



USER GUIDE

Download Software Troubleshooting – Load Calibration Files V0.0

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History of Changes

Rev. No.	Date	Pages	Author	Description of Changes
0	April 5, 2020		James Wright	Initial version

About This Guide

This document is meant to supplement formal training and the full DataCan Download Software user manual. This is for customer and internal DataCan use.

Warnings

WARNING – Only load calibration files when instructed to by a DataCan employee.

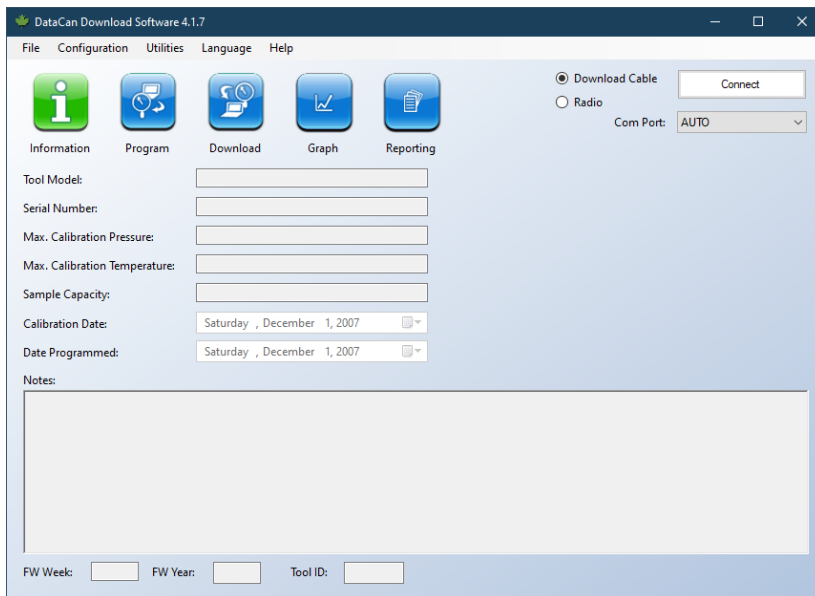
WARNING – Only load the correct and latest calibration files onto a gauge or surface box. Calibration files can be found on the USB flash drive shipped with the gauge or <https://www.datacan.ca/downloads>.

WARNING – Always download use the latest version of the DataCan Download Software found at <https://www.datacan.ca/downloads>.

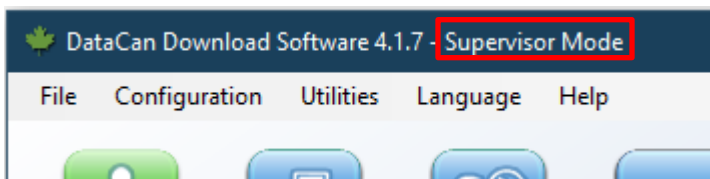
WARNING – Make sure all USB download cable drivers are up-to-date.

1 Procedure (in most cases)

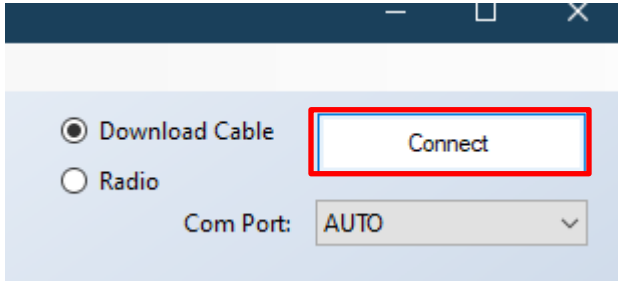
- 1) Make sure the location of calibration files on your computer is known and that they have been unzipped from the zip file.
- 2) Connect the gauge to your computer using a DataCan Download Cable (part number 100682).
- 3) Run the latest version of the DataCan Download Software.



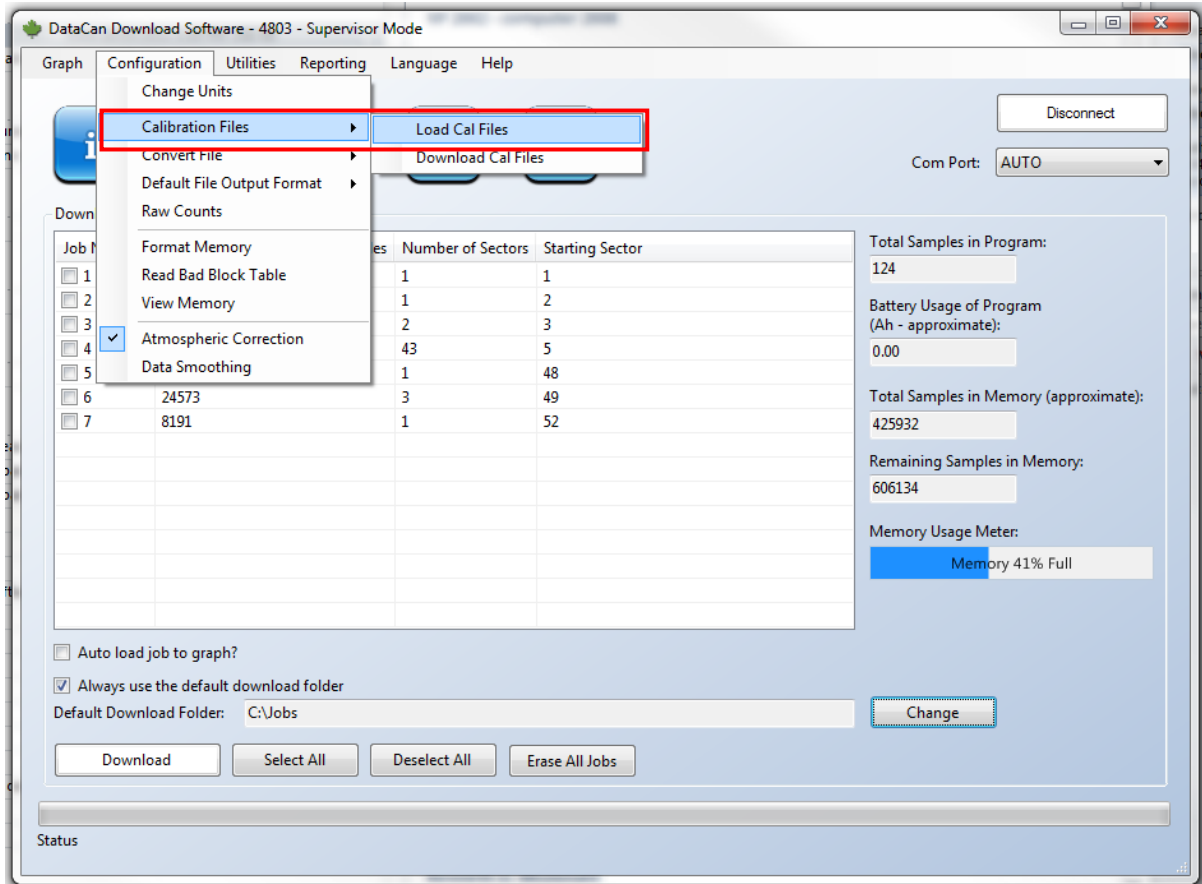
- 4) On your keyboard press **CTRL+SHIFT+D** to enter "Supervisor Mode". The "Supervisor Mode" text will be added to the title bar.



- 5) Press the **Connect** button to connect the Download Software to the gauge.



- 6) In the menu, select **Configuration -> Calibration Files -> Load Cal Files**



- 7) Navigate to the calibration files on your computer.
- 8) Confirm that the serial number marked on the gauge matches the serial number of the calibration file.
- 9) Select the calibration and click **OK**. Once programming is completed, you can re-download any data that you have on the gauge.

2 Procedure (replaceable Quartz Memory modules)

If a different quartz memory module / quartz transducer combination is used, connect the combination to the DataCan Download Software. On connect, the software will prompt the user that a different quartz transducer is connected and ask the user if they would like to save the calibration files. Allow the software to do so.