

## Frequently Asked Questions

The following questions can help with troubleshooting issues with the software. For additional help, contact Onset Technical Support at 1-800-LOGGERS or 508-759-9500 or at [loggerhelp@onsetcomp.com](mailto:loggerhelp@onsetcomp.com).

### **Why isn't my logger appearing in the Recently Seen/In Range list on the HOBOS screen?**

- The logger may need new batteries. Symbols will appear on the logger LCD if the batteries have enough voltage remaining and are installed properly.
- The logger is not within range of the phone or tablet or something is obstructing the communication. Move closer to the logger. The range for successful wireless communication is approximately 30.5 m (100 ft) with full line-of-sight.
- Make sure Bluetooth is enabled in your phone or tablet's settings.
- Try disabling the "Show Only My Devices" setting if necessary.

### **I see my logger in the Recently Seen/In Range list, but I can't connect to it. What can I do?**

- Close HOBOMobile and then reopen it.
- Power cycle the mobile device and try connecting again.

### **My logger is listed in the wrong group. How can I change that?**

Connect to the logger, tap Configure, and then tap Group. Select a group for the logger or create a new group. If you do not want the logger to be listed in any group, then remove it from all groups (no checkmark should be displayed next to any group name). Tap Add to Favorites if you want the logger to be in the Favorites group. Tap Start when you are done. The logger needs to be reconfigured for any group changes to take effect.

### **I was setting up my logger and then I lost the connection. Will my logger still start?**

If you did not tap Start before the connection was lost, then the logger will not start logging. Connect to the logger again, finish choosing your settings, and then tap Start.

### **Can I check how much battery power is remaining or whether the logger is logging or stopped with HOBOMobile instead of checking the logger LCD?**

If your device is within range of the logger, you can view the logging status in the Recently Seen/In Range List on the HOBOS screen. You can also connect to the logger and tap Full Status Details to see remaining battery power and check configure settings.

### **How do I lock my logger so that no one else can configure it?**

Connect to the logger and tap Logger Password. Enter a password up to 10 characters. The password will then be required any time another mobile device attempts to connect to the logger. The device that configured the logger, however, will automatically retain the password so you do not have to type in a password each time that device connects to the logger.

### **How do I reset the password on a logger?**

Simultaneously press both the Start/Stop button and the Alarm/Stats button on the top of the logger for 3 seconds or tap Reset to Factory Default on the Set Logger Password screen.

### **An alarm was tripped on the logger. How do I clear it?**

Visual alarms are cleared based on the settings selected under "Maintain Visual Alarms Until" when configuring the logger. This means the visual alarm will clear when the logger is reconfigured, when the

sensor is back within limits, or when the alarm button on the logger is pressed depending on which option you selected.

If an audible alarm is sounding, press any button on the logger to stop it or connect to the logger and tap the Clear Audible Alarm action.

### **How do I offload my logger?**

Connect to the logger and tap Readout. Once the readout is complete, tap the Data Files icon to view the offloaded data.

### **It is taking more than a minute to read out my logger. Is this normal?**

A logger with a full memory should take a minute or less to read out. If the readout is taking longer than a minute, move the mobile device closer to the logger, within a few feet if possible. The further away the mobile device is from the logger, the longer the readout can take.

### **I zoomed in on a graph. How do I get it back to the original view?**

Tap  at the top of the graph. If you have activated the crosshair tool while zoomed out on a graph, it is possible that this button will not restore the graph to its original scale. Tap Done and then tap the mini-graph again to resume viewing the graph at its original scale.

### **How do I view the individual data points in a list instead of a graph?**

Tap  at the top of the graph, select CSV or TEXT to view the data points, or select XLSX and then tap Quick Look. Open the files in a spreadsheet or text editor for more analysis.

### **My graph is blank. What happened?**

Viewing the graph of a full data file or adding more sensors to the view of a graph (through the sensor selector) may occasionally draw a blank graph. Try doing a small pinch to refresh the plot and correctly draw all series. If this does not work, try hiding sensors (tap  at the top of the graph) to see if the plot redraws correctly. You can also tap Done and then tap the mini-graph again to see if this corrects the issue. If not, restart the app and try viewing the graph again.

### **How do I add or remove series or events from the graph?**

Tap  at the top of the graph and then enable or disable the sensors, statistics, and events you wish to show or hide on the graph. Tap  again when you are done.

### **How can I print a graph?**

Tap a mini-graph in the Data Files screen to view the larger version of the graph. Tap  and tap Image and then tap Print.

### **I don't have email set up on my mobile device. What should I do if I want to email my data?**

If you would like to email data files or images from HOBOMobile, set up your mail account information before attempting to share these files. Go to Settings > Mail, Contacts, Calendars in your device to set up an account.

### **Can I use AirDrop® for sharing .hobo files?**

If you would like to AirDrop a .hobo file, consider using the AirSharing app, which allows sharing of this file type.

### **Can I change the groups for the data files?**

Group names are set when the logger is configured and retained with any data files read out from the logger. As a result, you cannot change the group in which the data file is categorized.

**I changed the units in Settings. Why is the logger still displaying the old units?**

The units displayed on the logger LCD can only be changed if the logger is reconfigured. To change the units on the logger LCD, select the desired units in Settings, connect to the logger, tap Configure, choose any settings as desired, and tap Start in the upper right corner. The new units will be displayed on the LCD when logging restarts.

**I changed the units in Settings, but the mini-graphs still show the old units. Can the mini-graphs show the new units?**

Mini-graphs from readouts that occurred before changing the settings will always display the units in place at the time of the readout. However, you can tap the mini-graph and see the new units on the large graph.

**I changed the time zone in Settings, but the mini-graphs still show the old time zone. Can the mini-graphs show the new time zone?**

Mini-graphs from readouts that occurred before changing the settings will always display the time zone in place during the readout. However, you can tap the mini-graph and see the new time zone on the large graph.

**I switched to another app and when I returned to HOBOMobile, the HOBOS screen was blank. What should I do?**



Switch to another screen in HOBOMobile (tap [Data Files](#) for example) and then tap [HOBOS](#). The screen should then appear again as normal.

**My device is showing too many loggers. How can I view only the loggers that I configured?**



Tap [Settings](#) and then enable Show Only My Devices. The Recently Seen/In Range List on the HOBOS screen will now show only the devices configured with your phone or tablet.