable to handle certain special characters such as spaces or commas in the SSID or trailing spaces at the end. You may need to change the SSID of the network. This also applies to passwords.

The wireless network may not have the correct modulation or data rates enabled. The wifi sensors require 802.11b to be enabled. See section What Network Requirements are there to use the EasyLog WiFi Sensor Products?



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

I am getting an 'Error Saving' message at the end of the set-up process for my WiFi Sensor, what could be causing this?

At the end of the set-up process, the WiFi Sensors transmit a test message to the PC Software or to the Cloud in order to confirm that the configuration is correct. This error message most often due to the test connection failing.

Local PC:

The most common reason for the test connection to fail is the packets being blocked by a firewall on your PC. Please follow our firewall configuration guides to ensure that you have the required ports open.

In order to communicate, the PC must be on the same network as the wireless device which the sensors are connected to. Another cause of the test connection failing can be if you have multiple network adapters on your PC, such as a wired and wireless connection or a USB 3G Modem connected. Please see the help section on multiple network adapters here.

Cloud Service:

When connecting a sensor to the Cloud, the message is transmitted across the internet to the Cloud Server. This requires the sensor to be able to access the internet via the wireless network on TCP Port 14354. Most domestic internet routers do not have restrictions on outbound TCP connections by default. Users on corporate networks may need to contact their IT Administrator to ensure that TCP Port 14354 is open for outbound traffic.



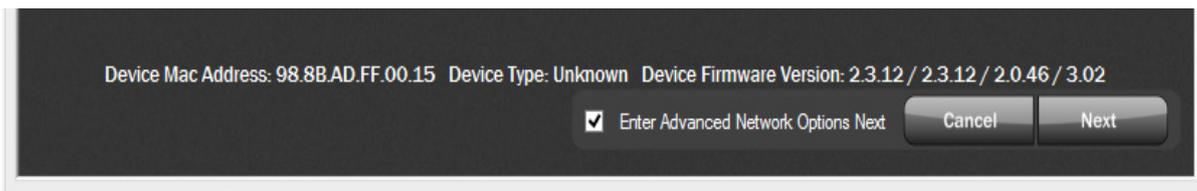
This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products

I have multiple access points with the same name (SSID), could this cause problems with the WiFi Sensors?

Devices with System Firmware of 2.3.12 or above are capable of selecting the strongest access point with the SSID it is configured to use. If you are moving a sensor between the coverage of two access points, it may lose connection temporarily with the PC software or the Cloud while it finds the new access point.

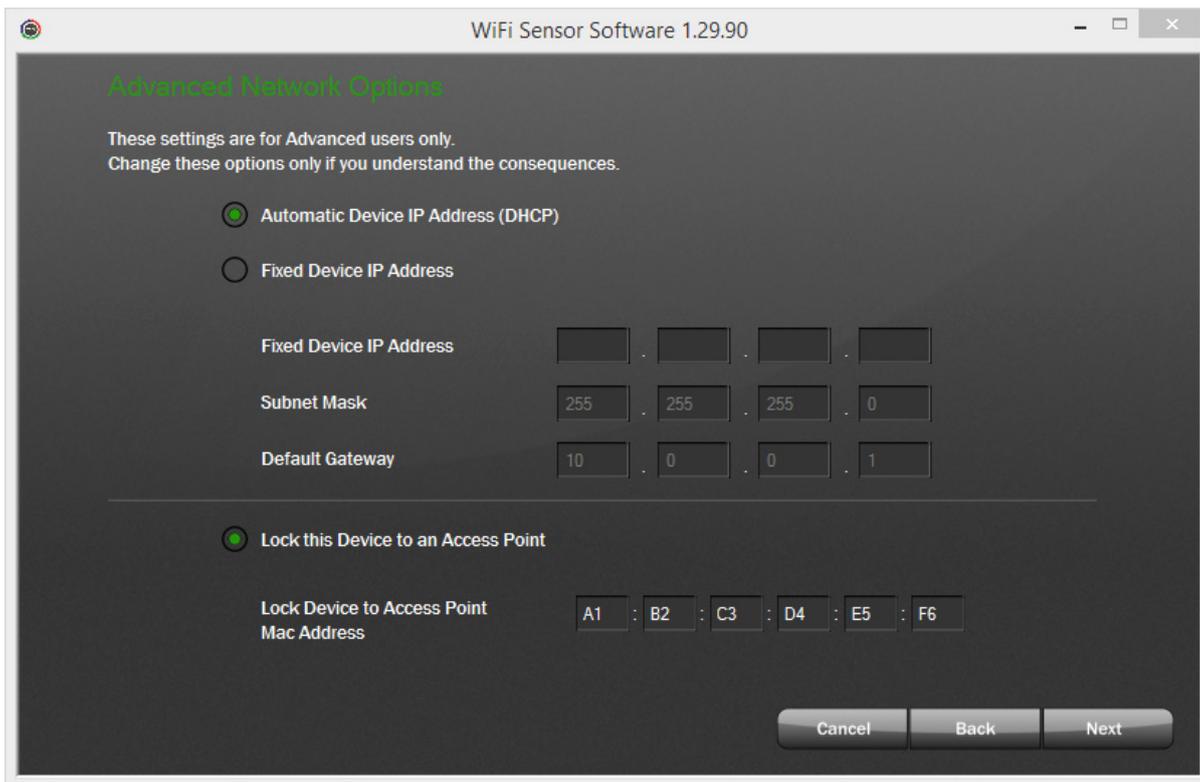
Devices with previous versions of the System Firmware will chose the Access Point with the lowest channel number. If you have multiple Access Points with the same SSID and are experiencing issues with a device showing a low signal strength despite being close to an access point it may be trying to connect to one further away. In order to work around this issue it is possible to lock a WiFi Sensor to the MACAddress of an Access Point. This option is found on the Advance Network Configuration screen. Ticking the box on the Wireless Network Selection screen then clicking Next will take you to the advanced options.





This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on Network Requirements and Settings for the EasyLog WiFi sensor products



Enter the MAC Address of the access point you want to lock the sensor to.

There is an Enterprise Level Firewall (eg Sonicwall, Fortigate) on our network, will this stop the WiFi Sensors working on the Cloud?

The answer to this depends very much on the configuration of the Firewall. If the Firewall is configured to allow unrestricted outbound traffic, it should not cause any issues.

Some corporate firewalls are configured to only allow traffic from known or authenticated clients, eg using Windows Domain Login. As the WiFi Sensors are unable to respond to requests to identify themselves, the Firewall may not allow access through to the internet. In this case, an exception will need to be added for the IP or MAC Address of the WiFi Sensor. Please consult your IT Administrator.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

Contents

Section 1 – WiFi Device will not connect to the PC via USB	33
Section 2 - Connecting to wireless networks	36
My wireless network does not appear in the list during setup.....	36
My wireless network appears in the list but the WiFi Device fails to connect.....	36
Section 3 – Failure to complete the setup process	38
My WiFi Device fails to save settings when setting up on the PC	38
My WiFi Device fails to save settings when setting up on the Cloud.....	38
Section 4 – Cloud Sign-In problems using the PC Software.....	40
I cannot Sign-In to my Cloud Account from the PC software.	40
Section 5 – Loss of Connection	41
My WiFi Device loses connection to the PC or the Cloud.	41
Generic (applies to both Cloud and PC connected WiFi Devices).....	41
Cloud	41
PC Software	41
Section 6 - Miscellaneous Items	42



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

Section 1 – WiFi Device will not connect to the PC via USB

You have the WiFi Sensor Software downloaded and installed on your PC. You've run the software and connected the WiFi Device to the PC using the USB cable provided but the software does not recognise connection of the Device.

- 1) Unplug the USB cable and reconnect
- 2) Sometimes USB cables can fail, if possible try another USB cable
- 3) There may be a difference between the USB ports on your PC, try another USB port
- 4) Restart the PC and reopen the WiFi Sensor Software

If the above has not resolved the problem please try the options below.

- 1) Restart the WiFi Device by holding the button for 10 seconds (Unit flashes 'LOW' battery symbol or shows rSt)
- 2) Factory reset the WiFi Device by holding the button in for 20 seconds (Unit shows FArS)
- 3) Unplug any unnecessary USB devices

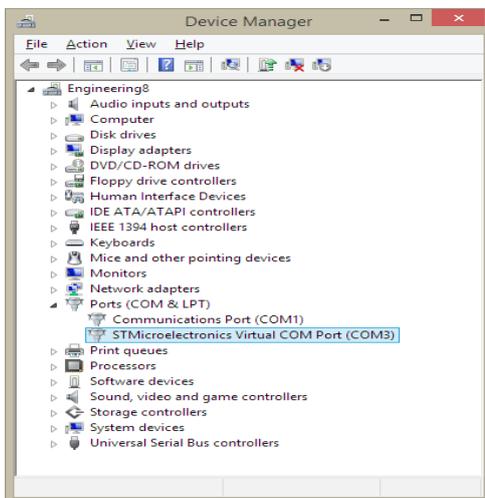


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

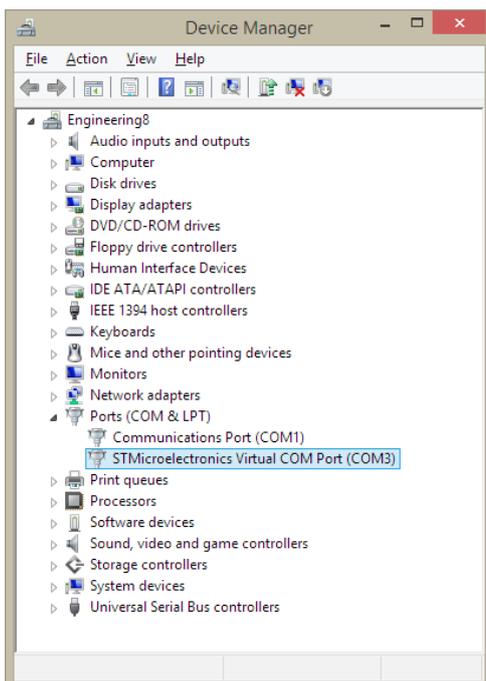
If the above has not resolved the problem please try the options below.

- 1) Check that the Device appears in Device Manager when connected via USB



You should see a COM Port labelled STMicroelectronics. Check that it is not disabled and showing as working normally.

- 2) If the Device is listed but not working please reinstall the software.

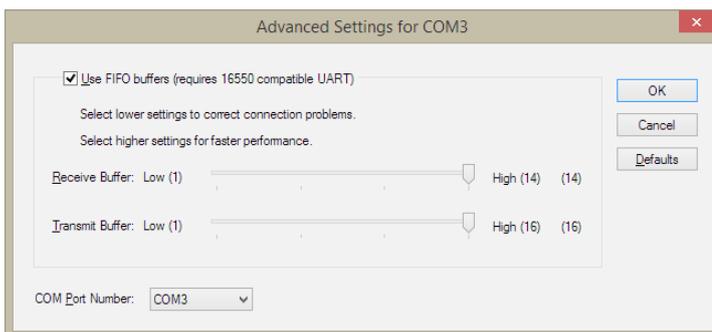
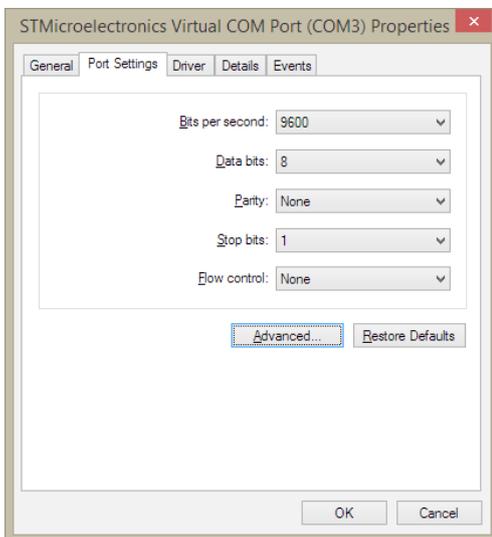




This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

- 3) Change the COM port number. To change the COM port go to Control Panel, Hardware and Sound, Device Manager, Ports, STMicroelectronics Virtual COM port, Port Settings, Advanced and then select a COM port from the drop down menu that is not in use. Windows Vista and XP may differ.



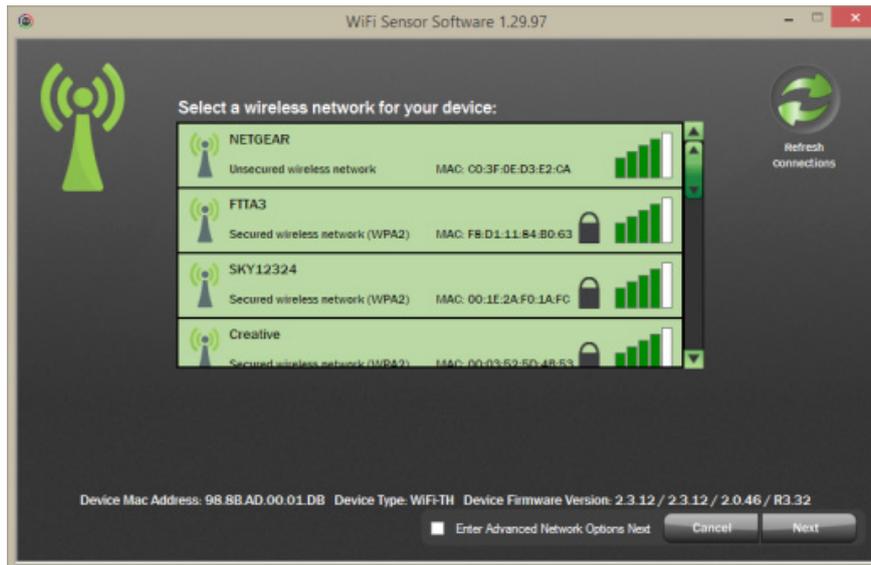
If you have tried all of the above but the Device is still not recognised by your PC please contact your supplier.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

Section 2 - Connecting to wireless networks



My wireless network does not appear in the list during setup

- 1) Refresh the network list
- 2) The WiFi Device may be out of range of the access point or router - move the Device closer
- 3) The wireless network name (SSID) for your network may be hidden - select Other Network and enter the parameters manually
- 4) Restart your access point or router
- 5) Your wireless network may not support the required 802.11b data rates - check configuration of your access point or router. Refer to our Help Guide - "Network requirements and settings".
- 6) On rare occasions the SSID may contain invalid characters which can stop it from being displayed. Refer to our Help Guide - "Network requirements and settings".

If you have tried all of the above but the wireless network still does not appear in the list, please contact your IT Administrator or supplier



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.



My wireless network appears in the list but the WiFi Device fails to connect

- 1) Have you selected the correct wireless network? There may be multiple networks with the same name (SSID). If necessary check the MAC Address of your access point or router against that shown in the list of networks.
- 2) Check that password being entered is correct - don't forget it is case sensitive
- 3) The WiFi Device may be out of range of the access point or router - move the Device closer
- 4) If the wireless network is using WEP Encryption ensure that the HEX key is being entered rather than the password. Online converters are available. The passkey consists of a string of characters A-F and numbers 0-9.
- 5) Does your password contain any punctuation or special characters? Most punctuation is fine but some characters, particularly spaces and commas cannot be handled by the WiFi Sensors. Try changing the password to remove any special characters.

If the above has not resolved the problem please try the advanced options below

- 1) If the PC has two network connections you may need to manually select the network which will be used to communicate with the WiFi Devices. Refer to our Help Guide - "Network requirements and settings".
- 2) If there are multiple access points with the same SSID you may need to manually select the individual access point. Refer to our Help Guide - "Network requirements and settings".

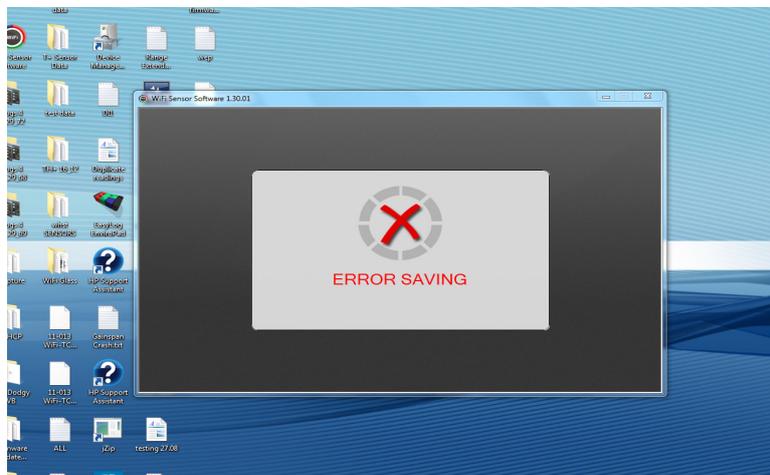


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

- 3) Check if 802.11b is enabled on the wireless access point or router - Refer to our Help Guide - "Troubleshoot common connection and network problems"
- 4) Ensure MAC address filtering on the access point or router is either disabled or the WiFi Device is in the allowed list.
- 5) If you are using a DHCP service to allocate IP Addresses on your network (this is normally the case) check that you have not reached the limit on the number of IP Addresses. If necessary refer to your IT Administrator.
- 6) If you are running the software on a Virtual Machine, it must be allocated an IP address in the same range as the physical PC.
- 7) If the network requires you to log in on a web page after association, the WiFi Device will not be able to communicate using it.

Section 3 – Failure to complete the setup process



My WiFi Device fails to save settings when setting up on the PC

- 1) Make sure that the Firewall on the PC allows full access to WiFi Sensor Software - Refer to Help Guide 2
- 2) If your PC has multiple network connections this may prevent communication with the WiFi Device. If possible disconnect any networks other than the one which the WiFi Device is connected to. Refer to our Help Guide - "Network requirements and settings".
- 3) Some wireless networks are configured in 'Isolation' mode which must be disabled to allow communication between the WiFi Device and the PC. This will normally be found in the advanced

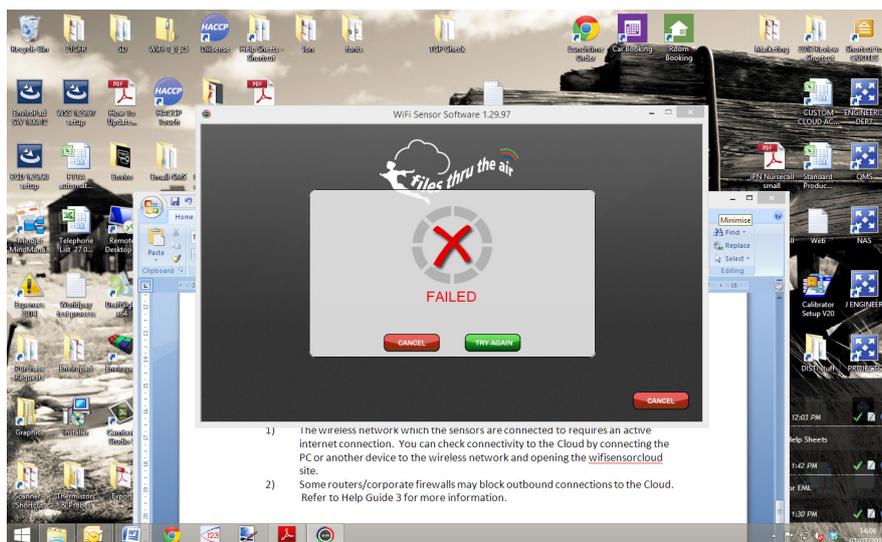


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

settings of the access point or router. Guest networks will also prevent communication with other devices on the same network.

- 4) The EasyLog WiFi Devices use UDP packets on ports 1024 and 8010, it may be necessary to open these up to allow communication.



My WiFi Device fails to save settings when setting up on the Cloud

- 1) The wireless network which the WiFi Devices are connected to requires an active internet connection. You can check connectivity to the Cloud by connecting the PC or another device to the wireless network and opening the wifisensorcloud site in your browser.
- 2) Some routers/corporate firewalls may block outbound connections to the Cloud. Refer to our Help Guide - "Network requirements and settings".



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

Section 4 – Cloud Sign-In problems using the PC Software.



I cannot Sign-In to my Cloud Account from the PC software.

If you are unable to sign in to your Cloud Account through the PC software please check that:

- 1) Your PC has an active internet connection and you are able to view the wifisensorcloud website using your browser.
- 2) You have activated your Cloud Account by following the link in the Sign-Up email
- 3) You are using the correct email address and password



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

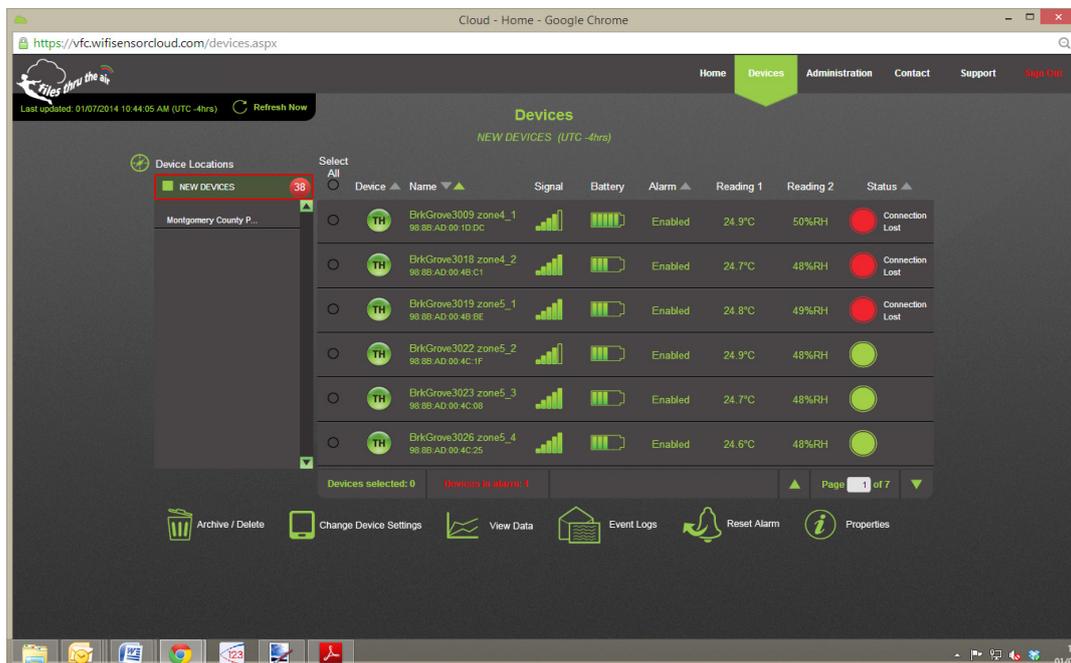
This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.

Section 5 – Loss of Connection

My WiFi Device loses connection to the PC or the Cloud.

Generic (applies to both Cloud and PC connected WiFi Devices)....

- 1) Check the signal strength of the wireless network (press button on WiFi Device 3 times to view signal strength) and consider moving the WiFi Device or access point/router
- 2) Try restarting your wireless access point or router
- 3) If your wireless network consists of multiple access points with the same SSID the WiFi Device may not be connecting to the access point with the strongest signal. Refer to our Help Guide - “Network requirements and settings”.
- 4) If you are not using the latest firmware version, consider updating your WiFi Device.



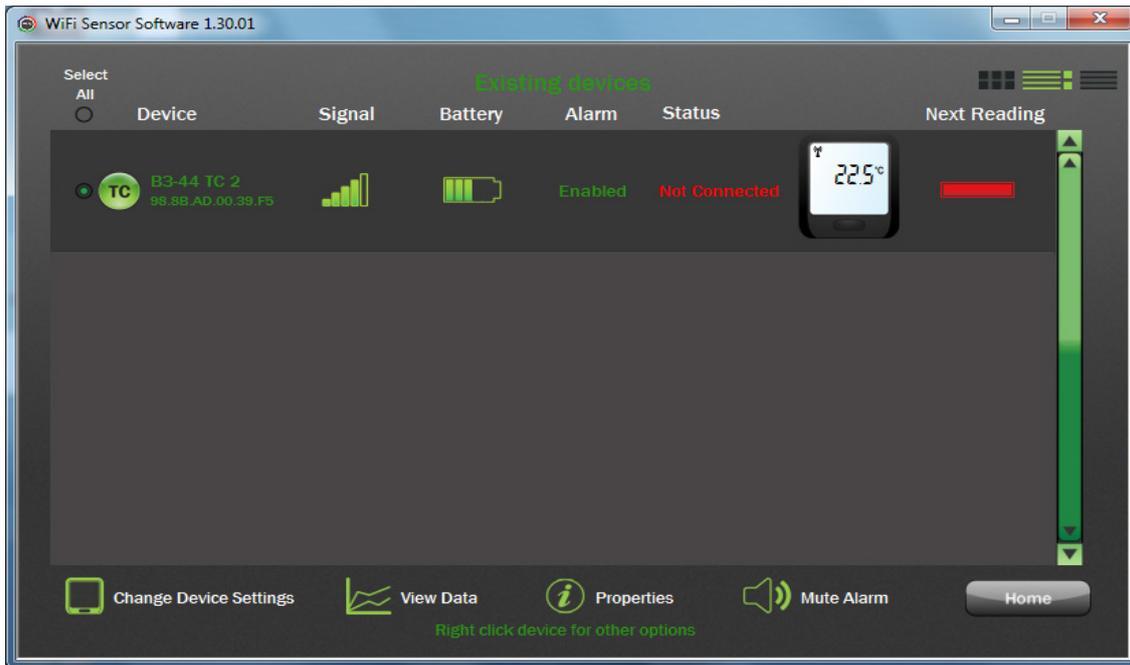
Cloud

- 1) Check your internet connection. Can other wireless devices connect to the internet?
- 2) Consult your IT Administrator, there may be network authentication or corporate firewall rules which are preventing the WiFi Device from communicating. Detailed information on how the WiFi Device communicates can be found in our Help Guide - “Network requirements and settings”.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document is a step-by-step problem solver, addressing some of the most commonly encountered problems and issues when setting up and using the EasyLog WiFi Devices.



PC Software

- 1) In the event that the WiFi Device loses connection with the PC software it uses UDP broadcast packets to attempt to discover this. Some wireless networks are configured to block UDP broadcast. Check your access point configuration. Alternatively configure your PC and WiFi Devices with static IP Addresses (see Help Guide 3)
- 2) Resource limitations on the PC running the WiFi Sensor Software may cause the processing of messages from the WiFi Devices to take an excessive amount of time. This may cause the WiFi Devices to lose connection. Try closing some programs or restarting your PC. Some Firewall and Anti-Virus/Security software may also cause issues here.

Section 6 - Miscellaneous Items

- 1) If you are using the PC software and the Next button is missing on the Alarms page ensure your font scaling is set to 100%
- 2) If the software doesn't run on XP, Vista, or Windows 8 you may need to install .NET 3.5 SP1 framework. <http://download.microsoft.com/download/2/0/e/20e90413-712f-438c-988e-fdaa79a8ac3d/dotnetfx35.exe>



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on battery life for the EasyLog WiFi sensor products

How long will a fully charged battery last in my EasyLog WiFi sensor?

The EasyLog data logging sensors are powered by quality LiPo batteries. The battery life of the sensor is dependent on use. Transmitting data uses a lot of battery power. By increasing the time between transmissions the battery will last longer. See the table below.

Transmission Period	Typical Battery Life
1 Minute	1 Month
15 Minutes	3 Months
1 Hour+	6 Months+

The product will arrive partly charged but you should charge it for 24 hours before use for optimum performance. The battery can be recharged using a PC, a USB wall adapter, or a portable USB battery pack using the USB lead provided. It can also be permanently powered by a USB wall adapter or USB battery pack. Readings may be affected for some sensor types, while the internal battery is being charged. However once charged, continued connection of the charger will have no effect.

Battery life is dependent on a wide range of parameters including:

- Transmission period.
- Operating temperature. (Lower extremes will have a significant effect).
- WiFi encryption method.
- WiFi encryption key rotation frequency (determined by the AP/router).
- Signal strength between router and WiFi device.
- Presence volume and type of WiFi traffic from other devices.
- Sample rate.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on battery life for the EasyLog WiFi sensor products

Regardless of whether you have chosen to store your data on the PC or on the EasyLog Cloud, optimum battery life is achieved when each data transmission from the WiFi sensor is successfully received by the host. If the PC Software is not running, the WiFi network is down, or for any other reason connection between sensor and host is lost, the sensor attempts to periodically re-establish communications until connection is made and data is synced. To ensure optimal battery life we recommend that wherever possible, a wireless connection to the host is permanently maintained.



What is the service life of the battery inside my EasyLog WiFi Sensor?

It is generally accepted, that the service life of a battery has come to an end when it reaches 80% of its original capacity (of course the battery will continue to work satisfactorily beyond this). Our products use a quality LiPo (Lithium Polymer) battery, which under normal conditions of operation, charging and storage will provide a service life in excess of 300 charge/discharge cycles.

For example, if you recharge your sensor every three months, the battery service life would be at least 75 years.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on battery life for the EasyLog WiFi sensor products

How should I store my EasyLog WiFi Sensors?

If you need to store your WiFi sensors for any length of time, we recommend the following guidelines in order to preserve battery capacity..

1. Do not exceed the acceptable storage temperature range of -20 to +30°C. Storage at room temperature is OK, although more battery capacity is preserved at lower temperatures.
2. If the WiFi symbol is shown, flashing or fixed, in the top left corner of the LCD then the WiFi sensor *must* be factory reset by pressing and holding the button for 20 seconds, prior to storage.
3. The battery should be part-charged to 40-50% capacity prior to storage. This can be achieved by charging the WiFi sensor for approximately 4 hours from flat (8 hours when using a WiFi-DTP+, WiFi-DTC or a sensor with an extended battery pack). We do not recommend storing a fully charged or fully discharged WiFi sensor.
4. For long-term storage, we recommend that batteries are periodically topped-up to maintain a nominal 40-50% capacity. We recommend recharging for 3 hours every 6 months.

Why is the battery in my EasyLog WiFi Sensor not charging?

It is safe to recharge the WiFi sensor between 0 and 40°C. A safety feature inside, prevents charging when the *internal* temperature is outside this range. This 'charging error' condition is indicated when both MIN and MAX are shown together on the LCD.

How do I ensure that I get the best possible battery life from my EasyLog WiFi Sensors?

- Do not exceed the acceptable operating temperature range of -20 to +60°C. Lower temperatures will significantly reduce battery capacity.
- Choose the longest Transmission Rate suitable for your application. Remember, you will receive alarm notifications immediately, regardless of your Transmission Rate setting.
- Wherever possible avoid deep discharging your sensor. Recharge your sensors while they still have some charge left on a schedule to suit you.
- If storing your sensors, do not exceed the acceptable storage temperature range of -20 to +30°C and maintain a 40-50% charge.
- Wherever possible maintain a permanent wireless connection to the host (PC or EasyLog Cloud).

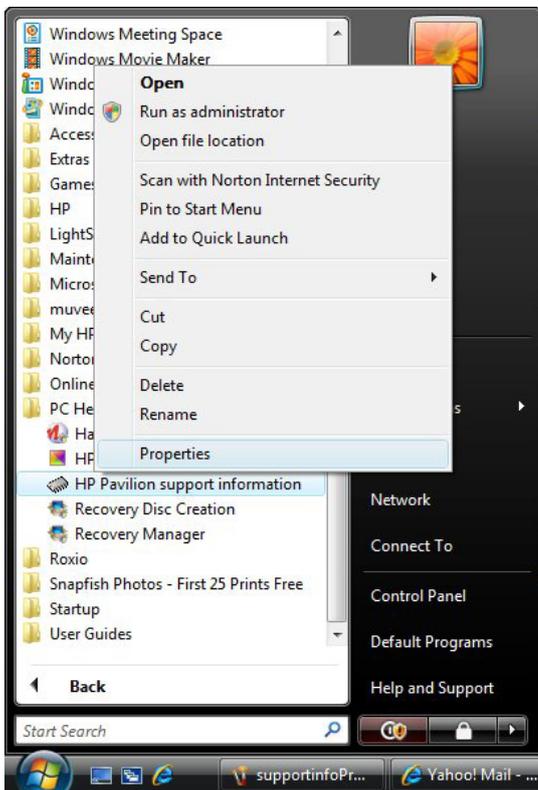


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document pertains to HP and Compaq desktop computers with Windows XP, Vista, and Windows 7

I'm trying to set or confirm the Cloud server setting in the WiFi Sensor Software. When I press the Ctrl+Alt+S keys I get a Support Information Window on my HP or Compaq PC.

HP and Compaq desktop computers are designed to display System Information when pressing Ctrl+Alt+S keys simultaneously. However, this key combination is needed by the WiFi Sensor Software, in order to display the Cloud server settings window.



To change or disable the key combination associated with the HP or Compaq System Information window, follow these steps:

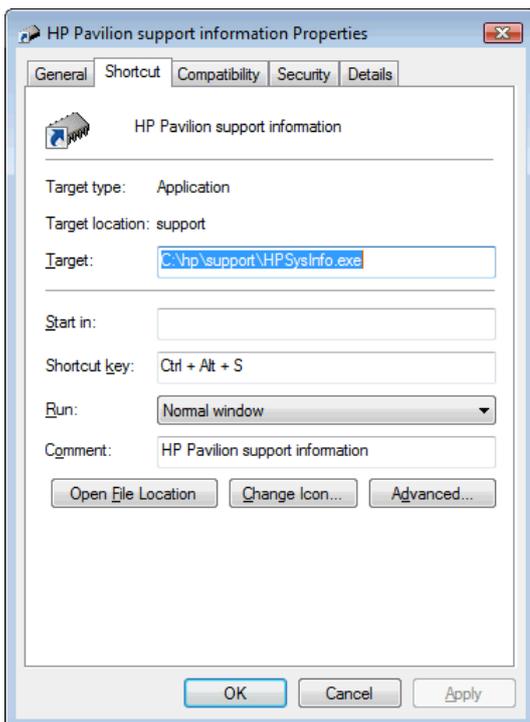
1. Click Start  , All Programs , «HP Help and Tools «.
2. For Compaq computers, right-click either Compaq Support Information or Compaq Presario Support Information , and click Properties .

For Pavilion computers, right-click either HP Support Information or HP Pavilion Support Information, and click Properties. Path to Support Information Properties (in Windows Vista)



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This document pertains to HP and Compaq desktop computers with Windows XP, Vista, and Windows 7



3. Click inside the Shortcut keys field, and either delete the contents of the Shortcut Keys (None) or change it to another key combination that you are not using in other software programs. For example, if you want to change the key combination to Ctrl+Alt+Z, select the Shortcut key field and press all three keys at the same time.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document shows you how to capture diagnostic information from the EasyLog WiFi Sensor Software.

WARNING : Only complete this procedure when requested by one of our support team.

This document does not apply when storing your data On the Cloud.

On rare occasions our support team may request files from your system in order to help diagnose technical problems.

1. Close the WiFi Sensor Software
2. Zip-up the following files ...

Do not move, delete or open these files

Program Files\Wifi Sensor Software\corewifidata.bdf

Program Files\Wifi Sensor Software\corewifidata.ldb

Program Files\Wifi Sensor Software*.wdf (all files with a .wdf extension)

This folder might be called Program Files (x86)\Wifi Sensor Software on some operating systems.

My Documents\WiFi Sensor Software*.txt (all files with a .txt extension)

My Documents\WiFi Sensor Software*.wdf (all files with a .wdf extension)

This folder might be called Documents\WiFi Sensor Software on some operating systems.

These files may be large. We recommend that you use a file-sharing website to send these files to our support team.



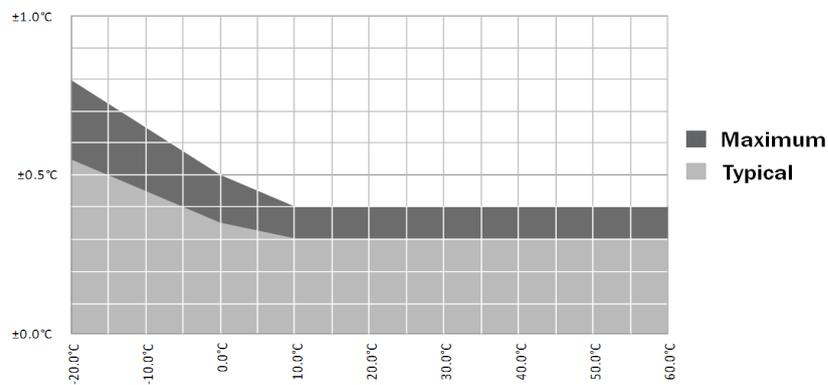
This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide provides information regarding the expected performance of the EL-WIFI-TH and EL-WIFI-TH+ products, and gives guidance for product handling

Detailed specification and handling instructions for the EL-WiFi-TH and EL-WiFi-TH+

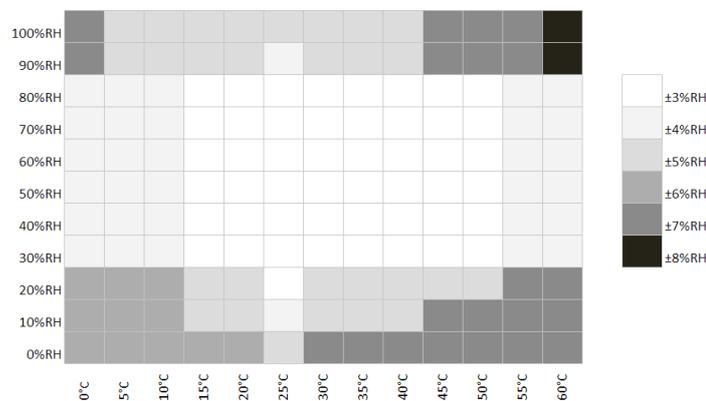
Full Range Temperature Specification (EL-WiFi-TH)

The following chart gives an indication of expected tolerance in temperature measurements across the full measurement range.



Full Range Humidity Specification (EL-WiFi-TH)

The following chart gives an indication of expected maximum tolerance in humidity measurements across the full measurement range.



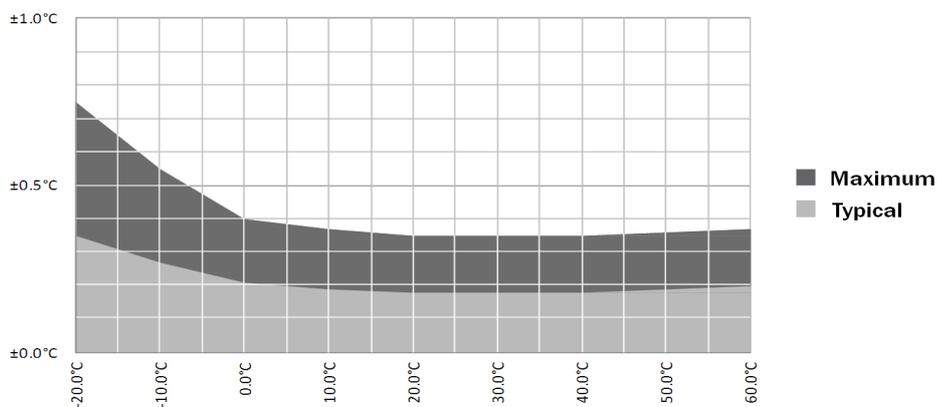


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide provides information regarding the expected performance of the EL-WIFI-TH and EL-WIFI-TH+ products, and gives guidance for product handling

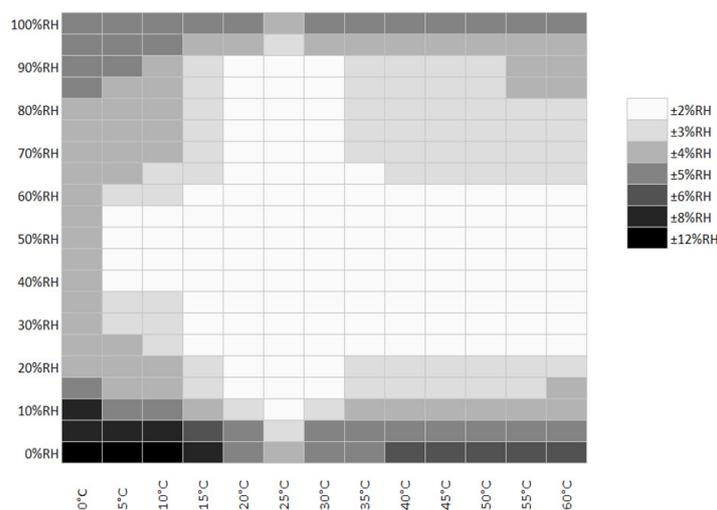
Full Range Temperature Specification (EL-WiFi-TH+)

The following chart gives an indication of expected tolerance in temperature measurements across the full measurement range.



Full Range Humidity Specification (EL-WiFi-TH+)

The following chart gives an indication of expected maximum tolerance in humidity measurements across the full measurement range.





This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide provides information regarding the expected performance of the EL-WIFI-TH and EL-WIFI-TH+ products, and gives guidance for product handling

Effect of Environmental Extremes

Long term exposure to humidity levels above 80%RH, may temporarily offset RH measurements ($\pm 3\%$ RH after 60 hours). Once returned to less extreme conditions the device will slowly return towards calibration state.

Temperature- Differential Effects

If a temperature differential exists between the sensor body and ambient surrounding, an offset in temperature and RH measurement will occur. A sensor moved from one set of ambient conditions to another will take a short period to equalise to the temperature of the new location. Similarly, internal heat generated whilst charging the battery, will typically cause a $+2.5^{\circ}\text{C}$ offset in temperature measurements and a decrease in RH measurements. The chart below gives an indication of the relationship between temperature differential and RH measurement offset at an ambient temperature of $+25^{\circ}\text{C}$.



A sensor device being permanently powered via a USB, will normally be in a fully charged state. In this case there should be little effect from the self heating described above - the battery is kept fully charged with short bursts of power from the charger - producing negligible heat.

Hysteresis

In addition to the effects described above, up to $\pm 1\%$ RH hysteresis can be expected in results.

Long Term Drift

Under normal conditions: the maximum drift in temperature measurements for both the EL-WiFi-TH and EL-WiFi-TH+ will be 0.04°C per year, and the maximum drift in humidity measurements for both products will be 0.5% RH per year.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide provides information regarding the expected performance of the EL-WiFi-TH and EL-WiFi-TH+ products, and gives guidance for product handling

Product Handling

The humidity measuring element in the EL-WiFi-TH and EL-WiFi-TH+ products can be contaminated through exposure to a variety of compounds. These products should not be kept in proximity to volatile chemicals such as solvents and other organic compounds. Ketenes, Acetone, Ethanol, Isopropyl Alcohol, Toluene, etc. are known to cause measurement offset (often irreversible). Please note that such chemicals are an integral part of epoxies, glues, adhesives*, etc. Chemicals such as these are also added as plasticisers into plastics, used for packaging materials, and can out-gas for extended periods. Acids and bases may affect the sensor and should be avoided: Hydrogen Chloride, Sulphuric Acid, Nitric Acid, Ammonia etc. Also Ozone in high concentration or Hydrogen Peroxide should be avoided. Please note that the above examples do not represent a complete list of all harmful substances. Generally speaking, if a material or compound emits a strong odor you should not keep a EL-WiFi-TH or EL-WiFi-TH+ product in close proximity to it.

We strongly suggest that these products are stored and shipped in Lascar Electronics standard packaging where possible, or else in card based packaging. Do not store or ship these products in polystyrene or bubble wrap.

*For a list of adhesives that have been approved for use with the EL-WiFi-TH and EL-WiFi-TH+ products please contact Lascar Electronics.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document shows you how to unistall the EL-WiFi Software

How do I completely remove the EasyLog WiFi Sensor Software from my PC?

1. Uninstall the WiFi Sensor Software.

Windows XP/Vista : use Control Panel | Add or Remove Programs

Window 7 : use Control Panel | Programs

Windows 8 : search Programs and Features.

Locate the WiFi Sensor Software in the list and select Remove or Uninstall.

2. Completely remove the folder Program Files\Wifi Sensor Software.

This might be Program Files (x86)\Wifi Sensor Software on some operating systems.

3. Completely remove the folder My Documents\WiFi Sensor Software.

This might be Documents\WiFi Sensor Software on some operating systems.

4. Delete the file My Documents\config.wft.

This might be Documents\config.wft on some operating systems.

The software and any related data is completely removed.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document shows you how to transfer existing data to a new PC running the WiFi Sensor Software

How do I transfer existing Sensor data to a new PC running the WiFi Sensor Software?

If you need to start using a new PC to store your data, and you have existing Sensor data on your old PC which you want to retain, you can transfer this data to your new PC, by copying folders and files.

The new PC must be on the same network as the WiFi Sensors, and in the same sub-net.

Close the WiFi Sensor Software, before you begin.

1. Copy the following folder from your old PC to your new PC, including any subfolders and their contents, overwriting all existing files.

\Program Files\WiFi Sensor Software\

Or \Program Files (x86)\WiFi Sensor Software\ on some PCs

2. Copy the following folder from your old PC to your new PC, including any subfolders and their contents, overwriting all existing files.

\My Documents\WiFi Sensor Software\

Or \Documents\WiFi Sensor Software\ on some PCs

3. Copy this file from your old PC to your new PC

\My Documents\WiFi Sensor Software\config.wft

Or \Documents\WiFi Sensor Software\config.wft on some PCs

Download and install the latest WiFi Sensor Software on the new PC. This may perform a repair or update to the copied version. Your existing data will not be overwritten. Download the latest WiFi Sensor Software from www.lascarelectronics.com.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document shows you how to transfer existing data to a new PC running the WiFi Sensor Software

When you're sure that all your data is copied across, and that you can access it on your new PC you can completely uninstall the software from your old PC, by following the steps in our Help Guide - "Completely uninstalling the WiFi Sensory Software". You cannot have more than one PC on the same network running the WiFi Sensor Software and listening for Sensor transmissions.

When you run the WiFi Sensor Software on the new PC, the WiFi Sensors will automatically find the new PC and start storing data to the new location. To establish connection to the new PC more quickly, press the Sensor button(s) 3 times to display the signal strength screen. This causes an immediate connection and transmission of outstanding data.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide provides information regarding how to restart or reset your sensor

How do I Restart or Reset my EasyLog WiFi Device?

Under normal circumstances, you do not need to reset your EasyLog WiFi Device. However you may be instructed to do this by our support team to recover a Device which is not working properly, or return it to its factory state.

Restart

Performing a Restart on the WiFi Sensor will restart the internal firmware, retaining all configuration and network settings. The Sensor will disconnect from the wireless network, and immediately enter a low power sleep mode. It can take up to 30 minutes for the Sensor to re-connect and synchronize after a Restart. Under normal circumstances the Sensor will synchronize within 15 minutes. Once communication is re-established the Sensor returns to its normal transmission rate. A Restart will cause a new recording session to be started.

To perform a Restart...



EL-WiFi-TH/EL-WiFi-TH+



From the Sensor Home screen
Press and hold the button for 10 seconds
Release when the **LOW** symbol starts to flash.



All other Sensor types

T,T+,TP,TP+,TC,DTP,DTP+,DTC



From the Sensor Home screen
Press and hold the button for 10 seconds

Release when the LCD shows **rSt**



EL-WiFi-AL (Alert)

Press and hold the button for 10 seconds
Release when the LEDs start to cycle.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide provides information regarding how to restart or reset your sensor

Factory Reset

Performing a Factory Reset on the WiFi Sensor will clear all internal configuration and network settings. The Sensor will disconnect from the wireless network, and all WiFi activity is stopped. When you want to use your Sensor again, you'll need to connect the Sensor to a wireless network and re-configure it using the WiFi Sensor Software.

You should perform a Factory Reset prior to shipping the Sensor or before storage.

To perform a Factory Reset...



EL-WiFi-TH/EL-WiFi-TH+

From the Sensor Home screen
Press and hold the button for 20 seconds



Release when the LCD shows

FA
rS



All other Sensor types

T,T+,TP,TP+,TC,DTP,DTP+,DTC

From the Sensor Home screen
Press and hold the button for 20 seconds



Release when the LCD shows

FA rS



EL-WiFi-AL (Alert)

Press and hold the button for 20 seconds.
The LEDs will cycle. When the LEDs go out, release the button.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to check or change the Cloud server settings in the WiFi Sensor Software

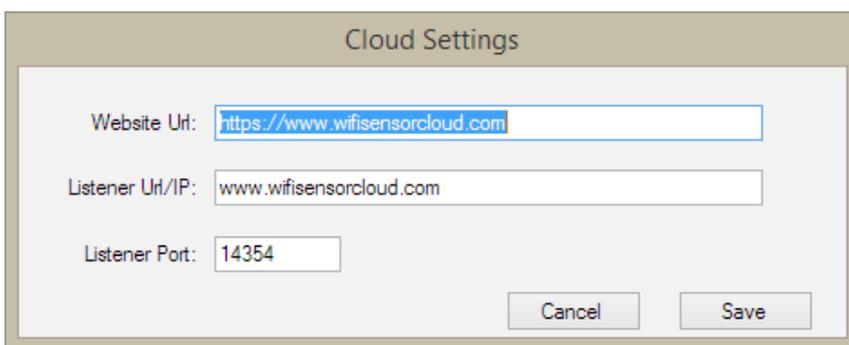
Checking my www.wifisensorcloud.com settings

- Start the WiFi Sensor Software on your PC.
- At the Home screen, press the Ctrl, Alt and S keys together. i.e. hold down the Ctrl and Alt keys and press S.



If when pressing Ctrl+Alt+S you get a Support Information Window on your HP or Compaq PC, see our Help Guide “Ctrl-Alt-S on HP and Compaq PCs” – Restoring the operation of Ctrl+Alt+S on HP and Compaq PCs, available from our website.

- The Cloud Settings will be displayed.



The screenshot shows a dialog box titled "Cloud Settings". It contains three input fields: "Website Url:" with the value "https://www.wifisensorcloud.com", "Listener Url/IP:" with the value "www.wifisensorcloud.com", and "Listener Port:" with the value "14354". At the bottom right of the dialog box are two buttons: "Cancel" and "Save".



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to check or change the Cloud server settings in the WiFi Sensor Software

- If the settings are exactly as shown, you don't need to change anything, click Cancel.
- Only if necessary, edit the settings. Double check your entries and click Save.
- Do not change the Listener Port unless instructed to do so by our support team.

EasyLog Cloud operates a number of Cloud servers to accommodate the needs of our customers. In almost all cases the default Cloud settings will be correct for your application.

These settings are persistent and will be remembered when you close the software, or install a software upgrade.



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

We have updated and improved our EasyLog Cloud by adding a number of new features, many suggested by users.

You will see changes in the following areas:

Updated Time/Date Selectors

It is now even easier to zoom-in on your data of interest.....61

New Graph Zoom Function

View your graph data in even more precise detail.....64

Add Comments to Data

Add a note or reminder to any individual piece of data.....66

Dew Point Added for TH devices

Get the complete picture of your temperature and humidity measurements.....67

MKT (Mean Kinetic Temperature) Added

Receive the industry standard measurement for the impact of temperature change..69

Show Peaks Function Added to Graph

View data highs and lows as well as averages.....70

Fully Populated Timeline

Even easier navigation with all data lines visible in the timeline.....71

Improved Graph Print/Export

More efficient and detailed data exports.....72

New Permanently Powered Setting and Updated Battery Symbols

Edit your notifications to suit a permanently powered device.....74

Multiple Device Settings Changes

Save time and apply a device profile to any number of devices at once.....76



Cloud Update Document

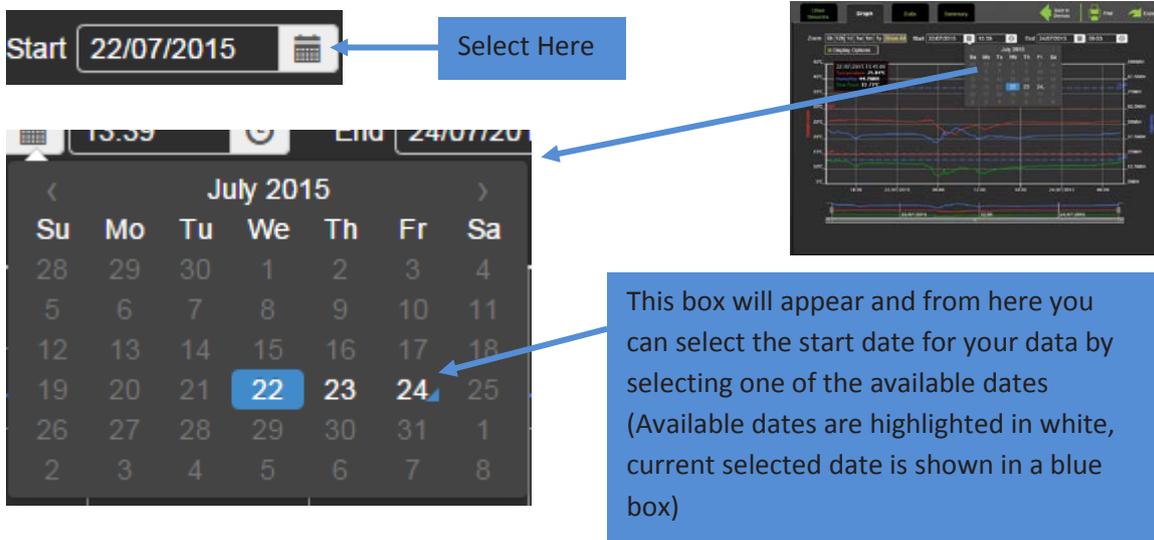
This help document offers an update on new services for EasyLog Cloud

Updated Time/Date Selectors.

The Date/Time selectors on the data tab have been updated to make it simpler and clearer to select time ranges while viewing data, to find these select view data on a device and the time/date selectors can be found at the top of the graph.



To select the date range you would like to view select this box in the start date;



When you select a date the date select box will automatically close and the graph will update.

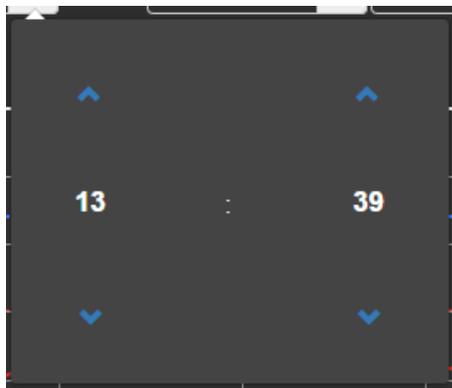
To select an end date follow the same process selecting the end date select box.



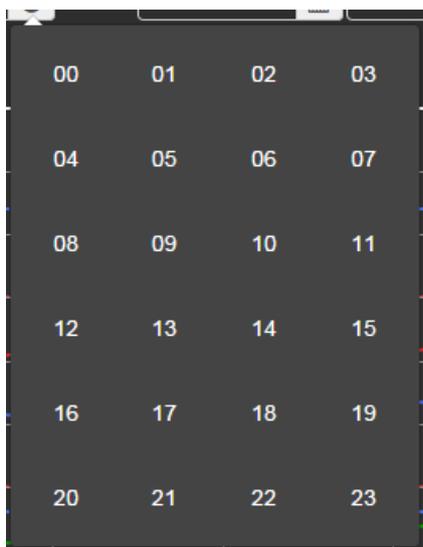
Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

To select the start time you require for your data, select the clock at the end of the start time box;



This box will appear and from here you can select the start time for you data by either using the blue up/down arrows or by clicking on the hour/min.



By selecting the hour this list will appear allowing you to select the hour you want. Once you have selected an hour this box will close and the time select box will show your new time. (You can use the same process to select minutes.

Once you have selected the start time you would like simply click out of the selection box to close.

Follow the same process to select an end time.



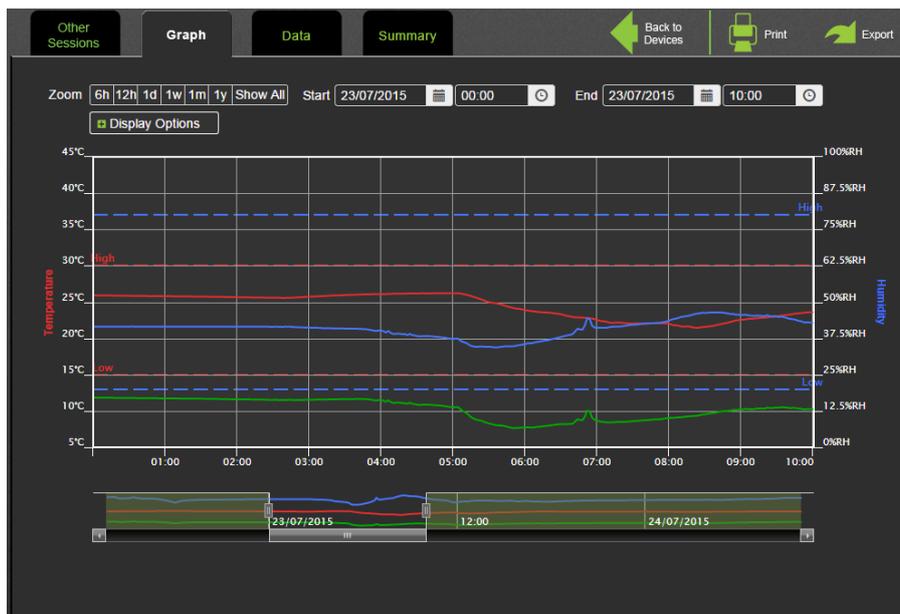
Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

Graph without user defined time/date



Graph with user defined time/date



We have also added the same feature to the Data tab, Summary tab and Event logs. This will allow the user much more freedom to select the exact time frames for the data they wish to view.



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

New Graph Zoom Function

We have added a new zoom function to our graph to make it easier for the user to select specific time periods to view. This function can be used by simply dragging over the area of the graph you wish to view.



To use this function go to

Now you can select the area of the graph you wish to view in more detail by dragging over it



Grey box shows the area of interest I have dragged over to view in more detail, as soon as the user releases the mouse button it will zoom to this area.



Cloud Update Document

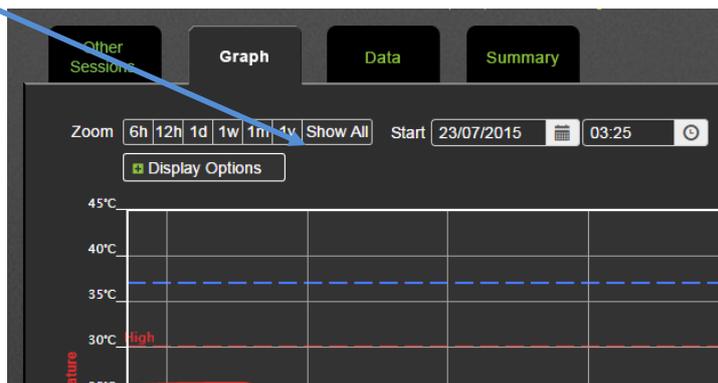
This help document offers an update on new services for EasyLog Cloud



Time/Dates Updated

When the graph is zoomed the data and summary tabs will only show data from the same period.

To exit the zoomed view, simply select the show all button on the zoom buttons at the top of the graph.



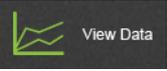


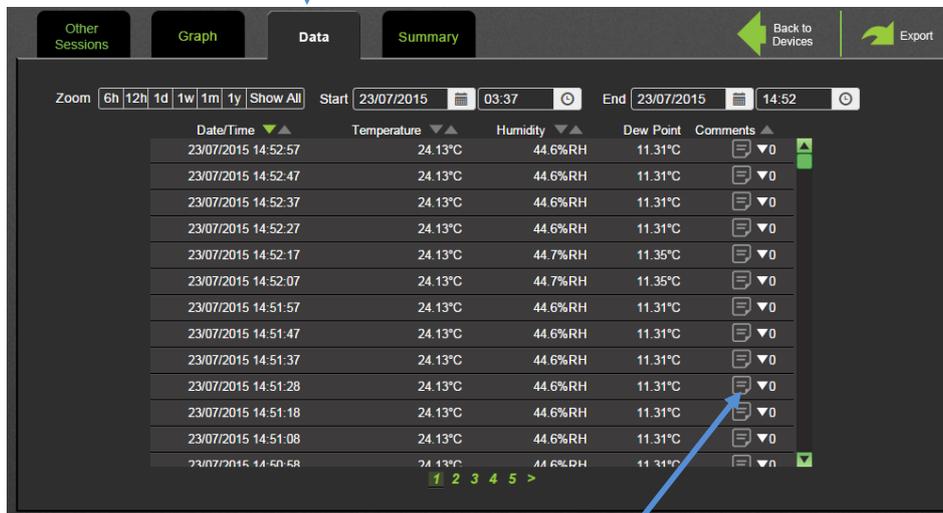
Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

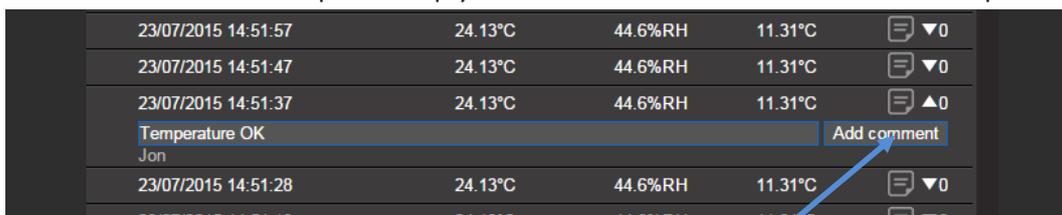
Add Comments to Data

We have now added the ability for users to add multiple comments to data points on the data tab.

You can find this by selecting  and then selecting the data tab.



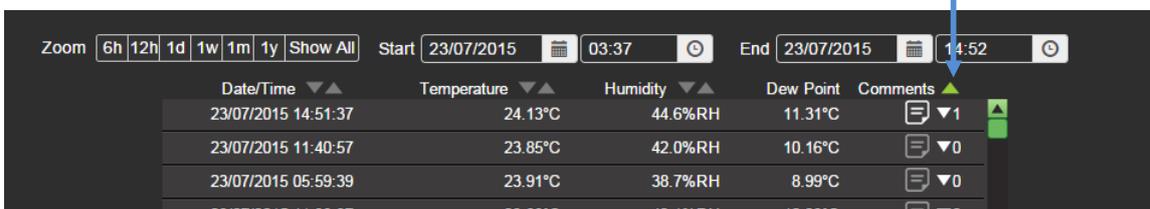
To add a comment to a data point simply select  next to the relevant data point.



Simply write the comment in the box and select Add comment

The icon will update to show that a comment has been added and will show the number of comments added 

You can quickly find any data with comments by selecting the comments sort arrow.





Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

Dew Point Added for All TH Devices

We have added dew point information to the graph, data and summary tabs.

Dew point is a measure of the quantity of water vapour contained in air. The dew point temperature is that at which water will start to condense, assuming air pressure and moisture content are constant. At the dew point temperature, the air is at saturation point which is equivalent to 100% relative humidity.

We have added this to the graph using a third data line which is shown in green.



An option has been added in the graph display options to hide the dew point line. To do this

select the **Display Options** box which is located just above the graph, you can then

un-tick **Dew Point** which will cause the dew point line to be hidden.



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

A new column has been added to the data tab to show dew point for each sample.

Date/Time	Temperature	Humidity	Dew Point	Comments
24/07/2015 13:29:56	24.94°C	50.1%RH	13.83°C	▼
24/07/2015 13:29:46	24.94°C	50.1%RH	13.83°C	▼
24/07/2015 13:29:36	24.94°C	50.1%RH	13.83°C	▼
24/07/2015 13:29:26	24.94°C	50.1%RH	13.83°C	▼
24/07/2015 13:29:16	24.94°C	50.1%RH	13.83°C	▼
24/07/2015 13:29:06	24.94°C	50.0%RH	13.80°C	▼
24/07/2015 13:28:57	24.94°C	50.0%RH	13.80°C	▼

On the summary tab dew point max, min and average have been added.

DEVICE		STATISTICS			
Device Name	WiFi TH+	Temperature		Humidity	
Device Type	WiFi-TH+	Minimum	21.88 °C	Minimum	37.3 %RH
MAC Address	98:8B:AD:10:08:BC	Maximum	26.22 °C	Maximum	51.4 %RH
Firmware Version	2.3.8 / 2.3.8 / 2.0.45 / R3.59	Average	24.93 °C	Average	46.1 %RH
SSID	FTTA2	Std Deviation	1.0 °C	Std Deviation	2.4 %RH
Date Set up	06/07/2015 - 10:41:31	MKT (ΔH:83.144)	24.9 °C	Dew Point Minimum	8.9 °C
No. Readings Taken	156299			Dew Point Maximum	14.5 °C
No. Alarms Triggered	5			Dew Point Average	12.5 °C



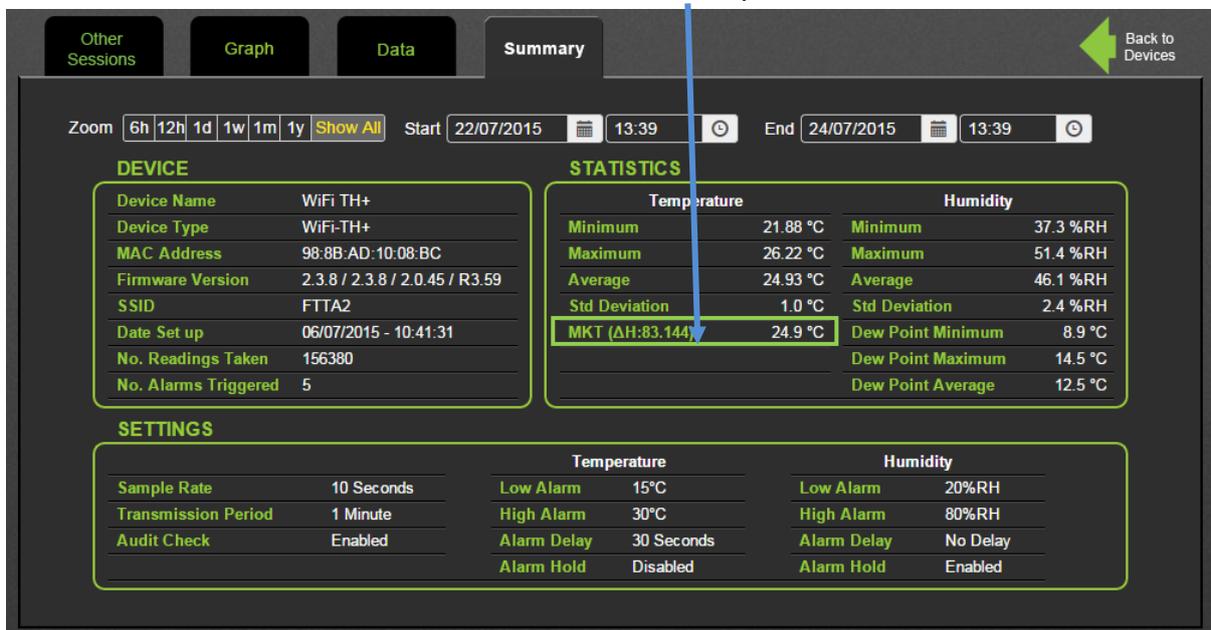
Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

MKT (Mean Kinetic Temperature) Added to Summary Tab

MKT is a simplified way of expressing the overall effect of temperature fluctuations during storage or transit of perishable goods.

This has been added to the statistics box on the summary tab.



The screenshot shows the 'Summary' tab of the EasyLog Cloud interface. At the top, there are navigation tabs: 'Other Sessions', 'Graph', 'Data', and 'Summary'. A 'Back to Devices' button is in the top right. Below the tabs, there are zoom controls (6h, 12h, 1d, 1w, 1m, 1y, Show All) and date/time pickers for 'Start' (22/07/2015 13:39) and 'End' (24/07/2015 13:39). The main content is divided into three sections: 'DEVICE', 'STATISTICS', and 'SETTINGS'. A blue arrow points to the 'MKT (ΔH:83.144) 24.9 °C' entry in the 'STATISTICS' section.

DEVICE		STATISTICS			
Device Name	WiFi TH+	Temperature		Humidity	
Device Type	WiFi-TH+	Minimum	21.88 °C	Minimum	37.3 %RH
MAC Address	98:8B:AD:10:08:BC	Maximum	26.22 °C	Maximum	51.4 %RH
Firmware Version	2.3.8 / 2.3.8 / 2.0.45 / R3.59	Average	24.93 °C	Average	46.1 %RH
SSID	FTTA2	Std Deviation	1.0 °C	Std Deviation	2.4 %RH
Date Set up	06/07/2015 - 10:41:31	MKT (ΔH:83.144)	24.9 °C	Dew Point Minimum	8.9 °C
No. Readings Taken	156380			Dew Point Maximum	14.5 °C
No. Alarms Triggered	5			Dew Point Average	12.5 °C

SETTINGS		Temperature		Humidity	
Sample Rate	10 Seconds	Low Alarm	15°C	Low Alarm	20%RH
Transmission Period	1 Minute	High Alarm	30°C	High Alarm	80%RH
Audit Check	Enabled	Alarm Delay	30 Seconds	Alarm Delay	No Delay
		Alarm Hold	Disabled	Alarm Hold	Enabled



Cloud Update Document

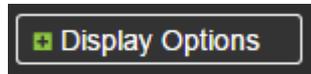
This help document offers an update on new services for EasyLog Cloud

Show Peaks Added to Graph

We have added Show Peaks to the display options on the graph tab, when this is selected the graph will show all temperature peaks that are usually averaged out on large data sets by the graphing module. This means you will no longer have to zoom in to be able to see where any large peaks have occurred.



Select



Disabled



Enabled



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

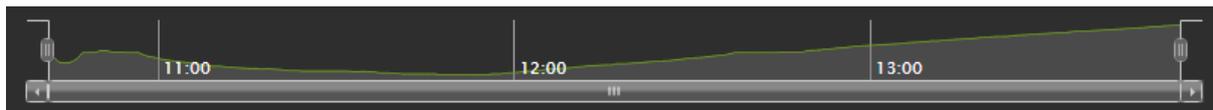
Fully Populated Timeline

The timeline which is found under the graph has now been improved to show all channels.



Here is where the timeline is located, this can be used when zoomed on the graph to scroll across the graph while keeping the same sized time period selected.

Old Timeline



New Timeline





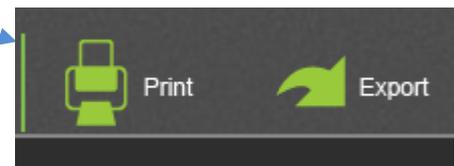
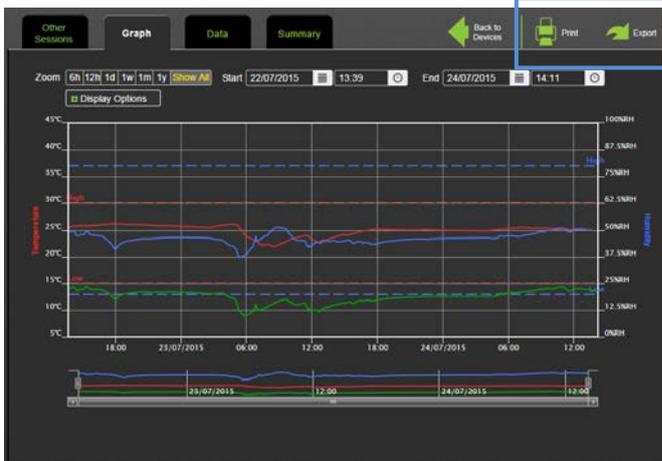
Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

Improved Graph Print/Export (Personal and Professional Accounts Only)

Significant improvements have been made to the Graph Print/Export functions, these changes have been made to greatly improve the clarity of the graph and to add greater information.

The Graph export/print functions can be found by selecting , you will then find the Graph print and export functions here;



Here is what the graph export used to look like

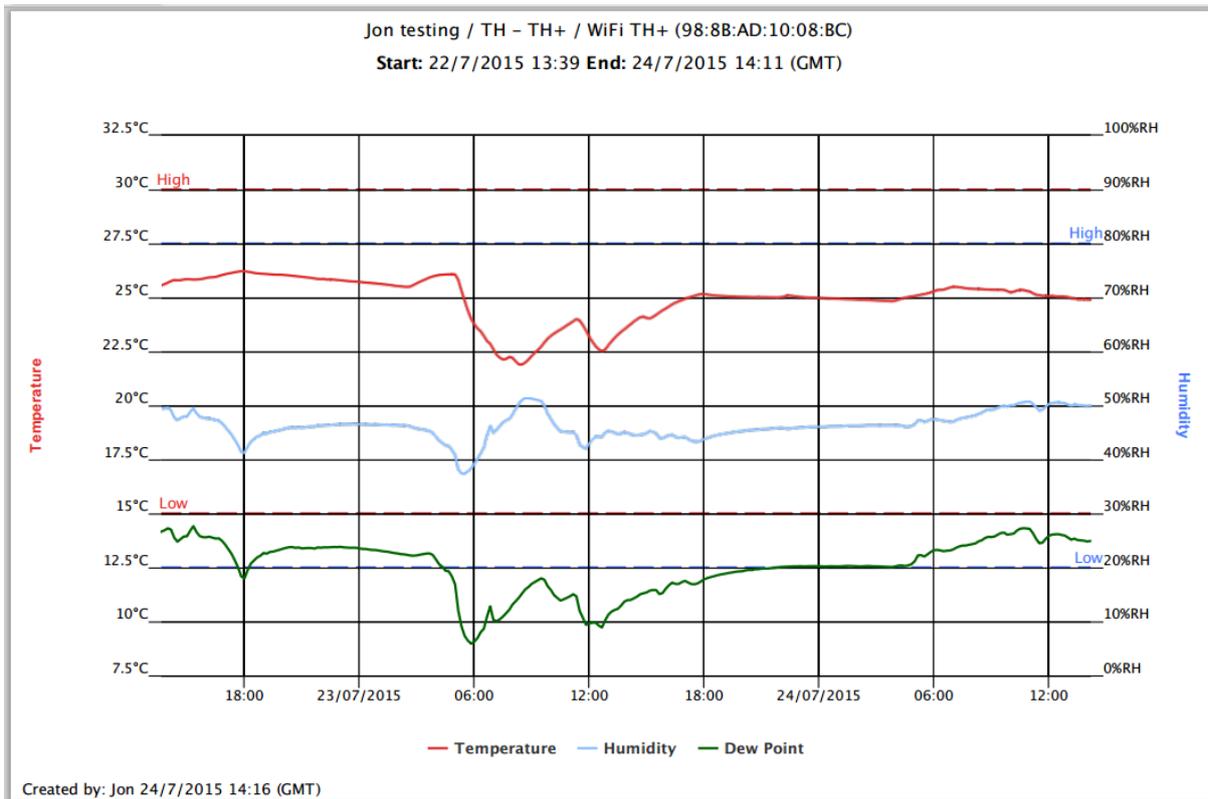




Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

And here is how it looks now



You can see from the new export that it now has a white background making it much more printer friendly, it also has a header containing important information such as Device location, name, MAC address and also the start and end date/time of the data shown.

At the bottom of the page you will see that we have also added the user who has created the print/export and the time and date of creation.



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

New Permanently Powered Setting and Updated Battery Symbols

A new permanently powered setting has been added for users who have their devices permanently powered.

This option can be set in  , you will find the setting for it here;

		Temperature		Humidity	
Device Name	WiFi TH+	Temp Scale	°C - Celcius	Low Alarm	20%RH
Device Type	WiFi-TH+	Low Alarm	15°C	High Alarm	80%RH
Sample Rate	10 Seconds	High Alarm	30°C	Alarm Delay	No Delay
Trans Period	1 Minute	Alarm Delay	30 Seconds	Alarm Hold	Enabled
Audit Check	Enabled	Alarm Hold	Disabled	Secondary Alarm	Off
		Secondary Alarm	Off		
Location	Jon testing / TH - TH+ (GMT) Dublin, Edinburgh, Lisbon, London				
Permanently Powered	<input type="checkbox"/>				

CANCEL APPLY

Click APPLY to schedule changes to be sent to the device

Device Name Temperature Scale Sample Rate Transmission Period Alarm Settings & Audit Check Email Alerts Device Location

Location Jon testing / TH - TH+

Permanently Powered

When this tick box is selected your device will be in permanent power mode and a number of things will happen;

Your device will now show new power symbols on the devices page instead of battery symbols and you will get power events such as AC power on and AC power off where as in battery mode you will get charger connected and charger disconnected.



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

New Power Symbols

Battery powered



Permanently Powered



These are viewable on the devices page

Select	Device	Name	Signal	Power	Alarm	Reading 1	Reading 2	Status
<input type="radio"/>	TH	WiFi TESTING 98:8B:AD:00:27:20			Enabled	25°C	47%RH	
<input type="radio"/>	TH	WiFi TH 98:8B:AD:00:65:8F			Enabled	25°C	46%RH	
<input type="radio"/>	TH	WiFi TH CLOUD TEST 98:8B:AD:10:02:62				25.1°C	47%RH	
<input checked="" type="radio"/>	TH	WiFi TH TESTING 98:8B:AD:00:28:02			Enabled	81.3°F	44%RH	Setup pending
<input type="radio"/>	TH+	WiFi TH+ 98:8B:AD:10:08:BC			Enabled	24.85°C	49.8%RH	
<input type="radio"/>	TH	WiFi TH+ 98:8B:AD:00:28:46			Enabled	25.2°C	48%RH	

Devices selected: 1 Devices in alarm: 1 Page 3 of 4

An option to sort by power has also been added so you can quickly find devices that need charging or reconnecting to power





Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

Multiple Device Settings Change (Personal and Professional Accounts Only)

The ability to change settings on multiple devices at once has now been added to the cloud. This can be done by selecting multiple devices of the same type and then selecting change device settings



Settings that are common between all selected devices will be shown in white

Settings which are not common between all devices are shown as ---

Pending Settings will be shown in red.



Cloud Update Document

This help document offers an update on new services for EasyLog Cloud

When you have selected all settings you want to change, click . You will then see a warning asking if you are sure you want to apply these changes to the selected devices, then select  to apply these changes to all selected devices.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to check the version of Firmware in your EasyLog WiFi sensor device

Finding the Firmware installed in my WiFi Device

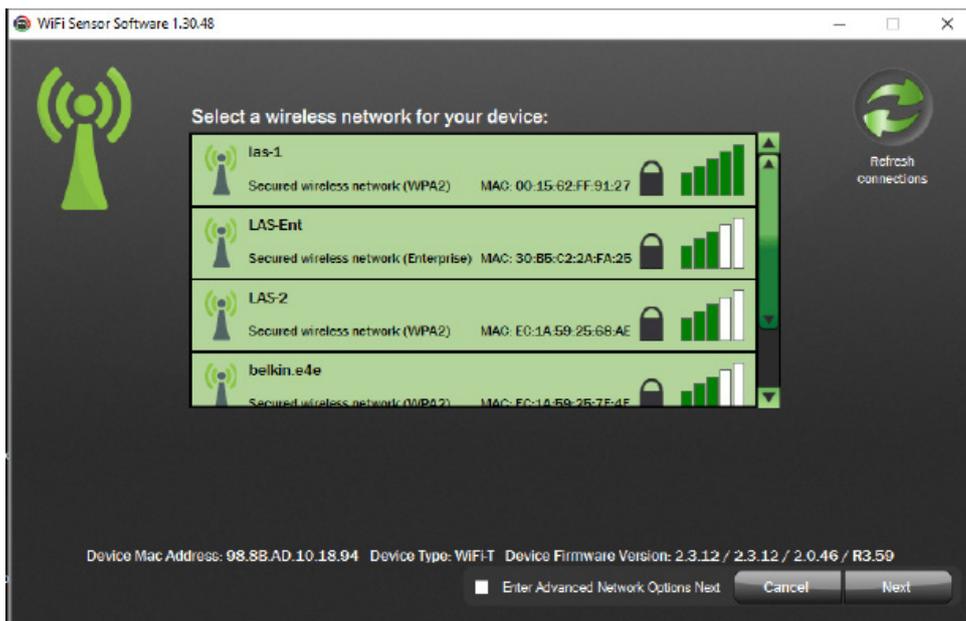
The firmware version comprises two parts, and is usually reported as shown:

2.3.12 / 2.3.12 / 2.0.46 / R3.31

System Firmware version

Application Firmware version

How do I find the firmware version installed in my EasyLog WiFi Device?



PC Software

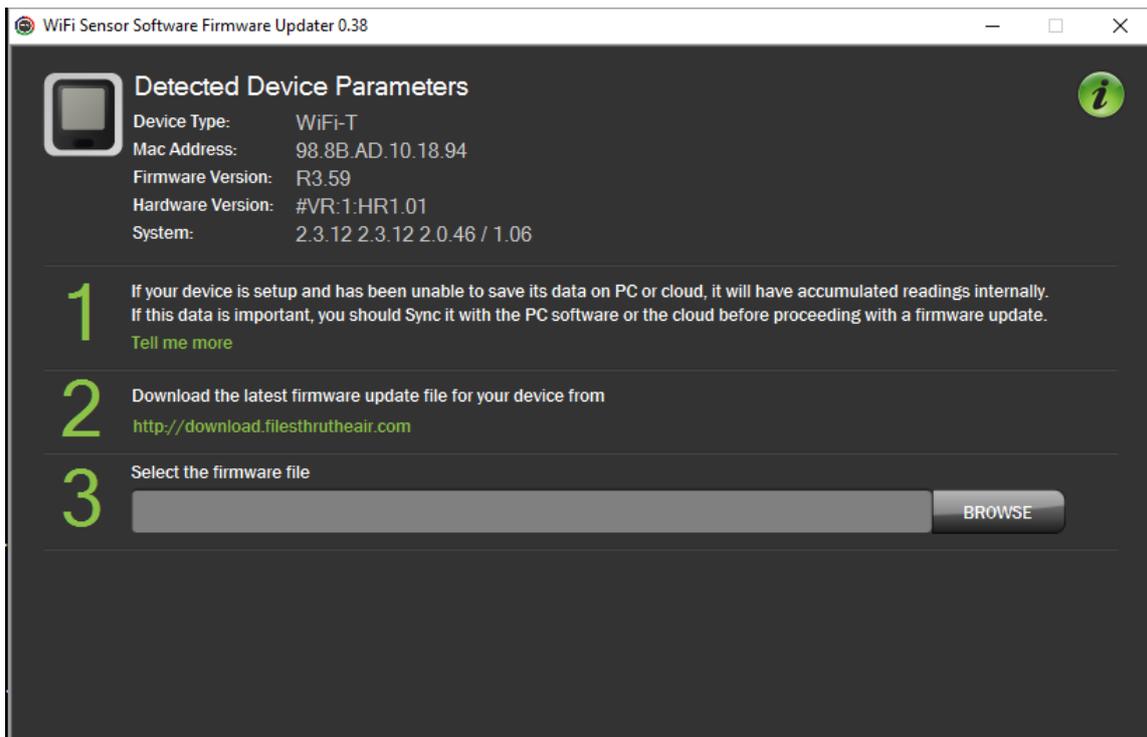
You can check the firmware version when setting up your Sensor using the WiFi Sensor Software on your PC. The full firmware version is displayed on the Network Selection screen.

- Run the WiFi Sensor Software.
- Connect the Sensor to the PC using the USB cable supplied.
- Click on Set-Up Device, and select On This PC or On The Cloud.
- The Network Selection screen will be displayed.
- You can click Cancel if you don't want to proceed with Set-Up.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to check the version of Firmware in your EasyLog WiFi sensor device



Firmware Updater Software

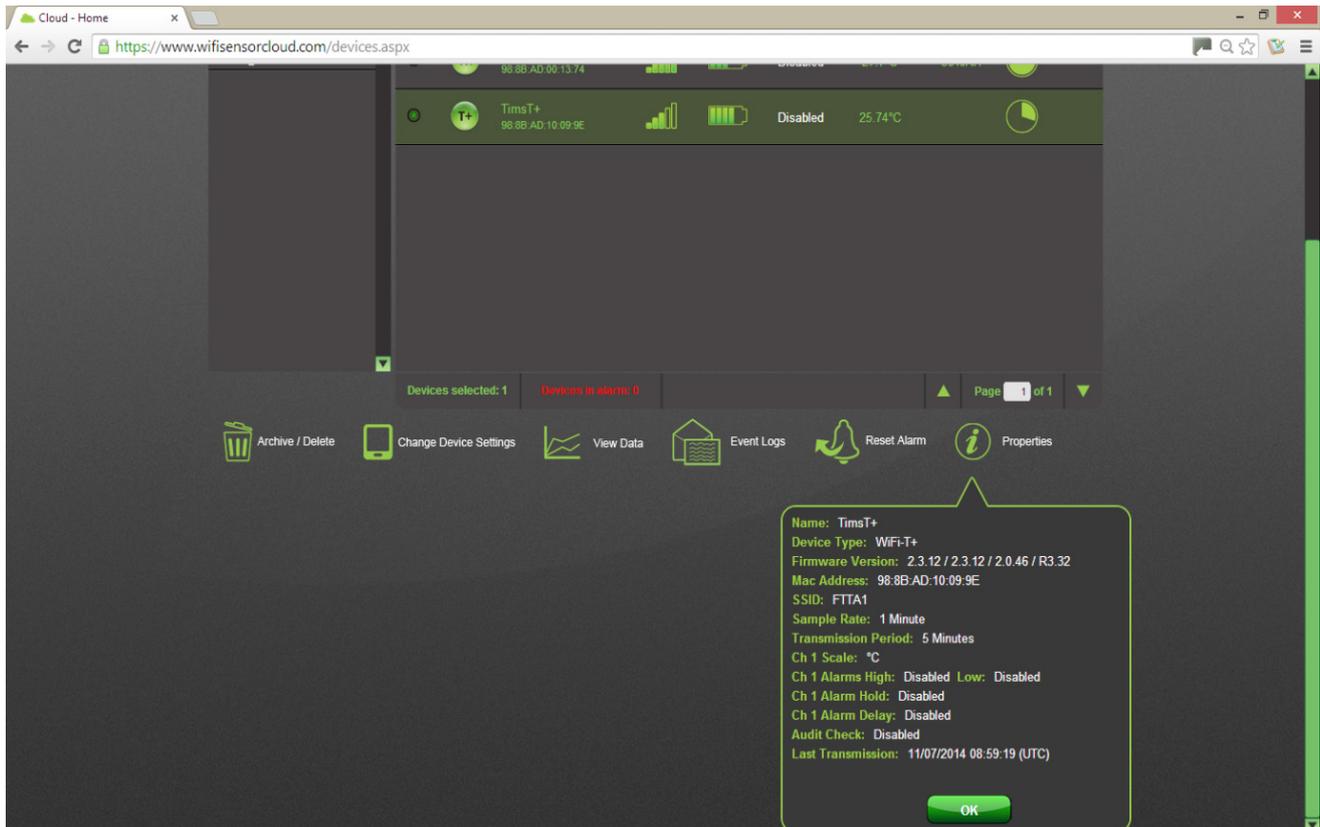
The Application and System Firmware versions are displayed in the Device Parameters when the device is connected.

- Run the Firmware Update Software.
- Connect the Sensor to the PC using the USB cable supplied.
- The Sensor will be detected automatically, and the Device Parameters displayed.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to check the version of Firmware in your EasyLog WiFi sensor device



On the EasyLog Cloud

- Sign-In to you Cloud account.
- Select the Sensor on the Device page.
- Click on Properties.
- The full version is displayed.

On the Device

Press and hold the button for 10 seconds

When the button is released of the application Firmware version will be briefly displayed



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to use file duplication

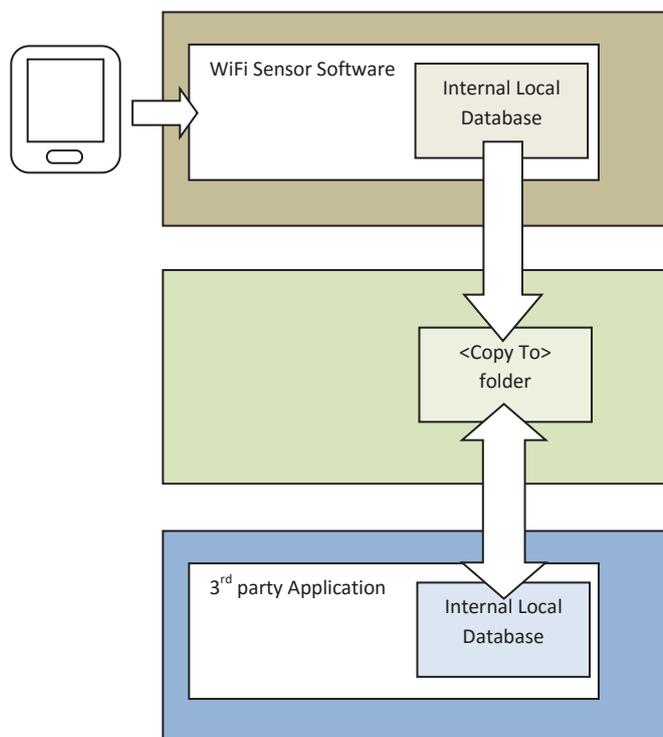
How do I use the File Duplication?

WARNING: Do not use this function unless you are sure it is right for your application.

This document does not apply when storing your data On the Cloud.

What is the purpose of the File Duplication Function?

To provide duplicate data for each EasyLog WiFi sensor connected to a PC-based system that can be opened, manipulated and subsequently deleted by a 3rd party Application which may be running on the same or a different PC. The duplicate data files will be updated when ever new sensor data is received, and copied to a user definable folder. The system does not preclude the use of network drives.



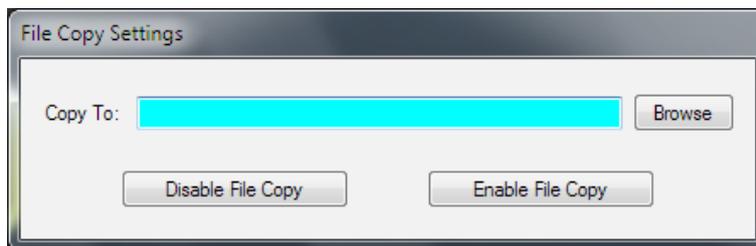


This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to use file duplication

How do I Enable the File Duplication Function?

At the WiFi Sensor Software Home screen the user or system admin can access the File Copy Settings, by pressing <Alt Ctrl F> (i.e. Holding down Alt and Ctrl keys and pressing the F key).



This allows the user to set the path where duplicate data files are to be copied (<Copy To> folder), and Enable or Disable the File Copy function.

What is the structure of the Duplicated File?

Each time a sensor data packet arrives at the WiFi Sensor Software, whether as a result of a normal (timed) transmission, or a single packet transmission during sensor syncing, the software will generate a file in the <Copy To> folder, containing the data received, prefixed by the sensor configuration data. The format is shown below.

```
<Sensor Name>xxxxxxxxxxx  
<Sensor Type>XX  
<Firmware Version>XX.XX  
<Sensor MAC>98:8B:AD:XX:XX:XX  
<SSID>xxxxxxxxxxx  
<Sample Rate>XXXX  
<Transmit Frequency>XXXX  
<Temp Scale>F/C  
<Temp High Alarm>XX.Xs
```



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to use file duplication

<Temp Low Alarm>XX.Xs
<Temp Alarm Hold>ON/OFF
<Humidity High Alarm>XX
<Humidity Low Alarm>XX
<Humidity Alarm Hold>ON/OFF
<Temperature High Alarm Triggered>YES/NO
<Temperature Low Alarm Triggered>YES/NO
<Humidity High Alarm Triggered>YES/NO
<Humidity Low Alarm Triggered>YES/NO
<Battery Status>XX
<Signal Strength>XX

time,temperature,humidity,samplestart,recdate

```
2012-11-21 12:24:59,20.5,0,12,2012-11-21 12:25:57
2012-11-21 12:25:09,20.5,0,12,2012-11-21 12:25:57
2012-11-21 12:25:19,20.5,0,12,2012-11-21 12:25:57
2012-11-21 12:25:29,20.5,0,12,2012-11-21 12:25:57
2012-11-21 12:25:39,20.5,0,12,2012-11-21 12:25:57
2012-11-21 12:25:49,20.5,0,12,2012-11-21 12:25:57
```

In the above example, the sensor is configured to take readings every 10 seconds, and transmit them when it has accumulated 6 readings.

Notes about the configuration data:

- If configuration fields are not relevant to the sensor type, they are not included in the list. If an Alarm is not enabled, no fields relating to that Alarm will be present.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to use file duplication

- All configuration fields contain the field description e.g. <Sensor Name> followed by the parameter in plain text.
- Temp Scale is a single character 'F' or 'C'
- <Sensor Type> is TH, TP, T etc.
- Temp Alarm levels are listed in <Temp Scale>
- Humidity Alarm Levels are assumed to be in %RH
- <Battery Status> is 0-10 (battery health) or 11=Power Connected & Charging or 12= Power Connected & Fully Charged.
- <Signal Strength> is 0-10 (10 is the best signal).
- <Sample Rate> and <Transmit Frequency> are assumed to be in seconds.

File Names

The name of the copy file is unique, and in the following format.

<computer name>_instrumentN_x.wdf

where

<computer name> is name of the source computer. This allows multiple systems to use a central <Destination> repository.

N = a unique sensor number (allocated during first attachment to the PC) and

x = samplestart - this is the data sequence start number (from the data within the file). This is unique to each received data packet. In the above example the samplestart=12. If the wdf files normally contain 6 data readings the next samplestart sequence will be 18, 24, 30 etc... If the sensor is syncing, the wdf file will contain considerably more data readings. The samplestart number is reset to zero when the sensor starts a new recording session, the 3rd party application must accommodate this when chaining copy files together.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This Help Guide shows how to use file duplication

File Locking:

The \<Copy To>\<computer name>_instrumentN_x.wdf file will be written with Exclusive Write attribute, attempts to read the file during this time will result in an error, which needs to be trapped and handled by the reading process. When the EL-WiFi software has completed writing, the file will become accessible for reading.

After processing the data in the copy file, the 3rd party Application must delete the file.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on using the USB Download tool with the EasyLog WiFi Sensor Software.

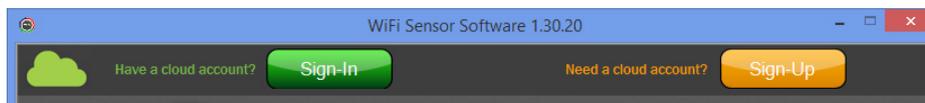
What is the purpose of the USB Download Function?

Under normal operation the EasyLog WiFi sensors will regularly transmit their readings to either a PC or the EasyLog Cloud. However under some circumstances where this is no longer possible, the PC Software is able to retrieve any unsent readings via the USB port. The retrieved readings can be stored either locally on the PC or if the sensor was setup for the Cloud the readings can be synchronised to the Cloud just as if the sensor had continued to transmit.

How to perform the USB Download

To perform the download you will need to connect the sensor to the PC using the micro USB cable supplied. Once connected run the WiFi Sensor Software as per normal.

If the sensor was setup on the Cloud and you want the unsent readings uploaded to the Cloud then sign in first using the button at the top.



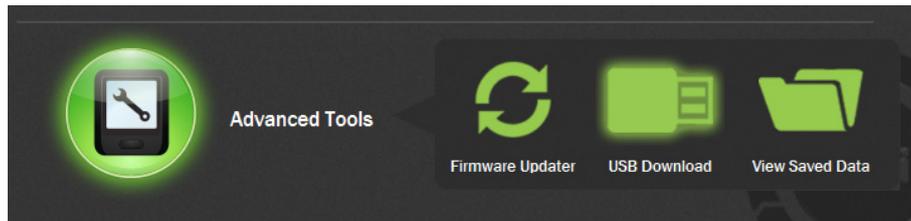
Note: You will not be able to synchronise readings to the Cloud if the sensor you are connected to is not presently set up on the account you sign in to.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on using the USB Download tool with the EasyLog WiFi Sensor Software.

Click on Advanced Tools and select USB Download.



The software will now connect with the sensor via USB. Once connection has been established you will be offered various settings for the download.

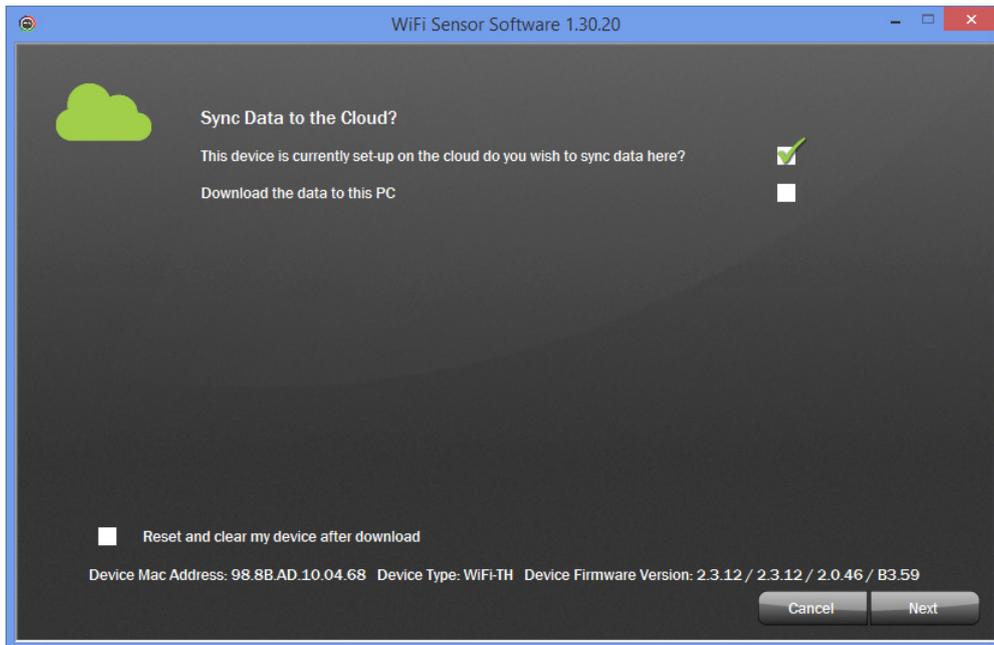
Depending if you signed into the Cloud and the sensor was detected within your account you will be offered the choice to synchronise to the Cloud or Download to the PC. Select the appropriate destination. If your destination is not available the software will notify you.

If you choose to upload to the Cloud then any further settings required will be taken from your Cloud account settings.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on using the USB Download tool with the EasyLog WiFi Sensor Software.



If you choose to download to the PC then you will need to select some appropriate settings





This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This help document offers guidance on using the USB Download tool with the EasyLog WiFi Sensor Software.

Why am I being asked about temperature scale and time zone?

All WiFi sensors store their internal readings in degrees Celsius (°C). The USB Download utility can convert the readings to degrees Fahrenheit (°F) if required.

All readings within the sensor are logged against UTC (GMT+0). You can select to have the readings logged against UTC or the local time zone as set up on your PC.



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This guide describes the Alarm Hold function found on all WiFi sensors

What does the Alarm Hold function do?

When your device goes in to alarm, it will be held until you reset it. This means that even when the device falls out of the alarm zone, it will still be showing until you reset. Whilst your device is in alarm hold any new alarm will not be flagged until you reset the current one. The purpose of this is to make the user aware that there has been an alarm. You can then view the data on your pc or cloud software to see why the alarm was raised.

Intro to Alarm Hold:

The Alarm Hold function is set in the change device settings page under Alarm Settings & Audit Check.





This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This guide describes the Alarm Hold function found on all WiFi sensors

Alarm Hold off:



Alarm Triggered: An alarm is recorded in the Event Log. The alarm symbol on the sensor LCD flashes. The alarm status is shown on the PC software or on the devices page on the EasyLog cloud.

Alarm Cleared: The alarm is cleared when either the measured value returns to normal, or the alarm is reset remotely from the PC Software or Cloud

TP+ WIFI TP+ 98:8B:AD:00:14:B9 [Signal Strength] [Battery] [Alarm Icon] 31.59°C

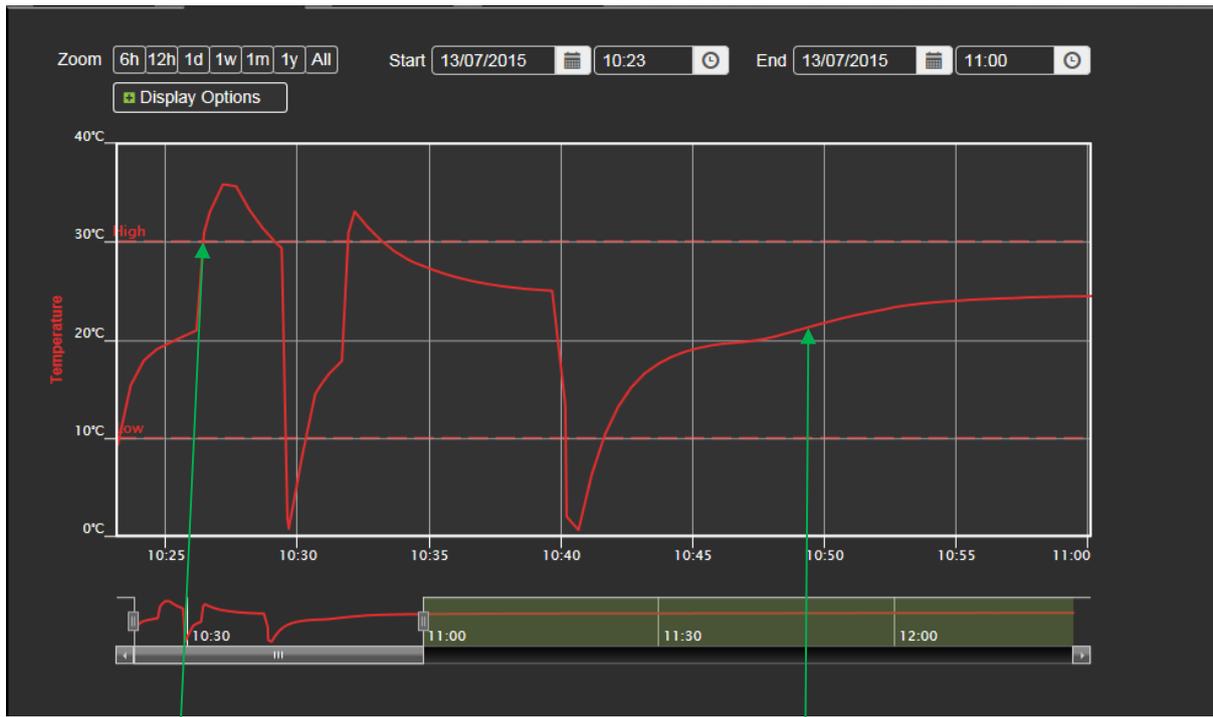
TP+ WIFI TP+ 98:8B:AD:00:14:B9 [Signal Strength] [Battery] Enabled 19.42°C



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This guide describes the Alarm Hold function found on all WiFi sensors

Alarm Hold on:



Alarm is triggered here.

The alarm was reset here by pressing the button on the front of the sensor.

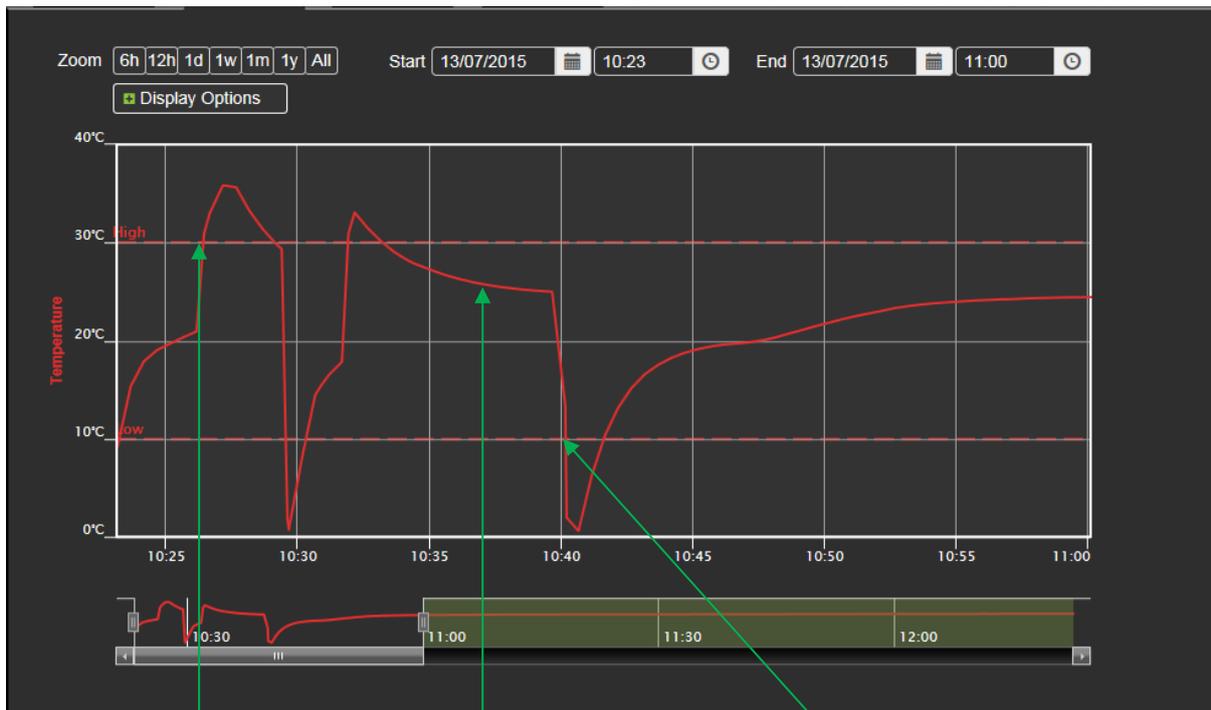
TP+	WIFI TP+ 98:8B:AD:00:14:B9	Signal strength	Battery	Alarm (Red Bell)	31.59°C
TP+	WIFI TP+ 98:8B:AD:00:14:B9	Signal strength	Battery	Enabled	19.42°C



This Help Guide refers to the EasyLog Cloud WiFi Sensor Software

This guide describes the Alarm Hold function found on all WiFi sensors

Another example of Alarm Hold being on:



Alarm is triggered here.

Alarm was reset by pressing button on the sensor.

Alarm was triggered again here.

The alarm state is cleared immediately. Even though the alarm threshold is exceeded, the measured value must return to normal before a new alarm can be triggered.