

## FAQ – OTT ecoLog 1000

### *Frequently asked questions*



Q: Why do I get no connection via Bluetooth with my Windows PC?

A: 1. You need mandatory a Windows 10 OS Release 1607, Build 14393 or higher (Windows 7 or an earlier version will not work!)  
2. The internal Bluetooth driver is not current and needs an update; check the webpage of the Bluetooth module manufacturer for the latest version  
3. Your PC does not have a built-in Bluetooth module, use an external one, we recommend Delock USB Bluetooth Adapter V4.0 dual mode or try other adapters supporting Bluetooth Low Energy (important still Windows 10 OS required!)

Q: I have paired the ecoLog 1000 and have issues with the connection?

A: Pairing is not required. Just connect without pairing. If you have paired go to the systems setting and delete the connection. When LinkComm shows the device, just connect.

Q: Everything is setup correctly and I was able to communicate with the ecoLog 1000 with my smartphone and windows PC, but now I do not get a connection?

A: The device only communicates via one communication path, mobile communication via the modem or locally via Bluetooth. If by chance a transmission is ongoing, the Bluetooth is blocked. Try again since a transmission is typically completed within 1 minute.

Q: Why am I not able to see the device and connect while modem is dialing and ecoLog 1000 is sending data or receiving updates?

A: This is done on purpose as it is not possible to maintain active Bluetooth and Modem (TCP/IP) connection at the same time. This is done mainly for security and compliance reasons. Please wait for the TCP/IP communication to complete and then device will be visible and connectable again.

Q: The attach to the Verizon network fails, what is the problem?

A: In order to attach first time to the VZW network the ecoLog 1000 will need to perform 2 transmissions. The first transmission could fail, second will connect to the network. This behavior is given by the provider network setup and is normal. The failing transmission will be only at the **very first** transmission and will not occur later anymore, also not if the SIM card is exchanged or the device is powered down.

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- Q: I see on the screen the LinkComm dashboard and want to enter a control measurement value, how do I enter the value?
- A: Click on *“Click for available actions...”* next to the level or depth to water measurement (M1 on top), you will be asked to calibrate which allows you to enter the reference value.
- Q: How do I get my measurement data from the ecoLog 1000?
- A: 1. If you are local at site you can read the data out with the LinkComm operating program and save or share it, there are various data formats available.  
2. Remote: data is sent to 1 - 4 servers which are FTP or HTTP/HTTPS servers, also various formats possible
- Q: When I did a test transmission, I just received an empty OTTXML file, why?
- A: This is on purpose to identify the transmission as a test transmission.
- Q: Selecting data files I have the possibility to check GZIP, what is this for?
- A: This compresses the data file and reduces the size by a factor of up to 10 which is beneficial for a shorter transmission and less power consumption. The data will need to be decompressed (unzipped) on the receiving server. OTT HydroMet Hydras 3 does this automatically.
- Q: How can I change setting, configuration or firmware remotely?
- A: You can use so called FTP commands or use an OTT Hydromet software called Hydras 3 net to manage the loggers remotely.
- Q: I want to measure not only the absolute depth to water but additional the depth to water over sea level?
- A: You can use the measuring channel processed value; this allows you to measure and store both and you need to perform only the control measurement in one channel it will be applied to the calculated channel as well
- Q: What is the channel “Logger Humidity” for?
- A: The ecoLog measures the relative humidity (rH in %) in the logger unit at top. If the value reaches close to 100% it should be checked.
- Q: Do I need to clean the sensor element?
- A: Normally this is not necessary only if it shows extensive dirt or sediments. The sensor element is not sensitive and can easily cleaned.
- Q: I have a harsh environment and would like to have a titanium sensor element?
- A: The sensor element is made of a special stainless steel 904L (1.4539) which allows to use the sensor in harsh environments.

- Q: I have a SIM card with a static IP address, how do I connect via the IP address with the ecoLog 1000?
- A: The ecoLog 1000 does not have webserver and can therefore not be reached via a static IP address. The device is a web client only. To have 2-way communication the ftp commands or the network management software OTT Hydras 3 net is available.
- Q: In the dashboard of LinkComm, I see tabs for “Refresh Status” and “Measure all”, what are they for?
- A: “Refresh Status” refreshes the view, reads and displays always the last stored values from the ecoLog 1000 as configured in M1-M5. “Measure All” performs an actual measurement and displays these values.
- Q: I have 4 servers configured but I can configure only 2 transmission times?
- A: The ecoLog provides 2 transmission and therefore 2 transmission times. For each transmission, 2 servers can be configured as either parallel transmission or fallback.
- Q: I need to send my data encrypted. What possibilities do I have?
- A: You can use HTTPS TLS 1.2 (incl. latest Cipher Suites). The ecoLog 1000 does not support FTP-S or SFTP.
- Q: What is most power consuming and impacts battery lifetime most?
- A: Data transmission, less data transmission means longer battery life. The device offers possibilities to adjust transmission intervals based on given events to optimize power budget.
- Q: If a transmission fails, do I lose my data
- A: No, data is always available in the device, if a transmission fails the ecoLog 1000 retransmit the missing data automatically at next successful transmission.
- Q: I created a new station and was able to save it in LinkComm but since there is no save button anymore, how do I save changes to the configuration?
- A: Once a station is created and saved in LinkComm, all modifications are automatically saved. An additional step to save changes is not required.
- Q: What does the SNTP setting do?
- A: Each electronic device with an internal clock has a time slip called drift. This means the time of the clock is drifting away from the true time. Even though the ecoLog 1000 RTC (real time clock) is quite accurate, it will drift. With SNTP (Simple Network Time Protocol) each time a transmission is done the time is checked on a public server and adjusted if required, this is a no-cost service.
- Q: Why can I enter, under “Other Setup”, the latitude and longitude of the measurement site?
- A: If data is sent to software like Hydras 3 net or Hydromet Cloud, the station location will automatically be displayed on the map.

- Q: How do I perform a firmware update locally via LinkComm?  
A: You can do this manually via *“Upgrade”* in the tab *“Diagnostics”*. If you receive a new LinkComm, the new firmware for the device is already build into LinkComm and can be installed out of LinkComm.
- Q: How do I get LinkComm?  
A: LinkComm is a free of charge operating software for the ecoLog. The Windows 10 PC version is available on the OTT HydroMet website. The APPs for Android or iOS can be downloaded from the APP stores.
- Q: I have a Sutron logger, like the XLink family, that uses LinkComm. What is the difference in the LinkComm for these products?  
A: There is only one LinkComm which is used for all loggers including the ecoLog 1000. Make sure to have the latest version with all the loggers supported.
- Q: I saw in LinkComm the function *“SMS commands”*, what is this for?  
A: With this you can send a sms to the ecoLog 1000 and change some parameters e.g. transmission interval, details can be found in the manual of ecoLog 1000. This is currently not supported in the US.
- Q: What do I do if I face problems and need to contact OTT Hydroservice?  
A: Always save an export of the configuration, the diagnosis file *“Diagnostics”* -> *“Save Diagnostics...”* and the *“Event log...”* (click on the hamburger button on the left top to access this) and send these file - very important! - with the description of your problem to Hydroservice, be as specific as possible.
- Q: Why are the time settings gone after replacing the battery?  
A: If the power source is disconnected longer than 40s the internal clock loses its time and needs to be set via LinkComm. Data and configuration are of course still available.
- Q: I replaced the used battery with a new one and want to reset the PBAT measurement, how can I do this?  
A: Go to *“Diagnostics”* to find the button *“Reset PBAT”*.
- Q: I stopped receiving data on my server because the battery is not able to power the modem anymore. Is my data lost?  
A: No, the data is in nonvolatile storage and will remain there even if no power is applied.  
If the battery is too weak for transmissions, it will stop transmitting but has enough reserve power to continue to measure at least another ten thousand values. Measurement data will not be lost and with the continued measurements the exchange of the battery can be planned. After installing a new battery, the data not previously transmitted will be transmitted and no gaps will occur on the server.

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- Q: How do I know the battery is coming to its end?  
A: You can set limits to the “Supply Voltage” M3 or the “Power Consumption” M4 and send alarms to one or more recipients.
- Q: How do I know how long the battery will last with my configuration?  
A: OTT HydroMet provides a calculation tool helping to understand how long the battery could last.
- Q: I want to source the battery pack other than at OTT HydroMet, where can I get it?  
A: You can source it only at OTT HydroMet. The whole system is tested and certified with OTT HydroMet components and only in this way we can guarantee the safety and functionality of the device.
- Q: I saw 2 LED’s when I opened the device what do these indicate?  
A: The one towards the top (labeled BLE) is green if the Bluetooth connection is active. The second one is for the mobile communication (labeled STAT) is red when a transmission via the modem is active. Additionally, this LED flashes once red after a new start i.e. power reset.  
You can use this when you are in the office and want to see what is currently going on.
- Q: What tool do I use to tighten the connector of an external antenna at the ecoLog 1000?  
A: Use no tool. It is sufficient and recommended to tighten the connector by hand.
- Q: In the device there are 2 desiccants, why 2?  
A: One desiccant is for the capillary in the cable and one for the housing. We recommend changing them regularly, also see the manual.
- Q: I have, from a former device, a MicroSIM card which does not fit in the ecoLog 1000. What can I do?  
A: There are inexpensive adapters from Nano or Micro SIM to the required MiniSIM available in almost every electronic shop.
- Q: What versions of operation software is minimum required to run the LinkComm operating software?  
A: PCs with Microsoft Windows operating system, from version 10, Release 1607, Build 14393  
Mobile devices (smartphone/tablet) with Android operating system, from version 5  
Mobile devices (iPhone/iPad) with iOS operating system, from version 10.0

Q: Why do I use in an AT&T network an antenna with a cable and not the stub antenna as in the Verizon network?

A: AT&T did not accept the stub antenna and requested to use another type of antenna with different technical data.

Q: Can I use the AT&T network specified antenna in a Verizon network as well?

A: Yes, but not vice versa