Service Bulletin
Data Transfer Module Communication Error

SASS™ / SUPERSASS™
8/14/2007

Intermittent communication errors between Sass/SuperSass samplers and the Data Transfer Module (DTM), Part Number UX-961 have been reported to the Service department from time to time.

Symptoms of this problem are the Data Transfer Module would work fine, but at some point would give one of several different error messages, including the "error waking logger" message when uploading to the computer. In some cases, the Data Transfer Module would intermittently not download the information from the Sass or SuperSass, but instead would Time Out when attempting. This problem is intermittent and usually will not show up without extensive use in the field.

It is possible in some cases that the Transfer Module has stored garbled characters or other corrupted data that causes a problem with a new download. This is a rare occurrence, but it is something that can happen due to static electricity or bad grounding practices. If this is the problem, there is an easy fix for this.

Using the Window's HyperTerminal Communication program, you can erase the internal contents of the Data Transfer Module and reset the pointer. In most cases, this will restore the memory to the factory default.

Connect the Data Transfer Module to the computer such as you would to upload an event to the SassCommAQ program. Instead of SassCommAQ, open Windows HyperTerminal. It is usually found in the Start menu by choosing, "All Programs", "Accessories", "Communications".

Be sure to select the correct communication port on your computer.
The only two changes you need to make to the HyperTerminal setup are:
Baud rate = 9600
Flow Control = NONE

Once you have set these parameters, you should see the white "Terminal" screen. In this screen, press the "ENTER" key a few times. The DTM should return an asterisk (*) character. This is an indication that the computer is communicating properly with the DTM. On the computer, press a lower case "c" for "Clear". The Data Transfer Module will prompt you with Y/N. Press Y to continue. If you are asked for a password, it is 1234.

Please note that these initial symptoms are also symptoms that would be encountered if you have a loose or broken cable, have a bad power supply connected to the computer cable, have a bad battery inside the DTM, or other hardware failure.

If the above procedure does not cure the problem, please call the Service Department for a Return Authorization Number (RA) by calling 541 471 7111 or e-mail service@metone.com