

## V-Sensor Onsite Trouble Shooting Guide

Symptom	Likely Cause
1) Both LEDs on immediately after switching on device	Micro SD card not inserted
2) Both LEDs flicker after turning on	Insufficient battery power causing accelerometer read error or microSD card write error
3) Micro SD card fail to format after holding button for more than 4 seconds	Micro SD card sectors damaged, use laptop/PC to reformat card or use a new card
4) Vibration value stored in Micro SD card are incorrect / over large / producing 0 values	Delete CALIBRATION.txt in the micro SD then restart  Or  Recalibrate device by taking out micro SD and hold user button for more than 7 seconds
5) Excel file read error from using V-Sensor Expert software	The last file was damaged when you flicked the off switch, you should delete the last row and try again  Or  Delete the last file and try again  Or  The battery was low while writing data to Micro SD, replace battery and conduct measurements again
6) Large noise observed in Excel files	Check that you set the range right in RANGE.txt, for 2G range which gives lowest noise floor, set  2G 100G  In the RANGE.txt file  Or  Recalibrate device by taking out micro SD and hold user button for more than 7 seconds
7) My RMS is not accurate compared with another sensor	Ensure you used the lowest range sensor for the application without peak clipping.  i.e. for a 1000mG mode, a reading of RMS 100mG is not

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	accurate as the noise floor had already exceeded the signal peaks.
8) Is clipping allowed?	For the 16G sensor, the RMS will be accurate even when experienced clipping.
9) Reports failed to generate	<p>Don't move the cursor while the reports are being generated.</p> <p>If this doesn't work, than quit the V-Sensor Expert software to free RAM memory and restart it.</p>
10) Where is calibration, period file?	Once you format the microSD card, the files disappear but will be regenerated on repower.
11) V-Sensor Expert software hangs	<p>Restart software to free up RAM memory first.</p> <p>Don't run 3D analysis as that takes up huge amount of memory.</p>
12) I want to stop the analysis software calculations	Restart software or if that does not work then restart the computer.
13) Multisensor analysis failed / hanged	<p>Wait for at least 5 minutes until graphs pop out</p> <p>OR</p> <p>Don't use full stops in folder name of multisensor analysis</p>
14) Slow response vsensor expert	Use I5 processor + 8gigabyte of RAM
15) The MicroSD card did not format	<p>This may happen if there are too many files in the card or some corrupt files.</p> <p>You must format the card using the PC</p>