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Multilog LX2

User Manual



This manual contains important safety and operating information. Please read, understand, and follow the instructions in the manual and also any documents shipped with the device.

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1. INTRODUCTION

The “Multilog LX2” is a multi-purpose data logger device. Several models are available. Please contact your sales representative for help with selection of an appropriate model for your application.

HWM also provides a software tool for logger setup, known as “IDT”.

1.1. DOCUMENTATION AND SUPPORT OF PRODUCT

This user-guide covers the following models:

Model Number	Device Description
LX/*/*/*	Multilog LX2 logger device.

This user-guide should be read in conjunction with:

Document Number	Document Description
MAN-148-0002	Safety Warnings and Approvals Information (for Multilog LX2).
MAN-130-0017	IDT (PC version) user-guide.

This user-guide provides details of the logger operation and how to install the product. Also refer to any user-guides or datasheets for sensors that are being used with the logger.

Read the relevant parts of the IDT user-guide for guidance on how to confirm settings or modify the set-up your logger. This includes:

- Details of setup of sensor channels and making recordings of the data.
- Logger settings for the delivery of measurement data to a server.
- Logger setup for additional messaging features, such as alarms.

Note: The system periodically has new features and changes released, thus you may observe slight changes from the diagrams and features shown in this manual. Installed features and functionality can vary from device to device, therefore always refer to the menus and screens of any setup tool to determine which features are available on your logger device.

HWM provides support of logger devices by means of our customer support webpages:
<https://www.hwmglobal.com/help-and-downloads/>

Should you have any questions that are not covered by this manual or online help, please contact the HWM Technical Support team on +44 (0) 1633 489479, or email cservice@hwm-water.com

1.2. OPERATING TEMPERATURE

Refer to the logger Datasheet or your sales representative for guidance on the storage and operating temperature range of the device. Ensure the unit is within the operating temperature range prior to installation or setup.

1.3. VIEWING DATA

To view logger data remotely, a viewing tool (website) is used. Various websites are available. Each website presents data associated with logger installation sites. The choice of website will depend on the type of sensors used and their application.

Data from your logger can also be viewed locally using IDT during a site visit.

Refer to the training materials available for your viewing tool and also the IDT user-guide for further information.

2. OVERVIEW

2.1. DEVICE OVERVIEW

2.1.1. PHYSICAL FEATURES & CONNECTOR IDENTIFICATION

The Multilog LX2 logger family is flexible in design and can be built to suit a variety of uses.

An example is shown in Figure 1 and Figure 2.

The top face of the logger includes an infrared communications window. Some red and green LED indicators are also visible through the glass window; when on these indicate the logger is temporarily busy trying to upload data.

The logger is powered by a non-rechargeable Lithium battery. The life of the battery can vary with its orientation.



Figure 1. Multilog LX2 logger. Shows infrared communications window on top face.

Various labels are present on the logger. These include:

- The nameplate label, which includes the logger part-number, its serial number, and an 'SMS number' (an identifier in the form of a telephone number).
- A 'This way up' label (showing the orientation for optimum battery life).
- A "Factory Battery Status" label (indicating whether the internal battery has been already connected).
- Interface identification labels.

The logger has two surfaces for connectors. Follow the label to identify interfaces.

Two holes are provided on the top face for mounting the logger. The logger is designed to be fitted in tight spaces, such as within an Atlas box.

The logger has a waterproof construction and has waterproof connectors for attaching sensors and antenna. The interface connectors exit the unit via the bottom of the case.

A pressure interface may also employ a built-in pressure transducer with a quick-release connector. This is for direct connection to a pipe (or hose).



Figure 2. Side view of example logger. Shows interface connectors and labels. Shows correct orientation for best battery life.

2.2. EXTERNAL BATTERY (OPTION)

Certain logger models have a connector that allows an External Battery to be connected. These provide the logger with additional power capacity.

An example is shown in Figure 3.

Various battery capacities are available.

Always use HWM supplied batteries to ensure compatibility and safety.

(For situations where the use of an external battery is required, seek the advice of your HWM representative).



Figure 3. External Battery (Example)

2.3. COMMUNICATIONS LINKS (FOR PROGRAMMING AND DATA DOWNLOAD)

To communicate with the logger, an infrared communications interface is required. E.g., HWM part-number “RAG R10USB”.

The interface is known as the “USB IR Reader” (See Figure 4 and Figure 5).



Figure 5.
IR Reader communications window



Figure 4. USB IR Reader

The IR Reader is positioned over the magnetic ring / infrared window of the logger during use; it is held in place by a magnetic force. (See Figure 6).

For reliable communication, ensure the infrared windows of both the logger and the USB IR Reader are clean prior to use.

The other end of the interface is a standard USB-A connector. This end plugs into your PC.



Figure 6. IR Reader coupled to the logger for communications.

2.4. SOFTWARE TOOL (FOR LOGGER PROGRAMMING AND TESTS)

A software tool, known as “IDT” (Installation and Diagnostic Tool), is available for checking or making adjustments to the logger setup and also for testing the logger operation on-site.

2.4.1. IDT (PC VERSION)

Refer to the IDT (PC version) User-Guide (MAN-130-0017) for details of how to prepare your PC for communicating with the logger. The user-guide also gives details of how to use IDT with various logger settings.

2.5. LOGGER OPERATION

The logger software is designed to minimise battery use and thereby prolong the expected battery life. However, battery life is also affected by user-programmable settings. The user is advised to set the logger to keep tasks and sample frequencies to the minimum requirements of the intended use in order to manage battery power effectively.

Where supplied, the external battery power is used to extend the battery life of the logger or to allow more frequent communications with the server.

The logger is normally shipped from the factory in an inactive state (referred to as ‘shipping mode’, or ‘sleep mode’) to preserve the life of the battery.

When activated (see section 3), the logger will go into the state of “Recording” and begin repetitive logging of the various sensors fitted to the unit, according to its configuration and settings.

The logger operates using two time periods, known as the “sample period” and the “log period”. It will sample the sensors at the *sample rate* to create temporary measurement samples; this is a repetitive background task. After taking several measurement samples, some statistical functions can be optionally applied to produce a *datapoint* that is logged (saved) at the *log rate*; these form the recorded (logged) measurements and are saved into an area of memory which is referred to as the “primary recording”. The log period is always a multiple of the sample period.

If the logger has the feature enabled, it can also be set to occasionally save additional data into a “secondary recording” memory area (see section 2.6), (e.g., data sampled at a higher frequency, such as by using the “sample period” rather than the “log period”).

Note: This is not available on all supplied units and must be arranged through your sales representative before placing an order; it has implications concerning expected battery life of the unit.

The logger will also have daily tasks at set times, such as uploading its un-sent data over the internet. When sending data, the logger waits to receive confirmation from the server that the data was received without error; If confirmation is not received, it will re-send the data at the next call-in time.

The logger can be programmed to monitor data for certain patterns or conditions and can send a message if it should detect a match. Commonly, this is used for setting a condition that can be an indication of an “alarm”. The message can be sent to either the server (the usual destination) or another device.

2.6. ENHANCED LOGGING (OPTIONS)

Section 2.5 gave a description of logger operation that is available as standard on most Multilog-LX2 logger models; The logger normally samples data at the set sample period, and records datapoints at the set log period. However, certain models offer options for making *additional* recordings (of logged data) at higher-than-normal sampling rates. The additional data is recorded within the “secondary recording” memory area.

These features are sometimes referred to as “Enhanced Network” logging and “Pressure Transient” logging; Collectively they are referred to as “Fast Logging”.

Note: The feature can only be installed by the factory at the time of build. The options must therefore be specified at the time of ordering, along with the required maximum sampling rate.

Additional sampling has implications for power consumption and may require the use of external batteries to meet the required service life.

The fast-logging features of the logger can be disabled during logger setup. Where enabled, the logger has two strategies for dealing with memory becoming full. Either the fast logging will stop, or older data can be over-written. Make the selection you require during setup.

Not all sensor types are able to work at high sampling frequencies. The feature is therefore usually set to work with analogue sensors, such as a pressure transducer.

Fast logging is frequently used to monitor pressure fluctuations on the water supply network.

For Multilog-LX2, ‘Enhanced Network’ logging and ‘Pressure Transient’ logging are mutually exclusive settings (only one can be used). Each has a different operation.

Enhanced Network Logging:

- This option allows certain events to create a secondary recording.
- The recording will be made at the background sampling rate.
- The recording can be a single channel or can include additional channels (if the sensor can cope with the speed).
- The maximum sampling rate is limited to a frequency of 1 Hz.

Pressure Transient Logging:

- This option allows certain events to create a secondary recording.
- The recording will be made at a sampling rate of 1 Hz or one of a selection of higher frequencies.
- On Multilog-LX2, only a single channel can be used. This must be for a pressure sensor. The sensor must be allocated to channel 1.

The recordings can be set to occur either at specific times or in response to various alarm events or a change in a Status Input (i.e., triggered by a switch output from external equipment).

2.7. SERVER INTEGRATION – STORING AND VIEWING DATA

The Multilog LX2 logger includes an interface (referred to as a modem) that provides access to the internet via the cellular mobile communications network. A SIM card is used to give access of the network.

Measurement data is initially stored within the logger, until the next call-in time. The data can then be uploaded to the server using an encrypted format. Typically, the server used to receive and store the data will be an HWM DataGate server, although other servers may be used in conjunction with HWM software.

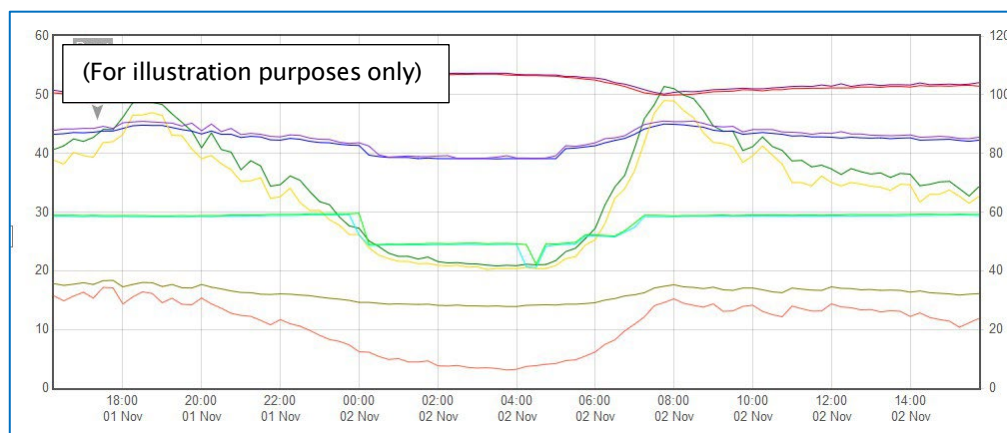
The logger data may be viewed using a viewing portal which has access to the data stored on the server. (Refer to the relevant user guide for details of how your data viewer can be used to view the logger data).

2.7.1. DATAGATE SERVER / DATA VIEWING PORTALS

When integrated with HWM's DataGate server, the logger's measurement data can be stored centrally and made available to users via a viewing portal (website). The data storage server can handle receipt and storage of data from a single unit, or from an entire fleet of loggers.

Viewing Primary Recordings:

The data from your logger(s) can be viewed remotely / graphically by anyone authorised to do so, with a suitable user account (and password) using a standard web-browser.



HWM has a selection of websites that can be used to view logger data. The best choice of website depends upon the type of sensors used with the logger.

A website with a generic data viewer can show data graphically for one logger at a time, installed on one site.

A website which can show a fleet of loggers, each having the same type of sensor, can often present data in a more meaningful way to the user, along with useful supplementary information (e.g., a map showing the logger locations). Thus, a website may give a picture of the current status of many sites at one time.

Refer to the IDT user guide or sensor user-guide for details of which viewing portal is most appropriate to use. Alternatively, discuss this issue with your HWM representative.

The DataGate server can also forward any alarms received from the logger to all users that have subscribed to them; one logger alarm message can therefore be distributed to multiple DataGate users.

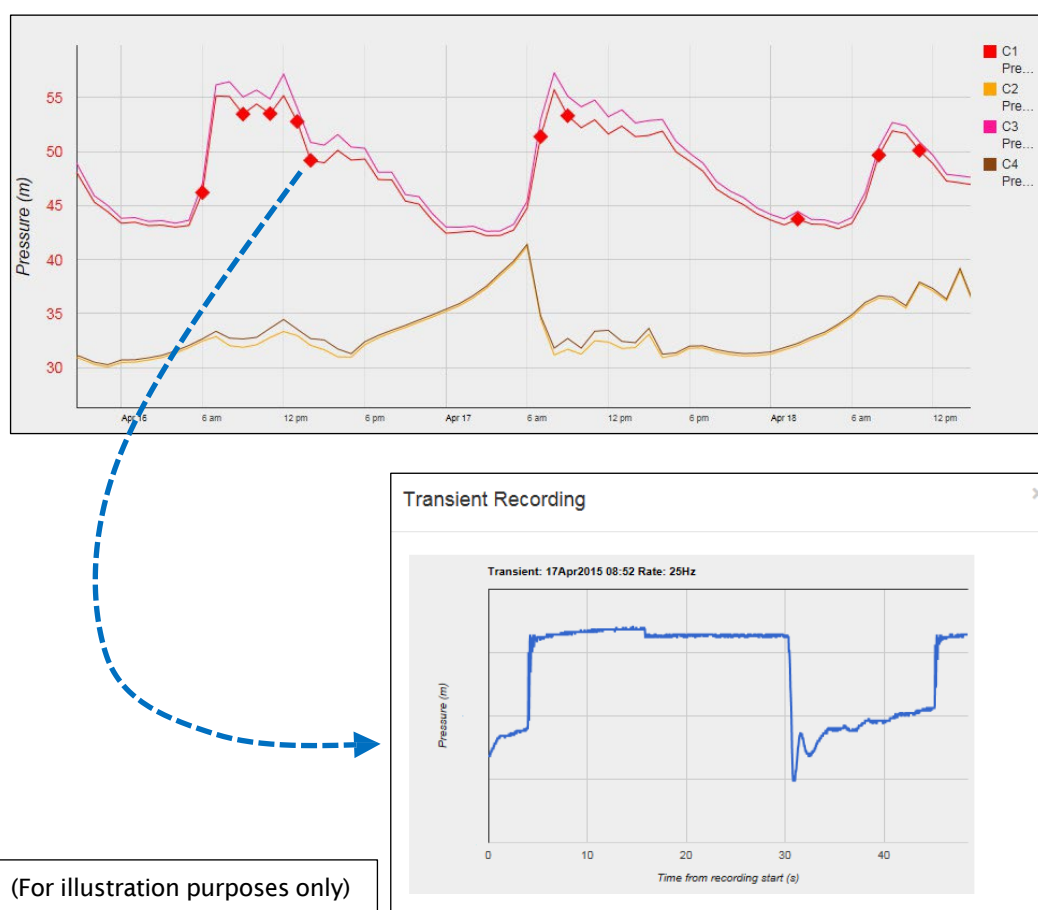
DataGate can also (by arrangement with your sales representative) be used to export logger data to other servers.

Some administrative setup of the server and of the viewing portal is normally required to facilitate receiving, storing, and presenting logger data correctly. (Setup of and use of the DataGate system (or any other server) are not covered by this user guide).

Viewing Secondary Recordings:

For sites which have logger models with Fast logging included, secondary recordings may have been made. These are also stored on the server.

Your data viewer will have a means of displaying secondary recordings. It may, for example, show a marker on the main trace to indicate the point where fast data is available (e.g., where a transient occurred). Click the marker to provide a close-up view of the transient.



2.8. INSTALLATION ACCESSORIES

Accessories (antenna and brackets for mounting the unit) are available to suit various installation situations; discuss availability with your HWM representative.

3. ACTIVATING THE LOGGER AND COMMUNICATIONS LINK

3.1. LOGGER ACTIVATION PROCESS (FOR FIRST-TIME USE)

When shipped from the factory, the unit is in 'shipping mode' (deactivated; not logging or calling in). This mode is suitable for shipping or long-term storage. To use the logger, it must first be *activated*.

The process for doing this depends upon the logger setting for logging re-activation. Various setting options are available (specified time, upon connection of an external battery, upon the activation of a magnetic switch), but most loggers are set to start 'immediately' upon having their settings read by IDT and then saved back to the unit. (Refer to the IDT user-guide for how to do this). The logger will then enter a status of 'recording', where it is executing its repetitive logging functions.

3.2. IDT - USED WITH A PC.

When programming the logger using a PC, the IR Reader should be plugged directly into a USB-A port (or to USB-B or USB-C port via a suitable adaptor).

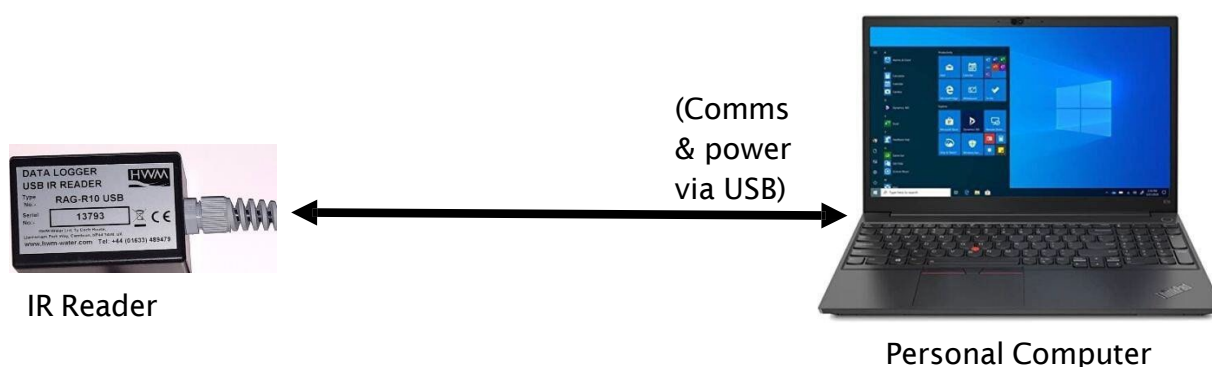


Figure 7. Communications path when using IR Reader directly.

The PC provides power to the IR Reader.

Prior to use, the PC should have the IDT programming tool installed.

4. INTERFACES AND SENSOR TYPES (SUMMARY)

Note: Support for specific interfaces or functions vary and are dependent upon the model supplied.

Sensors provide information for various physical parameters, and this information is transferred to the logger via an appropriate electrical interface.

Each interface has associated logger settings for initiating the measurement and also to correctly interpret the numeric data obtained. IDT is used to manage the settings.

Wired connections are made to the logger through one of the following means:

- A connector mounted through the logger case.
- A captive cable which passes through the logger case, usually via a gland fitting.

Connectors for sensors on Multilog-LX2 are usually 4-way, but can contain either pins or sockets, as shown in Figure 10 and Figure 9. A dust-cap is available as an option to keep unused connectors free of water and debris (see Figure 8).

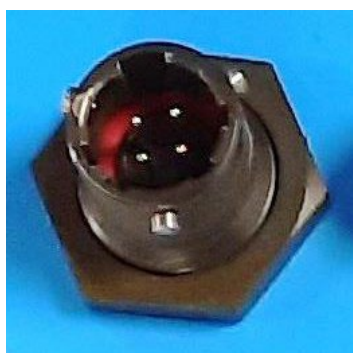


Figure 10.
4-way connector with pins



Figure 9.
4-way connector with sockets



Figure 8.
Dust-cap option

Some connectors are single-purpose in nature (e.g., For connection of a single sensor). However, other connectors may be multi-purpose in nature (e.g., For connection of both a sensor and power from an additional battery).

Where a connector is multi-purpose, a Y-adaptor cable may be required to split out the various functions.

For water pressure measurement, the electrical connection to the sensor may be made via a 4-pin connector, as shown in Figure 10. This logger interface is known as an “External Pressure” type. It allows a cabled pressure transducer (sensor) to be connected to the logger. HWM can provide a variety of cabled pressure sensors with the appropriate connector for the logger.

An alternative for water pressure measurement is for the transducer (sensor) to be built into the unit, as shown in Figure 11. This logger interface is known as an “Internal Pressure” type. It allows pressurised water to be connected to the logger directly, via the use of hoses fitted with a quick-release connector.



Figure 11. Connection to internal
water pressure transducer

For antenna, a different type of connector is used. Refer to section 5.16.

The Multilog-LX2 supports a variety of sensors and parameter measurements. Examples are given below: (Dependant on model number ordered).

- Pressure.
Examples: - Direct connection to an internal transducer (sometimes referred to as an 'internal' pressure sensor).
- Electrical connector for a wired transducer (sometimes referred to as an 'external' pressure sensor).
- Distance to a water surface
Example: - Compatible with SonicSens2 sensor.
- Water depth.
Examples: - By using a SonicSens2 sensor
- By use of a submerged pressure gauge.
- Water leak detection (from pressurised water pipes).
Examples: - By use of a HWM Leak-Noise Sensor or Hydrophone.
- Water (or Gas) Consumption (Flow rate / total consumption).
Examples: - Various 'Flow' channels are available to suit a variety meter pulse output formats.
- Temperature.
Example: - By use of a PT100 temperature sensor.
- Status Input
Example: - To detect an open/closed switch.
- GPS input (communication from Global Positioning System satellites)
Examples: - To determine current position.
To determine current time.
- 0-1V or 01-10V input. (This is a generic sensor interface. The logger supports inputs from externally powered sensors).
- 4-20mA input. (This is a generic sensor interface. The logger supports inputs from externally powered sensors).
- MODBUS (This is a widely used interface for sensor communications. The logger supports inputs from externally powered sensors. Optionally, the logger can provide power to some sensors).
- SDI-12 (This is a widely used interface for sensor communications. The logger supports inputs from externally powered sensors).
- (Others).
Contact your sales rep for more information or to discuss your requirements.

For any given parameter, several sensors may be available with different types of electrical interface. Sensors provided by HWM will include a cable with a suitable connector for the supplied Multilog-LX2.

5. INSTALLATION

5.1. SUMMARY OF INSTALLATION STEPS

- Check that an assessment of the work has been done and that any safety measures are in place.
(E.g., Safety precautions, protective clothing and/or equipment being used).
- Check the logger is suitable for use at the installation site.
Check that you have the required sensors and antenna.
Consider where the equipment is going to be located within the available space and that all cables and any hoses are of a suitable length.
- Check fittings are available to connect to any pressure measurement point.
- The logger, cables, and sensors should be kept away from sources of electrical interference such as motors or pumps.
- Cables and hoses should be routed and secured so as to not cause any hazards.
Do not allow any equipment to rest on cables, connectors, or hoses as crush damage can result.
- Attach the IR Reader interface to the logger and use IDT to read the logger settings. (Refer to the IDT user-guide for guidance whenever needed).
- Update the logger firmware (if required).
(Consider downloading any existing data from the logger prior to upgrade).
- Use IDT to check or modify existing logger settings.
 - Program a local time-zone into the logger.
 - Set timing intervals for making measurements (sample interval and log interval). They should be configured to suit your application's specific logging requirements (minimise sampling rates to preserve battery life).
 - Set Channels to produce measurement samples from each interface.
 - Configure the logger channel to match the sensor or other equipment that the logger connects to.
(Check units of measure are correct, etc)
 - Ensure the sensor is mapped to the correct output channel number;
This is an identifier used when uploading the logged measurement data to the server. (i.e., Channel numbers must match between logger and DataGate).
 - Apply any required statistical functions to the background measurement samples in order to produce logged data-points (saved values).
 - Where required, undertake the setup of any additional options related to the channel. (E.g., add an initial meter reading, pulse replication setting, sensor calibration). Refer to the IDT user-guide for guidance regarding and any additional settings related to an interface.
- For pressure sensors, electrically attach them but expose the sensor to the local atmospheric pressure and re-zero them before commencing making a connection to the measurement point.
- Install (position and connect) the sensors at their measurement point.
- Bleed any connections to water.

- Where required, insulate any water-filled tubing connected to pressure transducers to protect them from frost. (Insulating pipe covers can be supplied upon request at additional cost or sourced locally from a hardware store).
- Ensure any electrical connections made on site are dry, durable, and water-tight.
- Use IDT to:
 - Test the logger and sensors are functioning correctly. (Some can be done pre-installation; others post installation).
 - Setup the logger for any alarms. Consider the conditions for activating alarm messages and also the conditions for the alarm to clear.
 - Check / modify the communications settings of the device, as required:
 - SIM settings (parameters for giving access to the cellular network).
 - Modem settings (Cellular Network technology).
 - Data delivery settings (server contact details).
 - Call-in times and protocol settings.
 - Verify any changes to settings have been saved prior to leaving site. Check that the logger is in a “recording” state.
- Where the logger has a GPS antenna connection, install (position and connect) the GPS antenna for picking up the satellite communications. Use IDT to test the GPS installation is correctly working.
- Install (position and connect) the antenna for server communications. Use IDT to test the cellular communications performance.
- Ensure details of the site of logger deployment are recorded. (The administration for the server could be handled by office staff, or the installer could use the HWM Deployment app).

5.2. **LOGGER**

The logger must be mounted in a suitable location where the sensors to be attached can reach their intended installation points. Position loggers, sensors, and antenna away from sources of electrical interference such as motors or pumps.

Refer to the orientation shown in the diagram in section 2.1.1; The logger should be installed as shown for optimum battery performance.

5.2.1. **WALL-MOUNTING**

Use wall-hanging brackets for mounting the logger. Use the mounting holes that are provided on the logger.

Either secure with nuts and bolts or use plastic ties.

For best battery life, ensure the unit is reasonably level, as shown in Figure 12.



Figure 12. Wall-mount example

5.2.2. LOCATING IN PLASTIC-LIDDED CHAMBERS

Plastic lids usually have a metal plate fitted to the lid, sometimes on the back or internal to the construction of the lid.

Internal aerial loggers may be more suitable for plastic lidded chambers, but in most situations a logger with an external aerial should be considered.

The frost plug should always be fitted so as not to interrupt radio reception.

Drilling into the side of a plastic chamber is not recommended and could be dangerous due to the high chance of damage to other services in close proximity.

Multilog LX 2 Installation in Atplas box:

The design of the Multilog LX 2 means it is the correct size to rest on the ledges at the top of an Atplas chamber.

If the logger has an internal antenna, then it should be mounted in an offset position to avoid being directly underneath the metal plate moulded into the Atplas chamber lid.

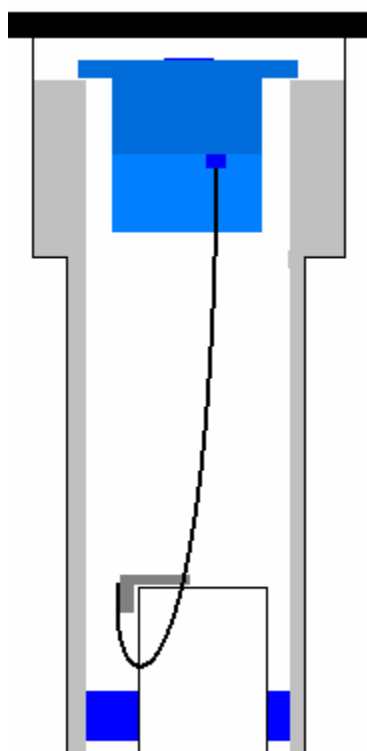


Figure 13. Logger in Atplas box example

Multilog LX 2 Installation in Talbot round lid box:

The Talbot equivalent of the Atplas has a larger distance between the white ledges at the top of the chamber.

If there is vibration, then the logger can slip off and fall to the bottom of the box.

To overcome this the logger should be fitted at an angle so the logger is in a “pre-slipped” position.

If the logger has an internal antenna, then it should be mounted in an offset position to avoid being directly underneath the metal plate moulded into the Talbot chamber lid.



Figure 14. Logger in Talbot round lid box example

Multilog LX 2 Installation in Talbot – Flip Lid box:

When correctly installed the Talbot flip lid box offers a smooth vertical tube with no available fixing point for the LX logger. Alternative solutions are required.

Example 1:

A magnet with “P” clip can be attached to the lid and the logger suspended from the magnet using a cable tie.



Figure 15. Logger in Talbot flip-lid box P-clip example

Example 2:

A 6mm plastic tube can be pushed down the outside of the chamber and the logger hung on the protruding end.



Figure 16. Logger mount using a plastic tube example

5.3. PRESSURE SENSOR INPUTS

5.3.1. RE-ZERO FACILITY (FOR PRESSURE RELATIVE TO LOCAL ATMOSPHERE)

Pressure sensors supplied by HWM normally measure pressure relative to atmospheric pressure. Since there can be some variation in local atmospheric pressure (e.g., due to altitude), the loggers have a facility to re-zero the pressure sensor.

This must be done **with the sensor exposed to atmospheric air**.

Prior to connecting the transducer to the actual measuring point, leave it exposed to air. Then “re-zero” the sensor using the method found in the IDT user-guide.

5.3.2. PRESSURE SENSOR (INTERNAL)

A pressure input may be presented as a built-in transducer (as shown in Figure 11, on page 10), which connects directly to the fluid via a hose using a quick-release connector.

Note: Do not connect the sensor to the measurement point before going through the **re-zero** (to local atmospheric pressure) process, if required.

The input will be labelled with the pressure rating of the transducer.
E.g., ‘PRESSURE (10 BAR)’.

Connect the pressure tapping on the pipe (measurement point) to the pressure transducer of the logger using a suitable interconnecting hose. (For an example, see Figure 17.) Ensure the hose is bled, for correct operation.

This interface is factory calibrated. No on-site calibration is required.

Note: Add insulation to the pipe and logger to prevent freezing.
If the water in the hose or the logger itself freeze, there is a danger of permanent damage to the pressure transducer.

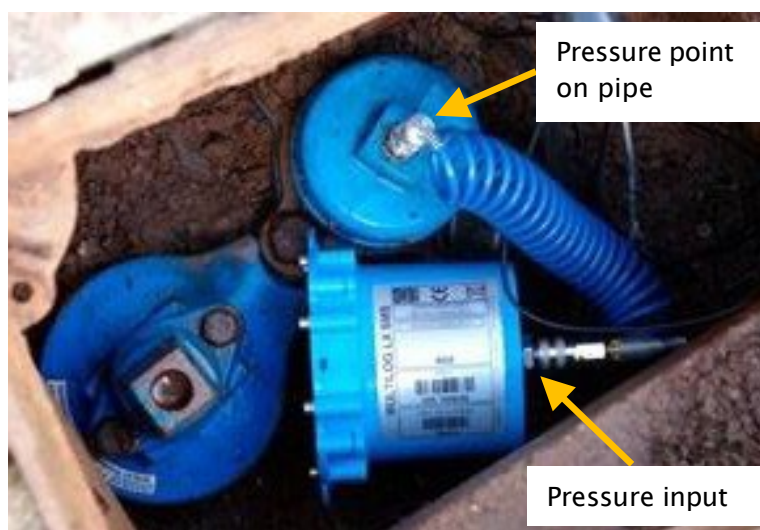


Figure 17. Example connection to a built-in pressure transducer

5.3.3. PRESSURE SENSOR (EXTERNAL)

A pressure input may be presented as an electrical interface, using a 4-pin MIL-Spec connector (as shown in Figure 10 on page 10).

Cabled pressure sensors for the Multilog LX2 are available from HWM. For most situations, sealed type pressure (or depth) sensors are used, and the sensor will be wired directly to the connector, as shown in Figure 18.

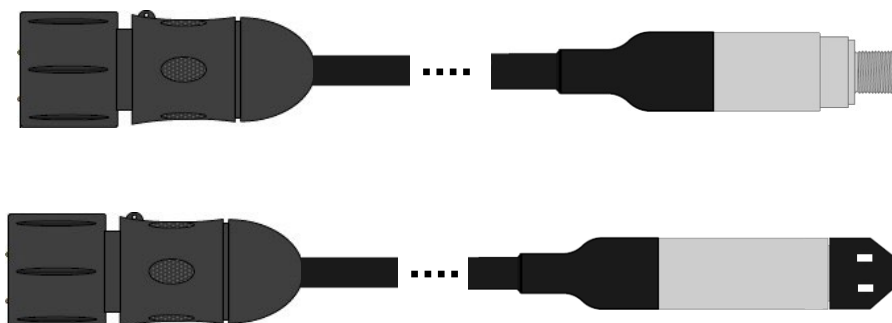


Figure 18. Cabled pressure and depth sensors.

The logger temporarily applies power to the sensor just before (and during) making a measurement.

The logger interface will be labelled “EXTERNAL PRESSURE” (or similar).

The pinout of the connector is shown below.

Logger bulkhead connector pinout : External Pressure			
A	B	C	D
V (+) ; (PWR)	V (+) ; (Signal)	V (-) ; (PWR)	V (-) ; (Signal)

Where a pressure transducer has a threaded end for connection to the pressure measurement point, fittings may be required to modify the connection (e.g., a quick-release connector for connection to a hose). For example, see Figure 19.

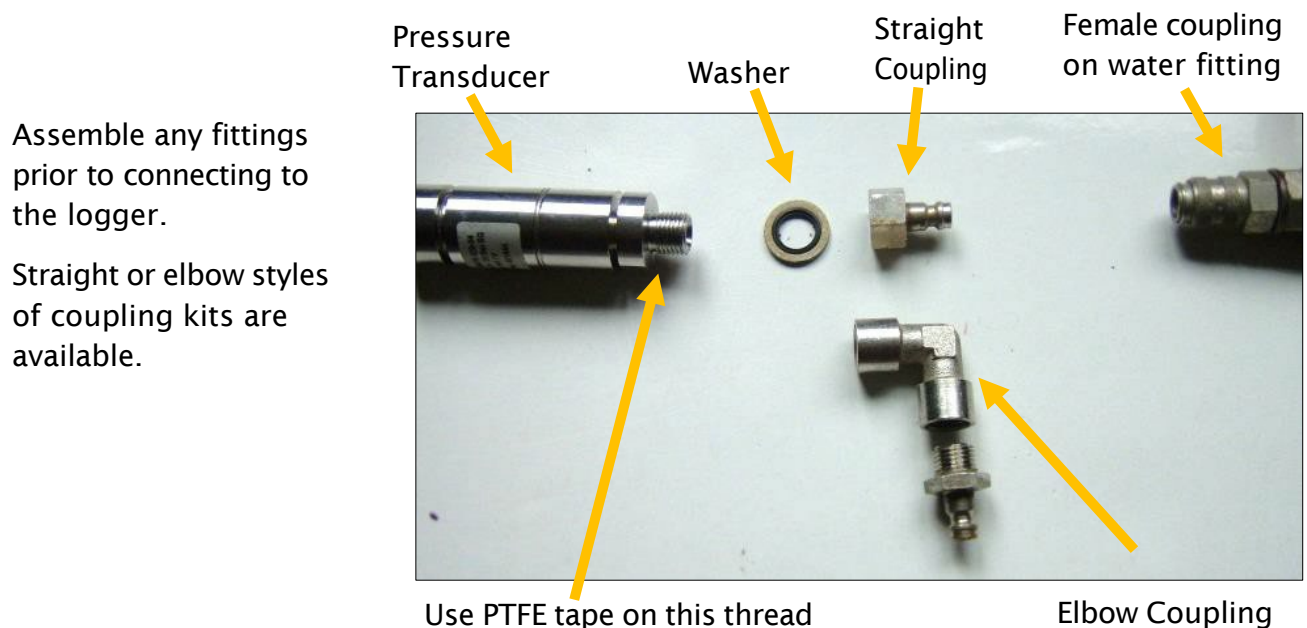


Figure 19. Adapting a pressure sensor with fittings

Confirm the logger has the appropriate interface for the pressure or depth sensor. Then connect the sensor to the relevant logger interface.

Note: Do not connect the sensor to the measurement point before going through the **calibration** process (see below) and then **re-zero** (to local atmospheric pressure).

For a **pressure sensor**, attach to the measurement point and (if applicable) bleed any connecting hose.

For a **depth sensor**, the sensor should be weighted down or mounted securely at the bottom of the water channel, using a fixture (e.g., a carrier plate or anchoring bracket) if required. The cable should also be secured in place to prevent moving water from acting on the cable to pull the sensor out of position or stress any connections.

Calibration Process (using calibration values from the cable):

Prior to using the sensor, the logger and sensor pair must be calibrated to give correct readings.

This method can be used by an installer to pair and calibrate a pressure sensor to the logger.

HWM supplied pressure / depth sensors usually have calibration values shown on the cable (see Figure 20). Use IDT to add the details from the calibration label on the cable into the logger using the guidance within the IDT user-guide.

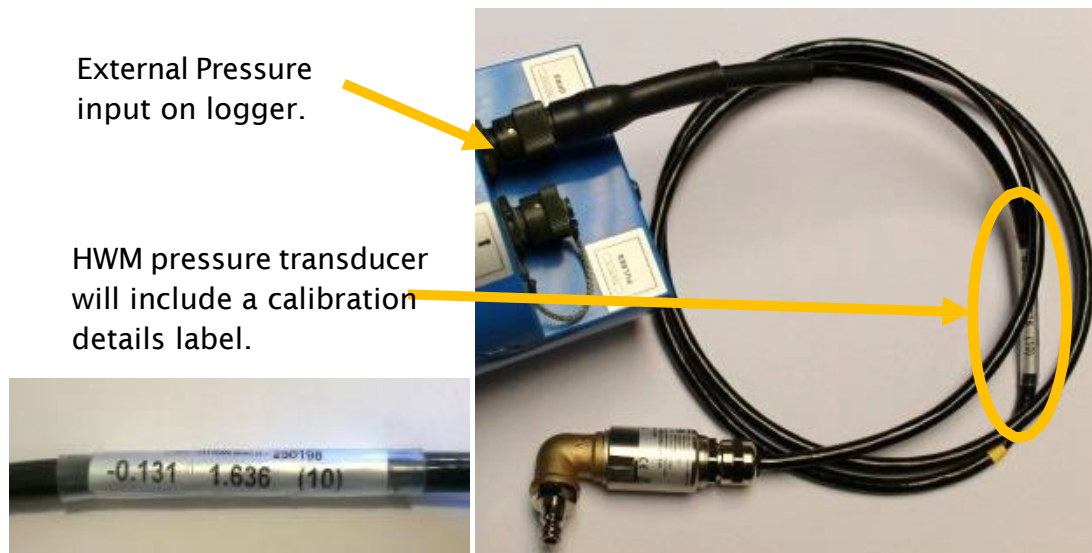


Figure 20. Example of a pressure sensor calibration label

The calibration process must occur before the re-zero of the pressure sensor.

After following the calibration process and re-zero process, the transducer can be located at (or fitted to) its measurement point.

The logger must be correctly set up to make measurements from the sensor. Refer to the IDT user-guide for general guidance / further details.

Calibration Process (using applied pressures):

This method can be used by an authorised service center to pair and calibrate a pressure sensor to the logger.

The method consists of applying reference pressures to the transducer and building a table of calibration values.

5.4. FLOW SENSOR INPUT (METER PULSE COLLECTION)

Depending on the model supplied, the logger may have 0, to 4 Flow inputs.

These are digital inputs, designed to sense the open or closed condition of a switch (activated by the installed meter). To use the flow channel(s) the logger must be set up (using IDT) to know what each meter pulse represents.

Note: The Flow interface may be presented as a bulkhead connector or may be presented as a captive cable.

The Flow interface may share the same connector or glanded cable as the External Battery connection.

5.4.1. VIA A GLANDED Y-CABLE

The logger may be constructed with a glanded 'Y-cable' which includes a connector for attachment to an external battery, and an unterminated cable end. Refer to Figure 21.

The interface will be labelled 'FLOW UNIDIRECTIONAL' (or similar).

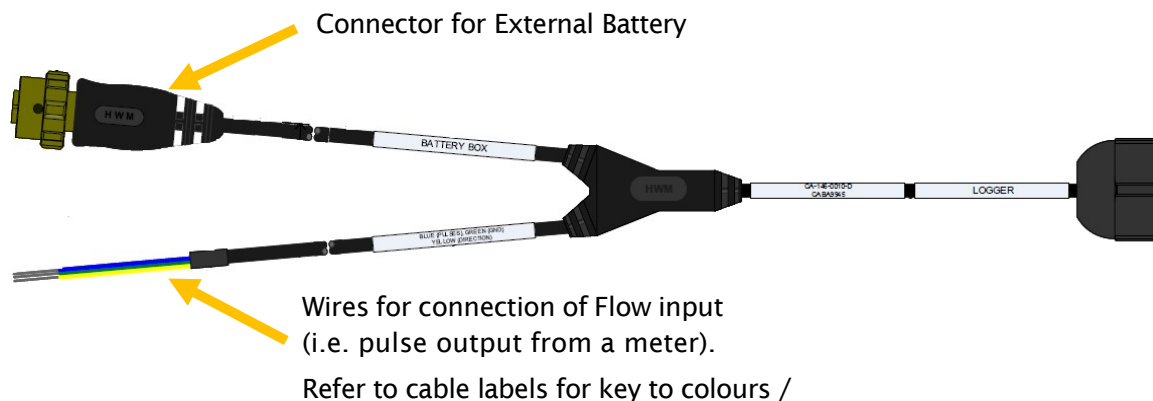


Figure 21. Flow - Captive Y-cable

A label will be present on the cable which gives some indication of the colours and the corresponding signal. However, the installer may need to interpret the signals, as the exact use is subject to variation, depending on logger settings (see section 5.4.2).

5.4.2. EXPLANATION OF FLOW CHANNELS & INPUT SIGNALS

Flow of a fluid in a pipe is usually detected by a meter, which produces pulses related to the volume of fluid passing through it. There are several types of meters; some can detect both forward flow and reverse flow (bi-directional flow); some can detect flow in one direction only (uni-directional flow). There are therefore several ways of implementing the interpretation of meter pulse output signals from a meter. Your logger must have the correct interface and settings for the signalling from the meter to be compatible with it.

The Multilog-LX2 Flow inputs sometimes require two input signals in order to work with the meter-pulse signalling of certain meters. A pair of inputs can therefore sometimes be configured to operate as a single channel. Other meter types only require one signal, so the pair of inputs can operate as two separate channels.

The pair of Flow signals can be labelled in one of the following ways:

	Alternative signal names			
Pair of FLOW signals	Flow Input 1	Flow 1	Pulses	Flow (Forward)
	Flow Input 2	Flow 2	Direction	Flow (Reverse)
Common	GND			

The labelling depends on the factory default for the configuration of the Flow channels on your logger model-number, but sometimes alternative types of configuration can be achieved by changing logger settings.

Where the logger is **pre-configured by the factory to produce only 1 Flow channel** (datapoint stream), the pair of inputs can be used in one of three different ways:

- (1) Input 1 can be used with a **Uni-directional meter** (one which only measures forward flow / consumption).
In this configuration:
 - Input 1 acts to collect meter pulses, and
 - input 2 is usually left disconnected (or allocated to use as a 'Tamper Alarm', or used as a Status input; see section 5.6).

- (2) Inputs 1 and 2 can be used as a pair with a **Bi-directional meter** (one which can measure both forward and also reverse flow).
In this configuration:
 - Input 1 acts to collect meter pulses, and
 - input 2 is used for the flow direction indication from the meter (open = forward flow, closed = reverse flow).
 The interface will be labelled 'FLOW P&D' (or similar).

- (3) Inputs 1 and 2 can be used as a pair with a **Bi-directional meter** (one which can measure both forward and also reverse flow).
In this configuration:
 - Input 1 acts to collect meter pulses (forward flow direction), and
 - input 2 acts to collect meter pulses (reverse flow direction).
 The interface will be labelled 'DUAL FLOW F&R' (or similar).

Where the logger is **pre-configured by the factory to produce 2 Flow channels** (datapoint streams), the pair of inputs can be used as 2 independent uni-directional Flow input channels (channels 1 and 2).
Each input can be used with a Uni-directional meter (one which only measures forward flow / consumption).

5.4.3. VIA A GLANDED CABLE (OPEN-ENDED)

The logger may be constructed with a glanded cable, the end of which is unterminated. cable end includes a connector for attachment to an external power source and also Flow signals.

(This is similar to section 5.4.1, except the connector for an external battery is absent, being replaced by wire ends).

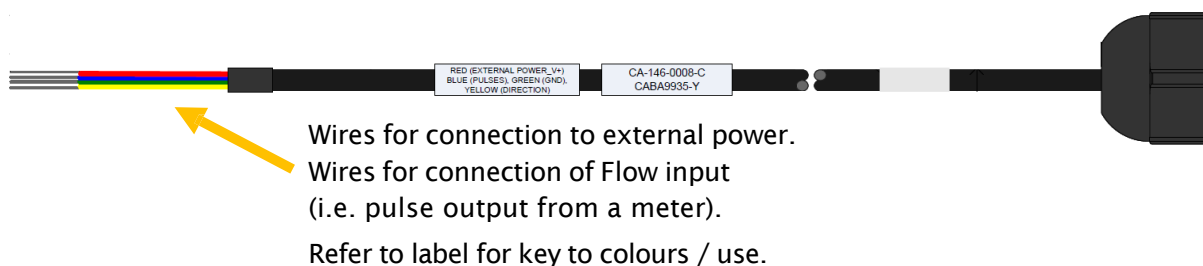


Figure 22. Captive cable (open-ended)

A label will be present on the cable which gives some indication of the colours and the corresponding signals (refer to section 5.4.2). In addition, the key will include the external power inputs (EXT_PWR_V+ and EXT_PWR_GND).

5.4.4. VIA A LOGGER 4-PIN BULKHEAD CONNECTOR

The logger may be constructed with a 4-pin connector (see Figure 10 on page 10) which includes both a pair of Flow signal inputs and also an External Power input.

This configuration is similar to that described in section 5.4.3, except that to use the logger interface an additional installation cable is required to connect to the External Battery pack and meter pulse outputs (see Figure 23 and Figure 24 for examples).

The pinout of this connector is shown below:

Logger bulkhead connector pinout : Flow				
	Flow Input 1	Flow Input 2	EXT_PWR_V+	Flow_GND / EXT_PWR_GND
Flow inputs	B	D		C
Power Input			A	C

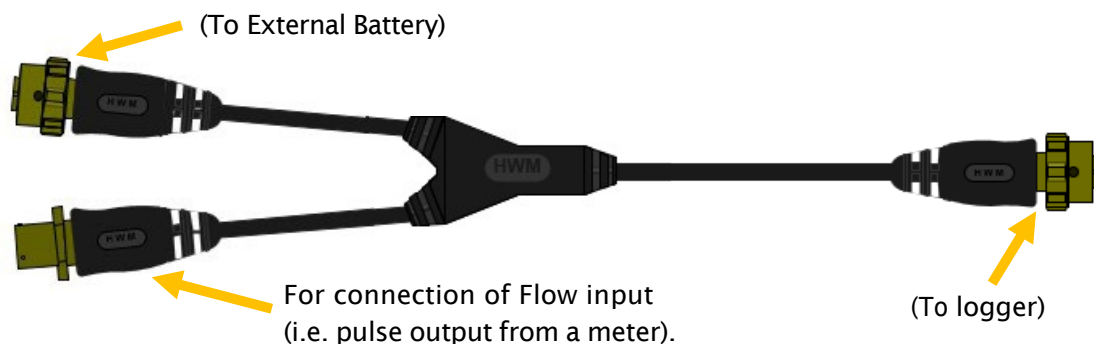


Figure 23. Example of Y-cable adaptor (CABA8440)

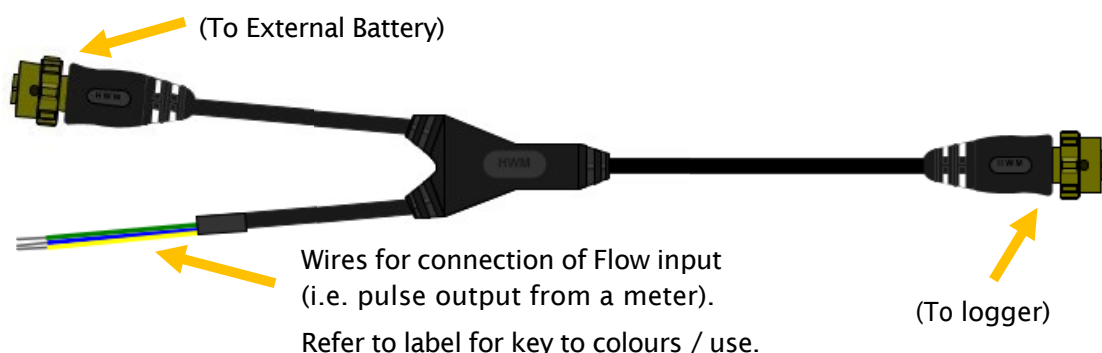


Figure 24. Example of Y-cable adaptor (CABA 8441)

5.5. CONNECTING UNTERMINATED CABLE WIRES TO EQUIPMENT

Several cables used with Multilog-LX2 are unterminated. The installer has to make their own connection to the other equipment on site.

When making a connection to Multilog-LX2 you will normally need to splice the bare tails together. It is important that a waterproof connector housing is used, such as the “Tuff-Splice” enclosure available from HWM.

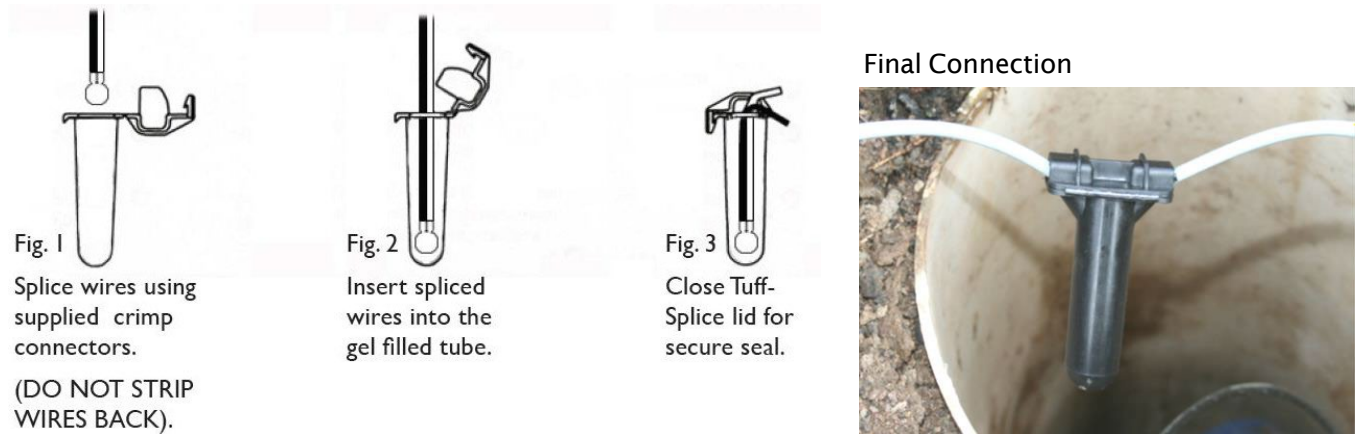


Figure 25. Making reliable water-tight connections

Note: Long connections should always be made using screened cable. The use of screened cable will ensure maximum rejection of interference from outside sources. Always use a common ground point without creating ground loops.

5.6. STATUS INPUT

The Status input pins are a re-purposed use of the Flow input electronics.

Refer to section 5.4 for connector details, but substitute ‘Flow 1’ with ‘Status Input 1’, etc. The interface will be labelled ‘SINGLE STATUS’ or ‘DUAL STATUS’.

5.7. EXTERNAL BATTERY

For best battery life, orient the external battery in its preferred orientation (refer to the labelling on the battery). Ensure the battery is secure in its installation position (so it cannot fall). Then connect it to the logger.

The logger connection for an external battery will be presented in one of the following ways:

5.7.1. VIA A CAPTIVE CABLE (WITH CONNECTOR)

The logger may be constructed with a cable exclusively for the external battery connection, as shown below.

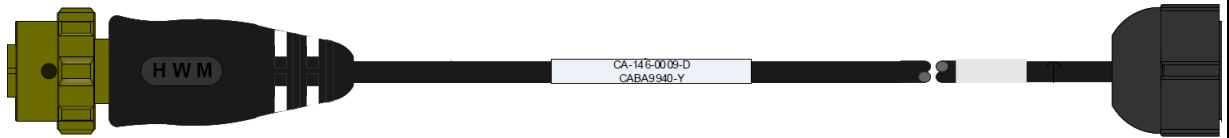


Figure 26. Captive cable (with connector) for External Battery attachment

The interface will be labelled 'EXTERNAL POWER' (or similar).

5.7.2. VIA A SHARED CONNECTOR / CABLE

The external battery may be connected via one of the options described in sections 5.4 and 5.8.2, where the connector or cable is shared with the Flow Input or SonicSens2 input. For connection details, refer to those sections.

5.8. SONICSENS 2

A SonicSens 2 interface will be labelled 'SERIAL (SONICSENS)' (or similar).

Refer to the SonicSens-2 user-guide (MAN-115-0004) for instructions on how to install and setup the sensor for operation.

Note: Multilog-LX2 loggers are not of an intrinsically safe construction, and so cannot be used within an environment where a potentially explosive atmosphere may be present.

5.8.1. VIA AN EXCLUSIVE-USE CONNECTOR

Where a SonicSens interface is available on your logger, it may have a 4-pin connector, as shown in in Figure 9, on page 10, that is used for connection of the SonicSens2 unit only.

5.8.2. VIA A SHARED-USE CONNECTOR

Where a SonicSens interface is available on your logger, it may have a 4-pin connector, as shown in in Figure 9, on page 10, that is used for connection of the SonicSens2 unit and also for connection of an external battery. In such circumstances, an adaptor Y-cable is required to split the interface into two separate connectors.

Follow the labelling on the adaptor cable for connection to the logger, External Battery, and SonicSens-2.

5.9. TEMPERATURE INPUT (RTD - PT100)

The logger may be constructed with a 4-pin connector (see Figure 10, on page10) for connection of a temperature sensor. Typically, this will be a PT100 RTD sensor.

The interface will be labelled 'EXTERNAL TEMP' (or similar).

The pinout of this connector is shown below:

Logger bulkhead connector pinout : Temperature (RTD -PT100)				
Pin	A	C	B	D
Signal	Temp_V +	Temp_V -	Temp_S +	Temp_S -

In order to use the temperature sensor, calibration of the input is required.

When ordered with a temperature sensor from HWM, the sensor will have the correct connector fitted for the Multilog-LX2 logger. The logger input will also be factory calibrated for use with the supplied sensor.

5.10. LNS INPUT (LEAK-NOISE SENSOR / HYDROPHONE)

The logger may be constructed with a 4-pin connector (see Figure 10, on page 10) for connection of a high sensitivity audio sensor, used for detecting the noise of a leak from a pressurised water pipe.

The interface will be labelled 'LNS INPUT' (or similar).

Typically, the sensor will be a Leak Noise Sensor from one of the HWM PR4LNS-1 family. The Multilog-LX2 is also compatible with the Hydrophone-2 sensor (and its earlier version, Hydrophone). Both use the same connector. There are only minor differences in setup of the logger for their use. There are significant differences in their installation methods.

Installation of the magnetic type LNS sensor:

The logger uses the sensor to listen to sounds produced from the pipe network. It then uses special algorithms to judge whether a leak is likely to be present nearby.

The audio sensor within the LNS unit is attached to the outside of the pipe network for use, usually using a magnet to attach it to a metal pipe asset (hydrant or valve) within a chamber. Refer to Figure 27.

The sensor should ideally be attached to an upper surface of the asset, with the sensor facing downwards. (This reduces the risk of the sensor falling).

Prior to installing the sensor, clean the asset attachment point and remove any rust from it, using a wire brush; this ensures a good contact will be made with the pipe (for conducting sound).

Then connect the sensor cable to the logger.

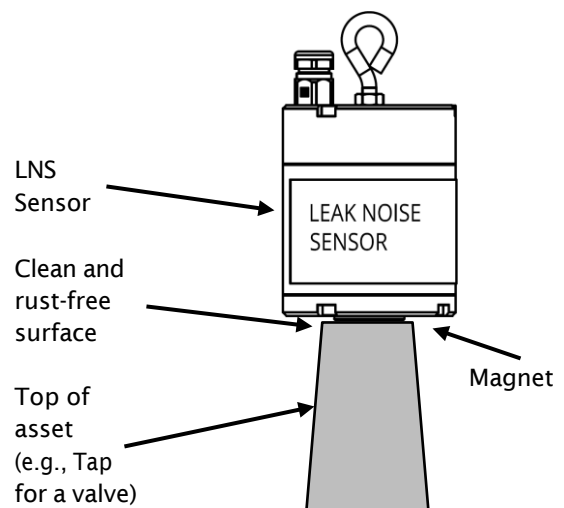


Figure 27. Example of LNS installation

Installation of the Hydrophone-2 sensor:

The audio sensor within the Hydrophone-2 unit connects directly to the water inside the pipe via an access point, such as a hydrant (see Figure 28). This gives it a longer range of operation than the LNS, especially in plastic pipes.

Installing the unit into the water network can be a dangerous operation unless carried out correctly. Refer to the Hydrophone-2 user-guide (MAN-165-0001) for installation and use details.



Figure 28. Example of a Hydrophone-2 installation

Behaviour of Logger and Server:

The use of a Leak-Noise sensor or Hydrophone can cause some changes (additions) to the logger's pattern of behaviour. This section provides a summary of the loggers use of the sensors; For a detailed explanation, refer to the PermaNet+ with Hydrophone-2 user-guide (MAN-148-0007).

The output from the logger will include a variety of parameters, each of which will be a datapoint channel.

The leak detection parameters will include:

- Level
- Spread
- Leak / No-leak judgement

For most water network installations, the logger will typically run an extensive leak test cycle once a day. However, when used to monitor critical parts of the water network, such as trunk main, an alternative test cycle is available (called 'Trunk Main' mode); This runs a shorter noise evaluation test much more frequently, in order to provide an earlier indication of potential leak issues.

In addition to the leak detection parameters, the logger can produce other types of supplementary data, such as sound recordings (audio files). These are also uploaded to the server and can be listened to remotely by an experienced user, to make a judgement on whether the sound is similar to that of a water leak.

If the logger can find a highly accurate time reference from where it is installed (e.g., from the cellular communications network or a GPS satellite), a high-accuracy time-stamp will be linked to the audio file.

The server may provide the facility to group several loggers (local to each other) that are reporting a leak and then check for sound recordings. Providing the audio recordings were made at exactly the same time, the server can use them to try to locate the position of the potential leak on the pipe network.

Other data that can be obtained from the logger are noise histograms (to evaluate if a change has occurred in the pipe noise characteristics recently).

5.11. VOLTAGE INPUT (0-1V, 0-10V)

The logger may be constructed with a 4-pin connector (see Figure 9, on page 10) for connection of a sensor which employs an output voltage level as a method of signalling. Both a 0-1V and a 0-10V input interface are available on Multilog-LX2.

The logger does not provide power to the sensor; it must have its own source of power.

The interface will be labelled 'VOLTAGE (0 - 1V)' (or similar).

The pinout of this connector is shown below:

Logger bulkhead connector pinout : Voltage Input				
Pin	A	B	C	D
Signal	(not connected)	0-10V + / 0-1V +	(not connected)	0-10V - / 0-1V -

A wide variety of sensors are available with this interface.

When ordered from HWM, the sensor will have the correct connector fitted for the Multilog-LX2 logger.

The installer will have to use IDT to confirm or adjust the settings of the logger to correctly scale and interpret the physical parameters the attached sensor is used to detect.

5.12. CURRENT INPUT (4-20mA)

The logger may be constructed with a 4-pin connector (see Figure 9, on page 10) for connection of a sensor which employs an output current level as a method of signalling. A 4-20mA input interface is available on Multilog-LX2.

The logger does not provide power to the sensor; it must have its own source of power.

The interface will be labelled '4-20mA' (or similar).

The pinout of this connector is shown below:

Logger bulkhead connector pinout : Current Input (4-20mA)				
Pin	A	B	C	D
Signal	(not connected)	4-20mA +	(not connected)	4-20mA -

A wide variety of sensors are available with this interface.

When ordered from HWM, the sensor will have the correct connector fitted for the Multilog-LX2 logger.

The installer will have to use IDT to confirm or adjust the settings of the logger to correctly scale and interpret the physical parameters the sensor is used to detect.

5.13. SERIAL INPUT (SDI-12)

The logger may be constructed with a 4-pin connector (see Figure 9, on page 10) for connection to equipment which employs the SDI-12 method of signalling; this is a serial data interface. The external equipment drives any sensor electronics; one or multiple sensors may be attached to it.

The interface will be labelled 'SDI-12 INPUT' (or similar).

The equipment / sensor must have its own source of power.

The pinout of this connector is shown below:

Logger bulkhead connector pinout : SDI-12				
Pin	A	B	C	D
Signal	SDI-12_Data	(RS485, Unused)	Comms_GND	(RS485, Unused)

A wide variety of equipment / sensors are available with this interface.

When ordered from HWM, the equipment / sensor will have the correct connector fitted for the Multilog-LX2 logger.

Note: Ensure the attached sensor has the SDI-12 protocol selected, otherwise communications will fail.

Using the SDI-12 protocol, the logger can make a request for a measurement to the attached equipment. The attached equipment responds when the measurement has been obtained.

The sensor equipment will have an address that the logger must use when communicating with it. Obtaining data begins by the logger requesting a measurement (sending an "M" command or a "C" command).

Some sensor equipment will send multiple items of measurement data as a block (e.g., one piece of equipment may include several sensors). The setup of the logger can include an index to select the required data from the block.

The installer will have to use IDT to confirm or adjust the settings of the logger to request the required measurement data from the sensor. Setup of the logger should include the relevant addresses, commands, and indexes that are required to start the measurement and then select the specific data item required.

The installer is required to correctly scale and interpret the physical parameters the sensor is used to detect.

5.14. SERIAL INPUT (RS485 / MODBUS)

The logger may be constructed with a 4-pin connector (see Figure 9, on page 10) for connection of a sensor which employs the RS-485 / MODBUS method of signalling; this is a serial data interface.

Two types of MODBUS interface are available:

- Passive.
- Active.

For a Passive interface, the logger does not provide power to the sensor; it must have its own source of power.

For an Active interface, the logger provides temporary power to the sensor, just before (and during) the measurement cycle. The sensor used must be compatible with the logger power supply to the interface (voltage and current output). It also has to be

compatible with the timing of the power activation. Consult your HWM representative for advice on sensor compatibility or if you have any specific sensor requirements.

The interface will be labelled 'MODBUS INPUT' (or similar).

The port type (active or passive) can be determined by inspection as to whether there is a voltage output control shown within IDT.

The pinout of this connector is shown below:

Logger bulkhead connector pinouts : MODBUS					
	Pin	A	B	C	D
Passive	Signal	(SDI-12, Unused)	RS485_A	Comms_GND	RS485_B
Active	Signal		RS485_A		RS485_B
	Power	V+		Comms_GND	

A wide variety of sensors are available with this interface.

When ordered from HWM, the sensor will have the correct connector fitted for the Multilog-LX2 logger. In addition, the sensor type will have been tested with the logger to confirm compatibility for use to obtain certain measurements. However, this may require selecting a specific driver for the sensor within IDT.

The Multilog-LX2 operates as the master device when using the Modbus protocol. It sends setup instructions and other information to the attached sensor equipment (which operates in slave mode). The protocol includes the ability to address each register in order to read and (depending on the attached unit) write to the registers. Measurement results are made available to the logger by reading them from specific registers in the sensor equipment over the Modbus link.

The sensor equipment will have an address that the logger must use to identify it when communicating. The setup of the logger should therefore include the sensor address as well as the register access details (function code, start register address).

The quantity of registers to be read will depend on the format of the data within the sensor registers. The logger can handle multiple formats of numeric data (e.g., 16-bit signed, 16-bit unsigned, float, double); however, the expected data format must be specified in the logger setup; this will ensure that the required number of registers are read and that the data is correctly interpreted by the logger. (See the IDT user-guide for details). The read data can then be used to obtain the channel datapoints.

Obtaining measurements is done via the Modbus driver, and the obtained data-stream will then behave like any other; it will require similar setup for the channel to describe what the data actually represents.

If using an 'active' Modbus interface, power can be provided to the sensor. Most sensor equipment is powered down in between the logger's set measurement times, in order

to conserve power. However, the equipment may take some time to power up and be able to take measurement requests. The voltage level and pre-measurement power duration can be set using IDT.

When setting the logger for use with your sensor, usually the “generic” settings are suitable. However, some modification of the logger operation is required for certain types of sensor equipment in order to get the best out of them. IDT provides a control to select specific sensors from a list. Once chosen, the logger will handle any peculiarities of the behaviour of the sensor, its protocol, or additional needs for the measurement being taken (e.g., additional exchanges of information between the logger and the sensor equipment).

Refer to the IDT user-guide regarding how to set up the RS485 / Modbus interface. This must be read in conjunction with the user-guide of the equipment that is being attached; this will provide information on the measurements available from the sensor equipment, which registers contain the results (and the numeric format of the data), and how to initiate the read of a register to obtain the required data.

The installer should use IDT to confirm or adjust the settings of the logger to request the required measurement data from the sensor. The installer is required to correctly scale and interpret the physical parameters the sensor is used to detect.

5.15. ANTENNA INPUT (GPS SATELLITE)

The Multilog-LX2 may have been fitted with an internal radio receiver which can receive signals from GPS satellite stations. These loggers will have an additional antenna connector fitted, which must be connected to a GPS antenna for correct operation.

Note: Do not confuse this with the antenna supplied for cellular communication, as they are not compatible with each other.

The cellular antenna can be identified by the “GPS” indication on its cable, as shown in Figure 29.

An example of a ‘puck’ type GPS antenna is shown.



Figure 29. Example of a GPS satellite antenna

The connector will be labelled as ‘GPS TYNC’ or ‘GPS CONNECTOR’ (or similar).

The antenna must be installed above ground and with a direct line of sight to the sky (to pick up the radio signals from orbiting satellites).

Example locations are:

- Surface mounted to a cabinet or post, pointing upwards.
- Embedded into the upper face of a suitably machined chamber lid, again pointing upwards.

When fitting the antenna to a chamber lid, the lid is required to have a recess drilled out to accommodate the body of the antenna. The recess should be deep enough to protect the antenna from damage. An example of the required steps follows, for guidance:

- Check the dimensions of the supplied antenna and the thickness of the chamber lid. Consider how the antenna will be mounted in the lid. If the lid is insufficiently thick, a plate may be required to be fitted to the rear of the lid to increase the depth.
- Drill through the lid to make a path for the cable and connector to pass through.
- Drill partially into the lid using a wider drill to make a suitable countersink or recess that the body of the antenna can fit into.



Figure 30. Drill hole and recess in chamber lid

- Thread antenna cable through hole, washer, and nut. Secure antenna to the lid using a washer and the supplied nut.



Figure 31. Thread antenna into position and secure in place with supplied nut and a suitable washer

- If required, apply a resin epoxy such as Marine “Goop” to the perimeter of the antenna to help stabilise its position within the lid and to prevent water running onto the antenna cable. Do not cover the top of the antenna body as this may impair reception of satellite signals. Ensure all surfaces are clean and dry before applying the adhesive. Follow the adhesive manufacturer’s instructions.
- Ensure the antenna cable does not become damaged (e.g., by the lid) during installation and use.

Connect the GPS Antenna to the GPS antenna connector on the logger. Do not over-tighten. For a reliable connection, apply silicon grease and O-ring to the connector prior to fitting, as detailed in section 5.16. Ensure there are no sharp bends in the antenna cable.

Prior to leaving site, use IDT to make a GPS test to confirm the antenna location is OK and that the satellite signals are being received.

5.16. ANTENNA (CELLULAR COMMUNICATIONS)

The logger will include a connector labelled as ‘ANTENNA (FME)’ (or similar). This is for use to communicate over the cellular data network.

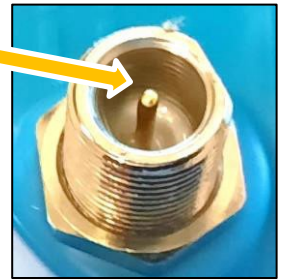
An antenna should be selected to suit the available space in the chamber, allowing some space for it to be re-positioned (if required). Only use HWM-provided antenna

with your logger, to ensure the radio interface meets approvals requirements (safety, etc). The Multilog -LX2 logger uses a metal “FME” style antenna connector.

Prior to connecting the antenna, ensure that the connector is dry and clear of dirt and debris; trapped moisture or contaminants can impair the antenna performance. Clean if necessary.

Apply SG M494 silicon grease to the connector as required.

Apply a small quantity of WRAS approved silicon grease (type **SG M494**) to the **inside** of the logger connector during installation.



The antenna connector has an O-ring included for protection against water and moisture ingress; it acts as a seal. Check that the O-ring is present and undamaged.

Ensure that the connector and O-ring are dry and clear of dirt and debris. Clean carefully if necessary.

Insert the antenna connector into the logger connection and ensure it is fully home. Tighten the connector correctly; the nut on the antenna should be finger tight, plus 1/4 turn.

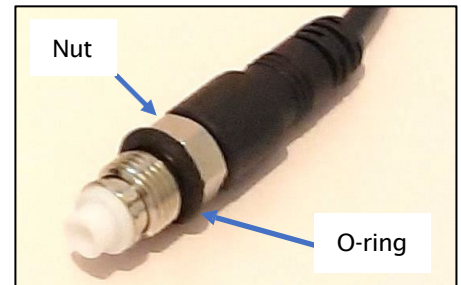


Figure 32. Antenna connector detail

No sharp bends should exist at the cable ends, or in the routing of the antenna cable.

To avoid risk of crush damage to the antenna cable, check that no equipment is placed onto it. Similarly, cable ties fixing the cable in place should not be too tight.

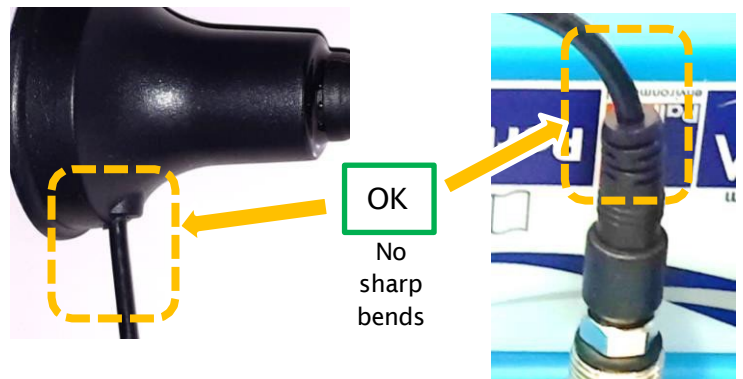


Figure 33. Protect from sharp bends (especially near connectors)

The antenna should not be bent to fit the installation; if it is too big for the chamber, use a smaller type of HWM approved antenna.

When position the antenna, ensure that the radiating end of the antenna does not touch or go close to a metal surface.

The radiating element of the antenna should ideally be positioned in free air (free from obstructions).

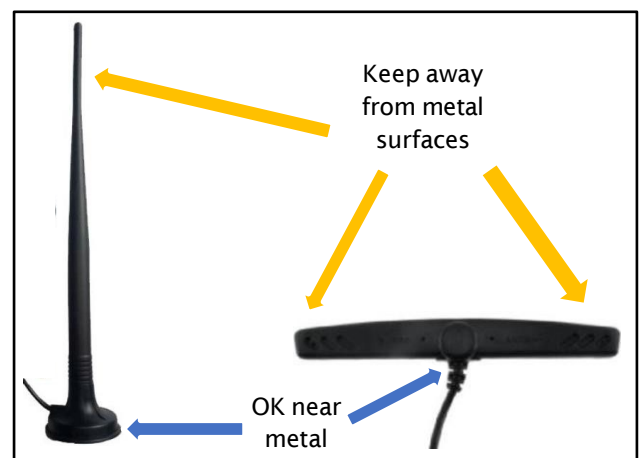


Figure 34. Antenna and metal surfaces

Try to avoid placing the antenna in a location where it can be flooded. If this is unavoidable, then place it where the risk is at its minimum.

For equipment that is installed in a chamber below ground level, the antenna should be placed above ground level if possible. Where this is not possible, position it near to the top of the chamber.

IDT should be used to check that the logger can connect to the cellular network and that the antenna is in the optimal position for the site.

- Choose a suitable antenna for the installation and decide on its initial position.
- Determine the network technology being used and then use the appropriate signal quality limits (refer to the IDT user-guide).
- Perform Network Signal tests (with the chamber lid closed) to confirm the logger connects to the mobile network and find the best location of the antenna. Re-position if required.
- Perform test calls to confirm the logger can communicate with the DataGate server via the internet and (if required) SMS.

(Details of use of IDT for making these tests are provided in the IDT user-guide).

Trouble-shoot a test-call failure if required, using the advice in the IDT user-guide. Further information is given in the HWM Antenna Installation Guide (MAN-072-0001).

Some general advice is given below:

Monopole Antenna

For most installations, a monopole antenna will give acceptable performance.

Installation Considerations:

- Always comply with any installation restrictions as per warnings in the documentation supplied.
- The antenna has a magnetic base to be used for mounting.
For optimum performance, the antenna requires a “ground plane” (metal surface) at its base.
- When installing the antenna in large underground chambers it should be positioned close to the surface.
- Ensure that any chamber lid will not interfere with the antenna or cables when being opened/closed.
- This antenna is vertically polarised, it should always be installed in the vertical orientation.
- Never bend the radiating element of the antenna.
- The antenna can also be attached to an installation bracket mounted to an existing marker post.
- Where an antenna is held in place by magnets, ensure the weight of any cables does not excessively load the magnet so as to detach it from the installed location.
- Do not allow any equipment to rest on the antenna connector as crush damage to the connector or antenna cable can result.



For other antenna options and additional installation guidelines, refer to the documents available on the support webpage: <https://www.hwmglobal.com/antennas-support/>

Troubleshooting a Call Test failure

There are a number of reasons why a Call test may fail.

The following points should be checked before calling HWM support for assistance:

Possible Problem	Solution
Network Busy due to excessive traffic. Commonly occurs around schools and at peak travel times.	Retry the test after a few minutes.
Network signal not available at your location. Not all Cell masts carry data traffic	Relocate the logger to an area that has a data service or change to a different network provider.
Network signal not strong enough. You need a CSQ (reported by the Call test) of at least 8 for reliable communications.	Relocate the antenna if possible or try alternative antenna configurations.
APN settings incorrect.	Check with your network operator that you have the correct settings for your SIM.

If you continue to experience problems with communication, you may need to check the network coverage in your location.

6. TROUBLESHOOTING

Any issues should consider all parts of the system (IDT, the user, the logger, sensors, the cellular network, and the server).

General checks:

Initial checks to be made during a site visit include:

- Check that the latest version of IDT is being used.
- Check that the logger being used has the latest software (IDT will offer to upgrade if required).
- Check the battery voltage of logger is good (using the IDT Hardware Test).
- Check the cable and connectors between sensors and the logger are in an OK condition, with no damage or water ingress.

The logger does not appear to be able to communicate with IDT:

- Check the communications path from the IDT host device to the logger is complete.
 - The IR Reader window and logger window should be clean.
- Check the logger glass window. If LEDs are flashing rapidly, the logger is trying to use the cellular modem. Wait a short time until it has finished.

The data from the logger does not appear on the server:

- Check the settings for the SIM card to access the mobile data network.
- Ensure the logger uses the correct data destination URL and port-number for your server.
- Check call-in times have been set.
- Check antenna is attached and in an OK condition.
Check signal quality and strength parameters are suitable. Re-locate the antenna, if required, or try an alternative type of antenna.
- Make a Call Test and confirm OK.
- Ensure your server is correctly configured to receive and present the data.

7. MAINTENANCE, SERVICE AND REPAIR

Unauthorised servicing will void the warranty and any potential liability for HWM-Water Ltd.

7.1. CLEANING

Note the safety warnings that are applicable to cleaning. The unit may be cleaned using a mild cleaning solution and a damp soft cloth. Always keep connectors free of dirt and moisture.

7.2. REPLACEABLE PARTS

Antenna

- Only use antenna recommended and provided by HWM.

For details of antenna options and part-numbers to order, refer to the following link: <https://www.hwmglobal.com/antennas-support/> (or consult your HWM representative).

Batteries

- Only use batteries and parts recommended and provided by HWM.
- Batteries are only replaceable by a HWM approved service centre or relevantly trained technician. Contact your HWM representative for more details if required.
- Batteries can be returned to HWM for disposal. To arrange the return, complete the on-line RMA form: <https://www.hwmglobal.com/hwm-rma/>
Refer to the Safety Warnings and Approvals Information for guidelines of the packing requirements.

SIM-card

- SIM-cards are replaceable by a HWM approved service centre or relevantly trained technician.
- Only use consumable parts recommended and provided by HWM.

7.3. RETURN OF PRODUCT FOR SERVICE OR REPAIR

When returning product for investigation or repair, be sure to follow the instructions of your distributor to document why the product is being returned and provide contact details.

If returning to HWM, this can be done by completing the on-line RMA form: <https://www.hwmglobal.com/hwm-rma/>

Prior to shipping, put the equipment into Shipping mode (refer to the IDT user-guide for instructions). Refer to the Safety Warnings and Approvals Information for guidelines of the packing requirements.

If soiled, ensure the unit is cleaned with a mild cleaning solution and soft brush, disinfected, and dried prior to shipment.

8. APPENDIX 1: COMMUNICATING TO LOGGER VIA SMS

Note: This facility may not be available on your logger, depending on the SIM card fitted. Some SIM cards or networks or service providers do not have SMS messaging available.

The logger may contain a “Modem Test Point” identification on the label, as shown in Figure 35. Applying a strong magnet near the modem test point for 10 seconds will activate the logger’s cellular communications modem for a period of 5 minutes. This will allow an installer to send SMS (text) messages from a mobile phone and for the logger to respond.

(There is an alternative way to activate the modem using IDT).



Figure 35. Modem test-point

Whilst holding the magnet, watch the LED in the window. It will go from flashing RED once every 8 seconds to Flashing AMBER, RED, AMBER, RED during the modem initialisation (you can remove the magnet now). Once the logger has logged on to the cellular network the LED will flash GREEN. The logger is now ready to receive SMS text messages.

Close the chamber or cabinet such that everything is in its final position.

Using a standard mobile phone, send a text message to the SMS number of the logger (check the logger label), including the international dialling code if needed.

- The text message should read **TTTT#**

After a few seconds/minutes (depending on the network operator) the logger will send a message back to you with details of its current status.

- Example response from a logger:
TTTT138-002 V01.70CSQ:1010.9VyouridRT hh:mm ss dd-mm-yy ...

To decipher the message returned, please refer to the table below:

Message	Description
TTTT	Original command text without #
138-002	Logger type number
V01.00	Firmware version in Logger.
CSQ: nn	Signal strength nn (nn = 6 to 30)
10.9V	Operating voltage

yourid	Your Logger ID
RT hh:mm ss dd-mm-yy	Real Time Clock setting
ST hh:mm ss dd-mm-yy	First Time the logger was started
LR hh:mm ss dd-mm-yy	Last Time the logger was re-started
Ch1 (A) 0029.0	Channel 1 29.0 units
Ch2 (A) 0002.2	Channel 2 2.2 pulses/sec

If the CSQ: value in the message is OK, then the installation is complete. The logger will automatically go back to sleep after 10 minutes.

There can be delays in the SMS network, so the response to your message may not be immediate. If you have had no response in 10 minutes, re-open the chamber and using the modem diagnostic send yourself a test SMS. If this gets through, then improve the location of the antenna and try again.

Note: Some Roaming SIM cards do not accept incoming text messages.
Check with your service provider if you are unsure.



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