As a failsafe in these instances, you can download the temperature data directly from the unit itself. You'll need a piece of software called TSXpress Advance in order to read the raw data in a legible format. Please see below detail;

Download the TSXpress Advance software from the below link:

https://install.appcenter.ms/orgs/seventelematics/apps/tsxpress-advance/distribution_groups/public

Use a FAT32 compatible USB stick and plug into the USB port of the Transcan. Follow the below instructions.

4.1 Transferring Data to a Computer

To copy data from the unit onto a USB device, first insert the device into the front of the unit. Note: this must be formatted to FAT32.

Press ⊜ twice to reach the file transfer menu. Then ✓ Press ⊜ to cycle through the options and then press ✓ to select your required option. The first option shown will be Download New. This option will download all new data since the last time data was downloaded. The other Download All option will download all data created since the beginning of the recording period.

Once all the data has been downloaded (after a while) the unit will show "Download OK" message if the download process was successful and the files on the USB device can be analysed in a PC - open these in Seven Telematics TSXpress Advance program which is available at Seven Telematics website or Microsoft Office software to open *csv* files.

If a USB device has not been plugged into the Transcan Advance it will show an error message.

If the process to download the data is not finished properly, the Transcan Advance will show a Download Error message.

Please note: the USB socket present on the Transcan Advance should only be used for data transfer using USB devices specified by Seven Telematics. This port should not be used for any other purpose. It is not suitable for charging USB peripherals and you should only use a compliant USB device.

Plug USB into your computer and open the TSXpress software. Follow the instructions that the software provides to drag the files into the software for conversion into CSV format. You can then extract the data and use as required.

This will ensure that the data can be extracted at the very least.