

SERVICE BULLETIN NO. 20080229

February 29, 2008

SUBJECT **Possible Loss of Data after Clearing Memory**

PRODUCT FAMILY **WatchDog 2000 Series Weather and Mini Stations**

AFFECTED UNITS Models 2900ET, 2700, 2600, 2550, 2525 and corresponding modules (Items 3350WD2, 3340WD2, 3325WD2, 3320WD2, 3315WD2, 3300MOD2, 3350UP2, 3340UP2, 3325UP2, 3320UP2, 3315UP2) with firmware levels* of 2.5 or lower.
Model 2800 and corresponding module (Items 3345WD2, 3345UP2, 3345MOD2) with firmware levels* of 2.2 or lower.
Models 2475, 2450, 2425, and 2400 (Items 3686WD, 3684WD, 3683WD, 3685WD) with firmware levels* of 1.7 or lower.

* To determine a station's firmware level, press the "Display" button on the station. The firmware version will be shown for two seconds on the top line of the LCD display in the form "v1.8".

DETAILS

Under a specific set of circumstances, WatchDog stations can log data in a manner which hides it from the download process. This occurs only if the following sequence occurs.

1. The location name of the station was changed using SpecWare.
2. The option to clear logged history from the station was selected.
3. The station was deployed, and data was logged.
4. The batteries were removed (or discharged to below the minimum level).
6. The batteries were replaced, and the data was downloaded. Only the data logged since the batteries were reinserted will be downloaded.

This problem will not occur if you did not change the location name for your station, or you changed the name, but did not clear the station's logged data history. If you download the logged data and then remove the batteries, the logged data will be hidden from future downloads, but the data will have been saved on your PC.

CIRCUMVENTION

If you change the location name of a station, and want to clear the logged data history from the station, then remove and replace one of the batteries after the station finishes clearing the memory. This will ensure that the station will log the first data point in the first memory location.

The latest versions of SpecWare 7 and above include reminders to remove the batteries once a memory clear is completed. Downloadable updates are available without charge on the Spectrum Technologies web site at:

http://www.specmeters.com/software_updates/software_updates.html

The updates will only function on an installed licensed copy of the same release level.

RESOLUTION

Firmware upgrades are available from Spectrum Technologies. The upgrade will require either Spectrum sending you an updated chip to install, or for you to send your Weather Station module or Mini Station to Spectrum. Contact Spectrum Technologies by phone or email to arrange for the shipment or return.

If you encounter this problem, and as a result have hidden data, contact Spectrum Technologies. A member of our technical support team will arrange for the required firmware upgrade and retrieval of your data.

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