SmartLog X3
Troubleshooting Guide

Why doesn't the SmartLog X3 power up?
- Verify the incoming voltage meets the power requirements
- Verify the power is connected to the back of the clock labeled "12VDC IN" and not the tester

Will the SmartLog X3 log test results with out the TEAM software?
- Yes, the BC Reader (clock) will store up to 5,000 tests. Those tests can then be pulled into the TEAM software.

How do I set the SmartLog X3 to test ESD shoes?
- ESD shoes have a tendency of testing in the 10E8 – 10E9 range. The Fail Hi on the SmartLog X3 is set to 35Meg (10E7). We recommend adjusting the footwear Hi settings to 1Gig. (Refer to page 4 of TB-6564)

Why do I receive a fail lo when testing my ESD footwear?
- Verify the ESD footwear being tested is within spec
- Verify enough moisture is being generated from the user
- Verify the stereo plug is securely fastened into the SmartLog X3 tester and footplate

Why does the SmartLog X3 chirp several times when passing tests?
- The chirping is the door relay. To turn this feature off or reduce the amount of chirps, go to the "Test Machine" tab of the TEAM software and modify the "Door Relay."

Where can I download the TEAM Basic software?
- TEAM Basic installation CD is included with the initial purchase of the SmartLog X3
- The entire TEAM Basic software and upgrades can be downloaded of the DescoEMIT.com website.

Where is the License Key required to access the TEAM software?
- A Green USB Dongle is included with the initial purchase of the SmartLog X3 (50430, 50432, 50434, 50730, 50732, and 50734). It must be plugged in to an available active USB Port of the host computer where the software is installed and accessed.
- If you cannot locate the USB Dongle, the factory will provide you with a temporary license until a new key is purchased.

Why does the software require a license key when the USB dongle is plugged in?
- Insert the Green USB dongle into another available USB port.
- The driver used to access the dongle may have been removed or misplaced. To re-install the drive, refer to the attached link (http://cscsoftware.net/install_usbdongle.exe).

How can I connect the SmartLog X3 if I have no available serial ports?
- The SmartLog X3 can be connected via an Ethernet Adapter
- The SmartLog X3 can be connected to a USB port using a serial to USB converter

The host computer is not recognizing the SmartLog X3?
- Verify a flat non-inverted cable is being used. When the correct cable is used, the two LEDs at the bottom of the SmartLog X3 clock will blink during transmission
- Verify the cable is connected to the RS-232 port and not the RS-485 port
- Verify the SmartLog X3 is set to Master and not Slave on the back of the BC Reader

- Verify the Baud Rate of both the SmartLog X3 and TEAM software is set to 9600
- Verify the com port that's designated to the SmartLog X3 is active and working properly
- Verify the TEAM software is set to locate the designated com port. Go to the "Test Machine" tab and increase the Max Com Port to 10. The software will scan all active com ports to locate the SmartLog X3. If the software is still no recognizing the SmartLog X3, try another com port.

Why does the SmartLog X3 lose signal with the TEAM Software?
- Verify the Baud Rate of both the SmartLog X3 and TEAM software is set to 9600
- The Wait (sec) or network wait time can be increased up to 5 seconds to compensate for network lag time. A lower wait time of less than 1 sec. is recommended for SmartLogs that are directly connected to a com port.
- Some windows processes like firewalls and virus scanners may prevent TEAM or the Digi Virtual com port software from connecting to Smartlog X3's. Contact your IT department regarding these programs.
- Each Smartlog X3 must have a unique network address. Although the address is stored in Non-Volatile memory it is possible for the address to reset after a power down/up cycle.

Are the data loggers compatible with the TEAM software?
- No, the data logger uses older firmware that is not compatible with TEAM.

Will the older SmartLog X3's (RS-485 jack) daisy chain with the 2-pin connector?
- Yes, contact the factory for special instructions

What is the maximum distance the SmartLog X3's can be daisy chained?
- Maximum distance from the host computer to the SmartLog X3 is 50ft
- Maximum distance from the last SmartLog X3 to the first is 200ft

Why do the SmartLog X3's that are daisy-chained lose signal?
- Verify each additional SmartLog X3 has a different set of ID's. (Refer to TB-6547)
- Verify the SmartLog X3's are not near any heavy operating machinery
- Verify the correct cable is being used and connected to the RS-485 port
- Verify the distance between each SmartLog X3 does not exceed 50 ft
- Verify the distance from the first to the last SmartLog X3 does not exceed 200 ft

Why do I receive an error when setting up my E-mail?
- Verify your Firewall or Virus Scan programs are not preventing the e-mail setup
- Verify your e-mail server accepts SMTP mail
- Verify your e-mail server does not require an ID or password
- Verify your e-mail connection(s) match the TEAM software

How can I customize my own display message in TEAM Basic?
- Turn Polling off. Under the Test Machine tab in the Display Language window, type in the desired message for each Title. Select the save icon and turn polling back on.