



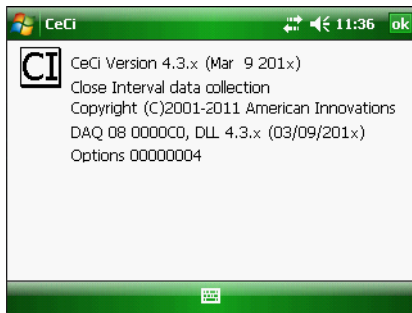
Allegro MX

Frequently Asked Questions

Allegro General Questions

How do I determine which version of software is installed on the Allegro?

The software version is listed in the About window of each AI software. For example, start CeCi and then tap *View > About CeCi*. The first line of information identifies the software version as shown in the next example.



How do I get the latest version of software available for the Allegro?

Contact Technical Services at pcstechservices@aiworldwide.com for a *User Name* and *Password* to access files for download.

How much storage space is on the Allegro?

The Allegro MX is available with different sizes of internal SD memory cards, up to 32GB in size. The Allegro MX also supports a USB flash drive. Plug the USB flash drive in the USB port if you want to transfer files to and from the Allegro.

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What can I do if the Allegro will not power up?

If the Allegro will not power up, try the following solutions:

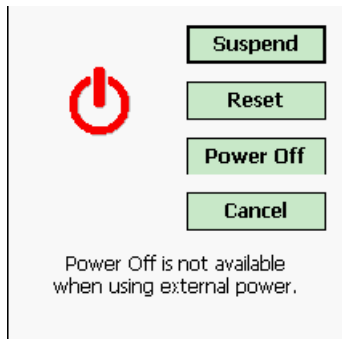
- Check the battery and charger.

Verify the battery has enough charge to power up the Allegro. Also verify the charging cable or docking station provides sufficient power to charge the Allegro.

Use a voltmeter to verify the voltage output of the battery is at least 3.6 volts. If the voltage output is less than 3.4 volts, you may need to purchase a replacement battery. To help maintain the battery, plug the Allegro (or power dock) in a power source when not in use, such as each night and weekend.

- Reset the software (warm reboot).

To perform a warm reboot, press and hold the *On/Off* power button for 5 to 7 seconds. Press *Reset* when the Power window displays.



- Reset the hardware and restore the software (cold reboot).

To perform a cold reboot, press and hold the *On/Off* power button for 20 seconds. When the Power window displays, continue pressing the power button until the Allegro resets automatically. The display will then flash and the Allegro will begin reloading the operating system.

If a cold reboot does not solve the problem, turn off the Allegro and then disconnect it from any external power source (wall charger or power dock). Remove the battery pack inside the Allegro. After at least 30 minutes, reinstall the battery pack and then plug the Allegro in an external power source. Charge the battery for at least five minutes and then turn on the Allegro.

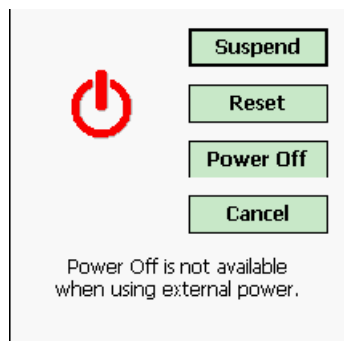
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What is the best power-saving method for the Allegro?

The following power options are available with the Allegro:

- *Suspend Mode*: Press the *On/Off* key on the Allegro keypad to place the Allegro in suspend mode. Use this power option during the majority of day to day operation. The Allegro uses a small amount of power during suspend mode, even when the touchscreen is off. When the Allegro is turned back on, suspend mode returns to the most current state.
- *Power Off*: To turn the Allegro off and stop the battery from discharging power, press and hold the *On/Off* power button for two seconds. When the Power window displays, tap Power Off. Use Power Off when the Allegro is not in service for an extended period of time.



What can I do if the Allegro battery drains completely?

- Reset the Allegro.

To reset the Allegro, press the power button for 8 seconds to display the Power window and select Reset. This applies default settings to the Allegro, including GPS Pod Setup. Run GPS Pod Setup to re-configure GPS communication settings. Resetting the Allegro can also clear any other problems, such as unresponsive software.
- Tapping the power button once places the Allegro in sleep mode. Tapping the button again turns on the Allegro. Use this method frequently to conserve battery power.
- If you plan to store the Allegro for a month or more, press the power button for 8 seconds to display the Power window and select Power Off.

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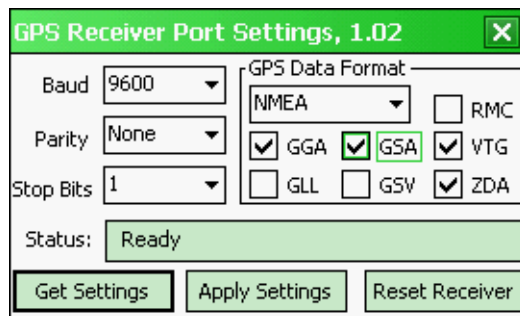
I have a Trimble GPS receiver connected to the Allegro with successful communication established between the two. Why does the Allegro show HiLo mode instead of GPS mode?

Using an external GPS receiver with the Allegro is referred to as *dual GPS*. Although the Allegro and external GPS are communicating, the following items must also be set up on the Allegro:

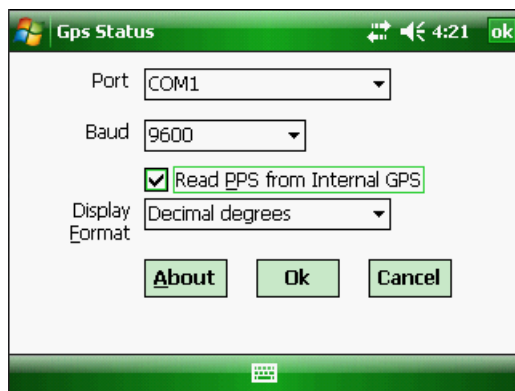
- GPS patch antenna is plugged in the *GPS ANT* connector on the Allegro.

The Allegro includes an internal GPS module that uses the patch antenna to acquire a GPS timing signal from the satellite. If the GPS timing signal is unavailable, the Allegro operates in *HiLo* mode instead of *GPS* mode.

- *GPS Pod Setup* is set correctly for dual GPS. Tap *Start* > *File Explorer* > *My Device* > *Storage* > *Program Files* > *GPSPodSetup* and verify settings match those shown in the next figure.



- *GPS Status* is set correctly for dual GPS. Tap *Start* > *GpsStatus* > *Options* and verify settings match those shown in the next figure.



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How do I enlarge the font size or change the touchscreen brightness and contrast settings?

To increase or decrease the font size:

1. Tap *Settings* > *System* tab > *Screen* > *Text Size* tab.
2. Move the slider to increase or decrease text size. To change text size and font in a PS survey file tap *View* > *Fonts*.

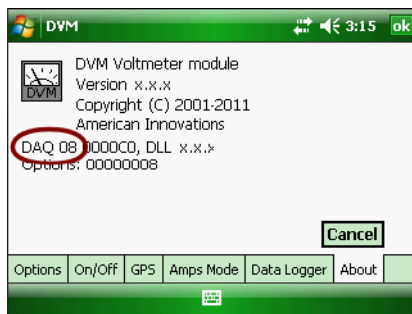
To change the backlight brightness

1. Tap *Settings* > *System* tab > *Backlight* > *Brightness* tab.
2. Press <Orange> <F5> keys simultaneously to increase the contrast and brightness. To decrease the contrast and brightness, press <Orange> <F4> keys simultaneously.

How do I find the version number of the DVM card?

To determine the version of the DAQ card:

1. Run any of the AI Allegro software. For example, tap *Start* > *AIDvm*.
2. Tap *Options* > *About* tab to display the About window and view the DAQ card version. The voltage range supported by the various DAQ cards is identified in the following list:
 - *150V maximum:* DAQ FF and DAQ 0B
 - *250V maximum:* DAQ 08, DAQ 09, and DAQ 0A



Based on the version of the DAQ card, AI Allegro software reads and sets the maximum voltage as 150V or 250V.

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Can I start AI software using the Allegro keypad instead of the Start menu?

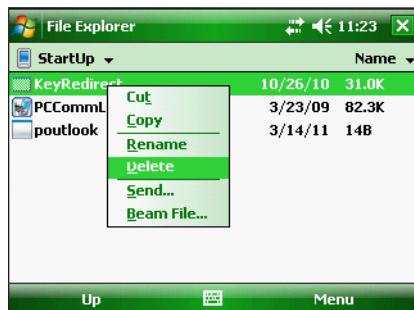
After deleting the Key Redirect shortcut in the Allegro Startup folder, you can then map any AI software to any of the F1 through F5 function keys. Using these function keys in this manner allows you to start an AI software with a single button press.

I programmed Allegro MX function keys to open AI software, now they do not work.

Delete the Key Redirect shortcut in the Allegro Startup folder to restore functionality to F1 through F5.

To delete the Key Redirect shortcut, follow these steps:

1. Tap *Start > File Explorer > Windows > Startup*.
2. Tap and hold the *KeyRedirect* shortcut to display a shortcut menu, and then tap *Delete*.



Note: Key Redirect reprograms the F1 through F5 keys. The Allegro ships with Key Redirect factory-installed.

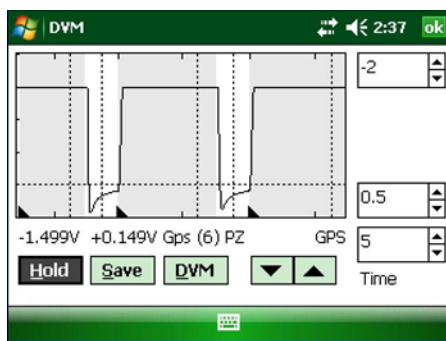
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How can I verify interruption or make timing adjustments to ensure the Allegro is capturing the correct Structure P/S and Structure IRF at the correct time?

Start the AiDVM software and then complete the following steps:

1. Tap *Options* > *On/Off* tab > *Enable On/Off* mode.
2. Set on/off settings and then tap *OK*.
3. Tap *Graph* to view a waveform of on/off readings as shown in the next example.



What can I do if I cannot get a GPS satellite fix?

Verify the following settings are correct:

- Run the GPS Status software and verify COM port settings are correct.
- Run the GPS Pod Setup software and verify settings are correct. All software must be closed before viewing settings in GPS Pod Setup.
- Verify the GPS antenna has a clear view of the sky and is securely connected to the Allegro.

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Why are GPS coordinates not recording in my Periodic Survey file?

Verify the cursor is in a reading field in the bottom pane of the survey file. Tapping a reading field places the cursor in the field.

Why is the Insert GPS command unavailable for selection in the Periodic Survey software?

Verify the GPS Status software is running and the cursor is in a reading field in the bottom pane of the survey file. Tapping a reading field places the cursor in the field.

Why does CeCi switch to Hi-Lo mode when my survey file is set up with GPS Sync or GPS Real-Time mode?

CeCi automatically switches to High/Low mode when the Allegro loses the internal GPS time signal. When setting up a survey file in GPS Sync or GPS Real-time mode, AI recommends that you also set up the survey file in High/Low mode.

Why do on/off readings look incorrect in CeCi?

- Run the AiDvm software and view the waveform graph. Use the graph to verify satellite communication and on/off settings are correct.
- View the AiDvm waveform graph several times before taking survey readings. This allows you to change on/off delay times as needed to get the best on/off capture.

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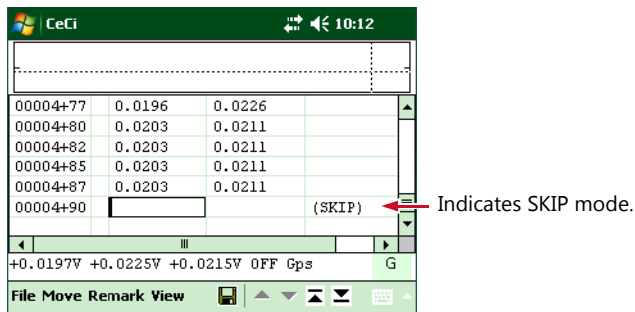
How do I include Remarks and GPS coordinates in a CeCi survey file when using Skip/Lock/Normal mode?

The following procedure applies to a CeCi survey set up in Fixed Increment mode. If you want to view the center line (CL) in a skipped section, verify the survey file is also set up with the option *Retain Skipped records in Skip Mode* (View > Options > File tab).

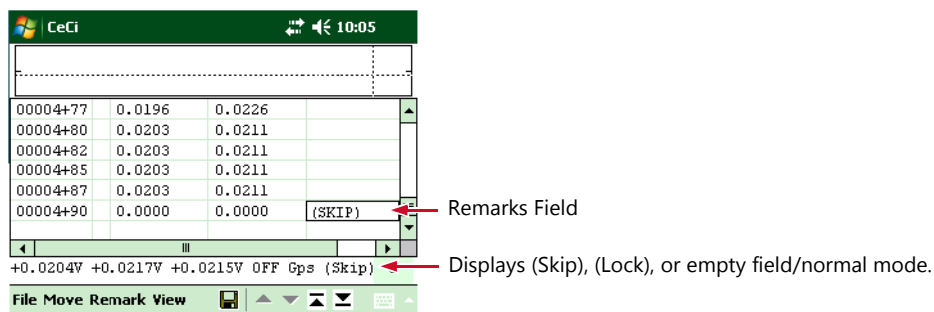
Complete the following steps:

1. Place the cursor in the pipe-to-soil (P/S) field and then press <Ctrl> <Z> or tap *Move > Skip/Lock/Normal*.

Pressing <Ctrl> <Z> toggles Skip, Lock, and Normal modes. In Skip mode, CeCi inserts (SKIP) in the *Remarks* field of the selected survey record.



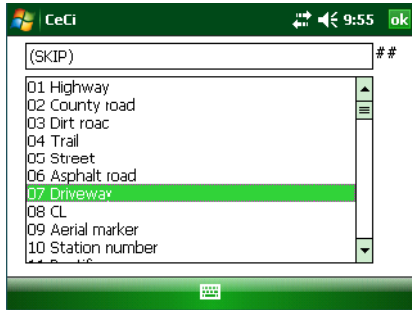
2. Move the cursor to the *Remarks* field by tapping the field or pressing the *Tab* button (right arrow).



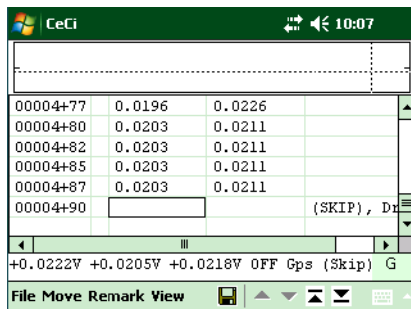
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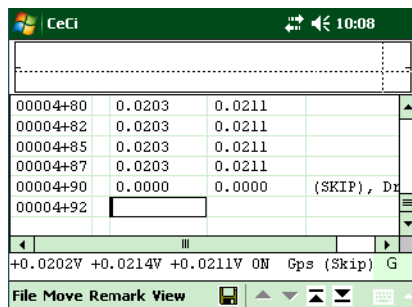
3. Tap *Remark* to open the *Remarks* window. Select and then double-tap the remark to insert it in the survey record and close the window.



4. Press *Enter* to move the cursor to the P/S field.



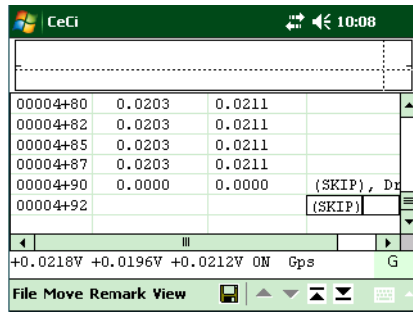
5. Press the down arrow to move the cursor to the next station number (SN). Continue to survey to the other end of the SKIP (such as a road crossing, railroad crossing, exposed pipe, and so on).



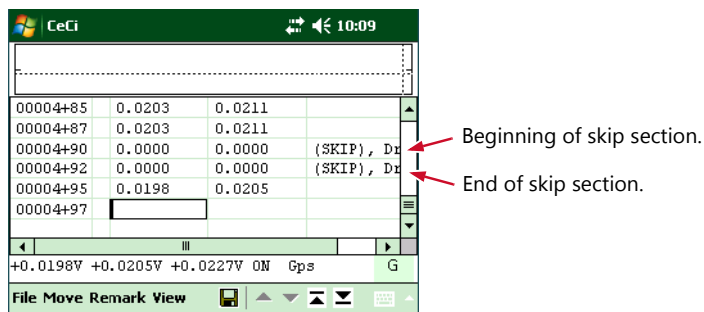
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6. Press <Ctrl> <Z> to toggle from *SKIP* to normal mode. Move the cursor to the Remarks field and add another remark.



7. Press *Enter* and then the down arrow to move to the next SN and take a reading.



The survey file contains information shown in the next image, including GPS coordinates when using GPS.

```
485.000 0.0203 0.0211
487.500 0.0203 0.0211
490.000 0.0000 0.0000 {G 30.43346596,-97.75916290, 931.7, 1.970} {T 06/01/2011, 10:03:14g} {SKIP}, Driveway
492.500 0.0000 0.0000 {G 30.43345070,-97.75916290, 921.9, 2.000} {T 06/01/2011, 10:05:50g} {SKIP}, Driveway
495.000 0.0198 0.0205
```

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American Innovations Allegro MX v4.3.2 Keyboard Shortcuts

Global Shortcuts		
Caps Toggle	<Blue> <Caps Lock>	Toggles caps lock on and off.
Display Backlight	<Orange> <F3>	Toggles backlight on and off.
Display Brighten/Dim	<Orange> <F4> <Orange> <F5>	Brightens or dims the screen display. Select ORANGE shift key then F4 to dim, or F5 to brighten.
Move Between Fields and Buttons	<TAB>	Move cursor between fields and buttons. Left tab arrow moves cursor backward; right tab arrow moves cursor forward.
Move from One Tab to Another	<Ctrl> <TAB>	Move from one tab to another in a window with multiple tab pages.
Open Drop-down List	<Alt> <Down Arrow>	Press <Alt> and down arrow to open drop-down list.
Touchscreen	<Blue> <TS>	Enable or disable touchscreen.
Task Manager	<Blue> <Esc>	Open <i>Task Manager</i> .
Close Window	<Esc>	Close an open window.
Windows Start Menu		Open <i>Start</i> menu.
AiDVM		
Graph	<G> or <Alt> <G>	Open graph.
Copy / Paste	<Ctrl> <C>	Copy current DVM reading.
	<Ctrl> <V>	Paste DVM reading in an open file, such as Excel.
Option Window	<N> or <Alt> <N>	Open <i>Options</i> window.
Voltage Range	<Ctrl> <Up Arrow>	Increase voltage range.
	<Ctrl> <Down Arrow>	Decrease voltage range.
	<U> or <Alt> <U>	Select autoranging.
VDC Test Function	<D> or <Alt> <D>	Select Vdc test function.
VAC Test Function	<A> or <Alt> <A>	Select Vac test function.
Amp Test Function	<M> or <Alt> <M>	Select Amp test function.
Ohm Test Function	<O> or <Alt> <O>	Select Ohm test function.
Diode Test Function	<I> or <Alt> <I>	Select Diode test function.
Move Cursor Between Fields	<TAB>	Press <TAB> to move cursor from one field to another in DVM <i>Options</i> window.
Move Cursor in Drop-down List	<Up/Down Arrows>	Press up/down arrows to move cursor up and down in a drop-down list in DVM <i>Options</i> window.
Enable or Disable Autoranging	<A>	Press <A> to enable or disable autorange option in DVM <i>Options</i> window.
AiDVM		
Accept Selection in Drop-down List	<Enter>	Press <Enter> to accept selection in a drop-down list in DVM <i>Options</i> window.
Move Cursor to Sample Rate Field	<S>	Press <S> to move cursor to Sample Rate field in DVM <i>Options</i> window.
Display Graph Remarks	<Tab>	Press <Tab> to move cursor to Save button in DVM graph window, then press <Enter> to display graph remarks window.
	<Enter>	Press <Enter> in graph remarks window to add a new line; press <Tab> to move cursor to <i>Ok</i> or <i>Cancel</i> and then press <Enter>.
CeCi		
New	<Ctrl> <N>	Create new survey file.
Open	<Ctrl> <O>	Open <i>File Open</i> window.
Save	<Ctrl> <S>	Save survey file.
Flag Marker	<F>	Insert flag marker in flagged mode.
Reset Flag Count	<Ctrl> <F>	Reset flag count.
Gap Marker	<G>	Insert gap marker in flagged mode.
Capture Reading	<Enter>	Capture a reading.
First Record	<Ctrl> <Blue> <Home>	Move cursor to first record.
Last Record	<Ctrl> <Blue> <End>	Move cursor to last record.
Go To	<Ctrl> <G>	Open <i>Go To Location</i> window.
Skip	<Ctrl> <K>	Open <i>Skip Distance</i> window in Fixed Increment mode.
Insert Record	<Ctrl> <Ins>	Insert new record.
Delete Record	<Ctrl> 	Delete selected record.
Skip/Lock/Normal	<Ctrl> <Z>	Toggles <i>Skip</i> , <i>Lock</i> , and <i>Normal</i> in Fixed Increment mode.
Remark	<Alt> <R>	Open remark window.
Pause/Resume	<Ctrl> <P>	Pause or resume timed readings.
Test Point Information	<Ctrl> <T>	Open <i>Test Point Information</i> window.
Open File Menu	<Alt> <F>	Press <Alt> <F> to open <i>File</i> menu.
Open Move Menu	<Alt> <M>	Press <Alt> <M> to open <i>Move</i> menu.
CeCi		
Open View Menu	<Alt> <V>	Press <Alt> <V> to open <i>View</i> window.
Open Remark Window	<Alt> <R>	Press <Alt> <R> to open <i>Remark</i> window.
Navigating Misc Tab in Options		Press to enable or disable <i>Beep on every Reading</i> .
	<V>	Press <V> to move cursor to <i>Voltage level</i> .
	<W>	Press <W> to enable or disable <i>Beep when overwrite existing data</i> .
	<D>	Press <D> to enable or disable <i>Enable double-click detection</i> .
Navigating File Tab in Options	<A>	Press <A> to enable or disable <i>Autosave</i> .
	<I>	Press <I> to move cursor to <i>Interval (minutes)</i> .
	<R>	Press <R> to enable or disable <i>Retain Skipped records in Skip mode</i> .
Navigating GPS Tab in Options	<C>	Press <C> to enable or disable <i>Clear GPS Location After</i> .
	<S>	Press <S> to move cursor to <i>Seconds Without Updates</i> .
	<G>	Press <G> to move cursor to <i>GPS Display Format</i> .
	<G>	Press <G> to enable or disable <i>Show Graph</i> .
Navigating Graph Tab in Options	<U>	With <i>Show Graph</i> enabled: Press <U> to move cursor to <i>Upper Value</i> .
	<L>	Press <L> to move cursor to <i>Lower Value</i> .
	<W>	Press <W> to move cursor to <i>Width</i> .
	<E>	Press <E> to enable or disable <i>Enable Color</i> .
Navigating Colors Tab in Options	<Tab>	With <i>Enable Color</i> enabled: • Press <Tab> to move cursor between field selection list and color grid.
	<Up/Down Arrows> <Home/End Arrows>	• Press <Up/Down or Home/End arrows> to move cursor in field selection list or color grid.
Navigating Open and Save As Windows	<Tab>	Press <Tab> to move cursor between fields.
	<Up/Down Arrows>	Press <Up/Down Arrows> to navigate list of files.

American Innovations Allegro MX v4.3.2 Keyboard Shortcuts

Annual / Periodic Survey

Open	<Ctrl> <O>	Open <i>File Open</i> window.
Save	<Ctrl> <S>	Save survey file.
Copy, Cut, Paste	<Ctrl> <C>	Copy selection to clipboard.
	<Ctrl> <X>	Remove selection and copy to clipboard.
	<Ctrl> <V>	Paste content from clipboard.
Select Data in a Field	<Shift> <Blue> <Home>	Select data from the current cursor location to the end of the field.
	<Shift> <Blue> <End>	Select data from the current cursor location to the beginning of the field.
Undo	<Ctrl> <Z>	Undo last change.
Next Page / Previous Page	<Ctrl> <Down Arrow>	Display next page of a multi-page site.
	<Ctrl> <Up Arrow>	Display previous page of a multi-page site.
Next Site / Previous Site	<Shift> <Down Arrow>	Display next site.
	<Shift> <Up Arrow>	Display previous site.
Record GPS Coordinates	<Ctrl> <G>	Records GPS coordinates when cursor is in reading field.
Insert GPS Coordinates	<Ctrl> <I>	Inserts GPS coordinates when cursor is in reading field.
Capture Reading	<Enter>	Capture a reading. Options include: <ul style="list-style-type: none"> • Select reading field and press <Enter> to activate digital voltmeter. Press <Enter> again to capture reading. • Select timed reading field and press <Enter> to set up, start, stop, or cancel timed reading mode.
Navigate Information and Reading Fields	<Alt> <U>	Move cursor between information and reading fields.
Open File Menu	<Alt> <F>	Open <i>File</i> menu.
Open Edit Menu	<Alt> <E>	Open <i>Edit</i> menu.
Open View Menu	<Alt> <V>	Open <i>View</i> menu.
Cancel/Apply Changes	<Esc>/<Cancel> and <Enter>/<OK>	<i>Cancel changes:</i> press <Esc> or move cursor to <Cancel> button and press <Enter>. <i>Apply changes:</i> press <Enter> when in a drop-down list or move cursor to <OK> and then press <Enter>.
Move Cursor in Drop-down List	<Up/Down Arrows>	Press up/down arrows to move cursor in a drop-down list.

DCVG

New	<Ctrl> <N>	Create new survey file.
Open	<Ctrl> <O>	Open <i>File Open</i> window.
Save	<Ctrl> <S>	Save survey file.
Flag Marker	<F>	Insert flag marker in flagged mode.
Reset Flag Count	<Ctrl> <F>	Reset flag count.
Gap Marker	<G>	Insert gap marker in flagged mode.
Capture Reading	<Enter>	Capture a reading.
First Record	<Ctrl> <Blue> <Home>	Move cursor to first record.
Last Record	<Ctrl> <Blue> <End>	Move cursor to last record.
Go To	<Ctrl> <G>	Open <i>Go To Location</i> window.
Skip	<Ctrl> <K>	Open <i>Skip Distance</i> window in fixed increment mode.
Insert Record	<Ctrl> <Ins>	Insert new record.
Delete Record	<Ctrl> 	Delete record.
Remark	<Alt> <R>	Open <i>remark</i> window.
Test Point Information	<Ctrl> <T>	Open <i>Test Point Information</i> window.

GPS Status

Navigating GPS Status Window	<Tab>	Press <Tab> or <Up/Down Arrows> to move cursor between fields.
	<Enter> <Up/Down Arrows>	Press <Enter> to open or close a drop-down list. Press <Up/Down Arrows> to navigate options in drop-down list and then press <Enter> to select an option.
Enable/Disable Read PPS from Internal GPS	<P>	Press <P> to enable or disable <i>Read PPS from Internal GPS</i> .
Apply / Cancel Changes	<Ok> / <Cancel>	Press <Ok> to apply changes or <Cancel> to cancel changes.
Navigating GPS Status Window	<Tab>	Press <Tab> or <Up/Down Arrows> to move cursor between fields.
	<Enter> <Up/Down Arrows>	Press <Enter> to open or close a drop-down list. Press <Up/Down Arrows> to navigate options in drop-down list and then press <Enter> to select an option.
		Press <Up/Down Arrows> to navigate list of files.