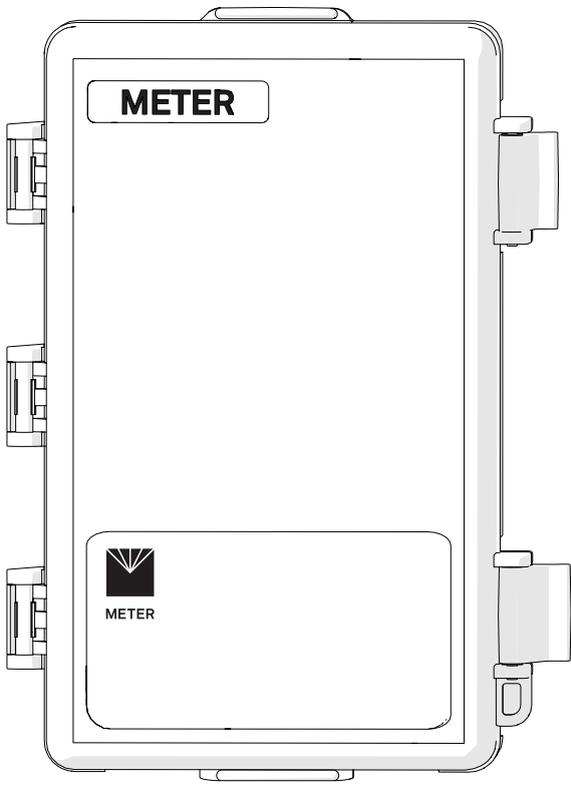


# TABLE OF CONTENTS

- 1. Introduction..... 1**
- 2. About the Em50 Logger Series..... 2**
  - 2.1 Em50 Logger Series Overview ..... 2
  - 2.2 Specifications..... 2
  - 2.3 Functionality ..... 3
    - 2.3.1 Reset Button ..... 3
    - 2.3.2 Em50 Series Status Lights ..... 3
    - 2.3.3 Em50 Series Test Button ..... 4
  - 2.4 Software ..... 4
    - 2.4.1 Em50 Series Data Logging Scheme ..... 5
    - 2.4.2 Em50 Measurement Interval..... 5
  - 2.5 How the Em50 Stores Data ..... 5
    - 2.5.1 Data Storage Format..... 5
    - 2.5.2 Data Storage Size..... 6
    - 2.5.3 Measurement Span..... 6
    - 2.5.4 Compatible Sensors..... 6
- 3. Setup and Installation ..... 7**
  - 3.1 Installing the Batteries ..... 7
  - 3.2 Installing Software ..... 7
  - 3.3 Configuring in ECH20 Utility..... 8
  - 3.4 Field Installation..... 9
- 4. Software and Configuration ..... 10**
  - 4.1 ECH20 Utility Software Installation ..... 10
  - 4.2 Common Tasks in ECH20 Utility ..... 11

4.2.1	Configuring the Em50/Em50R/Em50G.....	11
4.2.2	Downloading Data when Directly Connected .....	12
4.2.3	Other Data Download Options.....	13
4.2.4	Erasing Data .....	14
4.2.5	Instantaneous Measurements (Scan) .....	14
4.3	ECH20 Utility Menus .....	15
4.3.1	File Menu .....	15
4.3.2	Edit Menu.....	15
4.3.3	Data Menu.....	20
4.3.4	Actions Menu .....	20
4.3.5	Window Menu .....	21
4.3.6	Help Menu.....	21
4.4	ZENTRA Cloud.....	22
<b>5.</b>	<b>Em50G Cellular Communication.....</b>	<b>23</b>
5.1	METER Data Service .....	23
5.2	Cellular Service.....	23
5.3	Cellular Coverage.....	23
5.4	Em50G Configuration and Settings.....	24
5.5	Communication Testing .....	25
5.6	Downloading Data.....	26
5.6.1	Direct Download .....	26
5.6.2	Internet Downloading .....	26
<b>6.</b>	<b>Em50R Radio Telemetry .....</b>	<b>27</b>
6.1	Transmit Radio Telemetry .....	27
6.1.1	Transmit Radio Modes .....	27
6.1.2	Transmit Best Practices .....	28
6.2	Two-Way Radio Telemetry .....	28

6.2.1 Two-Way Radio Modes .....	29
6.2.2 Two-Way Best Practices.....	29
6.3 Radio Settings .....	29
6.4 Radio Performance .....	30
6.5 Connecting via Rm-1 Radio Modem .....	30
6.6 DataStation Networks .....	32
6.6.1 Configure a DataStation.....	32
6.6.2 Communication Test .....	33
6.7 Download Collected Data.....	33
6.8 Data Processing.....	34
<b>7. Caring for the Em50 .....</b>	<b>35</b>
7.1 Replacing the Batteries .....	35
7.2 Long-Term Maintenance .....	35
7.3 Sending Feedback to METER .....	35
<b>8. Troubleshooting .....</b>	<b>37</b>
8.1 Customer Support.....	39
8.2 Terms and Conditions .....	40
<b>Index .....</b>	<b>44</b>



# 1. INTRODUCTION

Thank you for choosing Em50® series data loggers from METER Group.

The Em50 series loggers (Em50, Em50R, and Em50G) are part of the ECH<sub>2</sub>O System, a collection of data loggers, software, and compatible sensors to measure soil moisture and other environmental parameters accurately and cost effectively.

The Em50 series includes three models:

- Em50 is a manual-download logger.
- Em50R is a remote-download logger that communicates through a radio module.
- Em50G is a remote-download logger that communicates through a cellular module to transmit data over the internet.

Throughout this manual, references to Em50 apply to all versions of the logger unless otherwise specified.

Verify all instrument components are included and appear in good condition:

- Em50 series logger with five batteries
- Micro-USB communications cable
- Zip ties for mounting the logger
- USB drive containing ECH2O Utility software installer
- Antenna (Em50R and Em50G)
- Device subscription card (Em50G)

## 2. ABOUT THE EM50 LOGGER SERIES

### 2.1 EM50 LOGGER SERIES OVERVIEW

The ECH<sub>2</sub>O system is made of data loggers, sensors, telemetry, and software that help you measure soil moisture and other environmental parameters accurately and cost effectively. METER's innovative sensors are the heart of the system and we designed it to be very easy to use (no programming needed).

The Em50 series loggers are 5-port, self-contained data loggers especially suited for field research and commercial agriculture. The Em50 logger series includes three models: the Em50, the Em50R, and the Em50G. These devices are housed in a weather-resistant enclosure, making them suitable for long-term outdoor operation.

**Em50:** The Em50 is the basic logger. The communication with this model is through a stereo to USB or stereo to serial cable to a PC or mobile handheld device. An integrated solar panel is an options for the Em50.

**Em50R:** The Em50R includes a spread-spectrum radio telemetry module that delivers data to a DataStation. The radio module is available in long-range 900 MHz. Use the telemetry in energy efficient transmit mode or two-way mode. ([Section 6](#) provides more information on telemetry.)

**Em50G:** The Em50G includes a GSM/GPRS (Global System for Mobile communications/ General Packet Radio Service) cellular module to allow environmental measurement data transmission over the Internet. METER partners with a provider of global cellular data service to make data transmission and maintenance easy and inexpensive. Measurements from the Em50G are sent wirelessly to METER internet server and are available for download using ZENTRA Cloud. An integrated solar panel is an option for the Em50G.

**Em50 Compatible Sensors:** You can use the Em50 to log data for almost all of the legacy sensors that METER sell. Please see [metergroup.com](http://metergroup.com) or our catalog for an up-to-date list of supported sensors.

### 2.2 SPECIFICATIONS

<b>Sensor Input Ports</b>	Five 12-bit analog or 32-bit digital
<b>Sensor Port Type</b>	3.5-mm stereo plug connector
<b>Data Storage</b>	1 MB (36,800 scans for all five ports)
<b>Memory Type</b>	Nonvolatile flash
<b>Battery Capacity</b>	Five AA alkaline or lithium batteries

<b>Computer Communication</b>	Dedicated serial port 3.5-mm stereo plug connector for use with the METER USB cable adapter (UCA)
<b>Radio (Em50R)</b>	900 MHz or 2.4 GHz (discontinued)
<b>Cellular (Em50G)</b>	GSM/GPRS cellular technology. Cellular service and data hosting service provided by METER
<b>Enclosure</b>	Weather-, impact-, and UV-resistant polymer
<b>Operating Environment</b>	-40 to +60 °C (0% to 100% relative humidity)

## COMPLIANCE

Manufactured under ISO 9001:2015

EM ISO/IEC 17050:2010 (CE Mark)

## 2.3 FUNCTIONALITY

### 2.3.1 RESET BUTTON

All Em50 logger types have a "Reset" button. If your logger does not respond to connection attempts or does not appear to be working, press the reset button. This reboots the logger and the Status light turns on momentarily. The internal data storage of the logger is nonvolatile so you do not lose data or settings if you press the reset button.

### 2.3.2 EM50 SERIES STATUS LIGHTS

The green and red lights indicate the current status of your Em50/Em50G logger and the logger self test function. A short, single blink of the green light every 5 s indicates the Em50/Em50R/Em50G is configured to log sensor data. The light does not blink if the logger measurement interval is set to 0 or "Off."

The green light blinks slowly on and off to indicate the logger is connected to a serial port or the cellular module is powered on. The green light pulses when the Em50G is actively sending data over the cellular network.

The red light blinks continuously to indicate the logger date and time are not set correctly. This can happen when the batteries have been disconnected. You must connect to your Em50 series logger using any ECH2O System software to reset the logger internal clock. The logger stops error blinking when the date is reset or after 2 min have elapsed (to preserve battery power).

### 2.3.3 EM50 SERIES TEST BUTTON

The Em50 series loggers have a "Test" button to perform basic functionality testing. When you press the Test button, the logger performs several checks on internal systems and with the Em50G attempts a communication session over the cellular network. The logger uses the lights during the test to indicate connection status.

Pressing the Test button may also reset the logger clock by using the time of the cellular network if the connected network supports time information.

Both the green and red lights blink slowly while the Em50G performs tests. Please be patient. It can take as many as 60 s or more to finish the cellular communication tests in the Em50G.

A solid green light indicates that internal tests passed and there is successful communication over the cellular network to the METER Data Service. The Em50G leaves the light on for approximately 20 s. A solid red light indicates an error in the logger or in communicating to the METER Data Service. Please use the Communication Test feature in ECH20® Utility to find the specific error.

## 2.4 SOFTWARE

The Em50 series has three software options for working with hardware and collected data. METER recommends using ECH20 Utility software to set up, configure, and download Excel® files directly from your logger. Use ZENTRA Cloud with an Em50G to download data remotely. Access the latest versions of these programs at [metergroup.com](http://metergroup.com).

**NOTE:** See [Section 4](#) for a detailed breakdown of available software for the Em50 series loggers.

**ECH20 Utility:** ECH20 Utility software is included with the Em50 purchase. It provides a simple way to connect to and configure your loggers. The ECH20 Utility makes downloading and processing your data fast and easy.

- Connect to Em50 loggers directly.
- Set all logger configuration parameters.
- Make real-time sensor measurements (scan sensors).
- Create Microsoft® Excel® or text files with raw or processed data.
- Create configuration and data files for use with DataTrac 3.

**DataTrac 3:** DataTrac 3 was the legacy Em50 series system software designed to help organize and visualize measurement data.

**ZENTRA Cloud:** ZENTRA Cloud is a subscription-based web application that allows you to remotely view and download data from EM50G devices. See [Section 4](#) for more information on ZENTRA Cloud.

**NOTE:** Em50 cannot be configured with ZENTRA Cloud; please see [Section 4](#) for logger configuration information.

## 2.4.1 EM50 SERIES DATA LOGGING SCHEME

The Em50 does not make sensor measurements until you set a measurement interval. You also need to configure the Em50 ports with the type of sensor plugged into each port. You can set these values using either ECH2O Utility or DataTrac 3.

## 2.4.2 EM50 MEASUREMENT INTERVAL

The measurement interval controls how often the Em50 records data to internal data storage. The interval you choose applies to all five ports on the Em50. So, it is impossible to have one port measuring sensors more or less frequently than another port.

The measurement interval works relative to the Em50 internal real-time, 24-h clock. For example, if you choose a measurement interval of 120 min, the Em50 stores data every 2 h, on the hour. The resulting data shows sensor measurements hourly at 12:00 a.m., 2:00 a.m.,..., 10:00 p.m. Choosing a measurement interval greater than 720 results in one set of data stored per day. For most applications, a measurement interval of 60 or 120 min is appropriate.

**NOTE:** Setting the Em50 measurement interval to zero turns off sensor measurement and data storage.

For most sensor types, the Em50 makes a measurement from each of the five sensor ports every 60 s, regardless of the measurement interval value. When the Em50 internal clock reaches the user-programmed measurement interval, the Em50 stores the average of all the 60-s sensor readings taken since the last storage interval. Therefore, if you set the measurement interval to 60, the Em50 stores an average of the past 60 sensor readings. If you choose an interval of 1,440, the Em50 stores one value that represents the average sensor value for the entire 24-h period.

**NOTE:** The Em50G supports 5 min as the minimum value for the measurement interval setting.

## 2.5 HOW THE EM50 STORES DATA

### 2.5.1 DATA STORAGE FORMAT

The Em50 stores raw data for each sensor. The stored values are not in millivolt units. Please review your individual sensors operators manual or visit [metergroup.com](http://metergroup.com) for up to date equations to convert raw data to meaningful sensor values.

The Em50 stores data for all five sensor ports for each measurement interval. If no sensor is connected to one or more of the logger ports, the Em50 stores a "0" for that port. The Em50 data memory is nonvolatile flash. Removing the batteries or performing a system reset does not erase your data.

Removing batteries or resetting the system also resets the clock in the data logger. To set the clock to the correct time, simply connect your Em50 to a computer or handheld device running ECH2O software.

## 2.5.2 DATA STORAGE SIZE

The Em50 stores more than 36,800 data scans. When the logger has filled its data memory, it begins overwriting the oldest data in the memory.

## 2.5.3 MEASUREMENT SPAN

Depending on the set measurement interval, the Em50 can read for several weeks to several years before its memory has filled. When you set up your Em50 using ECH20 Utility, the software displays how many days of data the Em50 can hold based on the measurement interval that you have chosen. You can determine how many days of data your Em50 can hold by dividing the size of the data memory (36,864 scans) by the measurement interval. For example, an Em50 set on an hourly measurement interval stores 1,500 days, or about 4 years, worth of data. An Em50 set to 5 min stores data for 125 days, or about 4 months.

## 2.5.4 COMPATIBLE SENSORS

The Em50 logger is only compatible with sensors made by METER. Please refer to [Data logger compatibility tables \(metergroup.com/environment/articles/data-logger-compatibility-tables\)](http://metergroup.com/environment/articles/data-logger-compatibility-tables) for a list of supported sensors. To learn more about individual sensors and their respective calibrations, please visit [metergroup.com](http://metergroup.com).

### 3. SETUP AND INSTALLATION

Remember, the service plan for the Em50G activates when METER ships the instrument and not at the time of installation.

#### 3.1 INSTALLING THE BATTERIES

With the exception of the solar-powered Em50 and Em50G, all Em50 series loggers ship with a new set of AA alkaline batteries. Open the case and install the batteries in the proper orientation as indicated in the battery locations ([Figure 1](#)). After installing the batteries, press the silver Reset button located directly above the batteries.

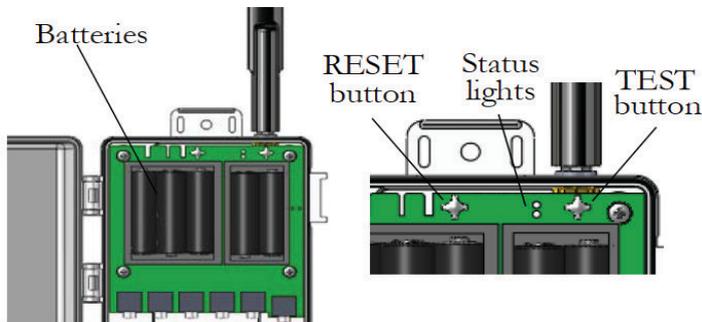


Figure 1 Batteries and indicators

**NOTE:** Em50/50G solar data loggers come with batteries installed. Remove battery pull-tab to activate batteries.

**NOTE:** Use only NiMH (Nickel-Metal Hydride) batteries with the Em50/50G solar data loggers.

**NOTE:** Installing or changing the batteries in your Em50 resets the internal real-time clock. You must connect to your Em50 using any ECH20 System software to reset the logger clock. If you do not set the logger clock, the time and date associated with each measurement record incorrectly.

Five AA-size Alkaline batteries power the Em50. With the radio or cellular modules disabled, a set of Alkaline or Lithium batteries can last for several years. The battery life for Em50Gs and Em50Rs varies depending on how you set up the transmission ([Section 6](#)). Battery power in the Em50R and Em50G can last from 6 months to over 1 year. You can check the battery level status when the Em50 is connected using any ECH20 software. When the battery life indicator shows that your Em50 batteries are <5%, you should replace them.

#### 3.2 INSTALLING SOFTWARE

The ECH20 Utility software (installation USB Drive attached to the cover of this manual) allows you to collect and manage data from your device.

To install ECH20 Utility, plug the USB Drive into your computer and wait for it to autolaunch. If it does not launch, go to My Computer, select the USB Drive, and double click on the software file. A driver for the accompanying USB cable can also be installed at this time.

Occasionally, new versions of ECH20 System software are available on the METER website.

You can find your current software version in the "About" option of the Help menu in the ECH20 Utility. If you are connected to the Internet, select "Check for Updates" in the Help menu to see if there is a newer version available.

The METER USB Cable driver should install automatically. However if it does not, you must install a driver for the USB Cable Adapter (UCA) before you can use it to communicate with your logger. You can find the driver installer on your ECH20 System software USB drive or on METER's website at [metergroup.com](http://metergroup.com).

### 3.3 CONFIGURING IN ECH20 UTILITY

Before field installation, the Em50 needs to have certain parameters set, such as name, date, time, measurement interval, and communication mode. The Em50R and the Em50G do not communicate wirelessly until properly configured. Follow steps 1 through 6 to configure the logger.

1. Open the ECH20 Utility program.
2. Plug the USB cable (included with your Em50) into the logger COM port and then the USB port of your computer.

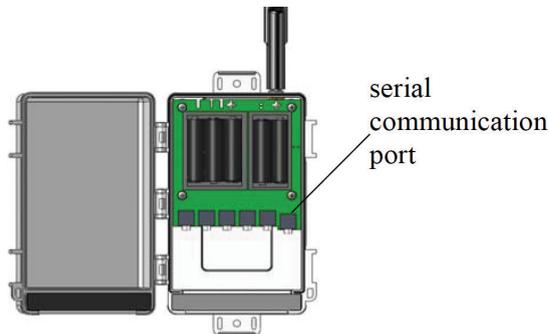


Figure 2 Port diagram

3. At the top of the screen, select the appropriate COM port from the "Connect Via" dropdown menu, then click on the Connect icon. If you are using the USB Cable Adapter, look for the Connect Via option that includes "METER UCA" in the COM port name.

**NOTE:** If you cannot connect to your Em50, you may need to install the driver for the USB cable. To download a driver go to [metergroup.com](http://metergroup.com).

4. Once you have successfully connected, the menus on the main screen become active.
5. At the device setup screen that appears, click on the various fields to enter a name for your logger and choose sensor types for each port.

When using the Em50R, select the radio settings you plan to use ([Section 6](#)). Click "Apply" to save the changes. When using the EM50G, select your communication configurations ([Section 4](#)).

6. Press the "Disconnect" icon when finished.

### 3.4 FIELD INSTALLATION

The Em50 can serve as a collection station for up to five sensors. The Em50 is compatible only with sensors made by METER such as the ECH<sub>2</sub>O water content probes, rain gauge, temperature sensors, etc. Follow steps 1 through 5 to perform a field installation the Em50 and sensors.

1. If you are using the Em50R or Em50G, perform a telemetry test to check the wireless signal. If your signal is low or does not exist, move to an alternative location. (Sometimes only a few feet away is sufficient.)
2. Install your sensors as directed in their respective manuals.
3. Plug the sensor stereo cable connector firmly into the Em50 input port.
4. On the top and bottom of the Em50, there are two loopholes. Use these holes to fasten the Em50 to a mounting post using the included zip ties or a similar fastener. Make sure it is installed in an upright position, with the five input ports underneath. In this position, rain and spray are shed by the enclosure and drip off without affecting the contents of the Em50 enclosure.
5. Configure the Em50 using ECH20 Utility.
6. Install the Em50/Em50G Solar data loggers in a location that ensures the solar panel receives the maximum amount of sunlight. In the northern hemisphere, this typically means that the data logger faces the south. In the southern hemisphere, this typically means that the data logger face the north.

**NOTE:** Never immerse the Em50 in liquids.

**NOTE:** Make sure to install the Em50 upright to reduce the possibility of water entering the Em50 enclosure.

**NOTE:** Do not install Em50R or Em50G wireless loggers near large metallic objects, as these can attenuate the radio signal.

## 4. SOFTWARE AND CONFIGURATION

METER designed the Em50 series data loggers to have a simple configuration and no data logger programming. The software packages are key to the effectiveness and ease of the Em50 Series data loggers. The software fits a variety of users and allows quick and easy access to the data logger.

- ECH20 Utility: Use ECH20 Utility for basic data logger configuration and direct connect data download in Excel format. Customers can use ECH20 Utility on any Windows laptop, netbook, or desktop computers.

**NOTE:** ECH20 Utility cannot download Em50G data from METER Data Service.

**NOTE:** For Mac users, use ZENTRA Utility (preliminary Em50 support) for configuration and data download. See [metergroup.com](http://metergroup.com) for a ZENTRA Utility download.

- DataTrac 3: DataTrac 3 is a legacy software for downloading and collecting data from Em50R or Em50G systems.
- ZENTRA Cloud: Use the subscription-based ZENTRA Cloud software for organizing data from multiple Em50G series loggers. Data are automatically updated, and graphs of the complete data sets are created for each logger. Remote configuration is not available for Em50G loggers. If this is a requirement, contact METER to learn about the ZL6 upgrade program.

DataTrac 3 has a user manual available from the support section of the product page at [metergroup.com/em50-support](http://metergroup.com/em50-support).

### 4.1 ECH20 UTILITY SOFTWARE INSTALLATION

ECH20 Utility provides a user-friendly interface for configuring and downloading data from the Em50 logger. After installing the program ([Section 3.2](#)), launch it and you should see the Main screen.

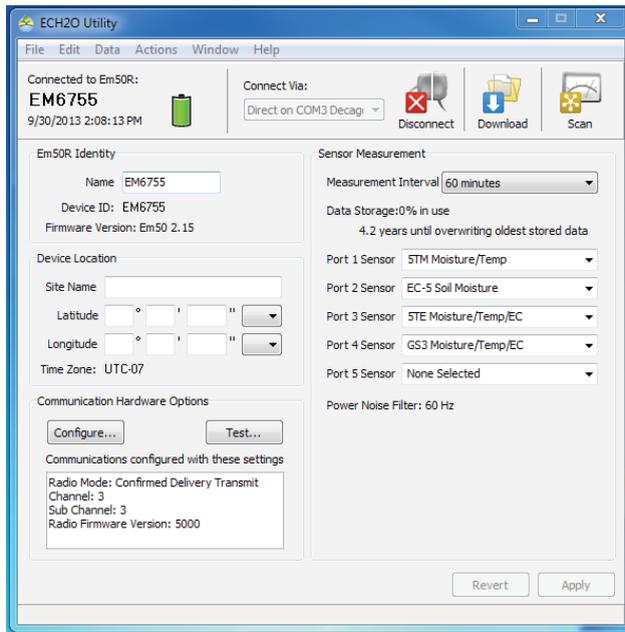


Figure 3 ECH2O Utility Main screen

In the Main Screen, you can set all logger configuration parameters with visual controls. At the top of the program window is a toolbar for interacting with the Em50. To the left is a battery indicator.

To the right is the Connect Via menu, where you can select a COM port, the Connect button (which displays Disconnect when you are connected to an Em50), the Download button that downloads data saved on the Em50 onto your computer, and the Scan button, which scans all of the sensors connected to each port on the Em50 and returns a real-time reading. This section covers these functions in detail.

## 4.2 COMMON TASKS IN ECH2O UTILITY

### 4.2.1 CONFIGURING THE EM50/EM50R/EM50G

The Em50 does not require any programming, but it does have several parameters that control identity and function. To change a parameter, connect to your device, change the parameter, then click Apply to send the parameter changes to your device.

**Name:** Each Em50 device should have a unique name. The default name is the unit serial number. You can change this to any legal name you want. A legal device name uses upper and lower case letters, numbers, underscores, and hyphens. Spaces and most punctuation are not legal name characters. ECH20 Utility prevents you from choosing a name containing illegal characters.

**Serial Number:** When set in the factory, this is a read-only value.

**Measurement Interval:** The Em50 and Em50R loggers allow you to select a measurement interval between 1 and 1,440 min while the Em50G allows you to set a measurement interval between 5 and 1,440 min. A measurement interval of zero (0) or "off" stops the logger from making measurements.

**Port Sensor:** The Em50 requires you to identify the sensor type for each of the five sensors.

**Cellular Settings:** To turn the cellular network of the Em50G on or off, click the "Configure" button in the "Communication Option" section. The cellular network is active when "Upload data to ECH20Data.com" box is checked and is off when the box is not checked. The Em50G is uploading data to the METER Data Service (on) by default. See [Section 5](#) for more information on the Em50G.

Choose up to six upload times. Default upload times are: 6-7 AM, 10-11 AM, 1-2 PM, 4-5 PM. To conserve battery power, choose fewer upload times. The Em50G high data use logger allows you to transmit data every 15 min.

Click Ok after making configuration changes. Click Apply to save communication settings in your Em50G. Your current settings show up in the communications option field.

ECH20 Utility helps you evaluate the quality of the cellular connection on your Em50G with the Communication Test feature. Please see [Section 5](#) for a step-by-step guide to running the Em50G Communication Test.

**Radio Settings:** Only devices that have a radio module support these options (Em50R, DataStation). See [Section 6](#) for more information on using the radio settings.

### 4.2.2 DOWNLOADING DATA WHEN DIRECTLY CONNECTED

Once you properly configure and install the Em50, it is ready to begin making and storing sensor measurements. Stored data can be downloaded from the logger starting at two places in the logger memory. The "Download New" option downloads the data stored since the last successful download. The "Download All" option downloads all the data currently stored in the Em50. The "Download" button on the toolbar corresponds to the Download New option. Any model of Em50 data logger supports downloading data when directly connected to the logger with ECH20 System software.

Follow steps 1 through 5 to download data.

1. Use the USB cable to connect the Em50 to your computer.
2. Choose "Direct on" the appropriate COM port from the Connect Via drop-down list and press the "Connect" button. If you encounter connection errors, please see [Section 8](#) or the ECH20 Utility Help File.
3. Once connected to an Em50, either click the Download button on the toolbar, or go to the Data Menu and select a download option as described above.
4. When saving data, the File > Save dialog suggests a name based on the connected logger name and the time and date. However, you can enter any name by typing it into the "File name" field.
5. Choose the file format (Common formats include .xls, .csv, or .dxd) you prefer then click Save. ECH20 Utility then downloads the data and creates the file.

ECH20 Utility can save your data in several different file formats.

**Excel Workbook File (.xls):** Converts the raw downloaded measurement data into engineering values appropriate for each sensor type. The converted data saves to sheet 1 of the workbook and raw data saves to sheet 2. You can use the raw measurement data to apply custom calibration to your sensor data.

**DataTrac 3 Data File (.dxd):** Saves the file in a format that DataTrac 3 can import. Each .dxd file contains information about the ECH<sub>2</sub>O logger settings, identity, and status along with the raw data for each sensor.

**Processed Data Text File (.txt):** Converts the raw downloaded data into engineering values appropriate for each sensor type. Data are saved as a tab delimited text file.

**Raw Data (.csv):** Saves the raw data in the form downloaded from the logger.

**NOTE:** The DataTrac 3 file format (.dxd) is a useful way to store data for later manipulation. Each .dxd file contains information about the ECH<sub>2</sub>O logger settings, identity, and status along with the raw data for each sensor. ECH20 Utility can process a .dxd file into an Excel file or a processed text file. This allows you to process your raw data again with different settings or file formats.

## 4.2.3 OTHER DATA DOWNLOAD OPTIONS

METER designed the Em50R to be part of a wireless sensor network. In this mode, Em50R transmits measurement data to a data station. You can then download the measurement data from all the Em50R loggers in your network from one location. The communication protocol also confirms delivery of the data and continues to request data until it receives the complete data package. See [Section 6](#) for more information on setting up logger networks.

We designed the Em50G logger to upload your measurement data to METER Data Service using the cellular network. This makes it easy for you to use the Internet to download your measurement data from anywhere in the world. Please see [Section 5](#) for more information.

**NOTE:** ECH20 Utility uses the default conversion equation for each sensor when converting raw data to processed data. For more information about the default conversion equations, please see your logger or sensor manual.

An Em50R supports wireless data downloading. ECH20 Utility can establish a two-way radio connection between your computer and a remote Em50R through the Rm-1 Radio Modem. Once you establish this connection, you may download data from the Em50R just like it is directly connected to the logger. [Section 6](#) provides more information on setting up two-way wireless communications.

#### 4.2.4 ERASING DATA

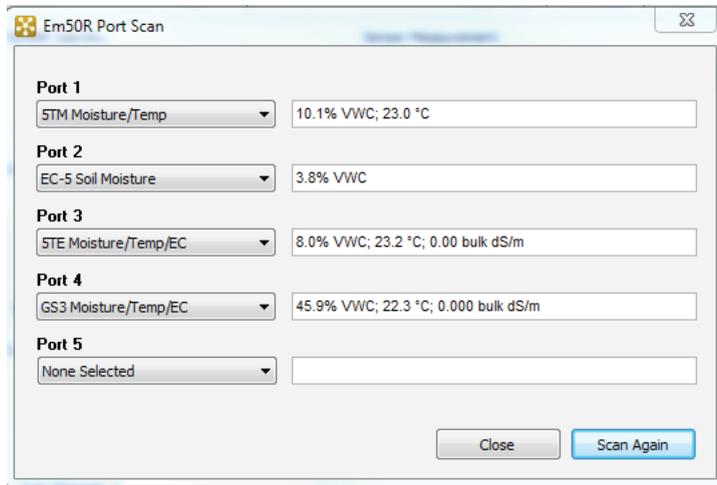
If you need to erase the data on your Em50, go to Data > Erase Stored Data. You should erase your data if you change the Em50 configuration settings, such as what type of sensor is in each port. After selecting the Erase option, it asks if you want to continue. Click Cancel to return to the program, or Erase Data to continue.

**NOTE:** Activating this feature permanently erases all stored data.

#### 4.2.5 INSTANTANEOUS MEASUREMENTS (SCAN)

ECH20 Utility gives you the ability to take real-time sensor measurements with your Em50 logger. This is most useful as a troubleshooting feature to test if a sensor is reading properly. You can also see how sensors react to environmental changes. Follow steps 1 and 2 to take real time measurements.

1. Click the "Scan" button in the toolbar, or go to Actions > Scan Logger Ports. The Em50 takes a reading on each of the ports, then displays the Em50 Port Scan screen.



**Figure 4** Em50 Port Scan screen

2. The Port Scan screen displays all five ports should display with the measurement for each port in the units appropriate for the sensor. You can change measurement units in the Preferences Menu ([Section 4.3.2](#)). Click the sensor name to see the reading as raw data.

The five ports should display with the measurement for each port in the current selected unit. If nothing is plugged in to a port, the reading for that port is zero.

**NOTE:** The Em50 does not store data that it measures with the scan function.

## 4.3 ECH20 UTILITY MENUS

ECH20 Utility features six menus that allow you to access the program features. These six menus are the File, Edit, Data, Actions, Window, and Help menus. [Section 6](#) discusses all menu features.

### 4.3.1 FILE MENU

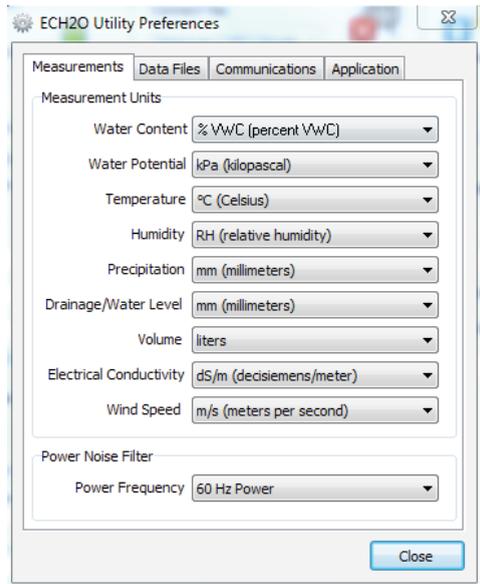
**Save Settings File:** Selecting the "Save Settings File" option from the File menu creates a data file that contains all of the settings and information associated with the connected Em50. This feature is useful for transferring logger configurations between ECH20 Utility and DataTrac 3. By default, the name of the settings file is the name of the selected Em50. After naming the file and selecting where it saves, click Save to create the file.

**Convert Data File:** ECH20 Utility "processes" or converts raw ECH<sub>2</sub>O sensor data to processed data. This feature works by reading .dxd files containing raw data and outputting the processed data into a different file format (such as .xls or .txt). You can convert DataTrac 3 data files (.dxd). Only files saved with ECH20 Utility can be converted to processed files. You can choose to save your processed files as an Excel file or text file.

### 4.3.2 EDIT MENU

#### THE PREFERENCES WINDOW

The Preferences Window is the main feature of the Edit Menu, it has four tabs for navigation: The Measurements, Data Files, Communications, and Application tabs.



**Figure 5 ECH2O Utility Preferences: Measurements tab**

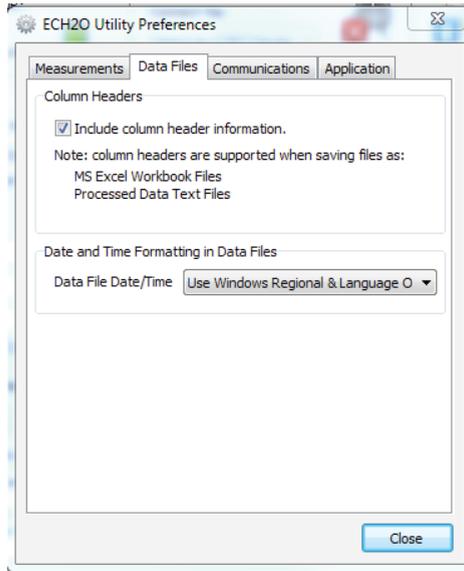
### 1. Measurements Tab

The Measurement Units feature is the main function of the Measurement tab. These field entries determine the unit values that display when you save downloaded data as Excel, processed, or raw data files. ECH2O Utility supports displaying some measurement data in multiple units. For example, it allows you to choose degree Celsius or degree Fahrenheit for temperature sensors.

To set your preferences for measurement units, choose the Measurements tab in the ECH2O Utility Preferences window. Locate the type of measurement and select a unit from the drop-down menu next to it. Click Close to apply the changes.

The Power Noise Filter is the other feature of the Measurements tab. The AC electrical power in your office or home can add a subtle amount of noise to the data logger sensor measurements. The logger Power Noise Filter setting is designed to eliminate this electrical noise that comes from the AC power distribution system. You should set the value of the Power Noise Filter to match the frequency of the power cycle where you live. In North America and most of Asia, this is 60 Hz (the default value). In most of Europe the electrical frequency is 50 Hz. This feature only needs to be set once, as the program automatically updates each connected device filter.

## 2. Data Files Tab

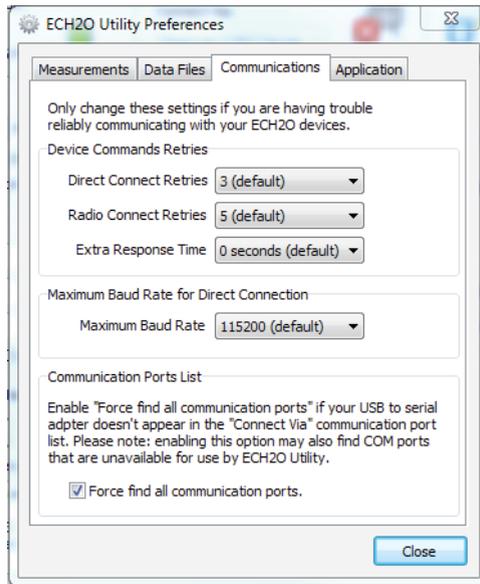


**Figure 6 ECH20 Utility Preferences: Data Files tab**

The Column Headers feature provides a title for each column that corresponds to the port number, measurement type, and unit. Column headers for saved data files are turned on by default, and apply only to processed and raw Excel data, as well as processed text data. De-select "Include column headers" to turn off the column headers for these file types. You can control the format of date and time values in the Data Files tab under the section "Date and Time Formatting in Data Files." By default, the time and date are formatted using the settings in the Windows Regional & Language Options control panel. You can modify this to display the date and time in dd/mm/yyyy format with either a 12- or 24-h clock. To change the format, select an option from the menu, then click Close to apply the changes.

## 3. Communications Tab

The Communications tab has items that control how the serial communication works between ECH20 Utility and your Em50. Generally you should not adjust these settings unless you are experiencing problems communicating with your Em50.



**Figure 7 ECH20 Utility Preferences: Communications tab**

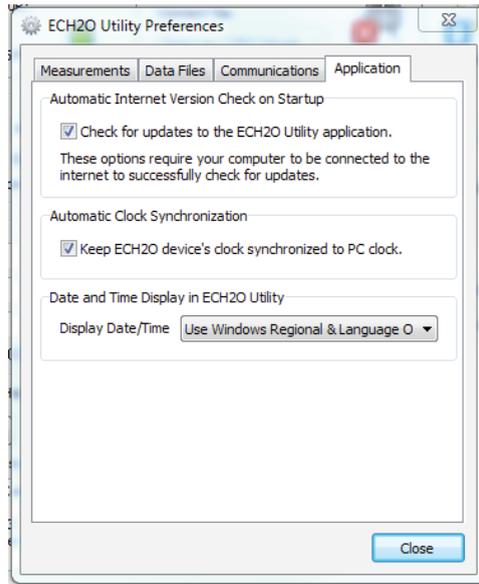
The Command Retries feature sets the number of automatic retry commands the ECH20 Utility automatically sends to your Em50 when there are errors. For most circumstances, the default retries work well. If you experience unreliable communication with your Em50, you can try increasing the Direct Connect Retries.

The Maximum Baud Rate feature allows you to set the Baud Rate for Direct Connection. Set a baud rate lower than the default 115,200 baud if you consistently experience serial connection problems.

The Communications Port List enables the "Force find all comm ports" feature. Use this feature when the USB to serial adapter does not appear in the Connect Via communication port list. ECH20 Utility is compatible with most USB to Serial adapters. Some models of USB to Serial adapters are not found by the serial port enumeration feature of ECH20 Utility. If your model of USB to Serial adapter is not recognized, enable Force find all Communication Ports in the Preferences Menu by going to the Communication tab, and enabling the check box at the bottom of the screen. Enabling this option may find other serial ports that are not available for use by the ECH20 Utility (for example, modems installed in your computer).

**NOTE:** Enabling the Force find all Communication Ports option may result in ECH20 Utility finding communication ports that are unavailable for its use.

#### 4. Application Tab



**Figure 8 ECH20 Utility Preferences: Applications tab**

The Automatic Internet Version Check instructs ECH20 Utility to automatically check for a newer version using Decagons Internet version-check engine. When you select this option, while running ECH20 Utility and connected to the Internet, the software notifies you when a newer ECH20 Utility version becomes available. You can turn off the automatic check by unchecking this option. You can manually check for updates any time using the "Check for ECH20 Utility Updates" option in the Help menu.

Automatic Clock Synchronization keeps the device clock synchronized with your PC clock. By default, the ECH20 Utility automatically synchronizes the logger date and time to the time set on your computer. You can disable this feature by unchecking this option. You can also update the date and time in your logger any time it is connected by selecting Actions > Set Date/Time.

Selecting the Error Log File option instructs the software to add more detailed error messages to log files. The ECH20 Utility keeps a log file of errors and events, but adding more messages to this file is useful for troubleshooting. Check this option to add more error and event messages to the error log.

The Date and Time Display in the ECH20 Utility controls how the EM50 displays the date and time in the toolbar status area. By default, the time and date use the settings in the Windows Regional & Language Options control panel to determine display. You can modify this to display the date and time in dd/mm/yyyy format with either a 12- or 24-h clock.

### 4.3.3 DATA MENU

The Data menu has four options: Download New Data, Download All, Report Stored Data, and Erase Stored Data. Please refer to their respective portions of [Section 4](#) for more information on these functions.

### 4.3.4 ACTIONS MENU

Connect/Disconnect performs the same function as the connect/disconnect button in the toolbar. It initiates a data communication connection between your Em50 and your computer. You must first connect to your Em50 before downloading data.

#### OTHER ACTIONS MENU FUNCTIONS

The Get Settings command retrieves all the port and configuration settings from your Em50. These settings are automatically collected when you connect to your Em50. You can use this option to check to make sure your changes are stored in the Em50.

The Apply Settings feature applies the parameters you changed to your Em50. This operates just like the Apply button on the main screen. This option is only available when there are parameter changes available to send to the Em50.

The Scan Logger Ports option allows you to take readings from each port independent of the others. See [Section 4](#) for details and procedures.

Use the Digital Sensor Terminal for SDI-12 addressing and query of digital SDI-12 sensors. See the respective manuals for these sensors for additional information on SDI-12 capabilities.

The Set the Date/Time command instructs the ECH20 Utility to set the Em50 time and date according to the time and date on your computer.

Use Communication Test when you connect to the Em50R or Em50G loggers using ECH20 Utility to see how well the logger wireless communication is working. If the test suggests that you have a poor connection, you can move to a new location and re-try the communication tests.

Use List Cellular Carriers for troubleshooting to see which cellular carriers are available within the range of the Em50G logger.

Use the Configure Radio Modem to change the channel and subchannel for your Em50R or DataStation.

The Device Tools submenu contains several items.

The "Test Device Firmware" option determines if you have any firmware (the internal software that runs the Em50) errors. To initiate a firmware test, select Actions > Device Tools > Test Device Firmware. This automatically tests the integrity of your Em50 firmware, and report if it reads as Bad or Good.

The "Initialize Radio Module" option resets the radio module to the default setting. This option applies to Em50Rs and DataStations only.

The "Initialize Device" option initiates a form of hard reset for your Em50. ECH20 Utility resets your Em50 and rewrites all the logger settings. All your measurement data is erased. This option is useful for troubleshooting a logger that is not working as expected.

**NOTE:** Initializing your Em50 deletes all stored data. Make sure any data has been downloaded out of the Em50 before initiating a reset.

### 4.3.5 WINDOW MENU

The Window menu contains the "Show Terminal" command. The terminal window allows you to directly enter commands for your Em50 and is mainly used for troubleshooting and diagnosis.

### 4.3.6 HELP MENU

The Help menu allows access to the ECH20 Utility help file, allows you to check for program and firmware updates, and displays information about your copy of the ECH20 Utility.

The **ECH20 Utility Help** menu item opens the help file. It contains some of the information found in this manual.

The **Send Feedback to Decagon** menu item helps you send product feedback, bug reports, or feature requests to Decagon. Your computer must be connected to the Internet for this feature to work.

The **Check for Utility Updates** item checks for the newest available version of the ECH20 Utility. Make sure you are connected to the Internet, then select Help > Check for ECH20 Utility Updates. The program checks to see if there is a newer version available. If there is, it directs you to the web page where you can download it. To check for a newer version of the ECH20 Utility, choose this menu item. Checking for updates for the ECH20 Utility uses Decagon's version-check web engine. Your computer must be connected to the Internet for this feature to work.

The **Check for Device Firmware Updates** menu item is only available when you are connected to an Em50 (or other ECH<sub>2</sub>O device). It compares the firmware version of your Em50 with the latest version available from Decagon. You can download a firmware updater when a new version is available. Your computer must be connected to the Internet for this feature to work.

**About the ECH20 Utility** opens the About window. You can see the version of your copy of ECH20 Utility here.

## 4.4 ZENTRA CLOUD

ZENTRA Cloud is a subscription-based web software that reduces your workload by speeding up analysis, streamlining workflow, and simplifying data sharing. See the ZENTRA FAQ site ([metergroup.com/environment/faqs/?faq\\_category=9291](https://metergroup.com/environment/faqs/?faq_category=9291)) for additional details.

## 5. EM50G CELLULAR COMMUNICATION

The Em50G data logger has a GSM/GPRS cellular module that enables the logger to upload sensor measurement data to METER Data Service. Your measurement data is available for download directly to your Windows computer at any time, anywhere in the world where you have Internet access. To extend your service plan contact [Customer Support](#).

### 5.1 METER DATA SERVICE

The Em50G uses "push" technology to upload measurement and logger status data to the METER Data Service at regular daily intervals. This type of push technology allows the Em50G to keep its cellular hardware powered off for most of the time allowing long battery life. The logger uses a unique cryptographic signature and checksum to protect the integrity of the your data as it is transferred over the cellular network and Internet as it is uploaded to the METER Data Service.

The Em50G keeps track of the data successfully uploaded to the METER Data Service. If your logger is unable transfer data during one regularly scheduled session, the data is included in the next upload session.

Once stored in the METER Data Service, you can download your measurement data from the Internet. Downloading data does not remove it from the Data Service. Decagon safely stores your data for download at any time.

### 5.2 CELLULAR SERVICE

METER partners with over 200 GSM/GPRS network operators in 120 countries to provide cellular service all over the globe. We configured your Em50G with an appropriate SIM card for the location where you plan to use your logger. The SIM card and associated service METER provides is only for use with the Em50G as outlined by the usage agreement in [Appendix A](#).

**NOTE:** Please check with METER before moving an Em50G from one country to another to make sure your service plan is appropriate for the new location. To extend your service plan or to troubleshoot your cellular service, please contact METER or the authorized METER distributor where you purchased your Em50G.

### 5.3 CELLULAR COVERAGE

The Em50G requires GSM/GPRS cellular service to upload measurement data to METER Data Service. In the USA, the Em50G with the 2G modem operates on the T-Mobile network and is not compatible with the Verizon, AT&T, or Sprint networks. The Em50G with the 3G modem operates on the T-Mobile and AT&T networks and is not compatible with the Verizon or Sprint networks. Please contact METER for specific questions regarding 2G versus 3G modules in the Em50G. Outside of the USA, the Em50G should be compatible with technology used by most cellular carriers.

ECH20 Utility offers a "Communication Test" feature that allows you to evaluate the quality of the cellular network coverage where you plan to install the Em50G. This allows you to evaluate the cellular coverage before installing your logger. Repositioning your logger a short distance may improve your cellular coverage.

For measurement site planning, it may also be useful to consult the network coverage tools offered by each carrier. Please contact METER for specific questions about the cellular coverage offered by our partner networks.

## 5.4 EM50G CONFIGURATION AND SETTINGS

The Em50G uploads data to METER Data Service right out of the box. To start logging and uploading data, configure your logger with the type of sensors installed in each port and turn on sensor logging by choosing a measurement interval. The Em50G uploads data according to the default schedule (uploading between 6-7 AM, 10-11 AM, 1-2 PM, 4-5 PM each day).

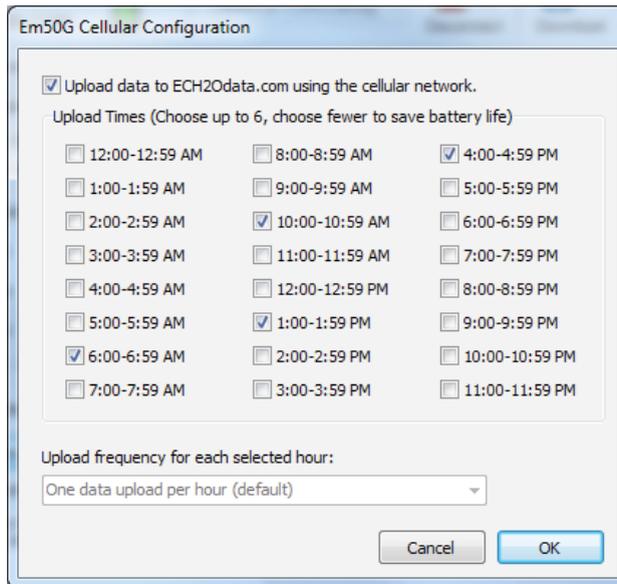


Figure 9 Em50G Cellular Configuration Window

Use ECH20 Utility to change these default settings. To turn the Em50G cellular network on, off, or to change the upload times, click the "Configure" button in the "Communication Option" section. The cellular network is active when you check the "Upload data to ECH20Data.com" box and is off when you uncheck the box. Choose up to six upload times that correspond to the times when you want to download the most up-to-date sensor data. (Figure 9) The Em50G uses a random time within the hour to reduce resource loads on the cellular network and Data Service. To conserve battery power, choose fewer upload times.

**NOTE:** Please contact METER if your application requires measuring sensors more often than every 5 min or if you need data uploads more often than six times a day.

Click "OK" after making configuration changes. Click Apply to save communication settings in your Em50G. Your current settings show up in the communications option field.

**NOTE:** Sensor data recorded by the Em50G while it is configured not to upload data to the Data Service is stored in the logger but does not upload to the Data Service. Turning the upload feature on initiates uploading data collected on the next measurement interval.

## 5.5 COMMUNICATION TESTING

ECH20 Utility helps you check the quality of the cellular communication of your Em50G using the Communication Test feature. Open the Em50G Communication Test dialog by clicking the Test button or choosing "Communications Test..." in the Actions menu.

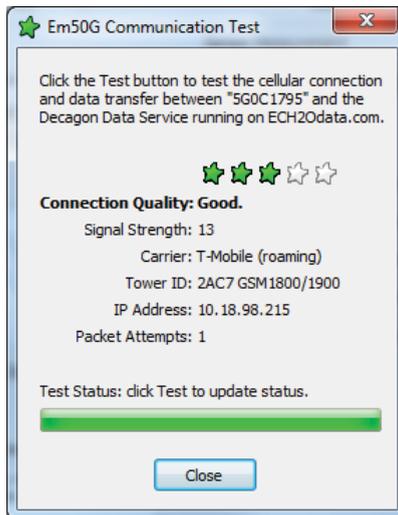


Figure 10 Em50G Communication Test Window

The test takes approximately 30 to 60 s while the Em50G establishes a connection with the cellular network and sends test packets to the METER Data Service. Once the tests are finished, the "Connection Quality" field reports connection quality based on cellular signal strength and successful packet transfers. After the initial test is finished, clicking the Test button again updates the cellular signal strength and re-sends test packets. Subsequent tests are much quicker than the initial test because the Em50G is already connected to the cellular network and the METER Data Service. Test your connection quality again to find the best spot to install your Em50G. If one test fails, be sure to continue testing until your test returns multiple successes.

**NOTE:** The cellular radio is on while the Em50G Cellular Test dialog window is open. Be sure to close the window when you are done testing to preserve battery power.

If the Em50G Cellular connection quality is poor, try moving your logger a short distance to improve the signal strength. Also, consider elevating the antenna by elevating the logger or using an antenna extension cable to improve signal strength. In some cases it is necessary to use directional antennas to obtain a sufficient cellular signal. Please contact METER for help choosing the correct antenna for cellular frequencies at your location.

The Communication Test is checking both the cellular signal strength and the connection to the METER Data Service. If the Data Service is temporarily unavailable due to Internet problems, the connection quality reports a failure even if you have strong cellular signal. If your cellular signal strength is good (above 12'), then it is reasonable to expect good connection quality once the Em50G can re-connect to the METER Data Service.

**NOTE:** The measurement data collected by your Em50G is automatically queued for the next successful connection to the METER Data Service. Short term cellular or Internet outages do not impact the integrity and continuity of data.

## 5.6 DOWNLOADING DATA

You have two options for downloading the Em50G sensor measurement data.

### 5.6.1 DIRECT DOWNLOAD

Like all Em50 loggers, the Em50G stores more than 36,800 sensor readings for each of the five sensor ports. You can use any ECH2O system software to directly connect to the logger for data download. Your data are always safely stored in nonvolatile memory as a backup in the unlikely event of data loss on your computer. For downloading instructions when directly connected, see [Section 4.2](#).

### 5.6.2 INTERNET DOWNLOADING

The Em50G and METER Data Service make downloading your measurement data over the Internet convenient and easy. Use ZENTRA Cloud to remotely access Em50G data.

**NOTE:** ECH2O Utility does not connect to the METER Data Service for downloading data over the internet.

## 6. EM50R RADIO TELEMETRY

This section gives you a brief overview of the radio telemetry available in the ECH<sub>2</sub>O system. This information only applies to Em50R. The ECH<sub>2</sub>O system supports two types of radio telemetry: "two-way" mode and "Transmit" mode. Consider one or both types of radio modes when designing your ECH<sub>2</sub>O telemetry system. The "Confirm Delivery Transmit" mode ensures the most complete data transfer and the best battery life. However, there are some unique cases where you may want to use the other available modes.

**NOTE:** You need either a DataStation or an Rm-1 to utilize the radio communication capabilities of the Em50R.

ECH<sub>2</sub>O telemetry networks require each remote radio logger to have a unique name. Each logger leaves the factory with the name set to the logger unique serial number. You can easily change the name of the logger to help you identify or organize your data. You should not give two loggers the same name. Two loggers with the same name interfere with each other when communicating over the radio.

### 6.1 TRANSMIT RADIO TELEMETRY

The Transmit Radio mode helps you create a simple network of remote radio loggers all transmitting data to a DataStation radio base station. The DataStation stores data from all the remote loggers in one convenient place. Typically, you connect a DataStation to your computer where you can easily download the data for use in DataTrac 3. Unlike the two-way Radio modes, you cannot remotely change logger settings when using this mode.

When a logger is in Transmit mode, it only turns on the radio when it has new data to broadcast. For example, when you set the measurement interval in your logger to 60 min, the logger stores your data every hour and then broadcasts the data to a listening DataStation. The actual transmit time is randomly delayed for several minutes to prevent two or more radio loggers from interfering with each other.

The Transmit radio modes use less battery power because the radio is off most of the time. The Em50R is designed to work approximately 12 months in Transmit mode.

**NOTE:** A DataStation is a receiver. It does not cause the remote logger to send data. If your DataStation is powered off for some time, it does not receive data sent by the remote loggers. However, the logger stores the missing data for download.

#### 6.1.1 TRANSMIT RADIO MODES

Use the Configure button in the Communication Hardware options to choose one of the following radio modes that support Transmit communication.

**Confirmed Delivery Transmit:** This is the recommended mode since it is the most robust Transmit radio mode. The radio logger adds a checksum to the data packet before broadcasting the data to a DataStation. The logger then waits for the DataStation to confirm it correctly received the data packet. If the logger does not hear the confirmation, it retries sending the packet again. The logger stops trying to transmit to a DataStation after 25 attempts.

**Transmit Only:** This is the original Transmit radio mode. It does not offer the advantages of the Confirmed Delivery Transmit mode. You should use the Confirmed Delivery mode when possible. Em5R (discontinued) loggers only support this Transmit radio mode.

**Transmit + two-way and CD Transmit + two-way:** These modes combine the two-way Radio mode and the Transmit Radio mode. You could use these modes while configuring and testing your radio network. You should not leave your radio logger in these modes because they use the most battery power of all the radio modes. Using Transmit + two-way and CD Transmit + two-way radio modes with the wake interval set to 1 or 2 causes your logger batteries to drain very rapidly.

### 6.1.2 TRANSMIT BEST PRACTICES

Transmit modes are most useful when you have three or more loggers installed within radio range of each other. There is no set limit to the number of radio loggers broadcasting to a DataStation. Use this mode for as few as one logger and as many as 50 or more loggers. You should use the Telemetry Test feature of ECH20 Utility to test the connection from your logger to the DataStation.

**NOTE:** Em50R loggers must have firmware version 1.12 or later to enable the Confirmed Delivery Transmit mode and Telemetry Test feature. Your DataStation must have firmware version 1.09 or later to receive Confirmed Delivery Transmit mode data packets. Contact METER for an application note that covers the steps needed to upgrade your hardware.

**NOTE:** See section on DataStation Networks for step by step instructions for configuring your DataStation and remote radio loggers.

## 6.2 TWO-WAY RADIO TELEMETRY

The two-way Telemetry Mode lets you establish a two-way connection with a remote radio logger. Once connected to the remote logger, you can download data and change most settings just like you were connected directly to the logger with a serial cable. Communicating with a remote radio logger requires you to have a Rm-1 radio modem connected to your computer. Connect to the remote radio logger through the Rm-1.

When a logger is in a two-way Radio Mode, it turns on its radio every 45 s. While the radio is on, the logger listens for connection attempts from a Rm-1. If the logger does not hear any connection attempts, it turns off the radio. If the logger hears a connection attempt, it leaves the radio on for several seconds listening for login commands from ECH20 Utility. It takes up to 60 s to connect to the remote logger.

When you are finished interacting with the remote radio logger, you press the disconnect button. ECH20 Utility sends a logout command to the remote logger to indicate the end of the communication session. When the remote logger hears the logout command, it waits for 10 min before listening for additional connection attempts via the radio (you can always direct connect to your logger). This allows you to connect to other loggers with the same radio settings. Otherwise, the first logger you contacted may reconnect. This would prevent you from connecting to your other loggers.

The two-way modes generally consume the most power. The Em50R is designed to work for several months in the two-way modes.

### 6.2.1 TWO-WAY RADIO MODES

Use the Radio settings section of ECH20 Utility to choose one of the following radio modes that support two-way communication.

**Two-Way 24-hour:** The radio logger listens for connection attempts every 45 s for 24 h a day. This mode uses a substantial amount of batter power. Expect batteries to last for approximately 3 months.

**Two-Way 6:00-18:00:** The radio logger listens for connection attempts every 45 s between 6 AM and 6 PM. The logger does not use the radio between 6 PM and 6 AM to conserve battery power, by not listening for connection attempts during the night. Expect batteries to last for approximately 6 months in this mode.

**Transmit + two-way and CD Transmit + two-way:** These modes combine the two-way Radio modes and the Transmit Radio modes. You could use these modes while configuring and testing your radio network. You should not leave your radio logger in these modes because they use the most battery power of all the radio modes. Expect batteries to last for approximately 3 months in this mode.

**NOTE:** Using Transmit + two-way and CD Transmit + two-way radio modes with the wake interval set to 1 or 2 can cause the batteries of your logger to drain very rapidly.

### 6.2.2 TWO-WAY BEST PRACTICES

Two-way modes is most useful when you have a small number (one, two, or three) of remote radio loggers you wish to contact. If you have three or more loggers installed within radio range of each other, consider using one of the Transmit modes. The two-way modes also allow you to mount an Rm-1 in your vehicle and interact with the remote logger while in radio range.

See [Section 4.2.1](#) for establishing a two-way connection with a remote radio logger.

## 6.3 RADIO SETTINGS

For two radio devices to communicate they must share the same radio settings. An Rm-1 radio modem can only connect to a remote radio logger with the same radio settings. A DataStation only receives data from loggers with the same radio settings as the DataStation. Set the Radio Channel to the same value for all the devices on the same network. Set the Radio Subchannel to the same value for all the devices on the statement network.

Radio logger networks with different values set for the Radio Channel use different frequency-hopping sequences, and therefore experience minimal interference between groups. Radio logger networks with the same Radio Channel value but different Radio subchannel values can interfere with each other, but cannot communicate with each other. This interference can also cause additional battery drain in the radio logger.

The default values for Radio Channel and Subchannel are zero. Use ECH20 Utility to choose other values.

### 6.4 RADIO PERFORMANCE

The maximum range of the radio modules in the radio logger and DataStation are affected by the environment, installation method, and antenna choice. Maximizing the range of your radio network requires you to consider these factors.

Buildings, hills, vegetation, vehicles, and other environmental obstructions sometimes shorten the radio range, sometimes drastically. You should ensure a clear, open path between radio devices. Also, radio frequency, or RF, interference in the environment around the radio can reduce the usable range (even if not using the same radio frequencies). You should consider nearby growing vegetation when designing and testing your radio network. Some radio networks work fine when the vegetation is sparse, yet may fail when vegetation is full.

You can increase the effective transmit range by maximizing the above ground height of the radio antenna. This helps ensure a clear path for the radio signals and reduces the amount of signal absorbed by the earth. Use an antenna extension cable to help position your antenna when it is not practical to install the logger higher off the ground. If you mount the radio logger to a metal pole, you should mount the antenna to the top of the metal pole so it is free to radiate the signal above the pole.

Replacing the stock antenna on your radio device with a high gain antenna can greatly increase the radio range. Consider using a directional Yagi antenna or a high-gain omni-directional antenna when you want to extend the range of your radio network. A high-gain antenna can also help overcome the effects of unavoidable environmental obstructions.

The ECH20 telemetry system also supports a simple relay for use with Transmit Mode networks. Combining a relay and high-gain antennas allows radio devices to communicate over very long distances. Contact METER for more information on using a relay in your radio network.

### 6.5 CONNECTING VIA RM-1 RADIO MODEM

Connecting to an Em50R via a Rm-1 is different than connecting via your USB cable. Keep notes concerning the Em50R name and radio settings to make the rest of the system configuration easier to accomplish.

Before you can use the telemetry options of your Em50R, you must configure the Em50R by connecting it directly to your computer using your USB cable. Connect using ECH20 Utility or DataTrac 3 and set the Em50R Channel, Subchannel, and Radio Mode. See the section on Configuring in ECH20 Utility for additional information on configuring the Em50 series loggers. The Channel can be set from 0 to 6 inclusive (default is 0). The Subchannel can be set from 0 to 65534 inclusive (default is 0). To use the radio logger with an Rm-1, the Radio Mode has to be set to one of the two-way modes.

If you choose the two-way 6:00-18:00 mode, then connection via the Rm-1 can only take place between the hours of 6:00 AM through 6:00 PM. We designed this mode was designed to improve battery life by not keeping the radio on constantly. The other two-way modes can be connected to 24 h a day.

After setting the Radio Mode, click the Apply button in ECH20 Utility. Disconnect from the Em50R logger. Now, connect your computer to the Rm-1 by using a standard 9-pin serial cable. (A USB version of the Rm-1 is also available.)

Choose the correct communication port in the Connect Via drop-down menu. For example, if your Rm-1 is physically connected to your computers COM1 communication port, you would choose "Rm-1 on COM1 Communication Port" in the Connect Via menu. Click the "Connect" button.

Figure 11 Logger Query Configuration

The Logger Query Configuration form appears. To connect to a specific Em50R, type the logger Name, Channel, and Subchannel. After typing the name, click the Query button. If you want to connect to any available Em50R, pick the correct Channel and Subchannel, but leave the Name field blank.

**NOTE:** To connect to a radio logger, the radio Channel setting must be the same for both the logger and the Rm-1. The radio Subchannel setting must also be the same for both the logger and the Rm-1.

The Connection Progress screen appears as ECH20 Utility tries to establish a radio connection with the remote logger through the Rm-1. The connection process can take up to 60 s while ECH20 Utility sends a logger "wake up" signal and retries the connection attempt.

When ECH20 Utility connects to a remote radio logger, it shows the signal strength of the connection with the radio signal strength icon on the status bar. Click on the radio signal strength icon to see the signal strength percent in the message area. See [Section 8](#) if ECH20 Utility fails to connect to your remote logger.

Once ECH20 Utility establishes a two-way radio connection with a remote logger, you can interact with the logger just like a direct connection.

You cannot change the radio Channel or radio Subchannel settings in the remote logger while connected via the Rm-1.

## 6.6 DATASTATION NETWORKS

### 6.6.1 CONFIGURE A DATASTATION

After establishing a connection, set the Channel and Subchannel. Set the Channel from 0 to 6 inclusive (default is 0) and the Subchannel from 0 to 65534 inclusive (default is 0). Notice the chosen Channel and Subchannel settings. Click the Apply button to save the settings to the DataStation. For easy data downloading and telemetry testing, leave the DataStation plugged into your computer and your powered at all times.

Configure an Em50R Logger DataStation. Configuring Radio Logger for use with the DataStation To use one or more Em50R loggers with a DataStation the Radio Mode has to be set to one of the Transmit modes. We recommend the "Confirm Delivery" transmit mode.

Connect the Em50R to your computer or handheld device using the appropriate cable. Start ECH20 Utility, ECH20 Utility Mobile or DataTrac. Once you are connected, set the radio Channel and Subchannel settings to exactly the values chosen for the DataStation previously. Set the Radio Mode to Confirmed Delivery Transmit. This mode provides a method for confirming the delivery of the data which greatly increases the ability of the system to successfully transfer the data. The Transmit + two-way modes are there for use as troubleshooting aids. Set the measurement interval and pick the sensors that are plugged into each port. See the section on Configuring in ECH20 Utility for additional details on configuring the Em50 series. After setting the Radio Mode, click the Apply button.

**NOTE:** ECH20 Utility only shows the radio modes compatible with your radio logger model and firmware version. If you do not see the "Confirmed Delivery Transmit" radio mode option, then your radio logger may not support this option. If you are using an Em50R logger you may need to update the firmware to version 1.12 or newer. Visit [metergroup.com](http://metergroup.com) for the most current firmware and software modes.

## 6.6.2 COMMUNICATION TEST

Before finding a permanent location for your Em50R, perform a communication test to verify the quality of the radio communication. Make sure to properly configure and power the DataStation during your communication test.

In your field area, connect your Em50R to either a laptop or handheld device using the appropriate cable and press connect. Ensure that your radio channel, Subchannel, and transmit mode are the same as your DataStation. Choose "Communication Test" from the Actions menu (Figure 13).

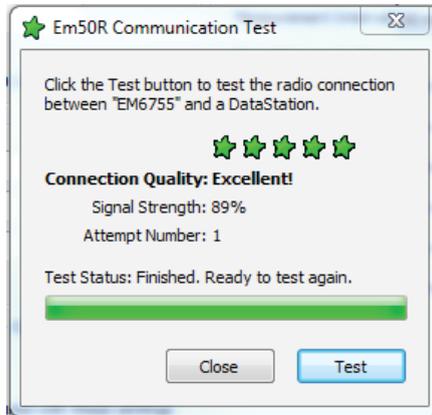


Figure 12 Em50R Communication Test Window

Click the Test button and the test begins. When the test has finished it presents the results of the test. Five stars signifies excellent communication. One star means that all of your data is transmitting, but multiple tries are necessary. The more attempts to send data leads to more power consumption. One star is adequate for data transmission, but decreases battery life.

You may have to relocate the radio logger while doing the Telemetry Test in order to find the best connection quality. Once you have found the radio logger location that provides the best connection quality, install the radio logger at that location.

**NOTE:** Communication Test only works with Em50 loggers running firmware 1.12 or newer.

## 6.7 DOWNLOAD COLLECTED DATA

After you configure the DataStation, it automatically collects data from those Em50R loggers that are within range and share the same Channel and Subchannel. After collecting data, you can retrieve it for permanent storage and analysis. DataTrac 3 is best suited for this application.

To download and view data from the DataStation, start DataTrac. In the DataTrac 3 menu, pick the DataStation you want to connect to and click Connect. Click the Download New Data button. The Downloading DataStation Data screen appears and provides a progress bar displaying the download progress.

## 6.8 DATA PROCESSING

DataTrac 3 automatically sorts the data collected by the DataStation and associates the data with the correct logger. However, unless you used DataTrac 3 to also configure your Em50R loggers, DataTrac 3 does not know your logger name and which sensors are plugged into each port. To add this information to your data set, click on the appropriate Em50R in the logger tree and select "Configure."

If DataTrac 3 is not an option, you can use ECH20 Utility to retrieve data from your DataStation. ECH20 Utility gives you several choices for the file type when downloading data from a DataStation. Section 4 has more information on using ECH20 Utility for downloading data.

If you choose processed or raw data file formats, ECH20 Utility walks you through processing the data for each active logger. The ECH20 Utility prompts you for the logger type and sensor types for each logger. This information is necessary for ECH20 Utility to process the data correctly.

## 7. CARING FOR THE EM50

### 7.1 REPLACING THE BATTERIES

The Em50 requires little maintenance, if you install it correctly. The primary maintenance issue is that batteries must be replaced when their charge becomes too low. When the battery life indicator in ECH20 Utility shows your Em50 batteries are less than 5%, you need to replace them to continue logging and transmitting data. Use only NiMH (Nickel-Metal Hydride) batteries with the Em50/Em50G Solar loggers.

**NOTE:** Installing or changing the batteries in your Em50 resets the internal real-time clock. You must connect to your Em50 using any ECH20 system software to reset the logger clock immediately after changing the batteries. Set the logger clock to ensure the recorded measurement time and date remain correct.

### 7.2 LONG-TERM MAINTENANCE

When caring for the Em50 over an extended period of time, be sure to check the logger periodically.

- Check the battery holders and make sure they are clean and free of corrosion.
- Check that the sensor ports are clean, and that the sensors are making good contact with the ports.
- Check case gaskets and sensor cable strain relief.
- Check or replace any zip ties securing the logger annually.

### 7.3 SENDING FEEDBACK TO METER

METER Software makes it easy to send feedback, bug reports, and feature requests to METER or your METER Distributor. Choose Send Feedback to METER from the help menu.

Send Feedback To Decagon

Name: Lee Cole      Company Name: SinkHole Farms

Email Address: lee@sinkhole.com      Telephone: 1-800-755-2751

Type Of Feedback: General Feedback      Please Respond Via: No Response Needed

Please Describe The Feedback Below

I can't get my Em50 to connect to my computer. Maybe I need to upgrade it to an Em50G?

Send The Following File(Must Be Smaller Than 8 Mb):

Select File

Send The Feedback To My Decagon Representative'S Email Address

support@decagon.com

Send      Cancel

**Figure 13 Send Feedback to Decagon Window**

In the Send Feedback to METER menu, enter your name, company name, and other contact information. Tell us what type of feedback you are sending (General Feedback, Feature Suggestions, Bug Report, or Other). Indicate how you want us to respond to your feedback (Email or Telephone).

Use the description area to give details for your feedback. If you are reporting a bug, it is very helpful for you to tell us what steps you took for the bug to happen and any error message you saw. By default, bug reports also include the software error files.

You can send METER a file using this form too. This is useful for sending data files that you have questions about. If you work directly with a METER representative, put their Email address in the field at the bottom of the form. This sends the contents of the form to them. Your METER representative can follow-up with you directly.

## 8. TROUBLESHOOTING

Although METER designed the Em50 for durability and built to the highest manufacturing standards, problems may occasionally occur. This troubleshooting section details the major problems and their solutions. If the problem is not listed or these solutions do not solve the issue, contact [Customer Support](#).

**Table 1 Troubleshooting Em50**

Problem	Possible Solutions
<p><b>The ECH20 Utility states the communication port is in use by another application, but no other programs are running.</b></p>	<p>Some PDA synchronization programs monitor serial communication ports. Disable Microsoft's ActiveSync or Palm's HotSync system software while trying to use the serial port with the ECH20 Utility.</p>
<p><b>The USB to Serial adapter is not showing in the communication port picker.</b></p>	<p>Enable Force find all Communication Ports in the Preferences menu by going to the Edit menu, clicking Preferences, then the Communication tab, and enabling the check box at the bottom of the screen. Enabling this option may find other serial ports that are not available for use by the ECH20 Utility (for example, modems installed in your computer).</p>
<p><b>ECH20 Utility cannot connect to device.</b></p>	<p>Try one or more of the following three suggestions to make sure there is a connection to the ECH<sub>2</sub>O device.</p> <p>If you are using the accompanying USB cable, download the USB firmw from <a href="http://metergroup.com">metergroup.com</a>. Check your serial port choice. Make sure the Connect Via drop-down menu shows the name of the COM port you are using to physically connect to your logger or DataStation. For example, if our logger is physically connected to COM1, the Connect Via control should be set to Direct on COM1 Communication Port or Direct on COM3 METER VCA</p> <p>Check that your serial cable is securely plugged into your logger or DataStation and your Computer.</p> <p>Make sure your logger has good Batteries! Replacing batteries or your DataStation is plugged in. Try pressing the reset button on your logger or DataStation.</p> <p><b>NOTE: Serial and USB Cables can fail. If you suspect your cable may be the problem, try connecting to a second logger. If you can connect, the problem is probably the first logger. If you cannot connect to the second logger either, the problem may be your cable. Try using a spare METER Serial Cable Adapter or the USB cable if you are having trouble connecting to a logger.</b></p>
<p><b>ECH20 Utility keeps reporting it lost the connection to device.</b></p>	<p>This rarely happens for a direct connection. Please check or replace your serial or USB cables. You can also increase the number of times ECH20 Utility tries sending commands to the logger or DataStation. Increase the Direct Connect Retries on the Communication tab of the Preferences form.</p>
<p><b>ECH20 Utility states radio modem is not responding.</b></p>	<p>Make sure your serial cable is securely attached to your computer and your Rm-1. Your Rm-1 should have power and be turned on.</p>

**Table 2 Troubleshooting Em50 (continued)**

Problem	Possible Solutions
<p><b>ECH20 Utility cannot connect to radio logger when it uses an Rm-1.</b></p>	<ul style="list-style-type: none"> <li>• Try one or more of the following to make sure there is a good radio connection to your remote logger:</li> <li>• Make sure your DataStation and Em50R have the same Channel and Subchannel and that the DataStation is being continuously powered.</li> <li>• Make sure you are within radio range of the remote logger by performing a telemetry test. If this is the problem, increase the radio signal strength to your logger by moving closer to your logger or using a high-gain antenna to see if you can establish a radio connection.</li> <li>• Make sure the antenna on the logger and the Rm-1 are securely fastened to the radio module.</li> <li>• Check the Radio Channel and the Radio Subchannel settings you are using on your remote loggers and Rm-1. See <a href="#">Section 6</a> for how to configure your radio settings.</li> <li>• Make sure you wait 10 min between connection attempts for the same logger. If you just disconnected from a logger, you must wait for 10 min before that logger accepts radio connections (you can always direct connect to your logger).</li> <li>• Make sure your logger has good batteries. Try pressing the reset button on your logger.</li> </ul>
<p><b>ECH20 Utility keeps reporting it lost the connection to device.</b></p>	<p>This can happen when the radio connection is lost. Try increasing the radio signal strength by moving closer to the remote logger or using a high-gain antenna. You can also increase the number of times ECH20 Utility tries sending commands to the logger. Increase the Radio Connect Retries in the Communications tab on the Preferences form.</p>
<p><b>ECH20 Utility states there is no new data for downloading.</b></p>	<p>Make sure the logger is configured to measure data. Make sure the measurement interval is set to a number greater than zero. Try pressing the reset button if the logger does have a nonzero measurement interval.</p>
<p><b>Sensor data shows "*" * *" in the Scan window.</b></p>	<p>The three asterisks mean the raw data measured by the logger is out of expected range for the sensor. This could be caused by a broken sensor. Make sure the sensor is fully inserted into the logger sensor port. Make sure the sensor type shown in the Scan window matches the sensor actually connected to your logger.</p>
<p><b>Sensor data does not seem to be correct.</b></p>	<p>There are many issues that affect the quality of the sensor measurement. Please see the user manual of your particular sensor for help troubleshooting the data collected by your sensor or contact <a href="#">Customer Support</a>.</p>

**Table 2 Troubleshooting Em50 (continued)**

Problem	Possible Solutions
<b>Logger stopped making measurements.</b>	<p>Make sure the measurement interval is not set to 0. The Em50 does not make any measurements when the measurement interval is set to zero.</p> <p>Try pushing the reset button or initializing your Em50 if a reset is not enough to get the logger measuring sensors again. Connect to the logger and choose "Initialize Device.." from the Device Tools submenu in the Actions menu. Initializing your Em50 erases any stored data so you should download any data you want to keep before choosing this option.</p>
<b>Logger does not seem to be working correctly or reliably.</b>	<p>Try pressing the reset button on the logger. This resets the logger firmware. You can also try connecting to the logger and testing the integrity of the firmware. Choose Test Device Firmware from the Device Tools menu of the Actions menu. Contact METER for help reloading the firmware if ECH20 Utility reports the device firmware is corrupt. If the firmware tests good and your logger is still not working correctly, please contact METER for repair or replacement.</p>

## 8.1 CUSTOMER SUPPORT

### NORTH AMERICA

Customer service representatives are available for questions, problems, or feedback Monday through Friday, 7:00 am to 5:00 pm Pacific time.

**Email:** [support.environment@metergroup.com](mailto:support.environment@metergroup.com)  
[sales.environment@metergroup.com](mailto:sales.environment@metergroup.com)

**Phone:** +1.509.332.5600

**Fax:** +1.509.332.5158

**Website:** [metergroup.com](http://metergroup.com)

### EUROPE

Customer service representatives are available for questions, problems, or feedback Monday through Friday, 8:00 to 17:00 Central European time.

**Email:** [support.europe@metergroup.com](mailto:support.europe@metergroup.com)  
[sales.europe@metergroup.com](mailto:sales.europe@metergroup.com)

**Phone:** +49 89 12 66 52 0

**Fax:** +49 89 12 66 52 20

**Website:** [metergroup.de](http://metergroup.de)

## TROUBLESHOOTING

If contacting METER by email, please include the following information:

Name	Email address
Address	Instrument serial number
Phone	Description of the problem

**NOTE:** For products purchased through a distributor, please contact the distributor directly for assistance.

## 8.2 TERMS AND CONDITIONS

By using METER instruments and documentation, you agree to abide by the METER Group, Inc. USA Terms and Conditions. Please refer to [metergroup.com/terms-conditions](https://metergroup.com/terms-conditions) for details. For terms and conditions specific to Em50G data storage, refer to [metergroup.com/zentra-cloud-terms-conditions](https://metergroup.com/zentra-cloud-terms-conditions).

## APPENDIX A. COMPLIANCE CERTIFICATIONS

This appendix contains compliance statements that apply to the Em50 and Em50G.

### A.1 EM50 CE COMPLIANCE

Application of Council Directive:	2004/108/EC and 2011/65/EU
Standards to which conformity is declared:	EN 61326-1:2013 and EN 50581:2012
Manufacturer's Name:	METER Group, Inc. USA 2365 NE Hopkins Ct. Pullman, WA 99163 USA
Type of Equipment:	Data collection system
Model Number:	Em50
Year of First Manufacture:	2002

This is to certify that the Em50, manufactured by METER Group, Inc. USA, a corporation based in Pullman, Washington, USA meets or exceeds the standards for CE compliance as per the Council Directives noted above. All instruments are built at the factory at METER and pertinent testing documentation is freely available for verification.

### A.2 EM50R/DATASTATION/RM-1 CE COMPLIANCE

Application of Council Directive:	89/336/EEC
Standards to which conformity is declared:	EN61326 : 1998 and EN55022 : 1998
Manufacturer's Name:	METER Group, Inc. USA 2365 NE Hopkins Ct. Pullman, WA 99163 USA
Type of Equipment:	Data collection system
Model Number:	Em50R 2.4 GHz, Rm-1 2.4GHz, and DataStation 2.4 GHz
Year of First Manufacture:	2002

#### Restrictions:

France: Current regulations in France stipulate that these devices may be used indoors only. Outdoor use on private property is subject to authorization from the French Telecommunications Regulatory Authority. Outdoor use on public property is currently prohibited. For more information, see [ero.dk](http://ero.dk).

## A.3 FCC COMPLIANCE

The following FCC statement applies to the Em50, Em50R, Em50G, DataStation, and Rm-1. This device complies with part 15 of the FCC Rules. Operation is subject to the following conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

The Em50R, DataStation, and Rm-1 contain one of the following modules:

- FCC ID: OUR9XSTREAM IC: 4214A-9XSTREAM
- FCC ID: OUR-24XSTREAM IC: 4214A 12008

The Em50G contains the following module:

- FCC ID: IHDT56HQ1 IC: 1090-HQ1

### **Information for users:**

Changes or modifications to the EM50 series loggers not expressly approved by METER Group, Inc. USA could void FCC compliance and thus the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

There is no guarantee that a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, we encourage users to attempt to correct the interference by trying one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult METER Customer Support or your local representative for support.

## A.4 EM50G CE COMPLIANCE

Application of Council Directive:	2004/108/EC
Standards to which conformity is declared:	EN61326-1:2013 and 2011/65/EU
Manufacturer's Name:	METER Group, Inc. USA 2365 NE Hopkins Ct. Pullman, WA 99163 USA
Type of Equipment:	Data collection system
Model Number:	Em50G
Year of First Manufacture:	2010

### Cellular Module Information

The Quad-band GSM/GPRS cellular module in the Em50G has been tested and approved under the standards and regulations listed below:

- FCC part 12,22,24. FCC ID: IHDT56HQ1
- Industry Canada (IC) 1090-HQ1
- R&TTE - LVD 2006/95/EC Standards: EN301 489-1 & 7, EN60950
- EU Product Approval Number: G24-L
- GCF 3.27.1
- NAPRD 3.14.0
- PTCRB

# INDEX

## B

battery 2, 7, 35

## C

cellular module 2, 23  
 communication settings 12, 24–25  
 communication test 4, 20, 24, 25–26  
 compatible sensors 2, 6–8  
 compliance 41–43  
 components  
   enclosure 3–4  
   included 1  
   memory 2  
 configuration  
   cellular 24–25  
   computer communication 3  
 customer support 39

## D

DataStation 2, 27–28  
   configuring 32–33  
   downloading data 33–34  
 data storage 2, 3, 5  
 DataTrac 3 4–5, 10

## E

ECH20 Utility 10–21  
   Actions menu 20–21  
   configuring 8–9, 11–12  
   Data menu 20  
   downloading data 12–14  
   Edit menu 15–17  
   erasing data 14  
   File menu 15  
   Help menu 21  
   installing 7–8  
   instantaneous scan 14–15  
   Window menu 21  
 email address 39

## F

fax number 39  
 firmware 21

## I

installation  
   batteries 7  
   field 9  
   software 7–8, 10–11

## M

maintenance 35  
 measurement interval 5, 12  
 METER Data Service 23  
 models 2

## P

phone number 39

## R

radio communications 3  
 radio settings 12, 29–30  
 Reset button 3  
 Rm-1 radio modem 30–32

## S

scan 14–15  
 software 4–5, 7–8, 10–22  
 specifications 2–3  
 status lights 3, 4

## T

telemetry  
   transmit best practices 28, 29  
   transmit modes 27–28  
   two-way radio 28–29  
 terms and conditions 40  
 Test button 4  
 troubleshooting 37–39

**U**

USB Cable Adapter driver 8

**Z**

ZENTRA Cloud 4, 10, 22

ZENTRA Utility 10