



## GS4200-USB© Troubleshooting



# ESI Inc.

## Technical Support Services

6560 W. Rogers Cir, Suite 22  
Boca Raton, FL 33487

Phone: 561.989.8540

## Where to Order?

Texas USA

[www.hydrorex.com](http://www.hydrorex.com)

[sales@hydrorex.com](mailto:sales@hydrorex.com)

Phone:832.277.1182



Hello!

**Thank-you for purchasing your GS4200-USB  
Digital Pressure Transmitter.**

In this document you will find answers to all of the frequently asked questions about this product.

We hope it helps!



## About the GS4200-USB©



Standard GS4200-USB

### 1. Plug-in & Play

With the ESI-USB© software the transducer is connected to laptop or PC for instant use.

### 2. Portable

GS4200-USB is the solution for test and calibration, spot checks or local, direct monitoring. With no need for any additional hardware or software you can test and record data on-site.

### 3. SOS Sensor Technology

The GS4200-USB is manufactured with Silicon-on-Sapphire (SOS) sensor technology. Pressure sensors constructed using SOS exhibit exceptional performance and outstanding stability.

### 4. Pressure Ranges

With pressure ranges from vacuum all the way up to 4000bar, we have a GS4200-USB for almost any application.

### 5. Accuracy

The GS4200-USB boasts a standard accuracy of 0.15% making it the ideal solution for high accuracy applications.



## About the GS4200-USB©



High Pressure GS4200-USB

### 6. Price

The ESI USB transducer is an extremely cost effective solution for monitoring and recording pressure data at substantially lower cost than a data logger.

### 7. Temperature Monitoring

In addition to measuring and recording pressure the GS4200-USB also charts and collects temperature data for analysis by the user.

### 8. Certificate Generator

Using the ESI-USB© software you can now generate customised test certification with your own test parameters and company logos.

### 9. Measure 16 Inputs at Once

Using a USB hub you can connect and collect data from up to 16 USB transducers at any one time.

### 10. After Sales Support

Got a question about your GS4200-USB? Need a bit of technical help? We are on the other end of the phone (or email) ready to help.



## Troubleshooting Pressure Ranges

### **Q : What pressure ranges are available?**

The GS4200-USB is available in 8 standard pressure ranges as shown below...

If a customer requires different range then simply offer the next highest alternative.

**E.G. Your customer needs to measure 1200bar, then you should offer the 1500bar USB.**

### **PRESSURE RANGES**

-1 to 2.5bar through to 4000 bar, see table below for list of all standard pressure ranges.

<b>Range (bar)</b>	<b>Order Code</b>	<b>Range (bar)</b>	<b>Order Code</b>
-1-2.5	02.5	0-2000	2000
0-16	0016	0-3000	3000
0-100	0100	0-4000	4000
0-400	0400		
0-1500	1500		



## Troubleshooting Software Compatibility

**Q : Is the GS4200-USB© software compatible with my system?**



1.0 (1985)



3.1 (1992)



95 (1995)



XP (2001)



VISTA (2006)



7 (2009)



8 (2012)

**A :** The GS4200-USB© software is compatible with all current versions of Microsoft Windows, up to and including **Windows 8**.



## Troubleshooting Set up and Installation

<https://www.youtube.com/watch?v=5lwu1JT3wjk>



Set up and installation is quick and easy! Watch our guide on YouTube



## Troubleshooting FTDI Drivers

**Q : Why is my GS4200-USB not recognized by the program when it is connected?**

**Q : Why do I get an error message “Unable to find sensor” after I have installed the software?**

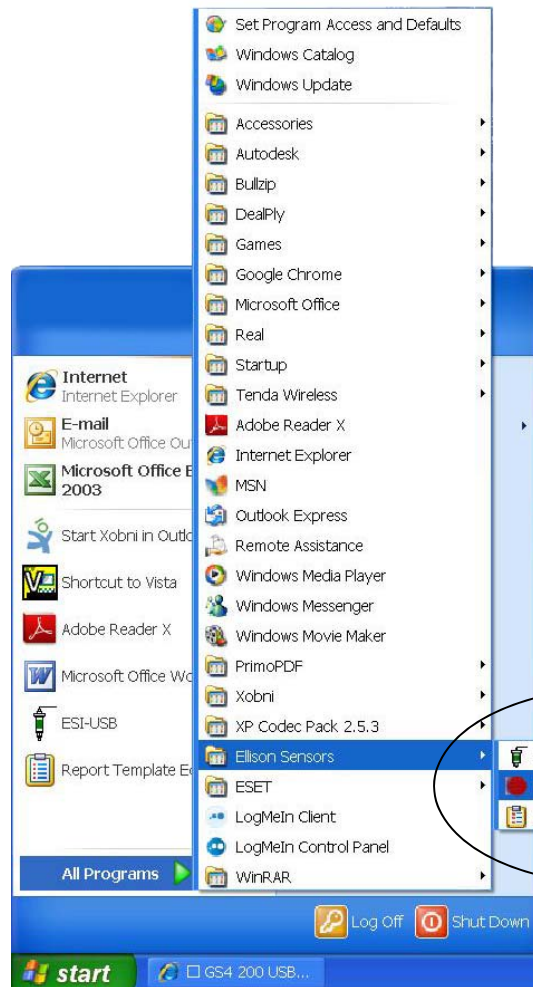
A : This happens when there is a conflict with a PC or laptops software system which prevents the drivers from installing correctly.

To overcome this problem you need to manually install the “**ftdi drivers**” as follows.....





## Troubleshooting FTDI Drivers



- **Close down** the GS4200-USB software programme
- Click on the **'Start'** menu
- Go to **'Ellison Sensors'** in the programme menu
- **Double click** **'FTDI USB drivers'**





## Troubleshooting FTDI Drivers

```
C:\DOCUME~1\majones\LOCALS~1\Temp\ckz_FCQH\DPInst_Monx86.exe
32-bit OS detected
"C:\DOCUME~1\majones\LOCALS~1\Temp\ckz_FCQH\DPInstx86.exe"
Installing driver.....
FTDI CDM Driver Installation process completed.
Press enter.
```

Press “**Enter**” when prompted

Now **re-open** the GS4200-USB software and the problem is solved.

**This action does not need to be repeated.**



## Troubleshooting Connecting Multiple Sensors



### Q : How do I connect multiple sensors to my PC or laptop?

We recommend that you connect your transducers via a USB Hub (image)

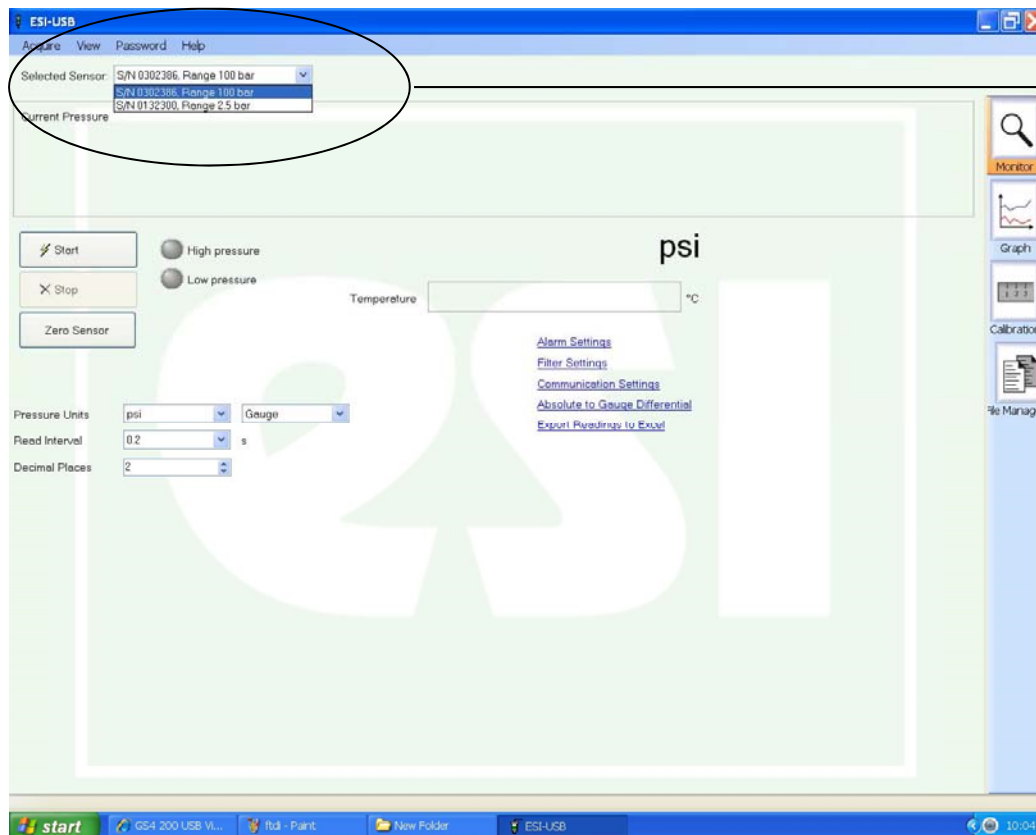
#### **Note:**

Adding multiple transducers will effect the read interval if 0.2 is selected

For example if 5 transducers are connected the fastest read interval shown on the exported data will be 1 per second ( $5 \times 0.2$ )



## Troubleshooting Recognising Multiple Sensors

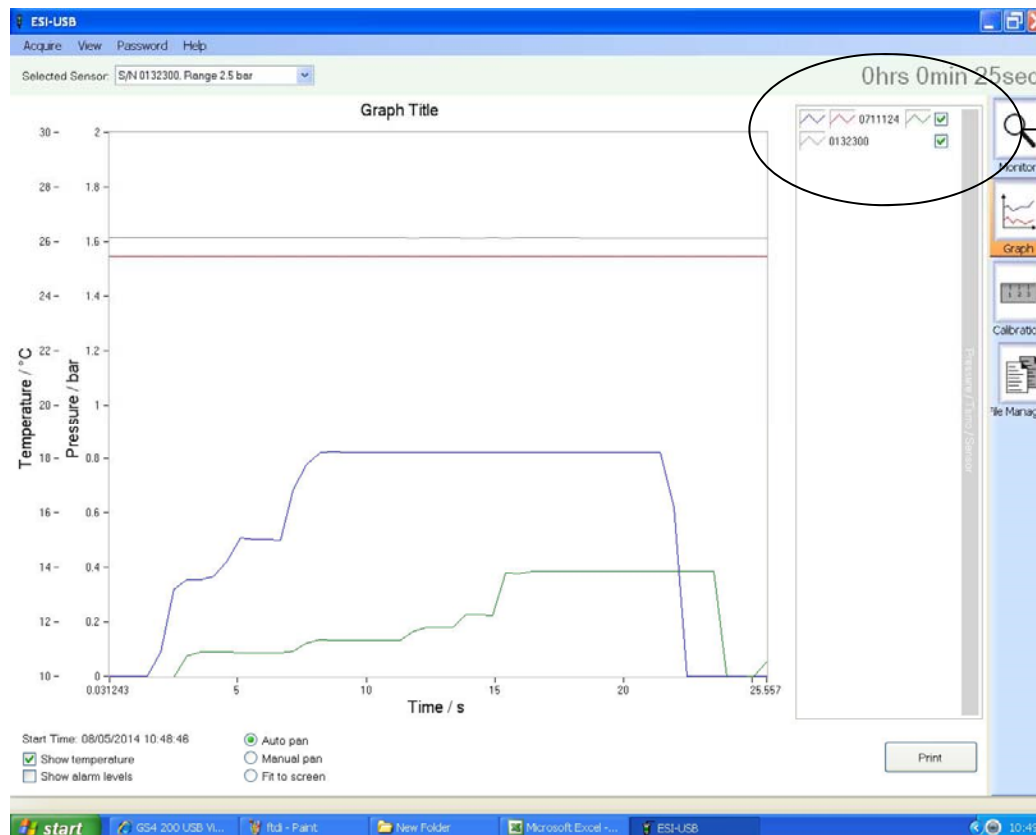


**Q : How does the software recognise different transducers when they are connected at the same time?**

A : The sensors are recognised and identified by their unique serial number. Only one sensor activity is shown on the monitor screen at a time. To change which transducers you see, choose from the “selected sensor” menu.



## Troubleshooting Multiple Sensors - Graph Display

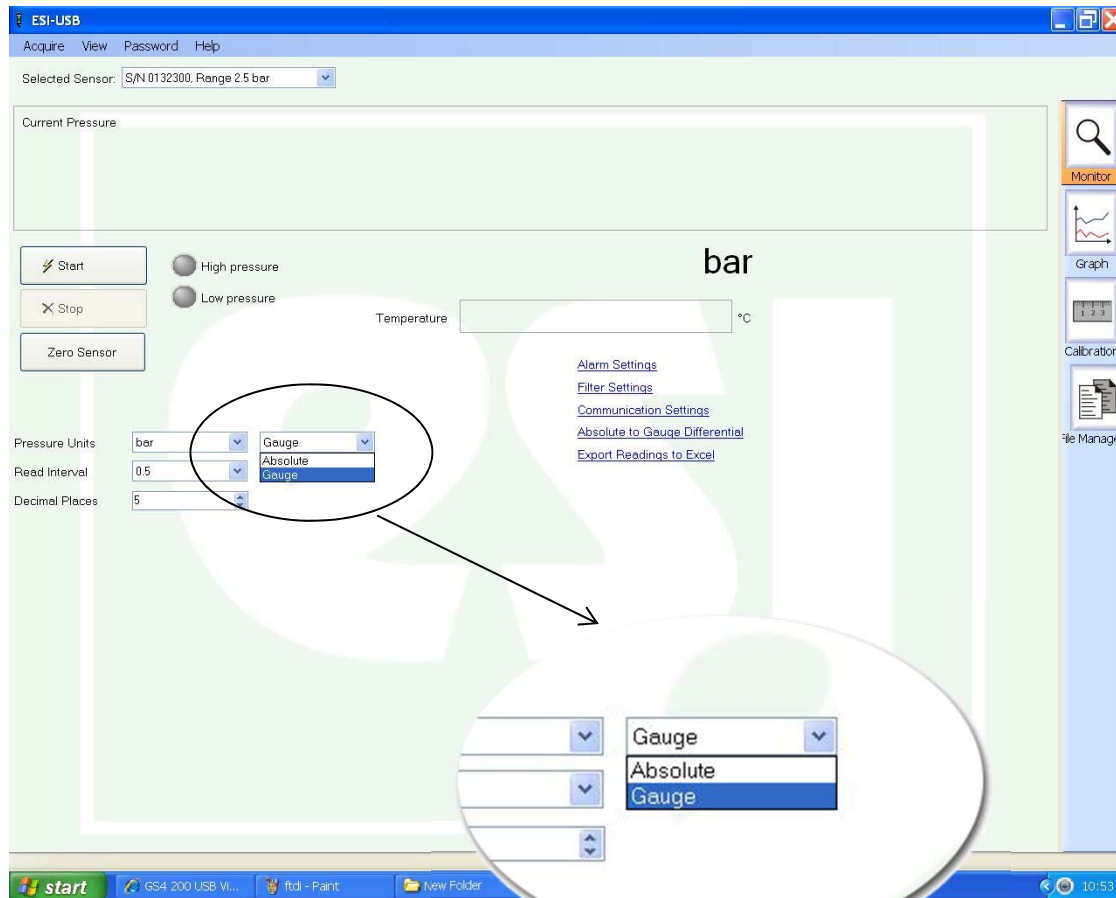


**Q : Can the activity of all connected sensors be viewed in one screen?**

**A :** The graph screen will show the activity of all connected sensors. Again they are identified by serial number.



## Troubleshooting Changing from Gauge to Absolute Reference

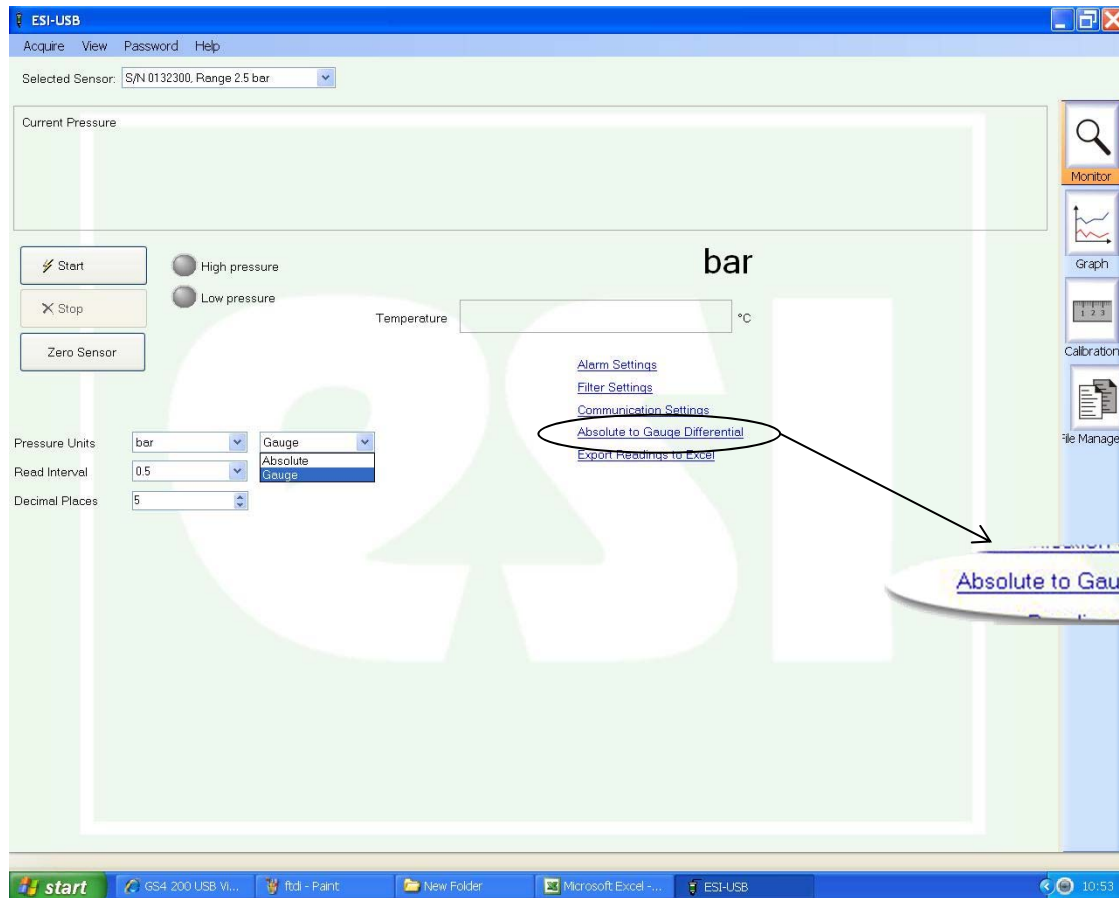


**Q : How do I change from Gauge to Absolute reference?**

**A :** On the monitor screen choose “Absolute” from the pressure reference dropdown menu. Then click on “Absolute to Gauge Differential”.



## Troubleshooting Changing from Gauge to Absolute Reference

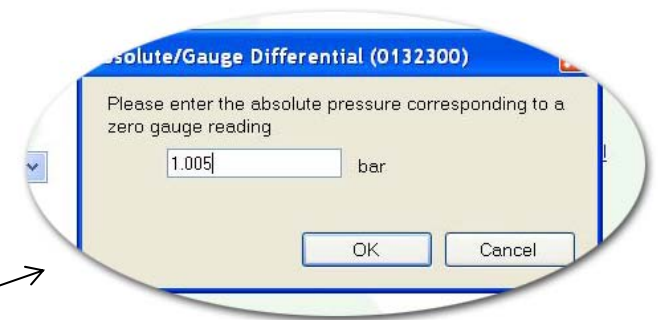
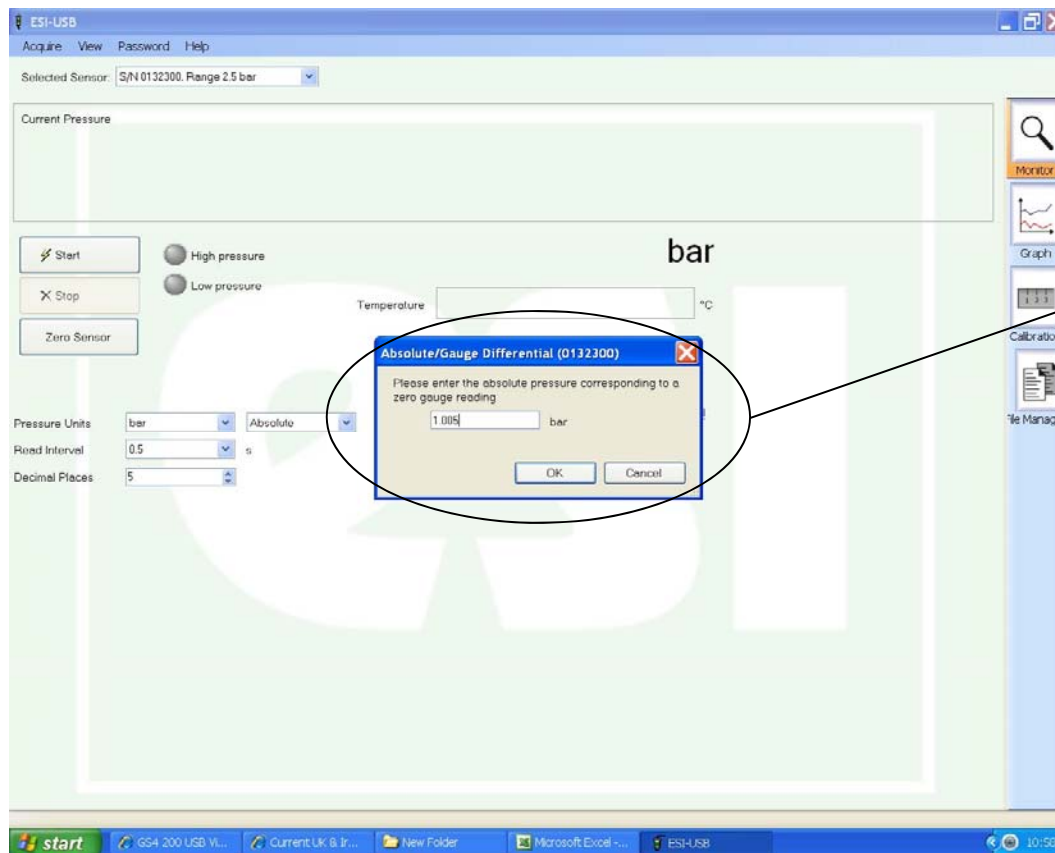


Now you must set the “Absolute to Gauge Differential” by inputting the barometric pressure.

Click on “Absolute to Gauge Differential”



## Troubleshooting Changing from Gauge to Absolute Reference



Enter the current barometric pressure in bar.

Click "OK"

The Absolute to Gauge differential has now been set and you can now proceed to use the GS4200-USB as normal.





## Troubleshooting Additional Features and Password

**Q : In the “Acquire” menu, what does “Enable Additional Features” mean and why don’t I have the password?**

A : We have certain customers who have paid to have customised add-ons to the GS4200-USB programme. “Enable Additional Features” permits access to these add-ons which are not for general use as they are licensed only to specific customers.

**Q : When I click on “Password” and try to “Log In” I do not have a password and can’t log in. What is this for?**

A : This section of the software is for use by ESI Technology only. We use it along with other software and specialised equipment to calibrate our GS4200-USB sensors.



## Troubleshooting The Report Generator – Custom Report

**Q : How do I use the Report Generator to create my customised report?**





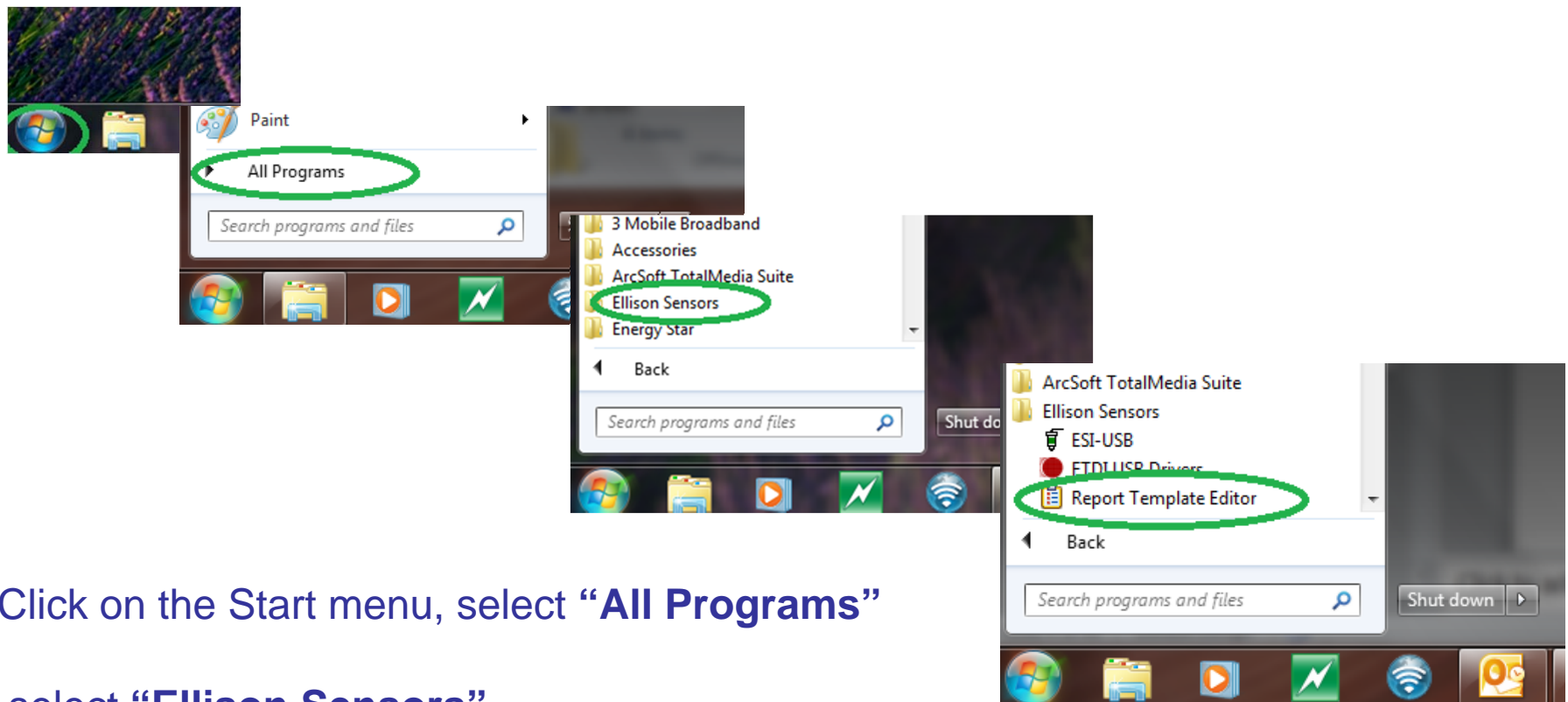
## Troubleshooting The Report Generator – Custom Report

**Modifying the report requires three steps;**

- 1) Use the Report Template Editor to create/modify fields.**
- 2) Copy and create a custom Word document template.**
- 3) Use the report template editor to point to the new Word document template.**



## Troubleshooting Starting the Report Template Editor



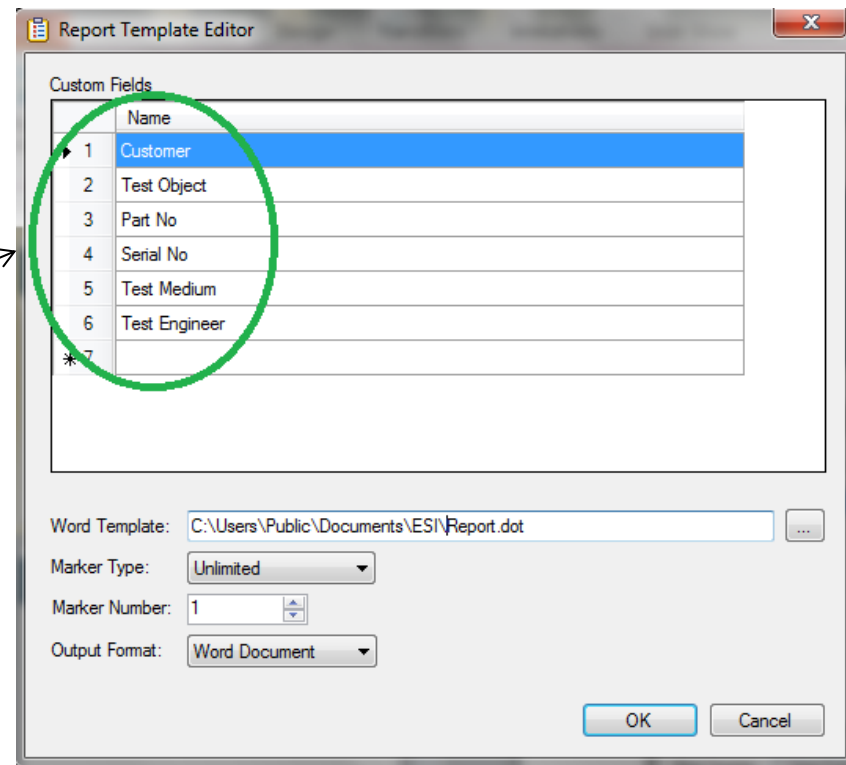
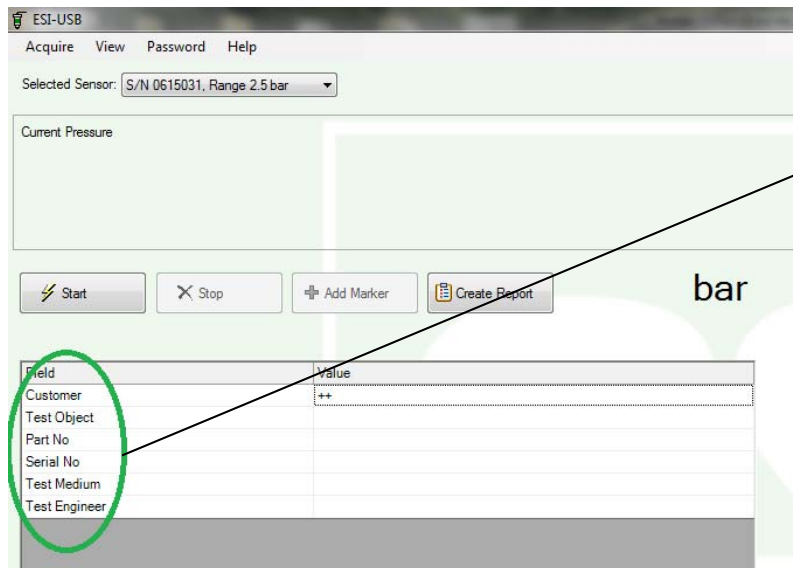
Click on the Start menu, select **“All Programs”**

select **“Ellison Sensors”**

and then **“Report Template Editor”**



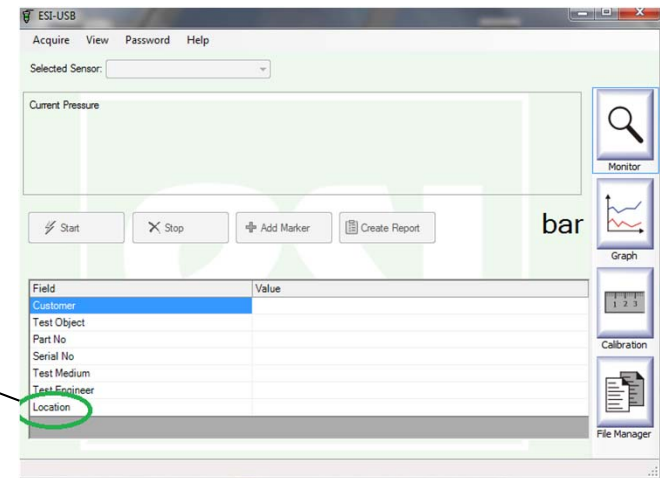
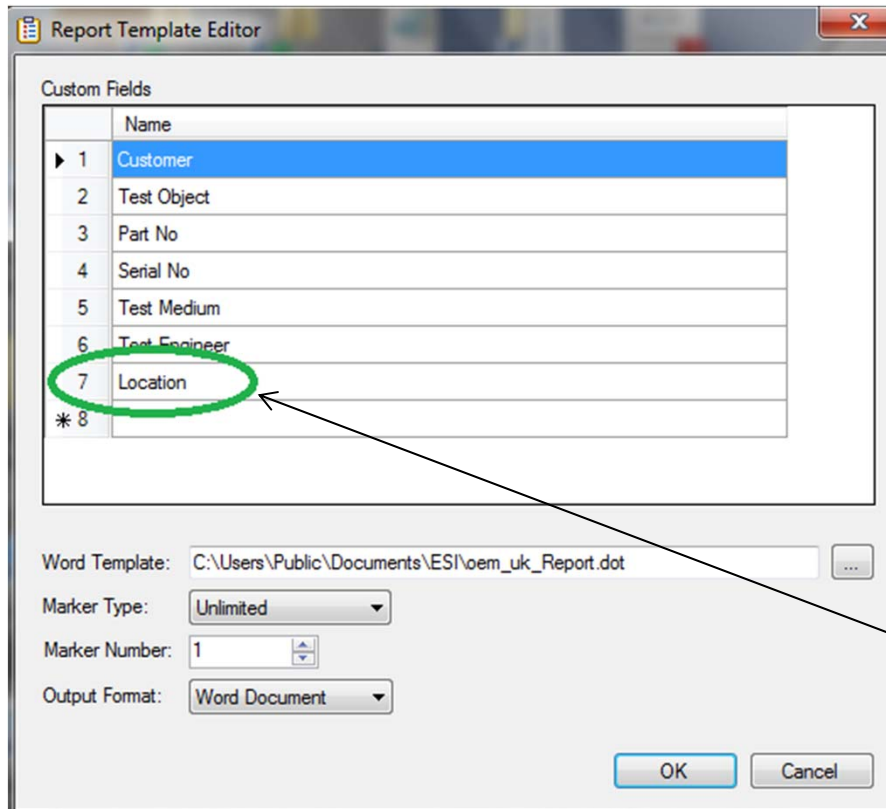
# Troubleshooting How the Template Editor creates the Report Generator Parameters



Custom Fields in the Report Template Editor define the fields in the USB software



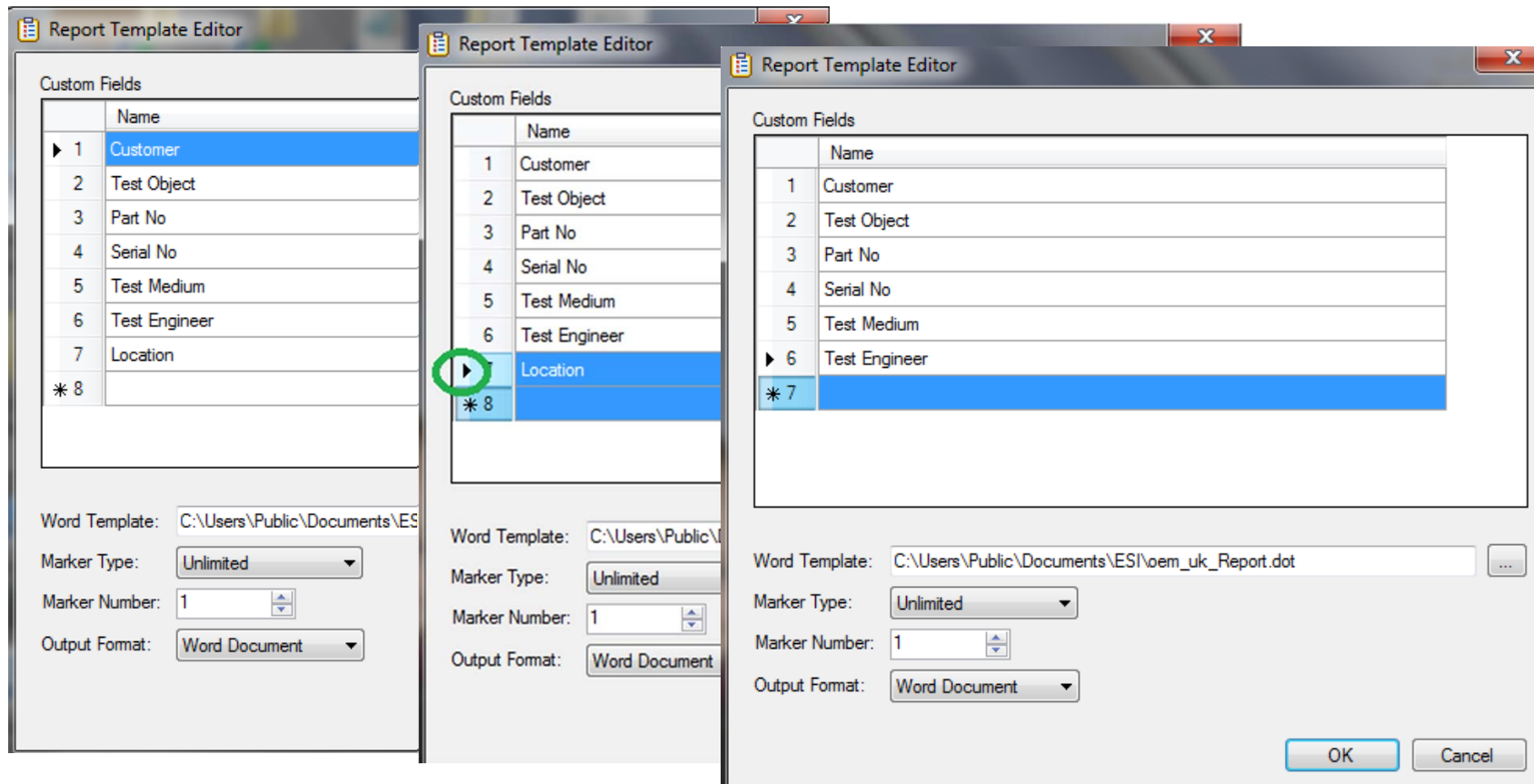
## Troubleshooting Adding a Custom Parameter



To add a new parameter, just type in the next Custom Field in the Report Template Editor.



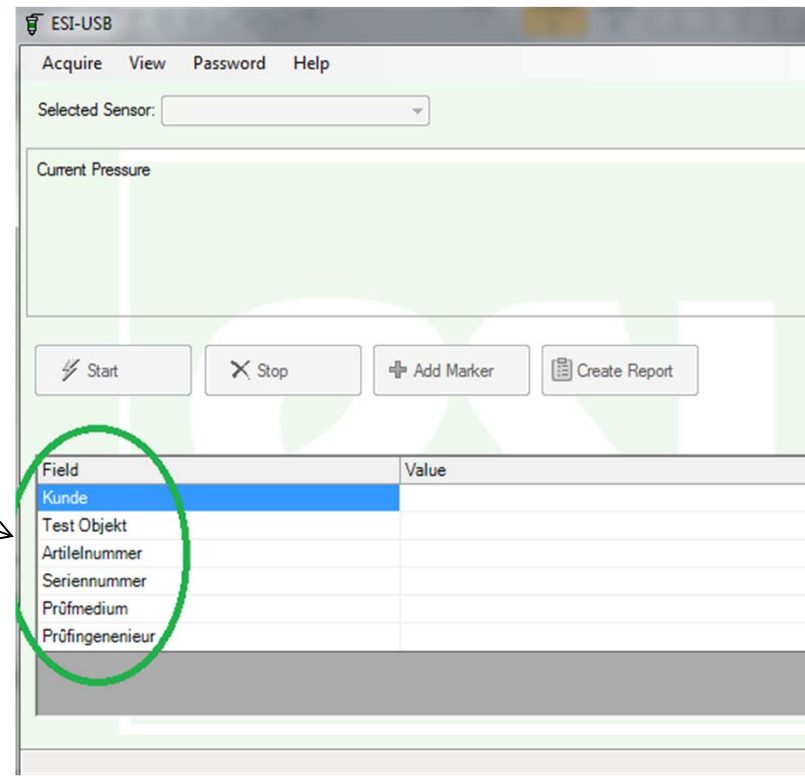
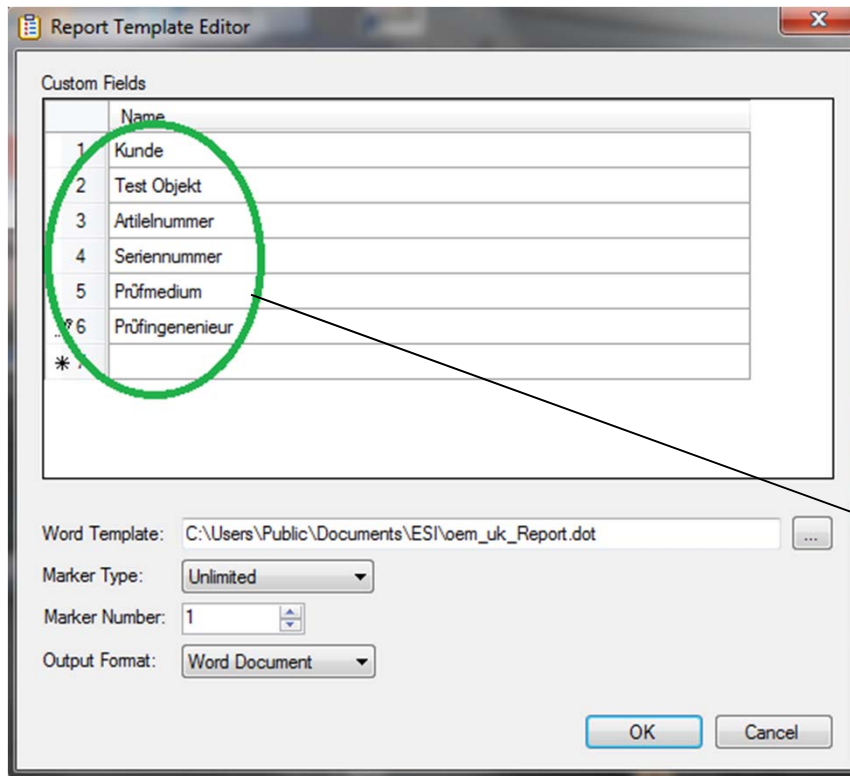
## Troubleshooting Removing a Parameter in the Report Template Editor



To remove a parameter in the [Report Template Editor](#) drag the arrow to the parameter you want to delete and press the Delete key.



## Troubleshooting Replacing the Parameter Names with Equivalents

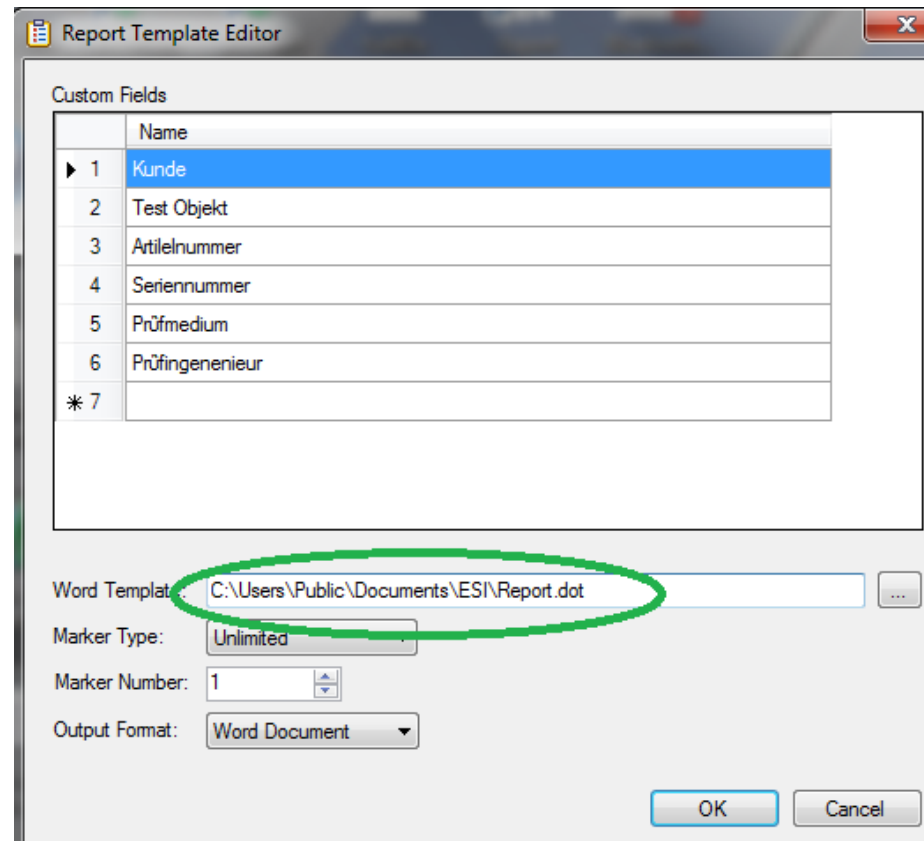


Delete each parameter and retype the new, in this case German, equivalent. When the USB software is opened you are then prompted with the new text.





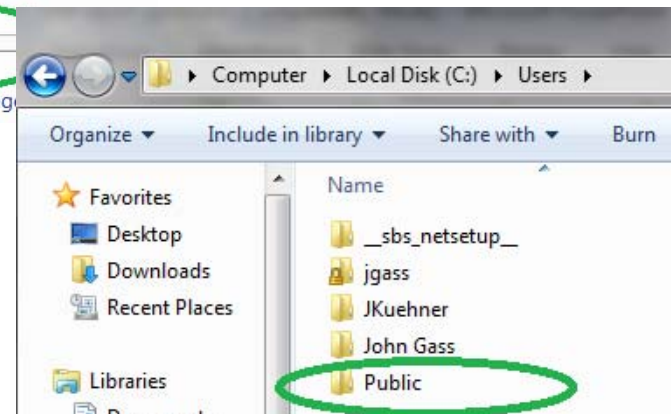
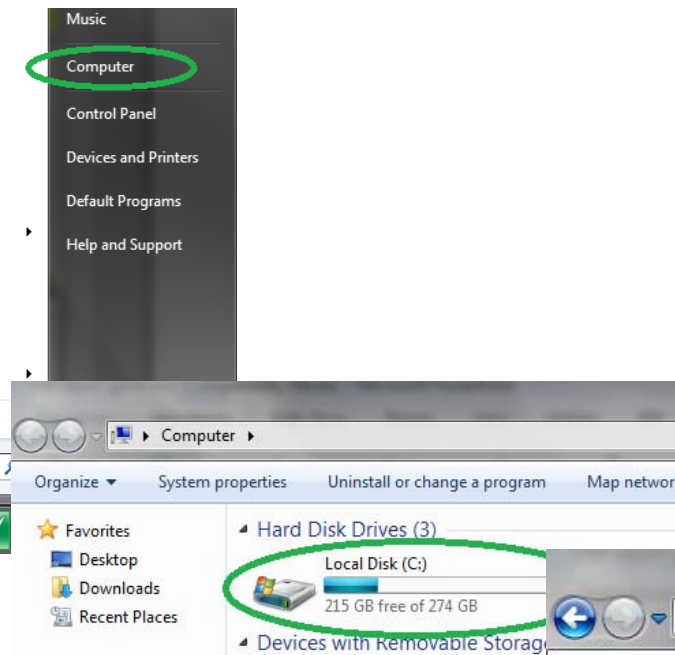
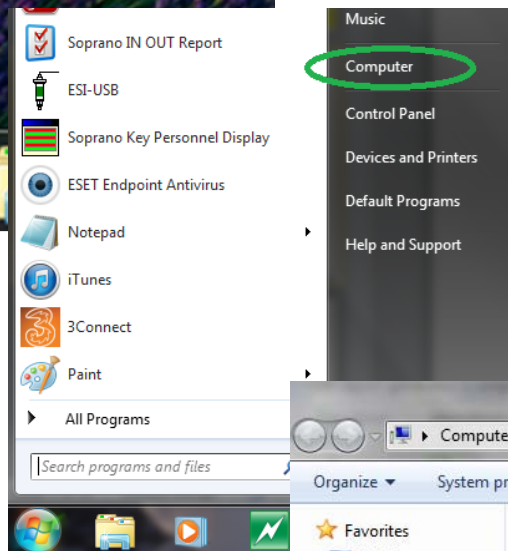
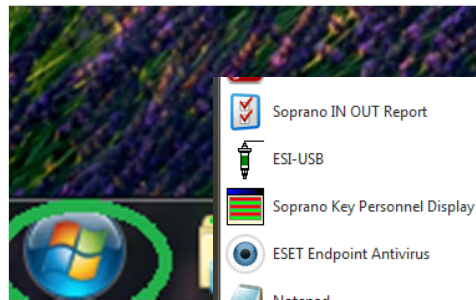
## Troubleshooting Finding the Location of the Word Template



The location of the word template document can be found in the [Report Template Editor](#).



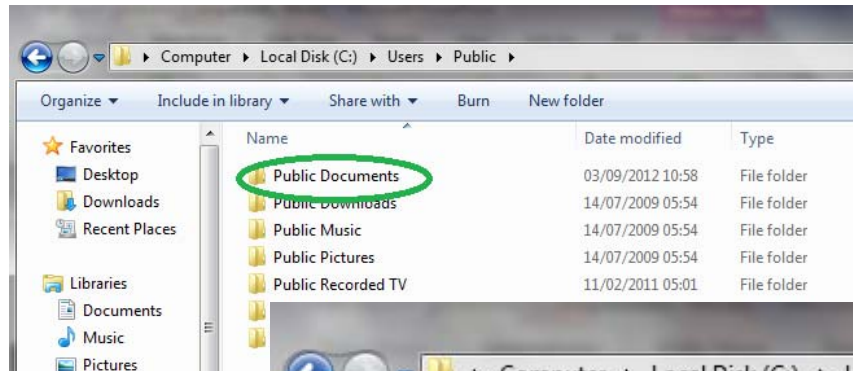
# Troubleshooting Opening the Document Template 1



Click on the **Start Menu**  
select **“Computer”**  
select **“Local Disk (C:)”**  
and then **“Public”**

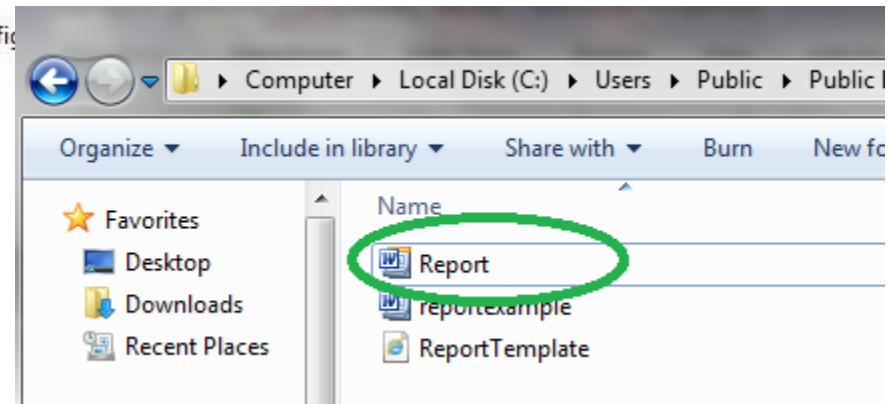
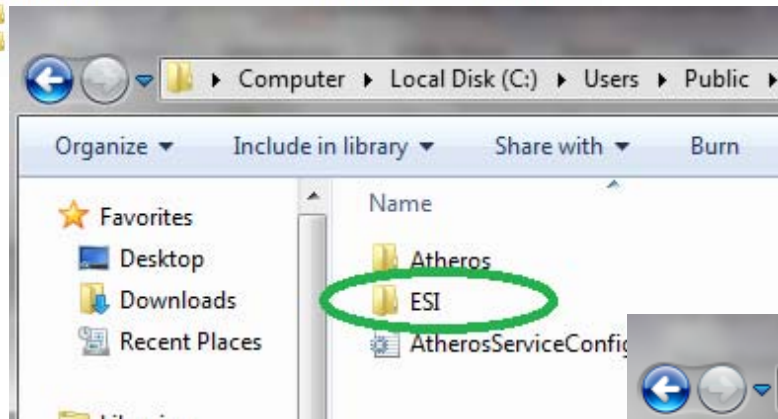


## Troubleshooting Opening the Document Template 2



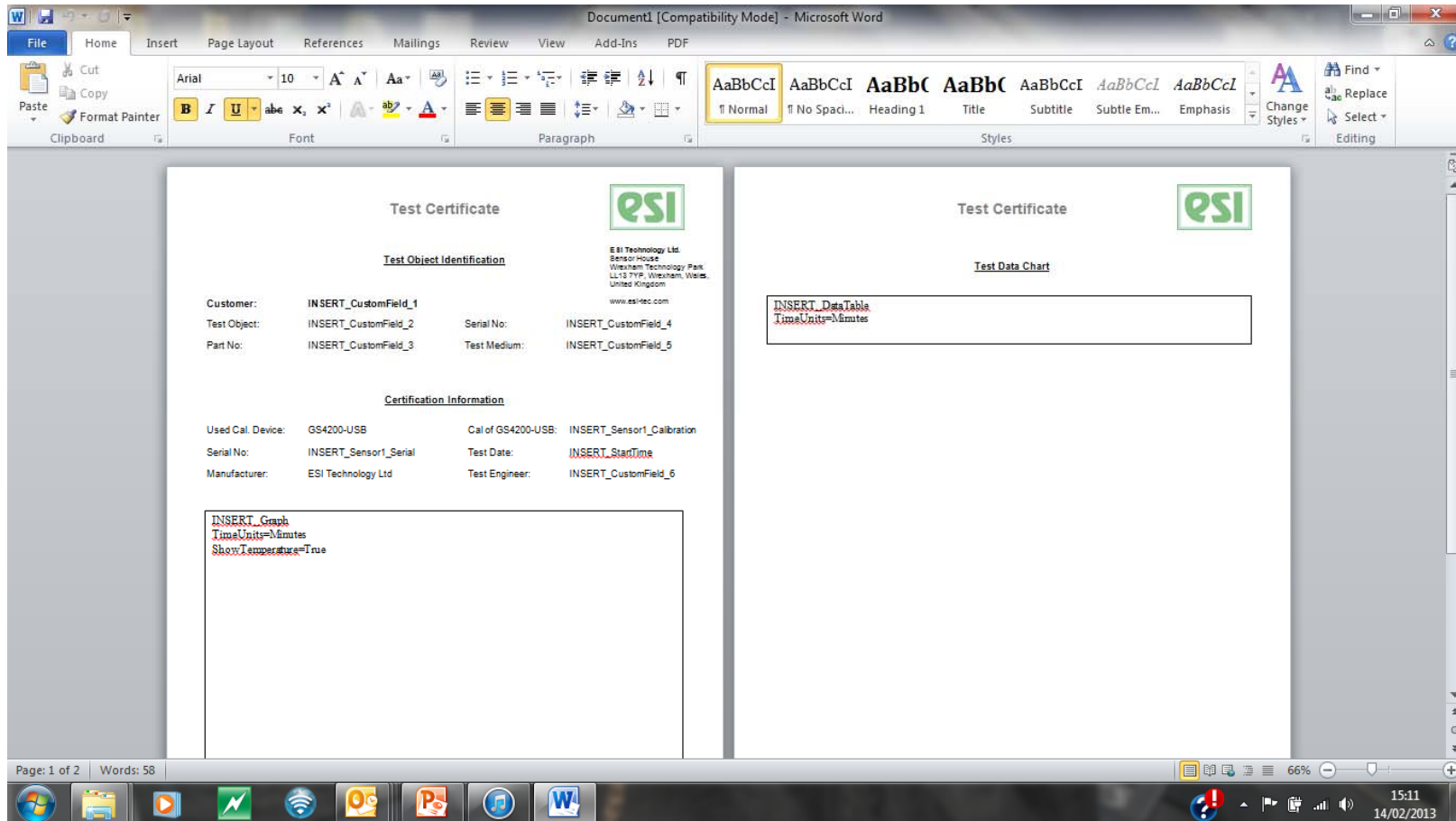
Open “**Public Documents**”  
then “**ESI**”

Double click “**Report**” to start  
Word





# Troubleshooting Word Document Template



Your template will appear like this in Word.



## Troubleshooting Editing the Header

The screenshot shows a Microsoft Word document titled "Document1 [Compatibility Mode] - Microsoft Word". The ribbon is set to "Home" with the "Font" and "Paragraph" groups visible. The document content is a test certificate template. A green oval highlights the header area, which contains the text "Test Certificate" and the ESI logo. Below the header, the text "Test Object Identification" is underlined. To the right, the company name "ESI Technology Ltd." and address "Sensor House, Wrexham Technology Park, LL13 7YP, Wrexham, Wales, United Kingdom" are listed, along with the website "www.esi-tec.com". The main body of the certificate contains several fields for customer and test object information, all marked as "INSERT\_CustomField\_1" through "INSERT\_CustomField\_5". The status bar at the bottom indicates "Page: 1 of 2" and "Words: 58". The taskbar at the very bottom shows various application icons and the system clock displaying "15:15 14/02/2013".

Test Certificate

**ESI**

**ESI Technology Ltd.**  
Sensor House  
Wrexham Technology Park  
LL13 7YP, Wrexham, Wales,  
United Kingdom  
[www.esi-tec.com](http://www.esi-tec.com)

Test Object Identification

Customer: INSERT\_CustomField\_1

Test Object: INSERT\_CustomField\_2      Serial No: INSERT\_CustomField\_4

Part No: INSERT\_CustomField\_3      Test Medium: INSERT\_CustomField\_5

Page: 1 of 2    Words: 58

15:15  
14/02/2013

Double click in the header area to edit header.



## Troubleshooting Changing the Logo

### Certificate



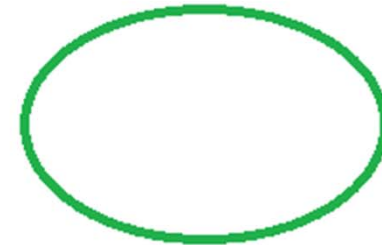
Object Identification

ESI Technology Ltd.  
Sensor House  
Wrexham Technology Park  
LL13 7YP, Wrexham, Wales,  
United Kingdom

[www.esi-tec.com](http://www.esi-tec.com)

Select the ESI logo and delete

### Test Certificate



Test Object Identification

ESI Technology Ltd.  
Sensor House  
Wrexham Technology Park



## Troubleshooting Changing the Logo

**tificate**



Identification

ESI Technology Ltd  
Sensor House  
Wrexham Technology Park  
LL13 7YP, Wrexham, Wales,  
United Kingdom

[www.esi-tec.com](http://www.esi-tec.com)

Serial No:                   INSERT\_CustomField\_4

Test Medium:               INSERT\_CustomField\_5

Copy and Paste your own logo and re-size and locate.



## Troubleshooting Changing the Information in the Footer

Temperature serves as Indication only

Test Engineer:

INSERT CustomField 6

Signature: \_\_\_\_\_

Footer -Section 1-

Signature: \_\_\_\_\_

ESI Technology Ltd, Sensor House, Wrexham Technology Park, Wrexham LL13 7YF, Wales, UK  
www.esi-tec.com, info@esi-tec.com, Tel: +44 (0) 1978 262255, Fax: +44 (0) 1978 262233

Page 1 of 2

**Scroll** to the bottom of the page

**Double click** in the footer area





## Troubleshooting Changing the Information in the Main Document



Make any other changes to the Word template that you require using the same steps

**Double click** on the main body of the document

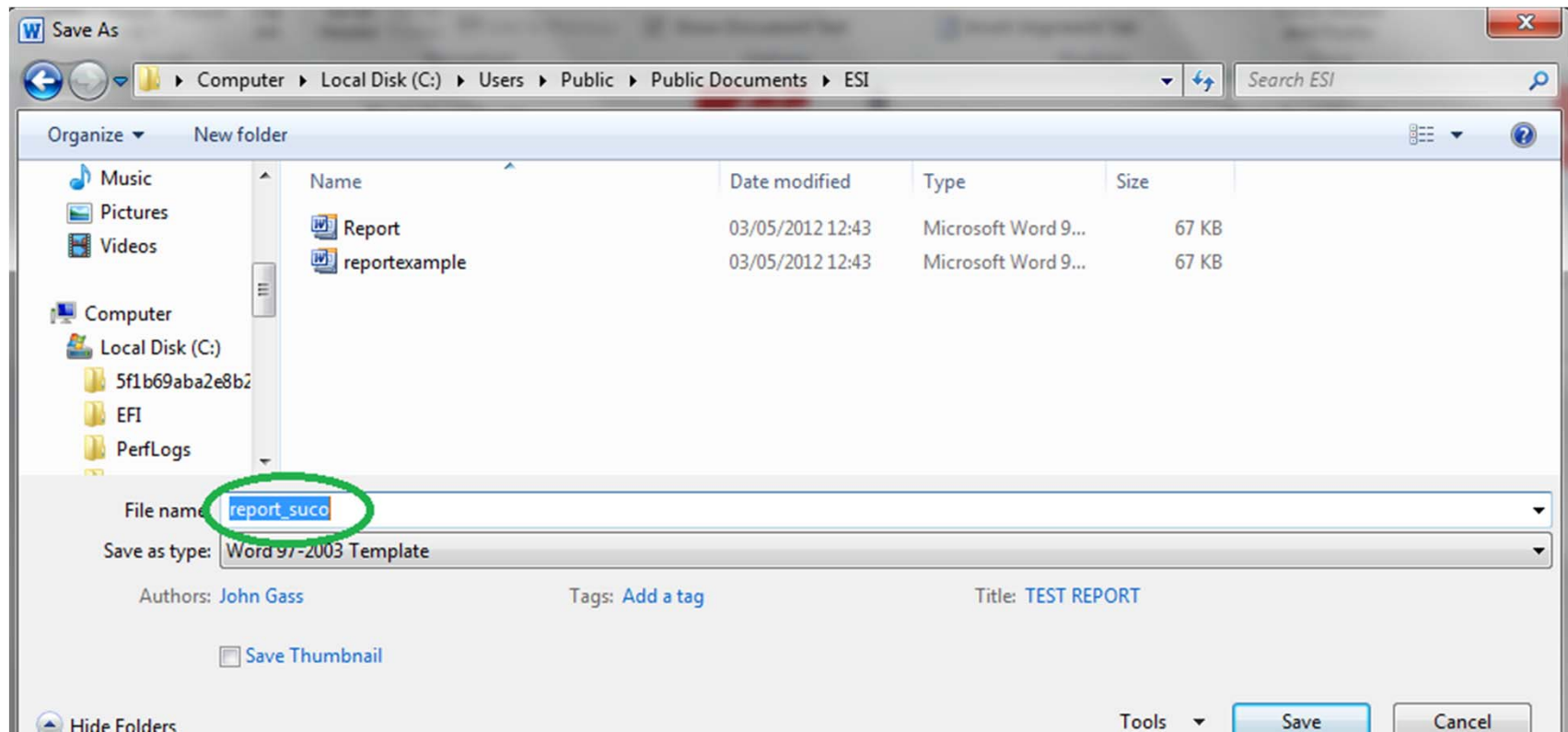
**Highlight** and **delete** the ESI address

Type in or copy and **paste** the new address





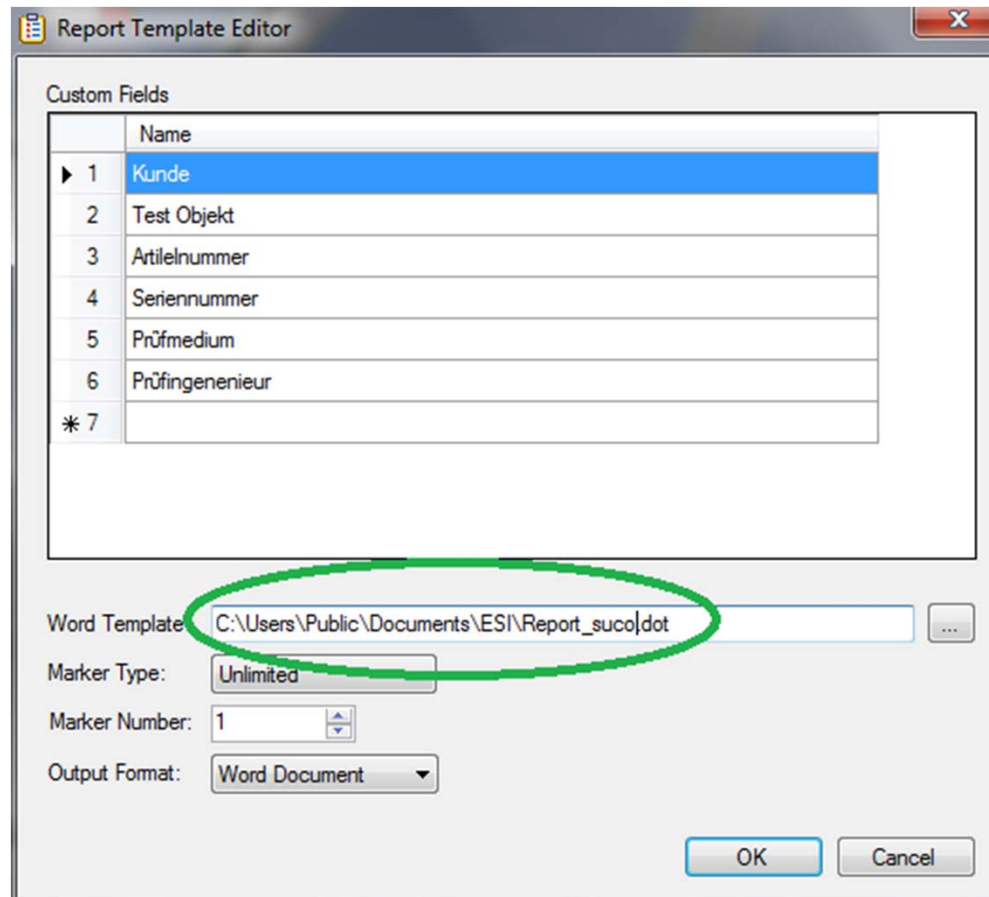
## Troubleshooting Saving your New Template



Save in the correct directory as a word template using a new name.



## Troubleshooting Saving your New Template



Update the file name/location with the path to your new Word template



## Troubleshooting Repair & Re-calibration

**Q : What do I do if my GS4200-USB is damaged or needs to be re-calibrated?**

A : All units should be returned to ESI Technology for any kind of repair work, testing or re-calibration as specialist software and equipment is required.

**Q : How do I know when re-calibration is required? Do you recommend a certain period?**

A : Recalibration really depends on how often the unit is being used, but we would recommend every 12 months.

**Q : Do I need a Returns Authorization Number first or do I just send it back? How long will it take?**

A : It is always best to contact us before sending transducers back for recalibration or repair, as lead times can vary depending on work load. We will issue a unique Returns number or "RN" for reference.

**Q : What is the warranty period?**

A : Warranty period is 12 months from the date of manufacture - the same as all ESI products





Any Questions?



If you have any questions  
then please contact us  
by phone (561) 989-8540  
or by email

[info@esi-transducer.com](mailto:info@esi-transducer.com)

ESI Inc.  
6560 W. Rogers Cir, Suite 22  
Boca Raton, FL 33487

[www.esi-transducer.com](http://www.esi-transducer.com)