Digital Data Logger FAQs
Phone: (312) 746-5385
Email: chicagovfc@cityofchicago.org

1. **Do I need to keep paper temperature logs?**
   - Yes. The Chicago VFC Program requires temperatures to be reviewed twice daily, and the minimum, maximum, and current temperatures to be recorded. Temperature logs must be kept for at least three (3) years.

2. **What is the acceptable temperature range for a refrigerator? Freezer?**
   - The acceptable temperature range for the refrigerator is:
     - Lower: 36°F (2°C)
     - Upper: 46°F (8°C)
   - The acceptable temperature range for the freezer is:
     - Lower: -40°F (-40°C)
     - Upper: +5°F (-15°C)

3. **Why is my DDL displaying a temperature of -199.99°?**
   - This is a common display when there is an error starting the DDL. Make sure to attach the white cord to the DDL *before* holding the "Start" button, and to make sure the "Start" button is held until "Starting" stops flashing on the display. *Note: This error only applies to the blue LogTag TRED30-7 models.*

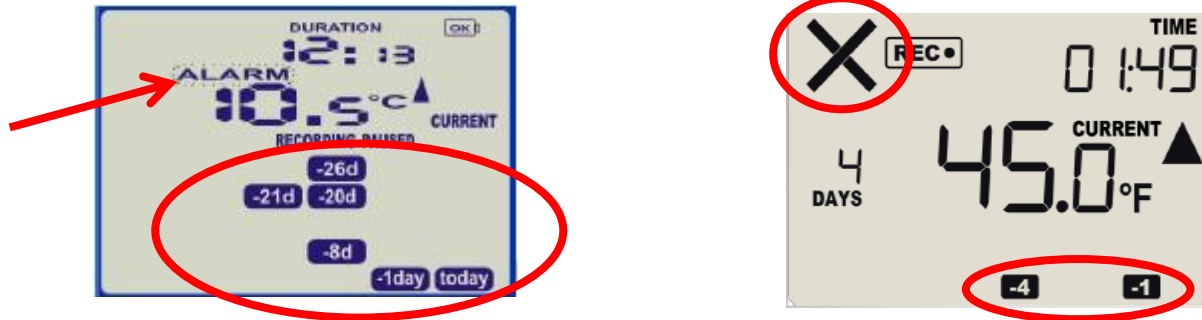4. **My DDL says "Stopped." How do I get it to start again?**
   - You must put the DDL into the docking station (even if you just downloaded the data) and wait until the software says "DDL has been Re-configured." Then, click Edit→Options. Choose the 5th item on the left-hand side ("Automation") and check the 2nd box on the right hand side ("Re-configure with same settings after automatic download"). Then click "OK." Your DDL is ready.

5. **How do I send data to Chicago VFC (chicagovfc@cityofchicago.org) when I have a question or there is an alarm?**
   - You can attach the data just like any other file. When composing an email, click "Attach File" and choose the correct file to send. Make sure to include your VFC Pin number, a brief description of the alarm or your question, and a phone number to reach you.

6.   **What does my DDL look like when there's an alarm? What do I do if there is an alarm?**
    - Above the temperature reading, an indicator stating "ALARM" will appear when an alarm is triggered. In addition, a blue icon will appear in the bottom half of the screen, stating which day the alarm occurred (i.e. today, -1 day, -2 day, etc.). Please immediately download the data and send to chicagovfc@cityofchicago.org for evaluation.

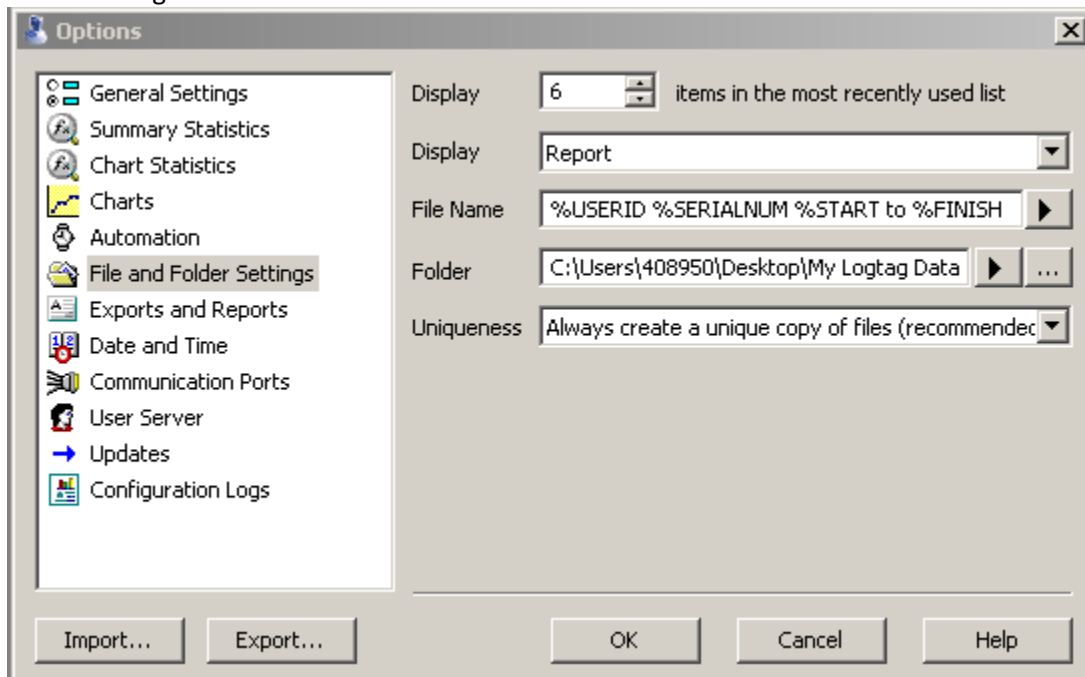7.   **How often do I need to download the data from the DDL?**
    - Chicago VFC recommends you download the data weekly, but at least once monthly. It is important to note that the DDL will stop recording if it has not been downloaded for 80 days. DDL data should be reviewed by a supervisor every time data is downloaded.

8.   **How often do I need to send the data to the Chicago VFC Program?**
    - The Chicago VFC Program only requires that you send the data when there is an ALARM at this time. Temperatures are also required prior to each vaccine order.

9.   **Where is my data saved? How do I find it?**
    - To find where your data is saved, there are 2 options. 1) Click the yellow folder under "Edit" menu. 2) Click Settings→Options. Click "File and Folder Settings." Look at the box next to the word "Folder." This describes the location of your saved data. You can change it by clicking the "…" at the right side of the white box.

10. **How do I check the minimum and maximum temperatures?**
    - On the DDL, press the "Review" button once to display today's maximum temperature. Press again to display today's minimum. Chicago VFC requires this to be done twice daily.

11. **My DDL reads in Celsius but my clinic uses Fahrenheit (or opposite). How do I switch the DDL?**
    - **This change must be made in 2 places:**
        1. Click "Options" then "General Settings." Change "Show temperatures in" to your preference. Then click OK.
        2. Put DDL in docking station. Click "LogTag" and then click "Configure." When the green arrow on **Action List** menu points at step "2. Configure LogTag(s) for next use," click on "Advanced Options" at bottom of pop-up screen. Click drop-down menu next to "Temperature display" and select preference (Fahrenheit or Celsius). Click OK, then Next. When status bar is 100%, DDL is ready. Must be done for each DDL.