

# DATA LOGGER FAQs

## Data Logger Software

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### **1. When the software is installed on the computer, will the Log Tag icon automatically appear on the desktop?**

Yes, when the software is successfully installed on the computer, the Log Tag icon will automatically appear on the desktop. When you double-click on the Log Tag icon, the program will open.

### **2. Can the software be installed on an Apple computer?**

Yes, the software can be installed on an Apple but it will require additional software (virtual machine program such as VMware, Parallel Desktop or Virtual Box) and there is no IT support from Control Solutions for Apple users.

Note: LogTag Analyzer is not designed for operation on Mac operating systems, and it is not possible to test every function. Use of LogTag Analyzer on Mac Systems is therefore not warranted by LogTag Recorders.

### **3. Which Operating Systems are compatible with the Log Tag software?**

Compatible Operating Systems are:

- Windows 7 (32 & 64 bit)
- Windows 8 (32 & 64 bit)
- Windows Vista (32 & 64 bit)
- Windows XP (32 & 64 bit)

### **4. Who should I call if my data logger is not working correctly?**

Technical support is provided by Control Solutions, Inc. Please call 1-888-311-0636 M-F 11AM -8 PM EST. If the data logger is showing an out of range temperature, or alarm immediately call the Immunization Program at 1-800-640-4374 (24/7).

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## 5. Where can I go to find a link to download the Log Tag software?

Go to this web site:

<http://www.logtagrecorders.com/software/downloadlinkpage.htm>

## Data Logger Display

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### 6. Does the data logger display time military style?

Yes, time on the data logger is displayed in military style for example; 2 PM is 14:00.

### 7. Can you change the font size on the data logger display?

No, you cannot change the font size on the data logger display.

## Data Logger Use and Temperature Monitoring

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### 8. How often should temperatures for the refrigerator and freezer be recorded when using a data logger?

Twice a day, check and record the temperature inside the refrigerator and freezer compartments. Do this at the start of the clinic day and a second time before the clinic is closed for the day (one hour before closing if possible). Immediate action, – including a call to discuss the occurrence with immunization program staff,--must be taken if the temperature is outside the required range for either compartment or if the alarm icon shows.

CDC requires documenting temperatures twice daily even with a continuous data logger and/or alarm system because twice daily checks will give you a better indication of any problems with your storage unit's function. This additional safety check ensures that any temperature excursions recorded by the data logger and alarm system are addressed promptly.

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## **9. Will I keep the Fisher Scientific thermometer when I receive the data logger?**

No, Fisher Scientific thermometers will be removed once the data logger is installed. CDC does not recommend having more than one temperature-monitoring device in the refrigerator or freezer.

## **10. How often do I need to download information from the data logger?**

Information needs to be downloaded once a week. Pick the same day each week to download on a regular schedule. Document on the paper temperature log with date and staff initials.

## **11. Do I need to send downloaded files from the data logger to the Immunization Program or CDC on a daily or weekly basis?**

No, you do not need to send downloaded files to the immunization program or CDC. However, if you had a temperature out of range or an alarm then the downloaded file needs to be emailed as a .ltd attachment to [immunizationprogram@state.vt.us](mailto:immunizationprogram@state.vt.us)

## **12. What do I do when the Alarm icon is displayed on the data logger?**

Display of the Alarm icon indicates that the temperature went out of range. You must download information in order to remove the Alarm icon. Call the Immunization Program immediately and email the file.

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## **13. How do I pause recording on my data logger?**

Any time you press the Review button on the data logger, the recording is paused for 6 minutes. The data logger will resume recording after 6 minutes. When you are reviewing the Min and Max, recording is paused for 6 minutes.

## **14. Why does the Alarm icon display, but when I review Max/Min, the temperatures are in range?**

The Max/Min resets at midnight. To view Max/Min for the prior 24 hours press review again and note in the upper left corner the day count changes from 00 to -01. You can continue pressing the review button to review additional prior days.

## **15. Why does my data logger display the number 30 and word “Stopped”?**

When a data logger day count displays the number 30 and the word “Stopped” it indicates that the data logger memory is full and needs to be downloaded and cleared in order to continue recording. Once the information is downloaded and cleared the data logger will display “Ready” and can be used again. To avoid this make sure you download the data once a week or any time the “Alarm” icon is displayed.

## **16. Does the Immunization Program automatically receive temperature recordings from my data logger?**

No, temperature recordings downloaded from your data logger are not automatically received by the Immunization Program. Downloaded data is stored on the computer used. The Immunization Program can only view the recordings when the file is emailed to the program as an attachment.

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## **17. What does -199 displayed on the data logger mean?**

The -199 will display as an error message any time the data logger is paused for longer than 6 minutes and not connected to the cable. In addition, the -199 will appear if the data logger is not paused before being disconnected. It is possible that -199 might display sooner than 6 minutes after being paused and disconnected but usually it will only occur after 6 minutes. The only way to remove -199 is to download the data logger and automatically reconfigure it. When you are reviewing a download that had -199 reading, the chart tab will display as -40. It does not mean that the vaccine storage unit temperature went out of range (it is an error message) and you will not have the Alarm icon displayed.

## **18. When I download my data logger, what do I need to review in order to ensure that temperatures were stable?**

When you download, the chart tab will automatically display. On it, you can see if temperature readings went into the red (too warm) or blue (too cold) zone. Click on the last tab "Day Summary" below the chart and there you can review the summary of temperature readings with total amounts of time of out of range temperatures for each day.

## **19. The data logger is completely blank, nothing displayed.**

When data logger is completely blank (not showing "stopped") it could mean that it is just hibernating and needs to be downloaded to get the word "Ready" displayed. Then it is ready to have the cable plugged back in and started. If the data logger is displaying "Stopped" that indicates the memory is full and the data logger must be downloaded in order to start recording again.

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## **20. Why is the data logger not clearing?**

If the data logger did not clear automatically when you downloaded, then the settings need to be checked and verified. Refer to the document "[LogTag Analyzer Settings](#)" and follow the instructions to ensure that the settings match.

## **21. I inserted the data logger into the cradle in order to download but nothing happened?**

If there is no sign that the data logger is downloading data, refresh your connections by taking the data logger out of the cradle, unplug the cradle from the USB port and close the LogTag Analyzer program. Wait a minute and then first plug in the cradle, open the LogTag Analyzer program and only when you can see the gray screen plug in the data logger into the cradle. If there is still no indication that data is downloading try using a different USB port.

## **22. When I download the data logger, I see the pop-up message asking me to Continue or Abort, what should I do?**

Anytime you download, you will see the pop-up message asking you if you would like to Continue or Abort. Always click Continue as that action will automatically reconfigure and clear data from your data logger.