

Tech Tip No:	TT-14-001
Group:	00-General
Issue Date:	3/4/2014

TECH TIP

DX2 Diagnostic Screenshots

CONDITION:

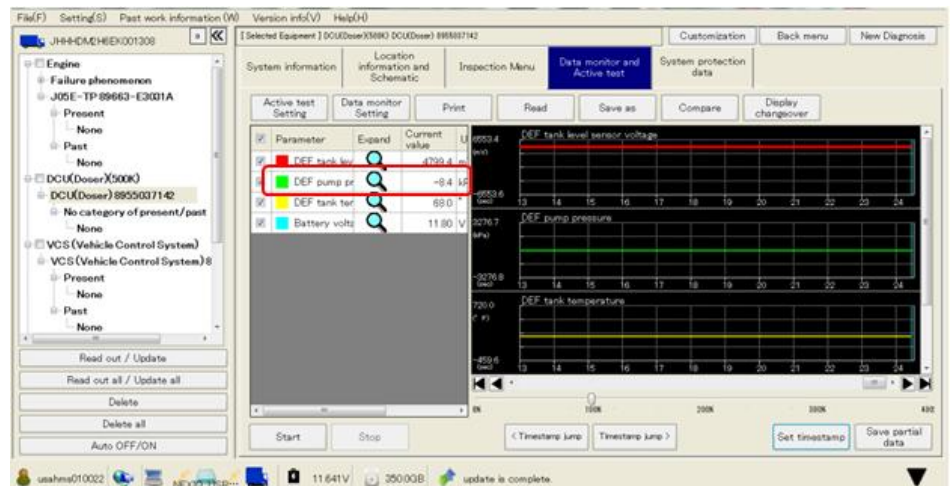
To assist in diagnosing technical issues with the DX2 program, screenshots and version information should be recorded so the condition can be fully understood and resolved.

CORRECTION:

Using the built in screen shot capture function in DX2 this information can be easily saved and sent to HMS for investigation using the procedure that follows.

To Record a Screenshot

1. A suspected issue with a parameter reading incorrectly is found while using the Data Monitor function.



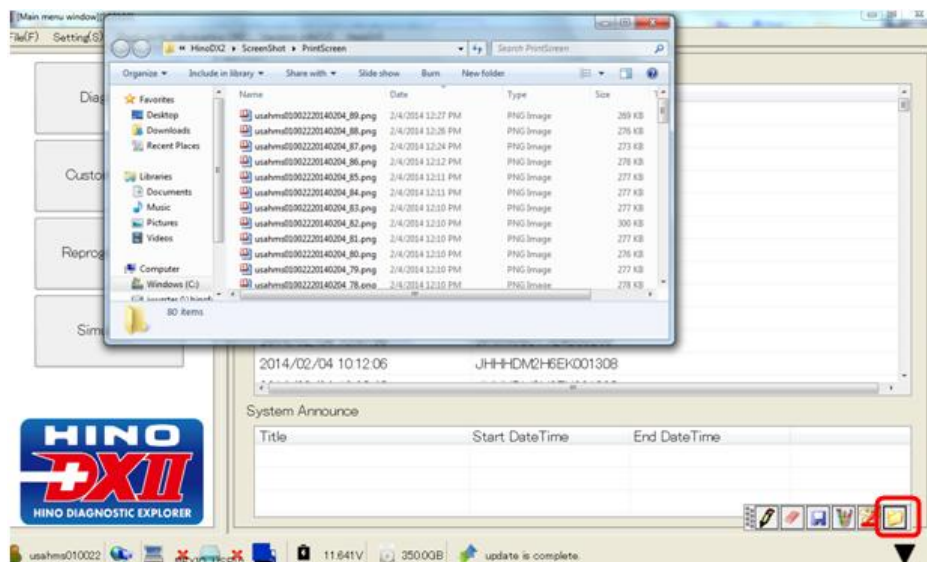
2. Using the snapshot function built in to the DX2, click on the Floppy Drive Icon in the screen capture bar to save a copy of the screen. The screen shot is automatically saved.



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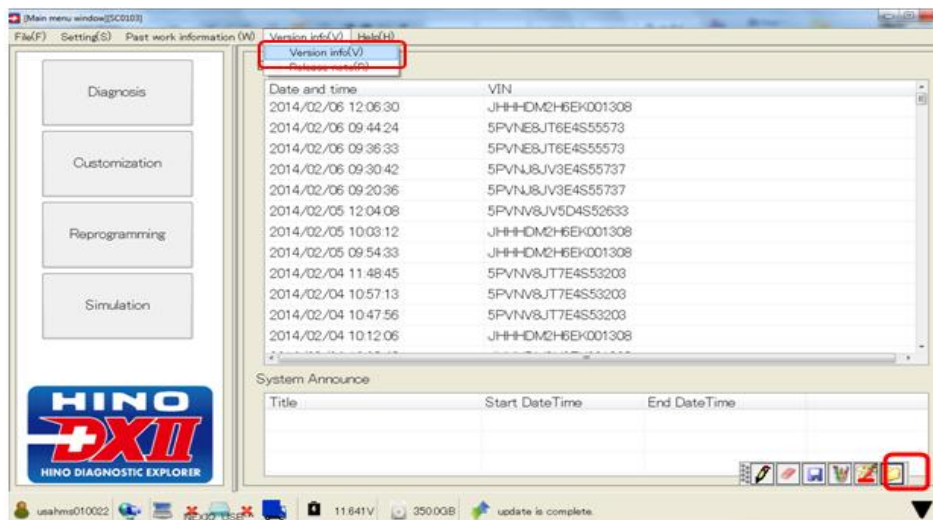
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- To locate the saved screenshot click the Folder icon on the screen capture bar. A folder will open with all of the saved screenshots, this can now be attached to an email or viewed with any photo viewing software.



To Locate the DX 2 Version Number

- From the DX 2 main screen select Version Info in the menu bar and click on version info.



- Record or take a screenshot of the version information to include with your report of the DX 2 issue.

