# *Top Ten Questions*

*Todays Presenter: Caleb Chamberlain*

*We will begin shortly!*

# Top Ten Questions

- To obtain a copy of these Slides:

  E-mail: caleb@vibrationresearch.com

- Tech Support: Ph: 616-669-3028

  E-Mail: support@vibrationresearch.com

- Visit Us Online at:  www.vibrationresearch.com

- **If you have an idea for a webinar, let us know!**

# Meet VR

# Contacting Support

- VibrationVIEW Tools

  - Help Manual

  - Help with recent tests

- Email support@vibrationresearch.com

  - Include a data file whenever possible

    - Screen shots and descriptions can be helpful but rarely include all the data necessary to troubleshoot

  - The support email address can be checked by multiple people and is tracked by multiple people

# **Contacting Support**

- Call Technical Support

  - Main Line (616) 669-3028 My Desk (616) 379-3800

  - We will still ask for a data file

VIBRATION RESEARCH

# Top Ten Questions

- How do I run multiple instances of VibrationVIEW?

- What do I look for when I see "Control Minus/Plus" abort code?

- Where can I get my calibration verification info if I did not save it to my PC?

- Is there an easy way to copy test profiles including break points?

- Why did my SRS or shock pulse test never count a pulse?

# Top Ten Questions

- How do I know if I have a bad BnC cable or accelerometer cable?

- Why is my calibration tab gone and my verification tab grayed out?

- Is my old software compatible with Windows 7/8?

- What do I receive access to all software downloads and webinar archives?

- How can I activate my ObserVR, Demonstration mode, or File viewer mode without an internet connection?

**Configuration of the Operating System**

o 1.Each *VibrationVIEW* program requires a unique IP address

o 2.Open "Network and Dial-up Connections" (Start Menu .. Control Panel .. Network and Internet -> View network status and tasks)

o 3.Click on the appropriate network Connection hot link (in this case Local Area Connection 1)

o 4.Press "Properties" button"

o 5.Select **Internet Protocol Version 4 (TCP/IPv4)**, and press Properties

o 6.Press "Advanced" Button

o 7.Use "Add..." to add additional addresses to the card for each additional system.  Use separate subnet for each (i.e. 192.168.1.10, 192.168.2.10,192.168.3,10, etc.

o 8.Press OK when done

**Configuration of the Application Name**

o Double click the new shortcut to run the copy of *VibrationVIEW* that you wish to rename.

o Open Menu "Configuration..Parameters"

o Change the Application Name listed and press "OK".

# Control Minus/Plus stop code

- Common Causes

  - Accelerometer problems

    - Did the accel fall off

    - Is the reading outside of the sensor's specifications?

  - Accelerometer Cable Problems

    - Is there an unexplained "flat-line" in the waveform?

    - Is there an unexplained "transient" in the waveform?

  - Amplifier/Shaker Problems

    - Did the amp trip or shaker system display an abort?

    - How can I tell?

# Importing breakpoints

- Importing Random breakpoints from a text file

  - Excel or other third party application

    - Simply select the freq. and amplitude (assumes G^2/Hz) columns. Copy the data. Then right-click and paste into the Table tab of the random test settings.

    - Going from VibrationVIEW into Excel also works.

- Duplicating tests.

  - Copy any of the test settings tabs using the right-click function

  - Save with a second name

  - Compare tests side by side with Test Tabs

# SRS/Shock

- I ran my SRS test but it never counted a pulse as valid or never entered Run mode. Why?

  - SRS is typically a pass/fail test. It must be at or above the demand.

  - The zoom function is your friend.

    - Zoom in on the different sections of the test to verify that every point is above the demand.

    - Requiring a pulse x% above the demand is a quick and easy way to insure the control is above the demand

- I ran my Shock test but it never counted a pulse or gave me an abort code. Why?

  - The filter on the channels may be your answer.

# Cable Problems

- Accelerometer cables

  - Stop Codes

    - Max System Limit

    - RMS Plus Abort

  - Graph Symptoms

    - High Low Frequency Content

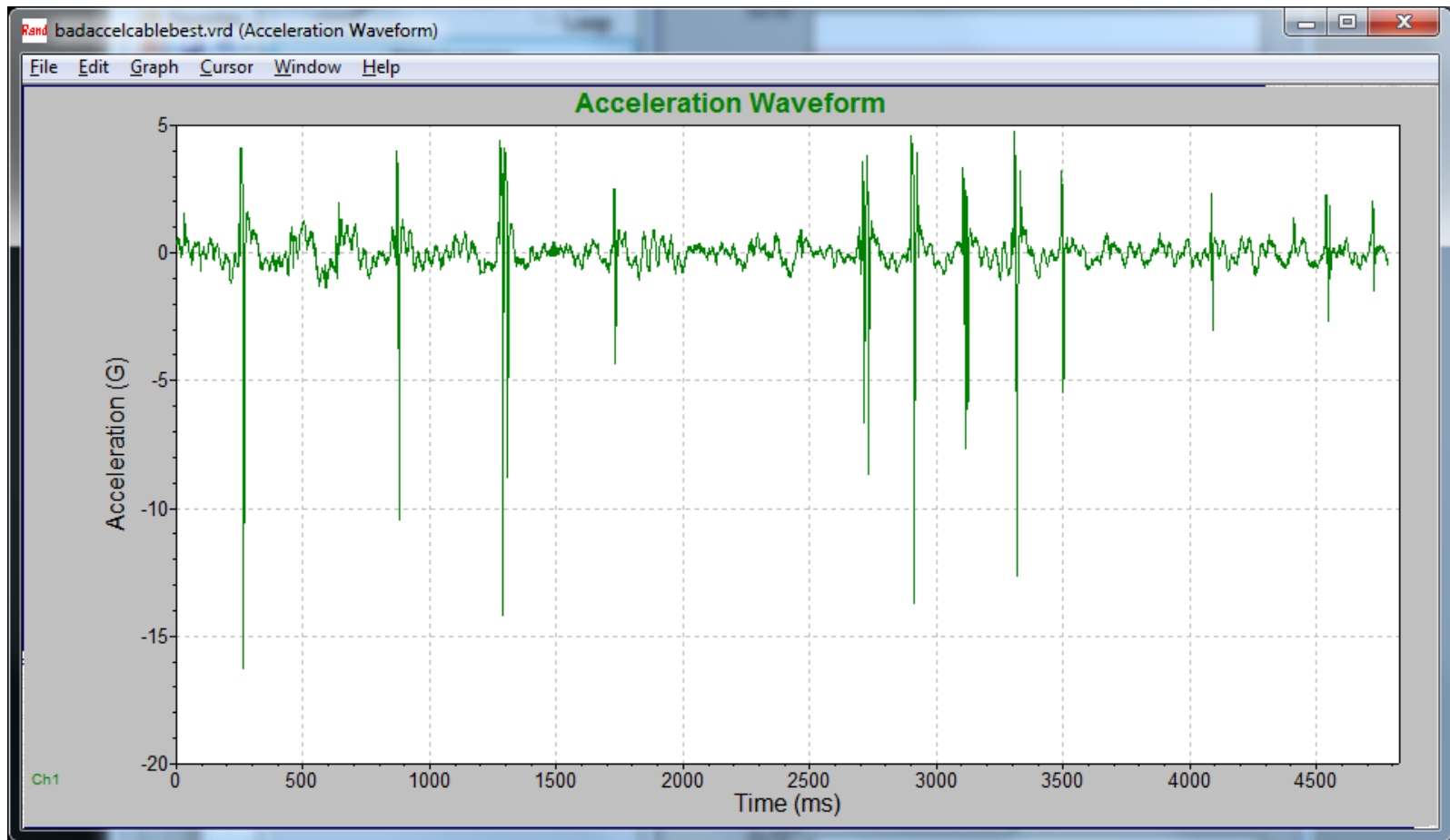    - Spikes in the Waveform

    - Low High Frequency Content

# Cable Problems

- Drive Cables

  - Some of the same symptoms

    - Raised Spectrum

    - Audible pops or crackling on the shaker

    - Higher than normal 60Hz noise (audible hum)
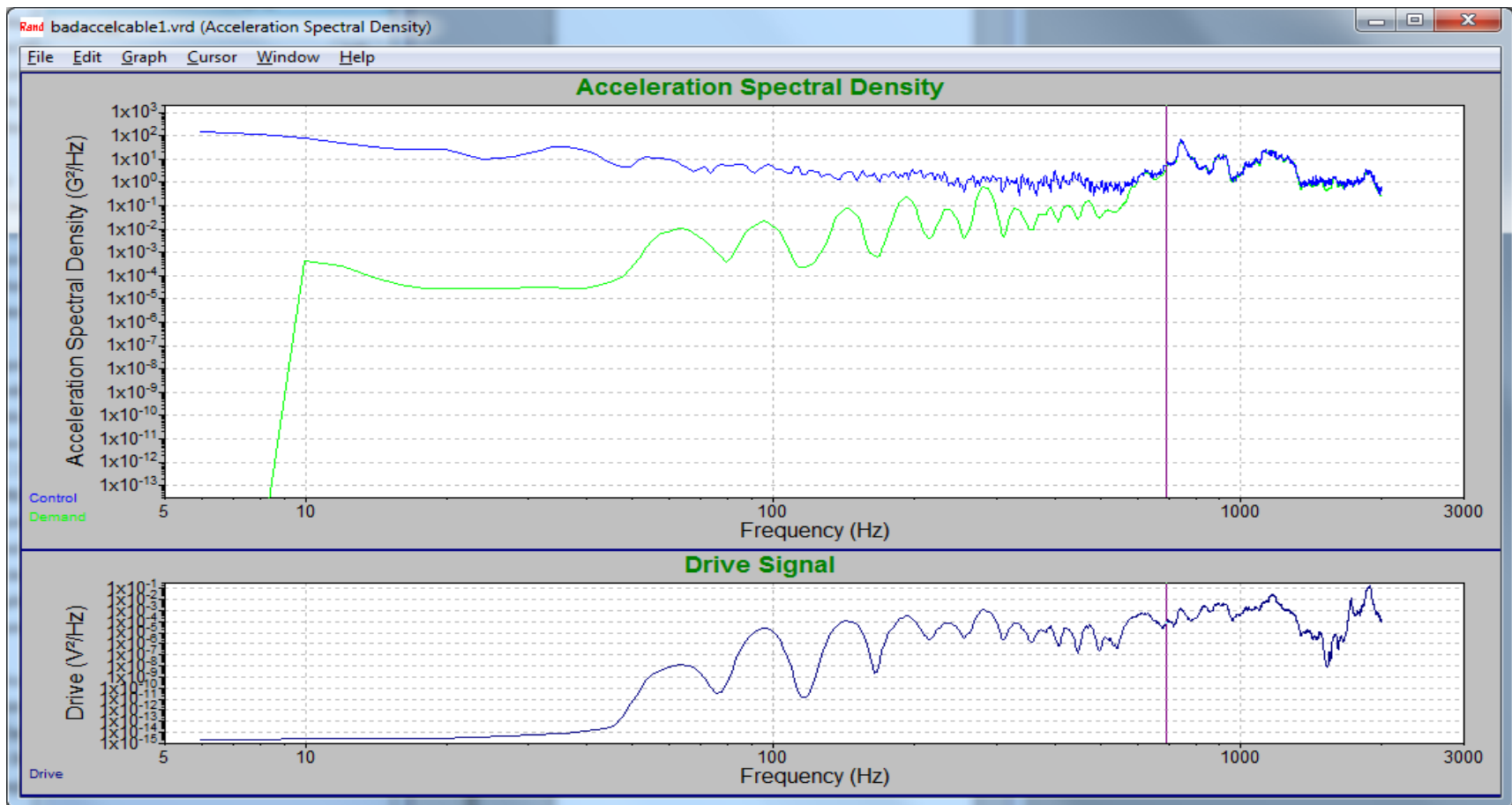
- Calibration Verification Grayed out

  - VR9500 does not have an option to calibrate

  - Automated verification has expired

  - Latest key update is not installed.

# Top Ten Questions

- Website registration

  - Go to
    http://www.vibrationresearch.com/forums/register.php?do=signup

  - In the sign up form, please do not include "HTTPS" in your company's website

# **Thank You for Attending!**

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