



Pump and Sampling Data Management Software

Quick Start Guide



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Sensidyne Document No. 360-0176-01 (Rev. D)

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Overview

Introduction

The all-new Gilian CONNECT software is designed to save you time and help you do your job more efficiently. This PC Application provides a computer interface to help you manage and configure Gilian air sampling pumps, and to manage data collected by the pump.

This Quick-Start Guide will get you familiar with the capabilities of this software in just a few minutes.

Benefits and Features

The Gilian CONNECT software allows you to:

- Configure pump operating parameters
- Easily replicate settings across many pumps
- Create pump runtime programs
- Download and archive sampling data from pumps
- Auto-fill common event details using Event Templates
- Automatically calculate concentration, including STP compensation
- Search and filter sampling history
- Print reports, including customizable formats
- Batch generate reports for multiple events

Pump Compatibility

	GilAir Plus Basic	GilAir Plus Datalogger	GilAir Plus STP
View Serial Number	✓	✓	✓
View Firmware Version	✓	✓	✓
Save pump owner details and notes in the database	✓	✓	✓
Download Runtime Data		✓	✓
Generate Sample Event Reports		✓	✓
Export Sample Event details for analysis in Excel		✓	✓
Create Pump Programs		✓	✓
Configure Pump Options		✓	✓
Copy configuration from one pump to another		✓	✓
View run-time graph of Flow rate and back pressure		✓	✓
View run-time graph of ambient pressure and temperature			✓
Automatic STP-compensated concentration and volume			✓

Installation

Minimum Requirements

Use of this software requires a computer with the following minimum specifications:

Operating System	Microsoft Windows Operating System (XP SP-3, Vista, 7, 8, 8.1)
Installed Software	Microsoft Internet Explorer
Display Resolution	1024x600
USB port	Required for communication with pumps
Internet Connection	Required to enable software updates

Installation Procedure

The installer is designed to start automatically when the installation CD is inserted into the computer's drive. If Windows Autorun is disabled, browse the files on the disk and run GilianConnectInstaller.hta.

NOTE: Please remain logged-in to your regular Windows account.

The application must be installed separately under the user or administrator account of each person who will use the application.

The installer will request administrator credentials if necessary.

NOTE: The application can be installed without administrator-level permissions, however Microsoft .NET 4.0 and the USB driver installers will request an administrator password if they are not already installed.

Microsoft .NET 4.0 is provided on the installation disk and must be installed before Gilian CONNECT can run. Please allow the Microsoft .NET Framework 4.0 installer to run.

The USB driver is required for communicating with pumps. Please allow the driver installer from FTDI to run.

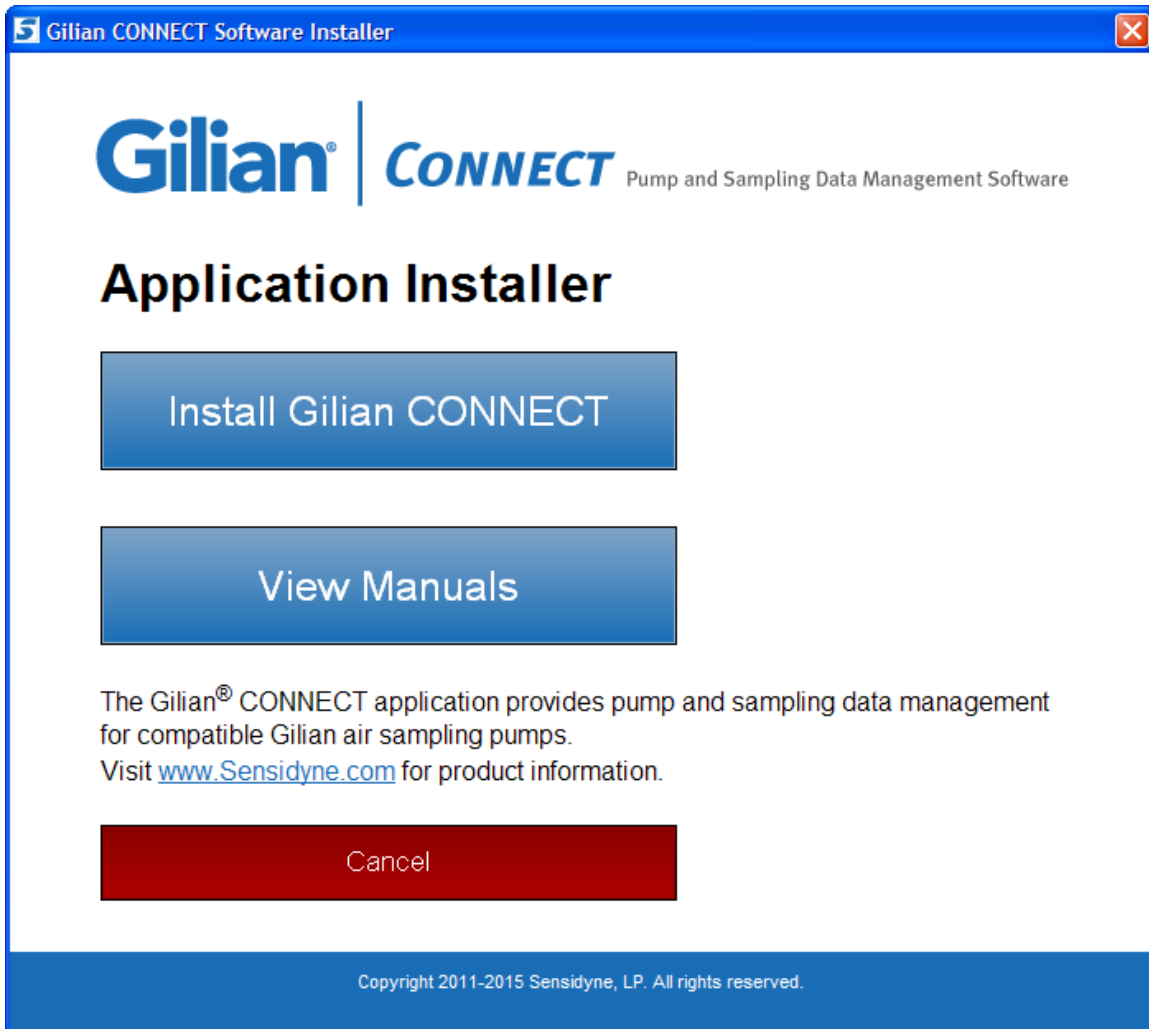


Figure 1 Software Installation Window

- Click “Install Gilian CONNECT” to begin the automated installation process.
 - If the computer has internet access, the latest version of CONNECT will be downloaded from our server.
 - If the computer does not have internet access, CONNECT will be installed directly from the CD.
- Click “View Manuals” to open the folder on the CD containing instruction manuals.
- When the installation has completed, it will automatically close the window.
- The application will automatically start running after installation. Please wait a minute or two for it to complete background tasks and open the application.

Connecting to a pump

Docking Station Power

Ensure the Dock is powered with the included power adapter and connected to the computer with the USB cable provided.

Select Communication Port

To begin communicating with a pump, select the COM port corresponding to the USB connection. Ensure the desired COM port has a check-mark to indicate it is selected.

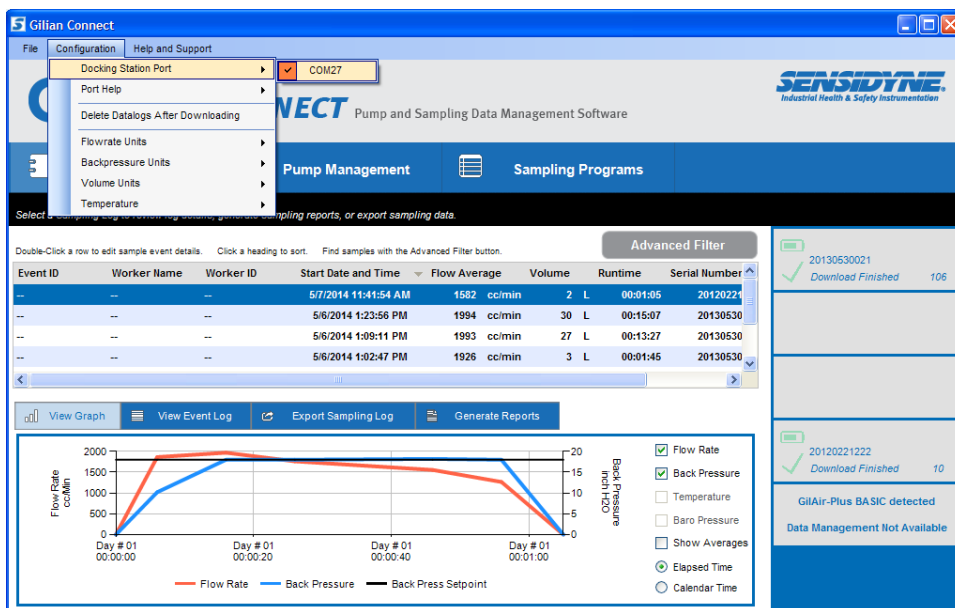


Figure 2 COM Port Selection

- Select your COM Port from the configuration menu at the top of the screen (usually the highest number).
- The port number is not related to the physical connector on your computer.
- The COM Port number is generally consistent for each docking station on each PC, but may be different for the same dock connected to a different PC.
- Disconnect any calibration device from the docking station. Calibration device connections override the pump's ability to communicate with the PC.

Automated Pump Registration

Pumps must be registered into the Gilian CONNECT database on your computer before data can be downloaded. This process is automatic and only needs to be done once, but only one pump can be registered at a time. If you have a multi-station dock and a pump does not appear in the list of connected pumps, follow these steps:

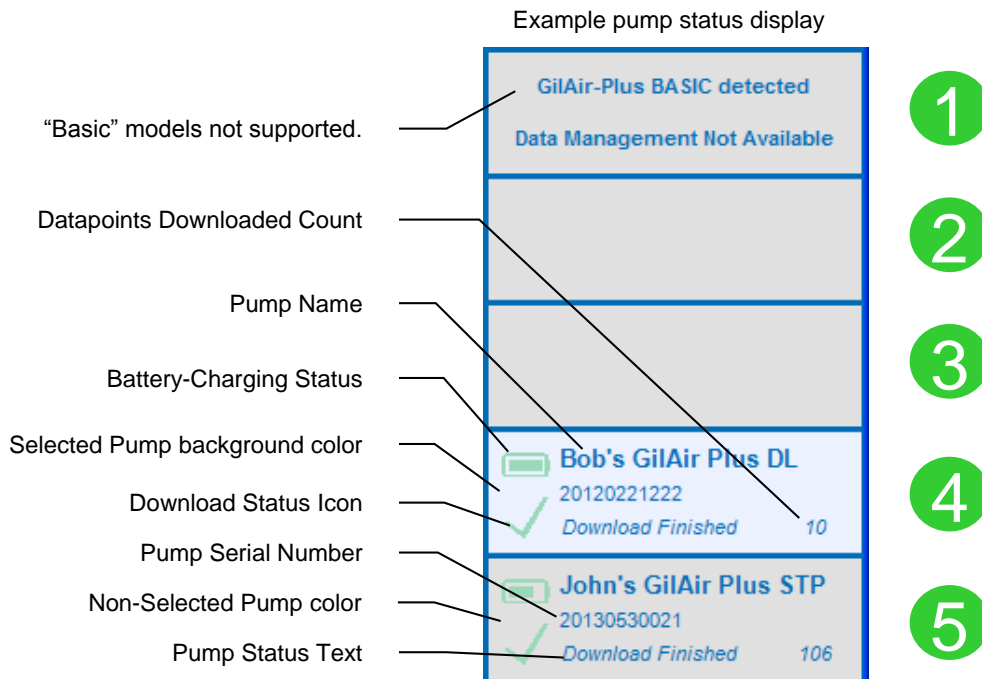
- Remove all other pumps
- Allow up to 30 seconds for the pump to be recognized
- When it appears in the pump status display in the app, it is ready
- Other pumps can now be connected to the dock

Pump Status Display

When Gilian CONNECT is communicating with a pump, the pump status will be displayed in the list of connected pumps.

The connected-pumps list contains 5 status boxes that correspond to each position in a five-station dock. All five positions are displayed, regardless of the size of docking station actually connected.

To delete a pump's datalog, right-click the pump and select "Delete Datalog" from the pop-up menu.



- Pump Name: You can assign each pump a name under the Pump Management tab. Refer to the Pump Management section of the Users Manual for more information.
- Download Status: Indicates whether pump is currently or finished downloading, receiving or processing a command, or if a communication error has occurred.
- Battery-Charging Status: Even a fully-charged pump will undergo a top-off cycle to ensure battery health.
- "Basic" model pumps do not support Configuration or Data Management by Gilian Connect. Contact Sensidyne to discuss upgrade options.
- Datapoints Downloaded Count is not the number of datalog events.

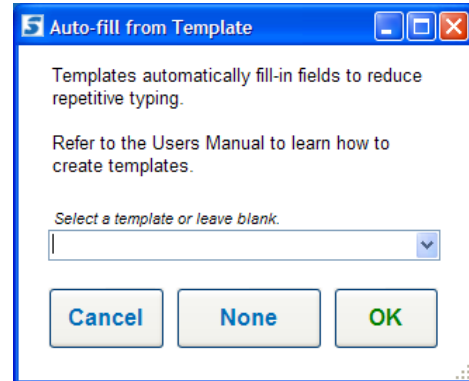
Editing Events

To view and edit details about a sampling event, double-click its row in the Sample History list.

Selecting an Event Template

Event templates are a powerful feature that can save you time by eliminating the need to type the same text over-and-over in similar sampling events.

Refer to **Creating Event Templates**, below, for instructions on how to create templates that can be selected in this step.



If the event has not been previously edited, then Gilian CONNECT will offer to automatically fill-in data fields from a saved template. Otherwise, CONNECT will skip this step.

If you would like to fill the event from a template, select the template from the dropdown, or start typing its name.

If you do not want to use a template, simply click “None” or leave the drop-down box empty and click “OK”. Clicking “Cancel” will return you to the main window.

Entering Event Details

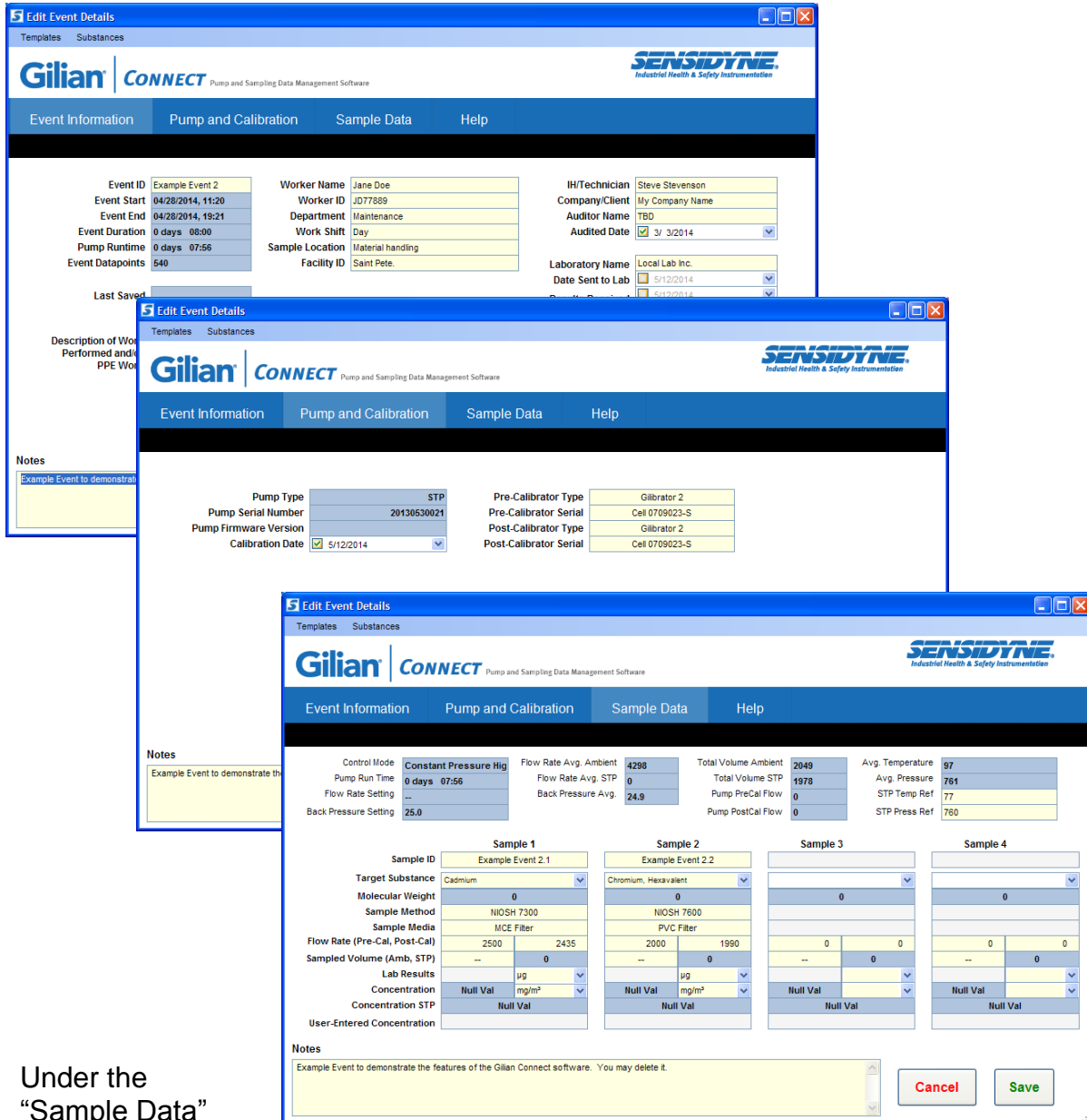
The Event Details Editing window is where you can enter information such as Worker Name, Target Sampling Substance, and the quantity of substance sampled.

If you frequently run very similar samples, using the Event Templates will save a lot of typing and reduce typing mistakes.

Textbox background colors

As data is entered, the background color of the boxes indicate the status of the boxes. The color codes are explained in the right-most tab, “Help”.

Event Editing Window tabs



The screenshots show the 'Edit Event Details' window with the following data:

Event Information Tab:

Event ID	Example Event 2	Worker Name	Jane Doe	IH/Technician	Steve Stevenson
Event Start	04/28/2014, 11:20	Worker ID	JD77889	Company/Client	My Company Name
Event End	04/28/2014, 19:21	Department	Maintenance	Auditor Name	TBD
Event Duration	0 days 08:00	Work Shift	Day	Audited Date	3/ 3/2014
Pump Runtime	0 days 07:56	Sample Location	Material handling	Laboratory Name	Local Lab Inc.
Event Datapoints	540	Facility ID	Saint Pete.	Date Sent to Lab	5/12/2014

Pump and Calibration Tab:

Pump Type	STP	Pre-Calibrator Type	Gilibrator 2
Pump Serial Number	20130530021	Pre-Calibrator Serial	Cell 0709023-S
Pump Firmware Version		Post-Calibrator Type	Gilibrator 2
Calibration Date	5/12/2014	Post-Calibrator Serial	Cell 0709023-S

Sample Data Tab:

Control Mode	Constant Pressure Hig	Flow Rate Avg. Ambient	4298	Total Volume Ambient	2049	Avg. Temperature	97
Pump Run Time	0 days 07:56	Flow Rate Avg. STP	0	Total Volume STP	1978	Avg. Pressure	781
Flow Rate Setting	--	Back Pressure Avg.	24.9	Pump PreCal Flow	0	STP Temp Ref	77
Back Pressure Setting	25.0			Pump PostCal Flow	0	STP Press Ref	760

Sample Data Table:

	Sample 1	Sample 2	Sample 3	Sample 4
Sample ID	Example Event 2.1	Example Event 2.2		
Target Substance	Cadmium	Chromium, Hexavalent		
Molecular Weight	0	0		
Sample Method	NIOSH 7300	NIOSH 7600		
Sample Media	MCE Filter	PVC Filter		
Flow Rate (Pre-Cal, Post-Cal)	2500 2435	2000 1990		
Sampled Volume (Amb, STP)	-- 0	-- 0		
Lab Results				
Concentration	Null Val µg	Null Val µg		
Concentration STP	Null Val mg/m³	Null Val mg/m³		
User-Entered Concentration				

Notes: Example Event to demonstrate the features of the Gilian Connect software. You may delete it.

Buttons: Cancel, Save

Under the
“Sample Data”

tab, you may enter information for up to four target substances collected simultaneously by the pump during the same sampling event.

Target Substances

- Gilian CONNECT is provided with a list of commonly-sampled substances. Select the substance that was being sampled-for from the list. If the substance is not already in the list, right-click the Target Substance box and select “Edit Substances List”.

Concentration Calculations

Gilian CONNECT will automatically calculate substance concentrations under these conditions:

1. A Target Substance with a valid molecular weight must be selected
 - 1.1. Non-zero weight enables ppm (parts-per-million) and mg/m^3 calculations
 - 1.2. Weight of zero enables counts/m^3 , fibers/m^3 and mg/m^3 calculations
2. Lab results (mass or counts) must be entered and the corresponding units-of-measure must be selected.
3. Units-of-measure for the desired concentration results must be selected.
4. The Lab Results and Concentration units-of-measure must correspond.

Creating Event Templates

An Event Template can be created by simply opening the event you wish to replicate and then clicking “Save Template” from the Templates toolbar menu. There is no limit to the number of templates you may create.

Create an Event Template:

1. Double-click a sampling event to open the Edit Event Details window.
2. Enter data into the fields you want the template to fill-in. These fields will be copied into other sampling events when you apply this template to them.
 - a. It is not necessary to save changes to the sampling event you have opened, when saving a template.
 - b. Some fields cannot be used by templates because the data is supplied by the pump, or because the field would not reasonably be replicated on multiple events (like "Lab Results").

Click here to save this event as a template.

Leave fields blank if you want the template to leave it blank.

The screenshot shows the 'Edit Event Details' window with the following fields and values:

Field	Value
Event ID	IX-123-
Event Start	01/08/2014, 11:17
Event End	01/08/2014, 22:43
Event Duration	0 days 11:25
Pump Runtime	0 days 11:21
Event Datapoints	
Last Saved	05/21/2014, 13:48
Worker Name	
Worker ID	
Department	Electrical Assembly
Work Shift	Day
Sample Location	Solder Station #
Facility ID	My Factory
IH/Technician	My Name
Company/Client	My Company
Auditor Name	
Audited Date	9/17/2014
Laboratory Name	The Lab We Use
Date Sent to Lab	9/17/2014
Results Received	9/17/2014
Description of Work Performed and/or PPE Worn	Non-RHOS rework soldering. Benchtop exhaust duct.

You may enter partial data and fill-in specific values for each event.

Notes

Cancel Save

Save the Template

Create a new template by typing a new name.

Overwrite an existing template by selecting a name from the drop-down list.



- TIP: Use Template Names that can be found by typing a few letters:
 - Poor: “Ammonia Sample Fred Jones 1”
 - Good: “NH3FJ1 Ammonia Sample Fred Jones 1”
– can be selected by typing “NH3FJ1”

Using Templates

If the sampling event has not yet been saved, CONNECT will offer to use a template when you open the event.

If the sampling event has already been saved, or is already opened in the Edit Event Details window, you can use a template by selecting “Apply Template” from the “Templates” toolbar menu.

Select a template from the drop-down list or begin typing the template name to find it in the list.

Verify Template-Filled Data

Data fields that were filled-in by the template will have a bright-yellow background. Be sure to verify that the values are correct for the specific event.

In this example, be sure to complete the solder station number and Event ID fields.

The screenshot shows the 'Edit Event Details' window with the following data fields:

Event ID	IX-123-	Worker Name		IH/Technician	My Name
Event Start	03/28/2013, 10:50	Worker ID		Company/Client	My Company
Event End	03/28/2013, 10:52	Department	Electrical Assembly	Auditor Name	
Event Duration	0 days 00:01	Work Shift	Day	Audited Date	<input checked="" type="checkbox"/> 1/ 1/2008
Pump Runtime	0 days 00:01	Sample Location	Solder Station #_	Laboratory Name	The Lab We Use
Event Datapoints		Facility ID	My Factory	Date Sent to Lab	<input checked="" type="checkbox"/> 1/ 1/2008
Last Saved	07/25/2014, 15:03			Results Received	<input checked="" type="checkbox"/> 1/ 1/2008

Description of Work Performed and/or PPE Worn: Non-RHOS rework soldering. Benchtop exhaust duct.

Notes: Imported from Gilian Pump Data Management software, version 1.3:

Buttons: Cancel, Save

Finding Sample Events

Gilian CONNECT provides a powerful search tool to find a specific event, or a group of related events. To get started, click on the “Advanced Filter” button.

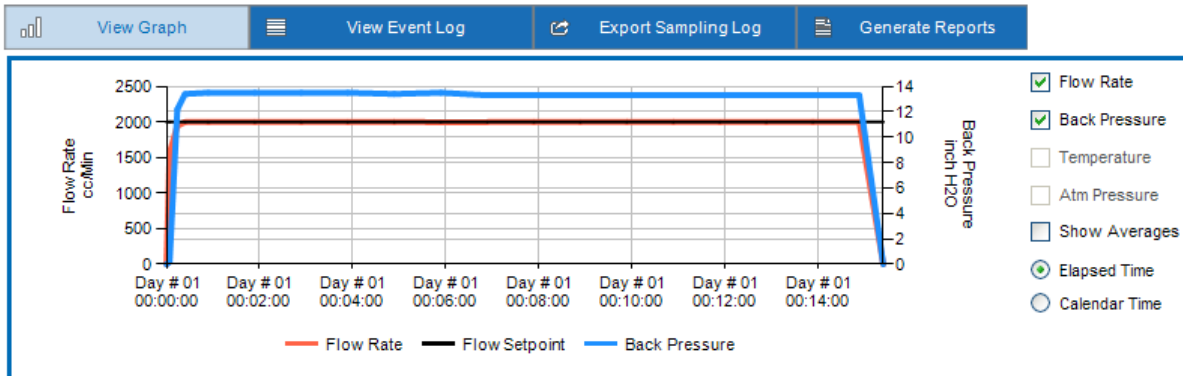
The screenshot displays the 'Filter Sample History Results' dialog box in the Gilian CONNECT software. The dialog box is a window with a blue title bar and a white background. It contains several sections of filter criteria, each with a drop-down menu or input field. On the right side, there are date and time pickers for 'Date Window' and 'Start-Time Window'. Below these are checkboxes for 'Hidden Events' and 'Locked Events'. At the bottom right, there is a 'Matching Records:' box showing the number '2', and buttons for 'Clear Filter (show all)', 'Cancel', and 'OK'. The background shows the main software interface with a table of sampling events and a graph.

Event ID	Worker Name	Worker ID	Start Date and Time	Flow Average	Volume	Runtime	Serial Number
Example Event 1	John Doe	J052321	5/6/2014 5:14:08 PM	1996	cc/min	1426	L 11:59:47 29116030
Example Event 2	Jane Doe	J077889	4/28/2014 11:02:05 AM	4296	cc/min	2049	L 07:56:01 29120026
From Template	Bob Robinson	BR04566	1/8/2014 11:17:39 AM	1896	cc/min	1260	L 11:21:41 29116030
-	-	-	5/6/2014 1:23:56 PM	1994	cc/min	30	L 06:15:07 29120030

The Filter Window contains many drop-down boxes filled with values that exist in the data set. When you select a value, the number of sampling events that match your filter is updated.

- Select from the drop-down list
- Or click in the box and begin typing. The box will suggest matching values.

Runtime Graph

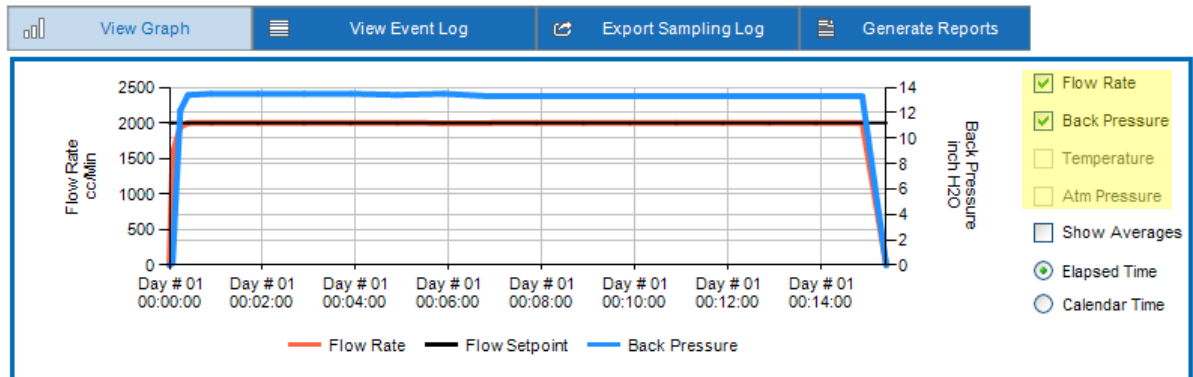


Details of the pumps operation during a sampling event is graphed for analysis at-a-glance. Select the “View Graph” tab in the main window.

Selecting graphed data

Only two types of data may be displayed simultaneously. If two are already selected, de-select one or both to enable the other options. The data selected first is displayed on the left vertical axis, and the second is displayed on the right.

Temperature and Atmospheric Pressure data are only available for events recorded by STP pumps.



Select one or two types of data to display on the graph. If two are already selected, un-check one to enable the others.

View Event Log

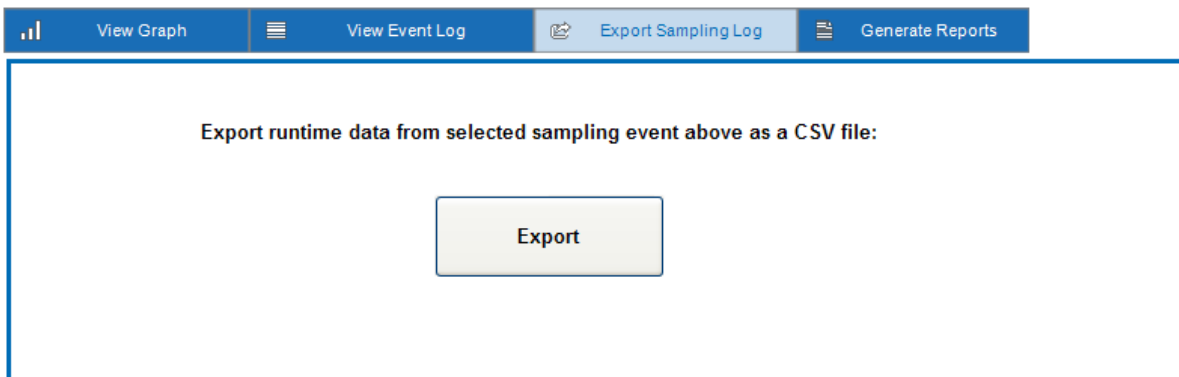
View Graph View Event Log Export Sampling Log Generate Reports						
Date and Time	Flow (cc/min)	Back_Pressure (in H2O)	Temperature °F	Atm. Pressure (mm Hg)	Battery Volts	Batt. Drain (mA)
3/04/2008, 06:02:06 AM	0	0.0	84.2	765	8.38	42.0
3/04/2008, 06:02:06 AM	0	0.0	84.2	765	8.38	42.0
3/04/2008, 06:02:10 AM	1564	0.2	84.2	765	8.32	72.0
3/04/2008, 06:02:20 AM	1944	12.2	84.2	766	8.29	129.0
3/04/2008, 06:02:30 AM	1999	13.4	84.2	766	8.29	132.0
3/04/2008, 06:03:00 AM	1998	13.5	84.2	765	8.28	132.0
3/04/2008, 06:04:00 AM	1999	13.5	84.2	765	8.25	131.0
3/04/2008, 06:05:00 AM	1998	13.5	84.2	765	8.23	131.0
3/04/2008, 06:06:00 AM	1999	13.5	84.2	765	8.21	131.0
3/04/2008, 06:07:00 AM	2001	13.4	84.2	765	8.20	130.0

Every data point recorded by the pump during the sampling event can be viewed in the Event Log. This data may be exported in a CSV file, as explained below.

Refer to the Gilian CONNECT Users Manual for guidance on interpreting the data.

Temperature and Atmospheric Pressure data are only available for events recorded by STP pumps.

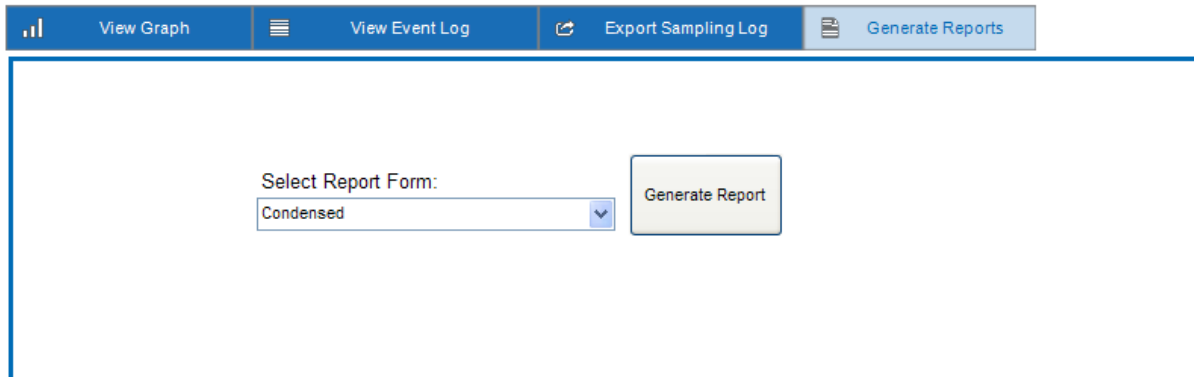
Exporting Data to Excel



Data Points from the sampling event can be exported to a CSV file (Comma-Separated Values) to facilitate importing the data into Excel, or for viewing event details not displayed in Gilian CONNECT.

To view the data in Excel, **do not** double-click the .csv file. Instead, open Excel, then select “Open File” to import the file. Select “Tab” as the delimiter character.

Generating Reports



The screenshot shows a software interface for generating reports. At the top, there is a navigation bar with four tabs: 'View Graph', 'View Event Log', 'Export Sampling Log', and 'Generate Reports'. The 'Generate Reports' tab is active. Below the navigation bar, there is a large white area containing a 'Select Report Form:' label, a dropdown menu with 'Condensed' selected, and a 'Generate Report' button.

Gilian CONNECT has powerful report generation capabilities. Reports are created in PDF format.

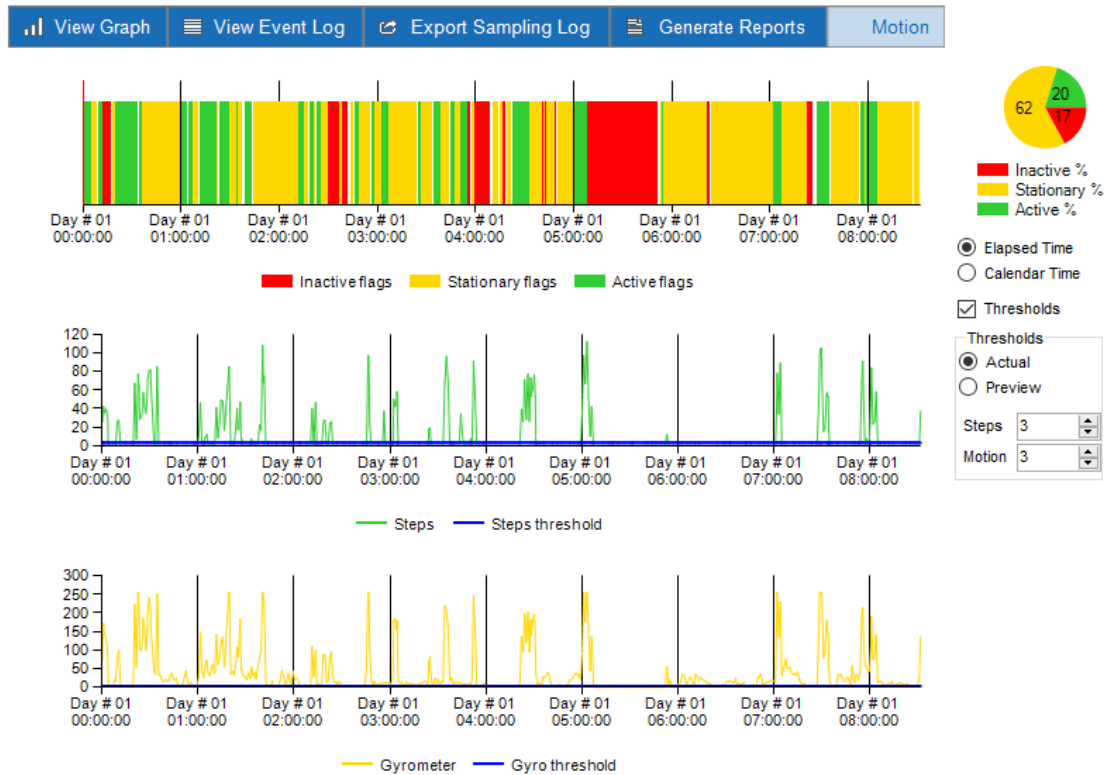
Select Report Form

Several Report Forms are supplied with Gilian CONNECT. Select the desired report form from the dropdown list. Contact Sensidyne to inquire about having a custom report form created for you.

Batch Generation

Reports can be generated simultaneously for multiple events. Simply select multiple events in the Sampling History list, then click the button to create reports.

Motion Graphs



Details of the pump's motion (if equipped with a Bluetooth and Motion Module) during a sampling event is graphed for analysis at-a-glance. Select the "Motion" tab in the main window.

Color-coded Bar Graph and Pie Chart

The bar graph shows the type of motion that the pump recorded at the time. The proportions of each of the 3 types of recorded motion are displayed in the pie chart and are the same numbers that are reported on the pump's event review screen. The user motion type is broken down into **ACTIVE** motion (walking), **PASSIVE** motion (wearing, but not walking), and **INACTIVE** motion (not wearing).

Adjusting Thresholds

The thresholds used to calculate the motion types can be seen by ticking the "Thresholds" checkbox. Two additional line graphs are then displayed with the raw data and the threshold controls are shown. By changing the "Thresholds" type to "Preview", users may adjust thresholds using the numeric controls and view a preview of the data using the selected threshold setting. Data in the database and the pump settings will not be affected by changing the preview thresholds.

Interpreting Thresholds

Default threshold settings provide distinction between a pump running on a desk and a pump worn by a stationary user. Threshold settings can be modified to differentiate between a resting and active user or to prevent unwanted change from **INACTIVE** to **STATIONARY** when a pump is placed on a moving surface (for example a car seat) or to ignore small movements within a work area, only changing state when the user is walking from one work area to another. For information on how the thresholds affect the motion types, please see the pump's user manual.

Pump Configuration Management

The screenshot shows the 'Pump Management' view in the Gilian Connect software. The interface is divided into several sections:

- Header:** 'Gilian Connect' logo and 'Pump and Sampling Data Management Software'.
- Navigation:** 'Sampling Data', 'Pump Management' (active), and 'Sampling Programs' tabs.
- Buttons:** 'Save Configuration File', 'Load Configuration from File', 'Copy', and 'Paste'.
- Left Panel:** Fields for Pump Serial Number (20130530021), Pump Type (STP), Pump Firmware (V2.3.1), Power Source (NIMH), Pump Name (John's GilAir Plus STP), Company ID (Sensidyne), Facility ID (HQ), Operator (John Johnson), and Department (Air Sampling). A 'Notes' section is also present.
- Check box to change:** A list of configuration options with checkboxes, including 'Load Pump Programs selected in the list', 'Set Pump Clock (synchronize with this computer)', 'Control Mode', 'Flowrate Setpoint', 'Pressure Setpoint', 'Run Mode', 'User Mode', 'Power-On Run', 'Timed Start', 'Timed Duration', 'Run Volume Set', 'RunTime Set', 'Clock Format', 'Event ID Enabled', 'Pre/Post-Cal Enabled', 'Fault Retry Enabled', 'Valve Mode Select', 'SmartCal Device', 'STP Temp (°C)', 'STP Press (mmHg)', 'Temperature Units', and 'Pressure Units'.
- Configuration Setting:** A table of current settings, such as 'Constant Flow', '200 cc/min', '25.0 inH2O', 'Run program: 2', '12:54', '00:01', '1', '1', 'Use 12-hr format (AM/PM)', 'Event ID Enabled', 'Pre/Post-Cal Enabled', 'Fault Retry Enabled', 'Continuous', 'Gilibrator', '25.00', '760', 'Celsius', and 'Inches H2O'.
- Actions:** 'Save Configuration to Pump' and 'Read Configuration from Pump' buttons.
- Programs to Load:** A list of programs to load, with '1' selected.
- Right Panel:** Summary for 'John's GilAir Plus STP' (20130530021) showing 'Data Logs Deleted' as 0.

Figure 3 Pump Management View

Select the pump **before** changing configuration settings.

Changes are **not** sent to pump until you click this button.

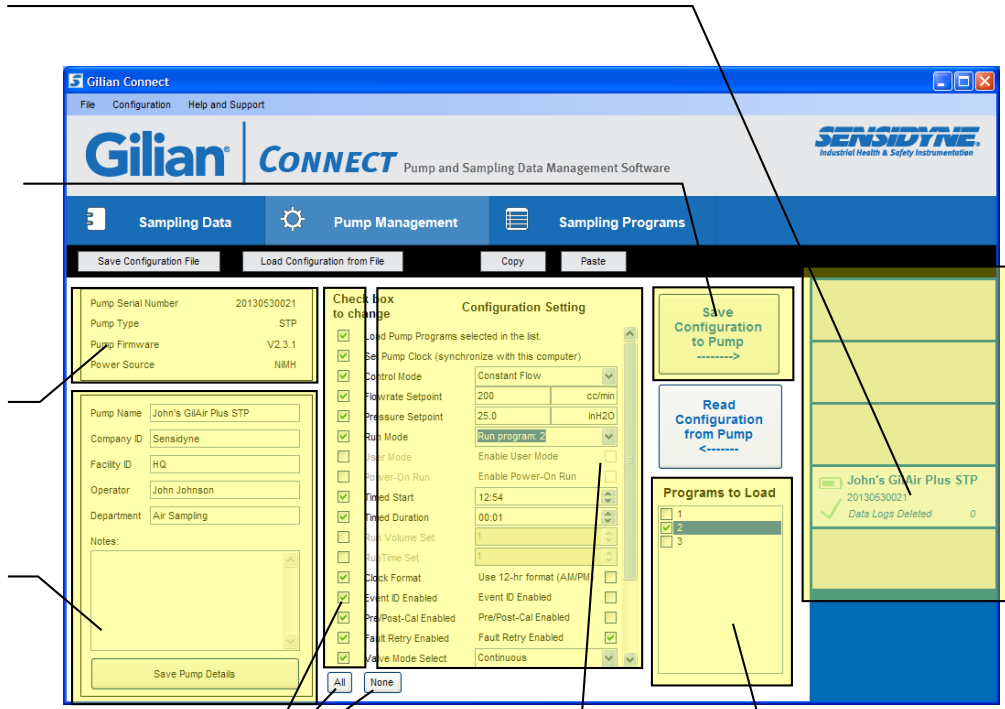
Non-editable pump details

User-editable pump details, saved only in this program.

Select which settings to change by checking the checkbox

Edit a Setting after enabling it.

Pump Program Selection Area



Configure a Pump

1. Select a pump on the right side of display by clicking the status box.
2. Enable the configuration setting you would like to change by clicking the corresponding check box.
3. Edit the value for the configuration setting.
4. Click the button “Save Configuration to Pump” to update the selected settings in the pump’s memory.

NOTE: the button “Save Configuration to Pump” is disabled unless a valid pump is selected, and at least one configuration setting is enabled.

Pump Program Management

Step Sequence

The screenshot displays the 'Pump Management' tab in the Gilian Connect software. The interface includes a menu bar with 'File', 'Configuration', and 'Help and Support'. Below the menu is the 'Gilian | CONNECT' logo and the text 'Pump and Sampling Data Management Software'. A navigation bar contains 'Sampling Data', 'Pump Management' (active), and 'Sampling Programs'. A toolbar below the navigation bar has a dropdown menu showing '3', and buttons for 'Save Program', 'New Program', and 'Delete This Program'. A red warning message 'Program Not Saved' is visible at the top of the main content area.

The main configuration area is divided into several sections:

- Program Name:** A dropdown menu showing '3'.
- Mode:** A dropdown menu showing 'Constant Pressure L-Flow'.
- BackPressure:** A text input field containing '5.0' and a unit dropdown showing 'inH2O'.
- Description:** An empty text input field.
- Program Steps:** A list of seven steps, each with a number, a dropdown menu, and a description:
 - 1: Weekday, Tuesday, Wait until Tuesday
 - 2: Time, 08:00 AM, Wait until 8:00 AM
 - 3: Cycle, 1, This is the top of a Cycle loop.
 - 4: On, 00:10, Run for 10 minutes
 - 5: Off, 00:50, Stop for 50 minutes
 - 6: Cycle, 8, Do steps 4 through 5, 8 times, then continue.
 - 7: End, Stop Pump. End Program.

On the right side of the interface, there is a sidebar with a notification for 'John's GilAir Plus STP' (ID: 20130530021) and a 'Date Logs Deleted' counter showing '0'. A blue vertical bar is visible at the bottom right of the sidebar area.

Figure 4 Pump Program Creation

- Add a step by clicking the “plus” icon in the lower right corner of the program step. This will insert a copy of the current step.
- Delete a step by clicking the “X” icon in the upper right corner of the program step.
- To load a program onto a pump
 1. Save the program with a unique name.
 2. Under the Pump Management tab, enable “Load Pump Programs...”
 3. Select the program from the “Programs to Load” list
 4. Click the “Save Config to Selected Pump” button.

NOTE: Remember to set the pump’s RunMode to [program name] and press “Run” on the pump to start running the program. Refer to the pump’s operating manual for more detailed instructions.

NOTE: Program steps do not turn the pump on or off unless they say-so. “Wait” steps simply delay until a point in time, then continue to the next step.

Troubleshooting

Problem	Cause	Solution
I installed the program but now I can't find it.	The program is only available under the Windows user account in which it was installed.	Install the program under your regular user account.
	Windows 8	Go to the "Modern" view (AKA Tiles View) and start typing "Gilian CONNECT".
	Windows 7 or previous	Go to the Start Menu and look in the folder named "Sensidyne, LP"
None of the available COM ports seem to work, or no COM ports are available.	If the docking station USB was connected while the USB driver was being installed, the driver installation could not finish. This occurs even if the dock was not powered at the time.	Unplug the docking station USB cable and wait a few seconds. Reconnect docking station.
The sample history list is empty.	Perhaps you have deleted or hidden all events.	Click the "Advanced Filter" button. This will clear the filter and allow all downloaded events to be shown.
Some text looks blocky or pixilated	Windows XP uses a feature called "ClearType" to smooth the appearance of fonts, but it is not enabled by default.	Ask your system administrator or search the internet for instructions on how to enable ClearType on your computer.

Problem	Cause	Solution
CONNECT doesn't see my pumps	Calibration device connected to dock	Calibration devices can communicate directly with the pump through the docking station, however this overrides the ability of the pump to communicate to the PC. Disconnect the calibration device cable from the dock.
	Using new pumps or pumps that have not previously been used on this PC	Refer to the section in this guide entitled "Automated Pump Registration", page 7.
	Some pumps are downloading data	CONNECT does not detect new pump connections while data is being downloaded. When the datalog download is complete, the other pumps will be detected.
Cannot connect to external database	Database permissions not configured properly	Ensure Microsoft SQL Server is configured for mixed-mode authentication. Restart the database Windows service, or restart the PC. Ensure your Windows account has administrator permission on the database server.

Support

For further assistance, please contact SoftwareSupport@Sensidyne.com

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