

Temp-Taker® FAQs

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

The latest software version is 4.0.15. You can check the version number you are currently running by clicking the Help button on the left vertical toolbar of the Temp-Taker application.

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.

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. How it's done: The Temp-Taker software application includes the latest device firmware code available at the time of release. Every time the software establishes a connection with a device via USB it checks to see if it is running the correct firmware version. If the device firmware code included in the software is newer than the one running in the connected device, the application will offer to perform a firmware 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. For more information on system maximums see Appendix 8.2 in the *Temp-Taker® 4 – Guide to an Advanced Setup*.

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 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 Section 8.7 in the *Temp-Taker® 4 – Guide to an Advanced Setup*.