

Temp-Taker® 4 – Frequently Asked Questions 2021-08-25

How do I know if my computer is running the latest Temp-Taker® 4 software?

The number of the latest version for the Temp-Taker® 4 app will be listed in the release notes found here: <https://www.itdfoodsafety.com/support/tt4/software/release-notes>. You can compare that number with the version you are currently running by clicking the Help button on the Temp-Taker® app's vertical toolbar.

If my computer is not running the latest Temp-Taker® software, how can I update it?

Temp-Taker® 4 automatically checks for software updates via the Internet every time the application is started and guides you through an easy update process if a more current version is available. If your machine does not have internet access or if you experience any problems, please consult Appendix 8.8 of the *Temp-Taker® 4 – Guide to an Advanced Setup*.

 **NOTE:** Temp-Taker® 3 software does not automatically upgrade to Temp-Taker® 4. If you're running Temp-Taker® 3, please contact ITD Food Safety for information on how to upgrade to Temp-Taker® 4 or Temp-Taker® 5.

How do I know if my handheld devices are running the latest firmware?

Maintaining your Temp-Taker® software up-to-date will *automatically* provide you with the latest firmware for your handheld devices. When the software app is connected via USB to a handheld device, the app checks the device's firmware version. If the device needs an update, the app will offer to perform the update.

If I update my Temp-Taker® software to the latest version, would I lose my data and settings?

No. Much care has been taken in maintaining backward compatibility with all Temp-Taker® releases. This means that new versions will always preserve your previous settings even when new features and enhancements have been added. There is never a need to worry about losing data, settings, or critical functionality when updating the software.

After adding a new Item to the Items tab (or Question to the Questions tab) why don't I see it in the device?

Before any items that have been added to the Take Temps → Items tab load to your device, they must also be added (directly or indirectly) to a Program that is set to load. The same situation may arise when adding a new question to the Take Temps → Questions tab. The new question must also be added (directly or indirectly) to a Program that is set to load before it will download to the device.

I inadvertently uninstalled my old Temp-Taker® software and lost my data and settings. Is there any way to recover this information?

Yes. The Temp-Taker® software application maintains a backup of the database (containing all data and settings) which is preserved when the software is uninstalled. This backup can be used to restore your data and settings. See Appendix 8.7.1 in the *Temp-Taker® 4 – Guide to an Advanced Setup*.

What is the maximum number of members that can be entered into a Program?

Up to 40 members can be assigned to each Program. If you need more capacity than this, consider using Program Groups and/or Multi-Process Programs – see Chapter 7 Advanced Program Options, in the *Temp-Taker® 4 – Guide to an Advanced Setup*. For more information on system maximums see Appendix 8.2.

We just put into place a new Windows machine replacing an older one used with Temp-Taker. Is there any way I could transfer my data and settings to the new machine?

Yes. The Temp-Taker® software application stores all data and settings in a database file named *TT3Database.sdf*. If the current PC or tablet running the Temp-Taker® software is going to be replaced, the existing database file from the old machine should be copied over to the new machine when it is placed into service. This will preserve all stored data, and will also replicate your current Temp-Taker® settings on the new machine. Make sure you replace the database file on the new machine BEFORE connecting any device to it. See Appendix 8.6 in the *Temp-Taker® 4 – Guide to an Advanced Setup*.

I use the computer in my office to make Program and User changes to Temp-Taker® and I have another computer outside my office that is used by staff to upload Temp-Taker® data. Is there any way to prevent data from inadvertently uploading to the computer in my office?

Yes. The Temp-Taker® software application has a setting that prevents any device-generated data from uploading to the computer. For information on how to do this, see Section 4.4 Station Functionality, in the *Temp-Taker® 4 – Guide to an Advanced Setup*.

For how long does the Temp-Taker® software store device-generated data?

The application's database stores data for up to two full calendar years plus the current year in course. Also, before purging old data from the database, the raw data is exported to an XML file that is saved in a folder named *Archived_Data*. This application folder and the archived files it contains are never deleted by the application, thereby potentially preserving old data indefinitely. For more information on this, see Appendix 8.7 in the *Temp-Taker® 4 – Guide to an Advanced Setup*.