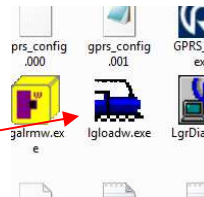


Use IDT Error when using Radterm - how to roll back to a firmware level which still supports Radterm

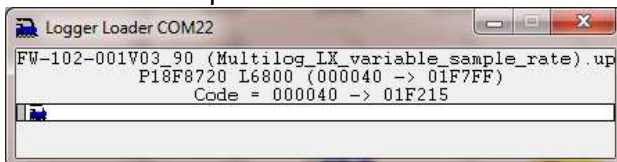
To correct the problem, the logger firmware is required to be rolled back to v3.90 and the modem class corrected. The procedure below details how to achieve this, note that you will need to fully reconfigure the logger after this process as the logger will revert to factory defaults.

Downgrading logger firmware

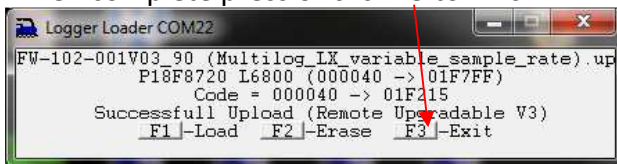
1. Locate the program lgloadw.exe. This is usually located in the c:\Radwin folder
 - a. Double Click **My Computer**
 - b. Double click **C-Drive**
 - c. Double click **Radwin**
 - d. Double click the program **lgloadw**



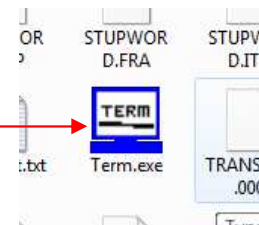
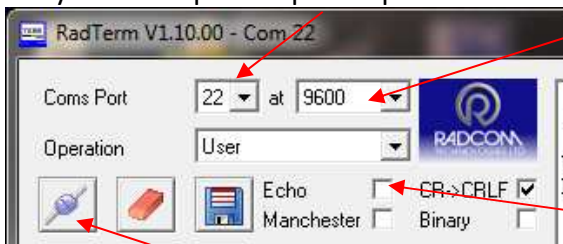
2. Enter the comm port number that is normally used by Radwin for the IR Reader head, e.g. 22 then <Enter>
3. Now select the firmware file –
for LX - **FW-102-001V03_90 (Multilog_LX_variable_sample_rate).upd**
Or for Mutlilog - **FW-103-001V03.90 (Multilog_variable_sample_rate).upd**
Note: If you do not have v3.90 on your computer, please contact HWM customer support.
4. The loader program will now downgrade your logger to v3.90. This will take about 10 minutes to complete.



5. When complete press or click F3 to finish.



6. Run Radcom "Term" or a similar terminal program
7. Set your COM port as per step 2 and set the baudrate to 9600.



8. Click the connect button (if not already connected) and clear the Echo checkbox

9. Type **...TERM**

10. The logger should respond with “Wait” and then after a few seconds “Ready”



11. Type **AT+CGCLASS=B** then press Enter

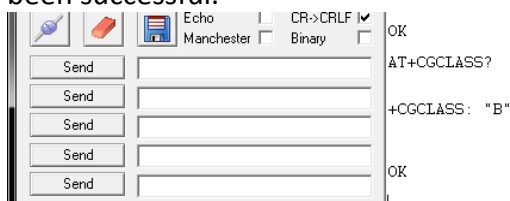


12. The logger should respond “OK”

13. If you make a mistake or you see “ERROR” instead, repeat step 11.

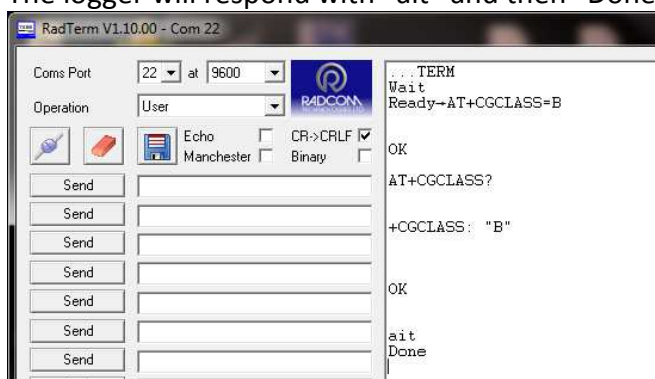
14. Type **AT+CGCLASS?** then press Enter

15. The logger should respond with ‘+CGCLASS: “B”’ confirming the command from step 11 has been successful.



16. Press the “ESC” key

17. The logger will respond with “ait” and then “Done”



18. Close Radterm

19. You will now need to fully re-configure your logger as it has been reverted to factory defaults, including the SMS numbers.

Note that if you perform this procedure before the downgrade, this setting will be reversed and the logger will not call in after the downgrade.

Document History:

| Edition | Date of Issue | Modification | Notes |
|---------|---------------|--------------|-------|
| 1st | 20/04/16 | Release | |
| | | | |