February 8, 2005

PX5 and PG4400 Hints and Good Practices

ALWAYS:

- Recalibrate the touch screen after firmware update.
    - Using your finger or stylus you must touch and hold the calibration point (X) until you hear the beep.
- Use ONLY Dranetz-BMI labeled compact flash cards.
- Format the compact flash card in the unit only.
- Format the compact flash card after successful firmware update.
    - You should see 'Loading from card' message.
    - Upload firmware using Slot 1, format and collect data using Slot 2.
- Use the latest Firmware and Software
    - Check our website often.
- Save important data on your PC.
- Copy data file to the PC before accessing them with DranView.
- Save your data in its raw form, i.e. the ddb file.
- Wait sufficient time when Stopping monitoring to allow unit to process all data. Home screen should indicate "DONE" in the "MONITORING STATUS:" line.
- Observe the unit after starting a survey for several journal intervals and make sure the compact flash card is not filling up too quickly. This is an indication of a possible threshold set too tight. This is observed on the Home screen under "MEMORY CARD:"
    - If you have a dynamic load such as variable drive circuits you may find the RMS Difference and Waveshape thresholds are causing constant triggers. These values are optimized for clean utility power. You can turn these off or increase the limits.

NEVER:

- Pull out the compact flash card while monitoring is ON.
- Turn off the unit while monitoring is ON.
- Never delete files, rename files or format the compact flash card in the PC. (Copying hostcode.bin to the card is OK when you need to update firmware).
- Leave hostcode.bin on the compact flash card.

HINTS:

- There is no Frequency reading in Meter Mode. Only Scope mode.
- There is only one Frequency reading for each unit. It is not measured per channel.
- You can enter Nominal values in the Nominal Values setup screen if you need to set up the unit without measurement connections.
- If you find your data card will read data files in the unit but Windows will not recognize the card at all, you probably have a corrupt card. Many successful file recoveries have been done using shareware File Recovery programs.

BEFORE CALLING FOR SERVICE / SUPPORT:

- Reload the hostcode.bin file available on our website
    - www.dranetz.com
- Make sure your DranView is the latest update version.
    - Look in Help / About while DranView is running.
- Save your setup file to the compact flash card and save it to your PC.
- Save a few snapshot events ("Snpsht" while in Scope Mode and Monitoring On).
- Please have your serial number ready to give to our Customer Support person.