

CANDTU-100UR

CAN Bus Message Records and Wireless Data Transmission Equipment

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Product User Manual

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CANDTU-100UR

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Contents

1. Product Introduction	1
1.1 Product Overview	1
1.2 Product characteristics	3
1.3 Typical application	3
2. Product Specification	4
2.1 Electrical Parameters	4
2.2 Operating temperature	4
2.3 Protection class	4
2.4 Machine dimensions.....	5
3. Product hardware interface description.....	6
3.1 Interface layout	6
3.2 DB9 interface, flange terminal interface	6
3.2.1 Power Interface	6
3.2.2 CAN-Bus interface	7
3.3 USB interface	9
3.4 SD card interface.....	9
4. Configuration tool installation and introduction.....	10
4.1 Software Installation	10
4.2 Function description	12
4.2.1 Device selection	13
4.2.2 CAN configuration	13
4.2.3 DO configuration	15
4.2.4 Filtration.....	16
4.2.5 Trigger (record mode)	17
4.2.6 Data converter.....	20
4.2.7 Menu operation	23
4.2.8 Set and get the device clock.....	24
4.2.9 Download and obtain device configurations	25
4.2.10 Pause and resume recording.....	25
4.2.11 Clear device storage	25
4.2.12 Device information	26
5. How to use the USBCAN function.....	27
5.1 CANTest test software installation.....	27
5.2 Quick use demonstration of the USBCAN function	29
6. Quick instructions.....	32
6.1 Operational Guide	32
6.1.1 Configuration	32
6.1.2 Records	32
6.1.3 Upgrade.....	32
6.1.4 Change the card.....	32
Product fault report form	34

CANDTU-100UR

Product return procedure	35
Disclaimer	36

1. Product Introduction

1.1 Product Overview

In the CAN bus troubleshooting, the biggest difficulty is occasional faults. This makes engineers or even CAN experts unable to accurately identify the fault cause. For example, the pitch system of the wind turbine had a CAN data transmission interruption in 72 hours; the dashboard of a new energy vehicle appeared "blank" once during a 10,000 km drive, but this could not reoccur; the high-speed train experienced an emergency deceleration due to abnormal CAN communication during a 2,000 km journey. These occasional CANFD communication exceptions have frightened engineers like time bombs. If one CAN bus data recorder is installed on an occasion prone to faults, it is equivalent to a "black box" to record CAN data, which helps analyze the fault cause.

Guangzhou ZLG Electronics Co., Ltd., as a leading manufacturer of the domestic CAN bus, has developed CANDTU series products for troubleshooting CAN buses, which can record CAN messages offline and perform GPRS and 4G transmission. It can easily complete the message recording and on-site monitoring of applications such as vehicles, ships, elevators, wind turbines, and construction machinery.

CANDTU-100UR series products are storage-type 1-channel CAN bus data recorders. The products can run independently from the PC and store CAN message data for a long time, which facilitates analysis and troubleshooting. The recorder can transfer the recorded data to a PC via an SD memory card. After format conversion of the raw data, users can analyze and evaluate the recorded data offline by using CANoe and CANScope.

CANDTU-100UR is also a CAN-Bus bus communication device that complies with USB2.0 high-speed specification protocol and integrates two CAN interfaces. The PC can be connected to the CAN-Bus network through the USB bus of the device to realize the data mutual transmission between the PC and the CAN-Bus network.

CANDTU-100UR

CAN Bus Message Recording and Wireless Data Transmission Equipment User Manual

User Manual



1.2 Product Features

CAN channel	Number of channels: one user-configurable CAN channel
	Interface type: high-speed CAN (optional fault-tolerant CAN, single-wire CAN)
	Baud rate: arbitrarily programmable between 5 Kbps and 1 Mbps
	Maximum received data flow: greater than 7,000 frames/s
	Surge protection: 2 kV (Class B)
	Electromagnetic isolation: 3.5 kV
PC interface	Hi-speed USB2.0
Message recording and storage	Storage capacity: SD memory card of a maximum of 8 GB
	Storage mode: rolling record, full stop
	Record mode: long time recording, condition recording, pre-trigger recording, and timing recording
	Data export: ASC or CCP data for CANoe, CANScope analysis
Real-time clock	Built-in rechargeable lithium battery
Software resources	Supports the general configuration function library, which helps users develop application programs with VC, VB, Delphi and C++ Builder
	Supports the configuration tool CANDTU
Power supply voltage	DC 7.5 ~ 48V
Power consumption	2.568W
Range of temperature	Operating temperature: -40°C to +85°C (without an SD card)
	Storage temperature: -40°C to +85°C (without an SD card)
External dimension	155.5mm×85.3mm×27mm

1.3 Typical Applications

- High-speed train operation fault detection and troubleshooting
- Subway train running fault detection and troubleshooting
- Train control system operation fault detection and troubleshooting
- Wind turbine CAN communication fault detection
- Multi-channel CAN communication records and fault analysis for traditional vehicles and new energy vehicles
- Ship CANFD communication fault detection and troubleshooting
- Coal mine CAN communication fault analysis
- Elevator operation fault detection and troubleshooting
- Construction machinery operation fault detection and troubleshooting
- Operation detection and troubleshooting of aerospace vehicles and ancillary equipment

2. Product Specifications

2.1 Electrical Parameters

Table 2.1 Electrical parameters

Parameter	Conditions	Rating			Unit
		Minimum	Typical Value	Maximum	
Working voltage	DC	7.5	12	48	V
Power consumption				2.568	W

2.2 Operating Temperature

Table 2.2 Operating temperature

Parameter	Conditions	Rating			Unit
		Minimum	Typical Value	Maximum	
Operating temperature	SD card not included	-40	-	85	°C
Storage Temperature	SD card not included	-40	-	85	°C

Note: The operating temperature of the device depends on the SD card. The specifications are as follows:

SD card specifications: -25°C to +85°C (operating temperature), -40°C to +85°C (storage temperature).

2.3 Protection class

Table 2.3 Protection level-electrostatic discharge immunity test (IEC61000-4-2)

Interface	Conditions	Test level	Test voltage (kV)	Test Result	Remarks
Power supply		Level 4	8	Class A	Contact discharge
CAN bus		Level 4	8	Class A	Contact discharge
Digital switch input and output		Level 4	8	Class A	Contact discharge
USB		Level 4	8	Class A	Contact discharge

Table 2.4 Protection level-electrical fast transient pulse group immunity test (IEC61000-4-4)

Interface	Conditions	Test Level	Test Voltage (kV)	Test Result	Remarks
Power supply		Level 3	2	Class A	Capacitive coupling
CAN bus		Level 3	1	Class B	Capacitive coupling

Table 2.5 Protection level-surge (impact) test (IEC61000-4-5)

Interface	Conditions	Test Level	Test Voltage (kV)	Test Result	Remarks
Power supply		Level 3	1	Class A	Line-line
		Level 3	2	Class A	Line-ground
CAN bus		Level 3	1	Class B	Line-line
		Level 3	1	Class B	Line-ground

Note: For details, see the attachment Electromagnetic Compatibility Test Report.pdf.

2.4 Mechanical Dimensions

Figure 2.1 shows the mechanical dimensions (unit: mm).

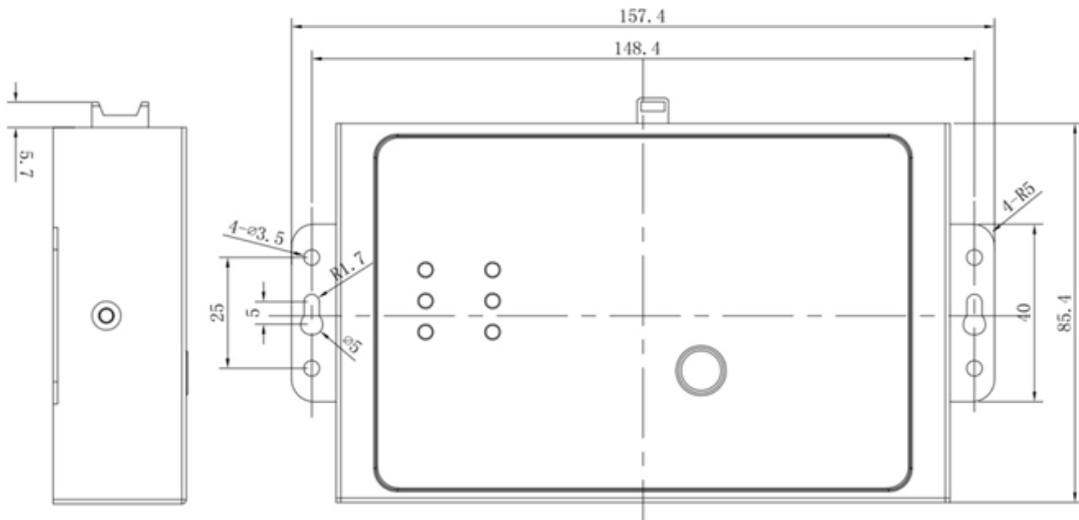


Figure 2.1 Mechanical dimensions

Note: For more detailed mechanical dimension drawings, contact our sales or technical support personnel.

3. Hardware Interfaces

This section introduces the hardware interfaces of CANDTU series devices.

3.1 Interface Layout

Figure 3.1 shows the device panel layout.

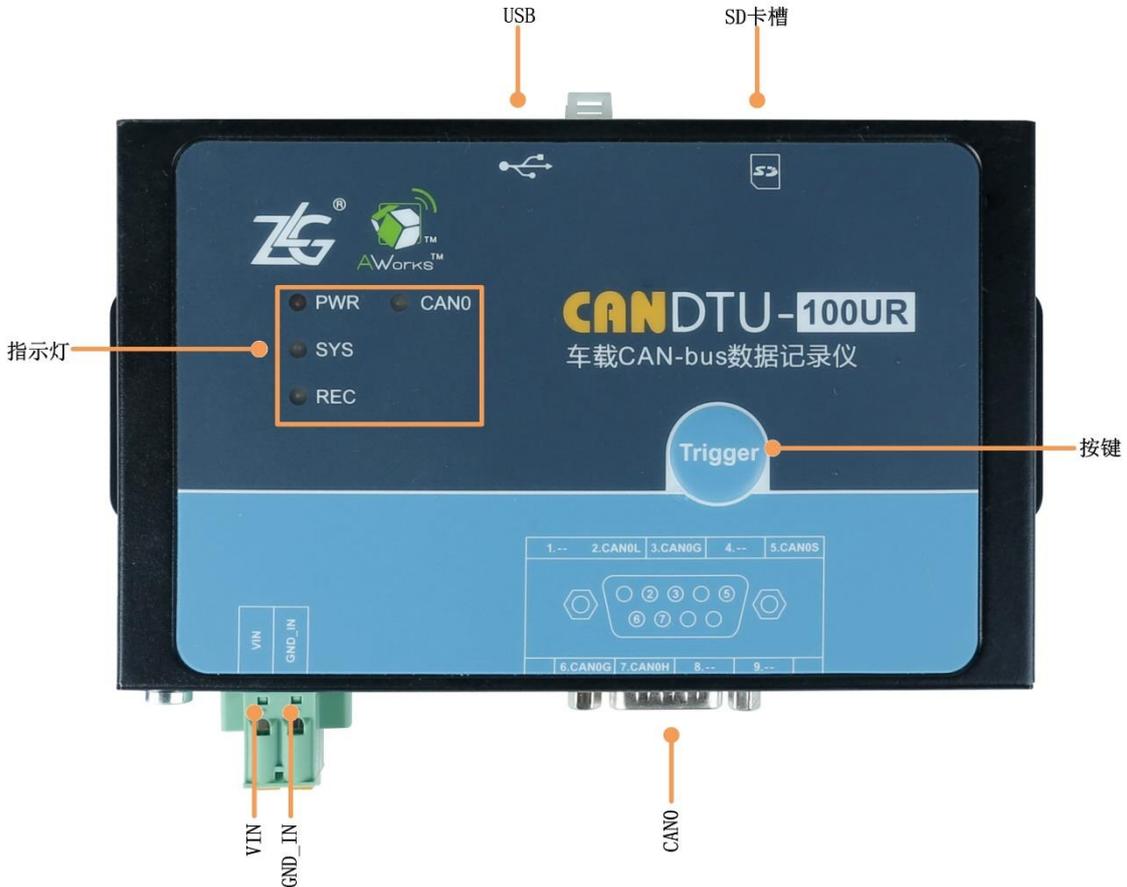


Figure 3.1 Panel layout

3.2 DB9 Interface, Flange Terminal Interface

3.2.1 Power Interface

The rated voltage of the power input of the device is 7.5-48 V DC . The physical form of the interface is a flange terminal. Table 3.1, Table 3.2 and Table 3.3 list the interface diagram, signal definition, and interface specifications.

Table 3.1 Power interface

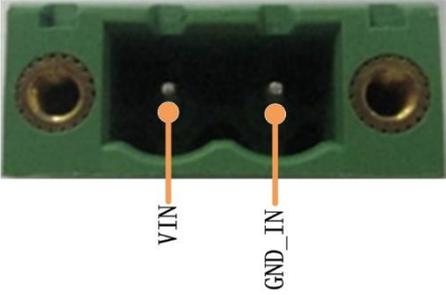
Type	Schematic Diagram
Flange terminal	

Table 3.2 Flange terminal signal definition

Function interface	Signal definition	Signal description
Power supply	VIN	positive electrode of power
	GND_IN	negative electrode of power

Table 3.3 Flange terminal signal definition

Parameter Name	Conditions	Rating			Unit
		Minimum	Typical value	Maximum	
Working voltage	DC	7.5		48	V
Power consumption				2.568	W

3.2.2 CAN-Bus interface

The device provides one isolated CAN-Bus interface. The physical form of the interface is a DB9 terminal. Table 3.4, Table 3.5 and Table 3.6 list the interface diagram, signal definition, and interface specifications.

Table 3.4 CAN interface

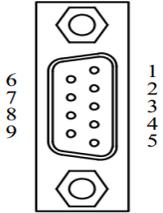
Type	Schematic Diagram	Pin description
DB9, pin		2: CAN_L
		3: CAN_GND
		5: CAN_SHIELD
		6: CAN_GND
		7: CAN_H

Table 3.5 Flange terminal signal definition

Function interface	Signal definition	Signal description
CAN	CAN_L	CAN data transceiving differential inverted signal
	CAN_GND	CAN isolated ground
	CAN_H	CAN data sending and receiving differential positive phase signal
	CAN_SHIELD	CAN shield ground

Table 3.6 CAN-Bus interface specifications

Parameter		Minimum	Typical Value	Maximum	Unit
Communication baud rate		5k		1M	bps
Number of nodes				110	pcs
Dominant level (logic 0)	CANH	2.75	3.5	4.5	V
	CANL	0.5	1.5	2	
Recessive level (logic 1)	CANH	2	2.5	3	
	CANL	2	2.5	3	
Differential level	Dominant (logic 0)	1.2	2	3.1	
	Recessive (logic 1)	-0.5	0	0.05	
Maximum withstand voltage of the bus pin		-18		18	
Instantaneous voltage of the bus		-100		+100	
Isolation voltage (DC)		3500			V

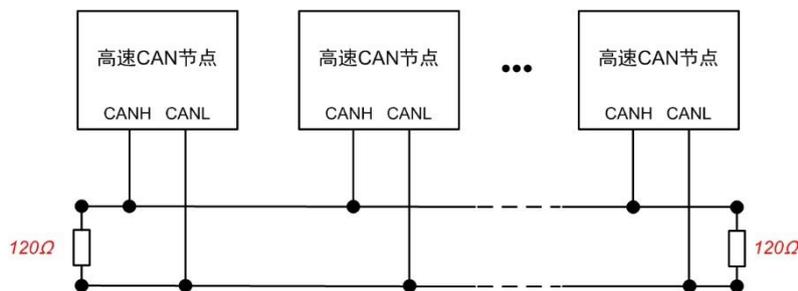


Figure 3.4 Typical high-speed CAN network connection

The CAN bus adopts balanced transmission. ISO11898-2 stipulates: In the high-speed CAN, a 120 ohm terminal resistor needs to be connected to the network terminal node to eliminate signal reflection on the bus and avoid signal distortion. Figure 3.4 shows the high-speed CAN network topology.

The device has a built-in 120 ohm terminal resistance, which can be configured to

turn on or off by using the configuration tool CANDTU. For operation details, see 4.2.2.

Note: The bus communication distance and communication rate are related to the field application and can be designed according to the actual application and related standards. The CAN-Bus cable can use ordinary twisted pair, shielded twisted pair or standard bus communication cable. In long-distance communication, the terminal resistance value needs to be selected according to the communication distance, cable impedance and number of nodes.

3.3 USB Interface

The device provides one USB interface. The device communicates with the PC over the USB cable. The interface conforms to the high-speed USB2.0 protocol specification and can communicate with PCs compliant with USB1.1 and USB2.0 standards. The physical form of the interface is a Type-B USB port.

3.4 SD Card Interface

The device provides one SD card interface, which supports a maximum of 8 GB SD memory card for storing CAN bus message data. The interface adopts a self-locking card slot, and the SD card can be locked after the card is inserted according to the direction of the casing logo to prevent accidental falling off during use. When pulling out the card, just push it inwards to eject the SD card.

Note: Do not forcibly pull out the card when the device is in use. Otherwise, data loss or memory card damage may occur! If necessary, after pausing the recording by pressing the button (or configuration tool), gently push in and eject the SD card.. For details about how to pause the recording, see 4.2.10.

4. Configuration Tool Installation and Introduction

4.1 Software Installation

1) Double-click the software installation package to install the software. The dialog box shown in Figure 4.1 appears.

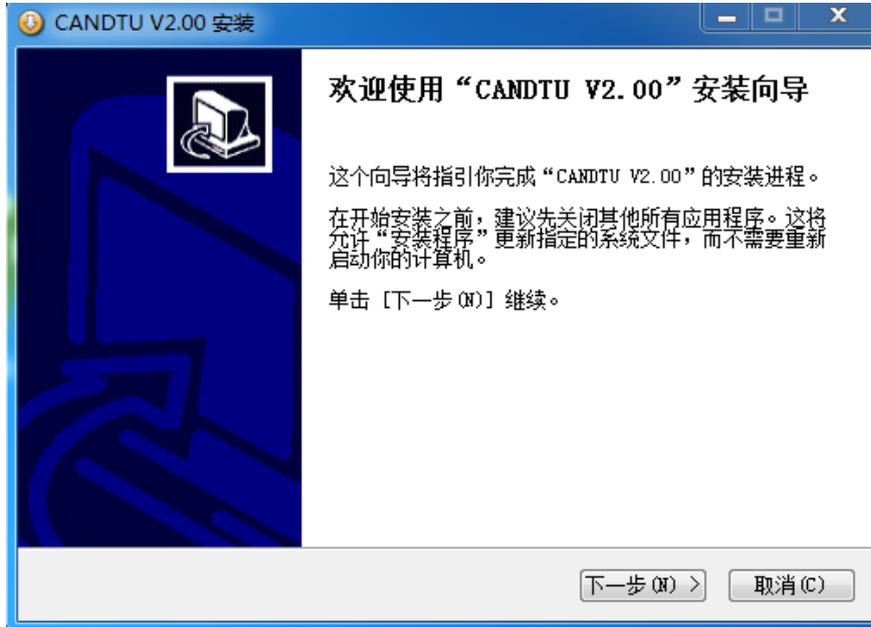


Figure 4.1 Installation wizard

2) Click "Next". The Choose Install Location dialog box appears.



Figure 4.2 Selecting an installation path

3) Click "Next". The dialog box shown in Figure 4.3 appears.

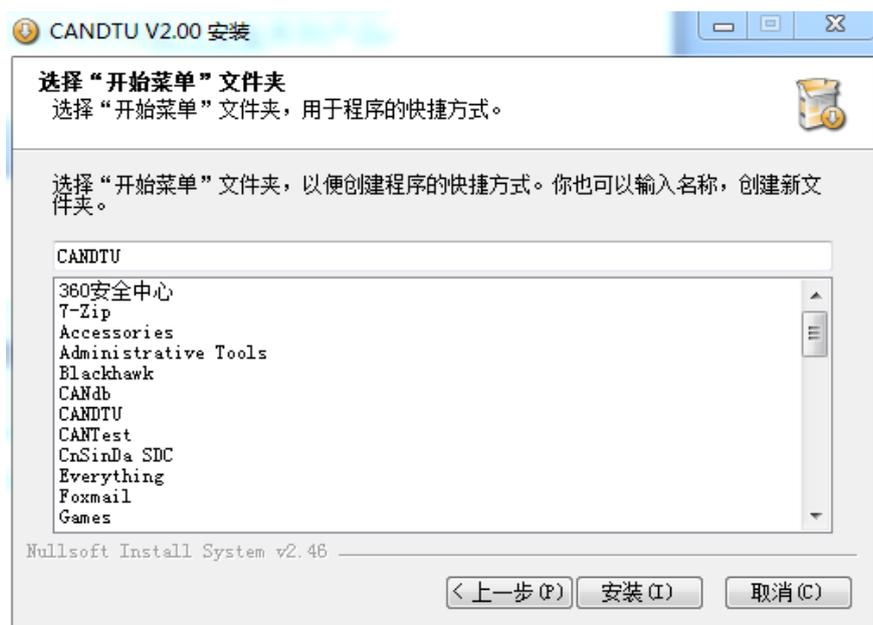


Figure 4.3 Selecting the Start Menu Folder

4) Click "Install". The Install Driver dialog box appears.



Figure 4.4 Installing the driver

5) Click "Install". The dialog box shown in Figure 4.5 appears.



Figure 4.5 Installation complete

6) Click "Finish". The configuration software and driver are installed.

4.2 Function Description

After the program is installed, there will be shortcuts to the configuration tool on the desktop and start menu. Double-click the desktop icon to launch the program. The CAN configuration page appears by default, as shown in Figure 4.6. The tool interface is divided into four parts:

1) Menu bar:

Provide all operation commands of the configuration tool, including common operation commands in the shortcut toolbar, restore factory settings, etc.;

2) **Shortcut Toolbar**

Provide common operation buttons of the configuration tool to complete the quick operation of commands;

3) **Side navigation bar**

Provide multiple categories of information tabs to quickly switch tabs;

4) **Information settings bar**

Operate the specific configuration information based on the options in the left navigation bar.

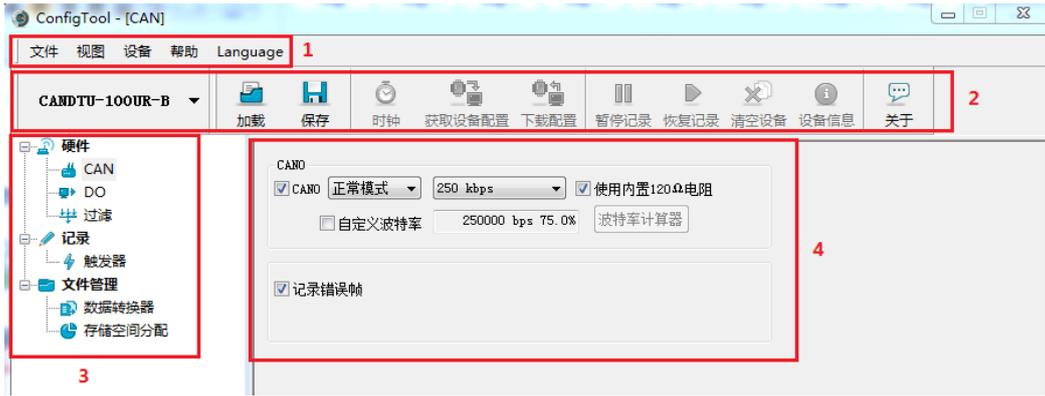


Figure 4.6 Interface

4.2.1 Device Selection

When using the configuration software, select the corresponding device model, as shown in Figure 4.7.

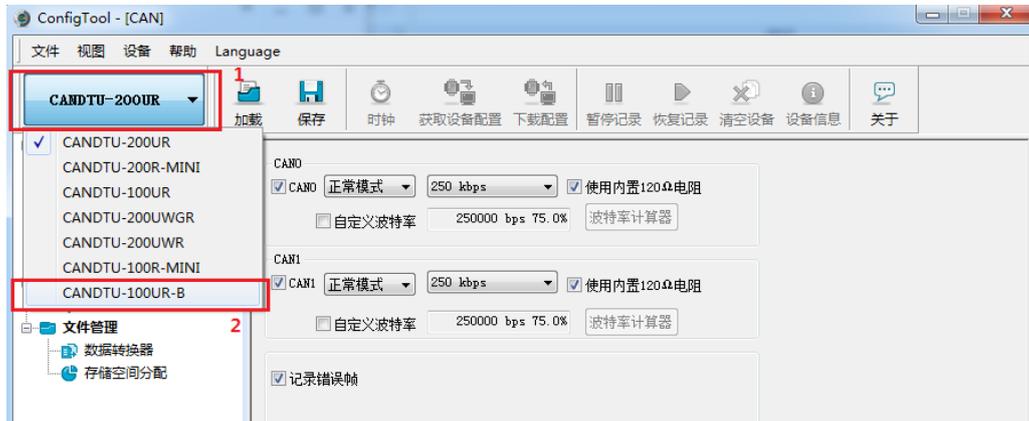


Figure 4.7 Device selection

When the software retrieves that the device of the selected model is connected to the computer properly, the shortcut toolbar will change from dark to bright, as shown in Figure 4.8.

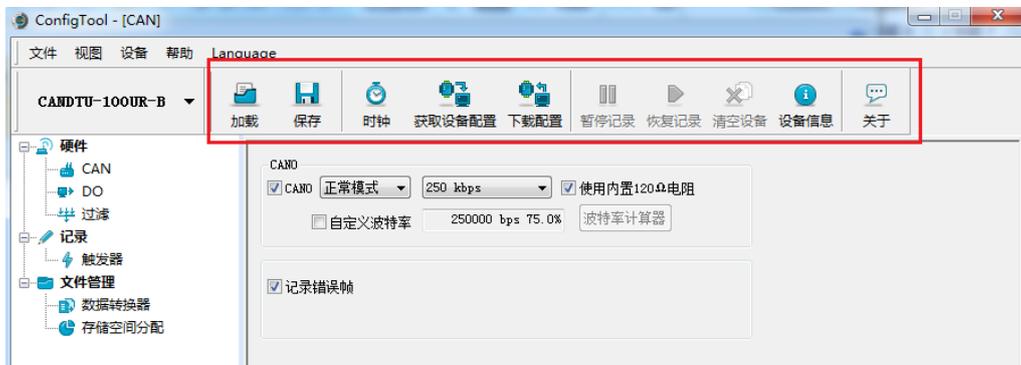


Figure 4.8 Device valid

4.2.2 CAN Configuration

Figure 4.9 shows CAN configuration items.

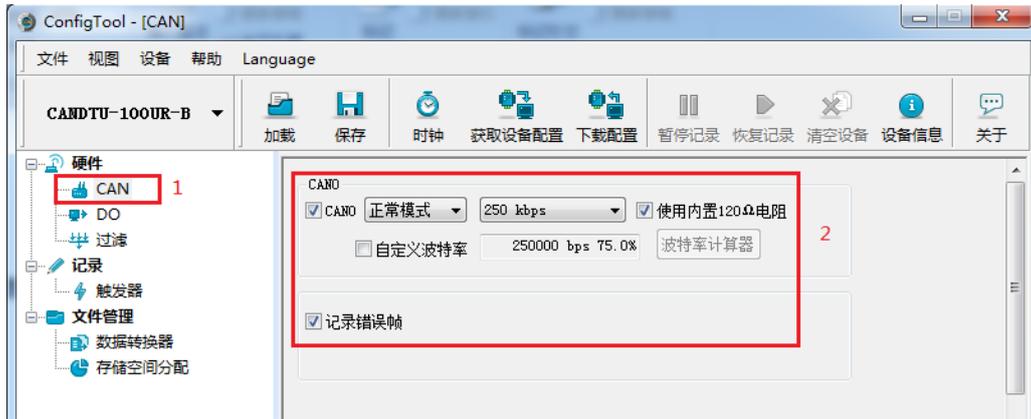


Figure 4.9 CAN Configuration tab

The CAN Configuration tab contains the following parameters:

1) Channel enable

- Selected: Enable the corresponding CAN channel.
- Deselected: Disable the corresponding CAN channel.

2) Communication mode

- Normal mode
- Listen only mode

3) Communication baud rate

The drop-down menu provides common baud rates for CAN communication.

4) Use a built-in 120-ohm resistor (connected by default)

- Selected: Connect the built-in 120-ohm resistor termination resistor corresponding to the CAN channel.
- Deselected: Disconnect the built-in 120-ohm resistor termination resistor of the corresponding CAN channel.

5) Custom baud rate

If the provided common CAN communication baud rate cannot meet the requirements, select the customized baud rate check box, click the baud rate calculator to calculate the customized baud rate information. The text box displays the current baud rate and sample point information.

6) Baud rate calculator

As shown in Figure 4.10, select the appropriate synchronous jump width value, select or deselect the three sampling check box as required, enter a baud rate, and whether it conforms to the rule of $TSEG2 \geq SJKW$. Click the Calculate button to calculate the data combination for the baud rate. Select a numerical combination that matches the desired sampling point. Press the OK button or double-click the row to complete the customized baud rate setting.

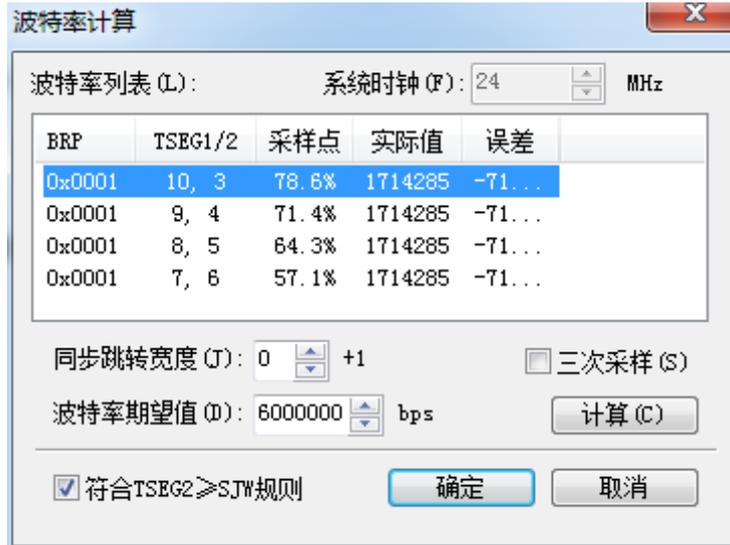


Figure 4.10 Baud rate calculator

7) Record error frames

- Selected: Record CAN error frames.
- Deselected: CAN error frames are not recorded.

4.2.3 DO Configuration

Figure 4.11 shows the DO interface configuration items.



Figure 4.11 DO Configuration tab

1) Channel enable

- Selected: Enable the corresponding DO channel.
- Deselected: Disable the corresponding DO channel.

2) Triggering event

- Record full. Trigger output when the SD card is full;
- Bus error. Trigger output when the CAN bus is faulty;
- SD card is abnormal. Trigger output when SD card is abnormal or SD card does

- In the acceptance code, a position 1 indicates that a frame whose corresponding bit is 1 is received; a position 0 indicates that a frame whose corresponding bit is 0 is received.
- In the mask code, the corresponding bit determines whether the corresponding bit of the received code is valid. When a certain bit is set to 1, the matching function of the corresponding bit of the acceptance code is enabled. Receive if the bit in the received data frame matches the bit in the acceptance code. If a certain bit is set to 0, this bit does not participate in matching and all are received. There is a one-to-one correspondence between the acceptance code and the mask code.
- Each CAN channel supports the setting of eight groups of acceptance codes and mask codes.

3) Filter calculator

For user convenience, the configuration tool comes with a filter calculator. The required acceptance code and mask code can be generated by specifying the frame ID or specific bits in the ID based on the user's needs. Figure 4.14 shows the filter calculator.

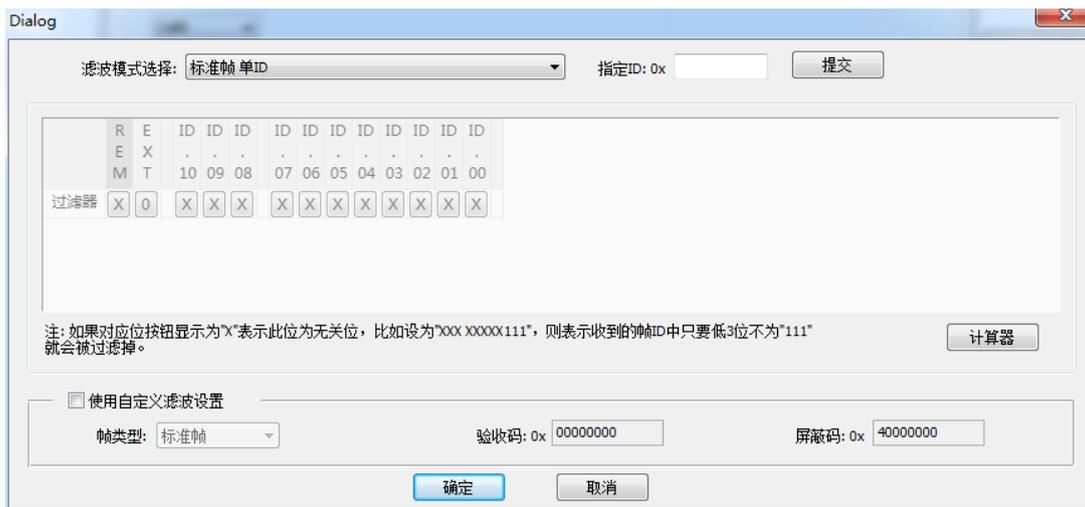


Figure 4.14 Filter calculator

The filter calculator provides several common filter modes, which helps users quickly set filter rules. If the several modes provided in the filter calculator cannot meet the user's needs, the user can select the "Custom filter settings" checkbox. The appropriate acceptance code and mask code are generated based on the bit definition information of the acceptance code and the mask code.

4.2.5 Triggering (Record Mode)

Figure 4.15 shows the configuration items in recording mode.

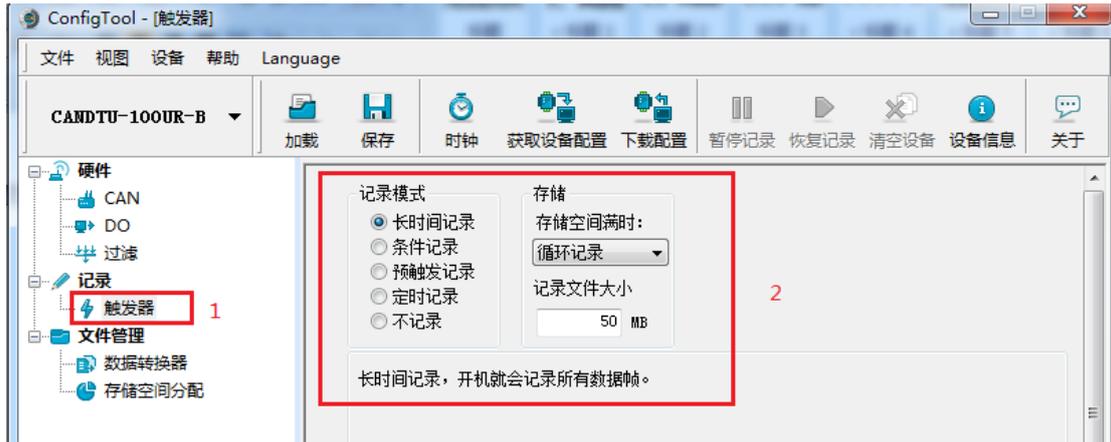


Figure 4.15 Triggers tab

4.2.5.1 Storage mode

The device supports two storage modes:

- Circular recording: When the SD card is full, the device will delete the old data and record the latest data cyclically.
- Full stop: When the SD card is full, the device will stop recording. Users need to replace the SD card before recording.

4.2.5.2 Record mode

The device supports five recording modes:

1) Long-time record

As shown in Figure 4.16, select Long Time Recording. After the device is powered on, it will record related information based on the configuration.

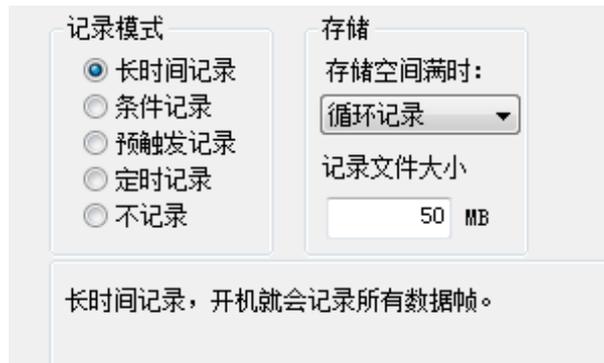


Figure 4.16 Long time recording

2) Condition record

As shown in Figure 4.17, select the condition record. When the start recording condition occurs, the device starts the recording function (enters the recording state). When the recording stop condition occurs, the device stops recording (enters the recording stop state).



Figure 4.17 Condition record

3) Pre-trigger recording

As shown in Figure 4.18, pre-trigger recording is selected. When no trigger condition occurs, the device records the number of frames according to the configured pre-trigger, and buffers the corresponding number of latest packets until the trigger condition occurs. Save the pre-cached data and continuously record the packets received in the subsequent period based on the configured time.



Figure 4.18 Pretrigger record

4) Timing record

As shown in Figure 4.19, select the timing record, add several message IDs to the list, and set the recording cycle time. The device only records the messages in the ID list

based on the configuration, and only saves the last message received by the ID within the cycle time. If the specified ID message is not received within the period, there are three processing methods:

- Not recorded
- Record with last received data
- Record with custom data



Figure 4.19 Timing record

5) Not recorded

As shown in Figure 4.20, if the no recording mode is selected, no data will be recorded during normal operation of the device.

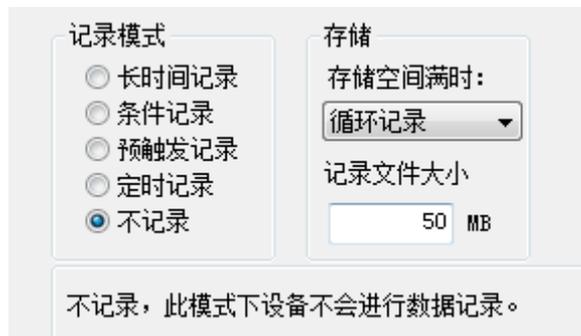


Figure 4.20 No record

4.2.6 Data Converter

The data converter converts the raw data recorded by the device into data in a specific target format, including frame, txt, xls, and etc., so that users can analyze and evaluate the recorded data offline by using CANoe and CANScope.

Note: At present, the device does not support the PC directly connecting the device to read data for conversion. The SD card data can be read for conversion by reading the card. For details about the latest functions, contact our sales or technical support personnel.

As shown in Figure 4.21 and Figure 4.22, select the original data for data conversion.

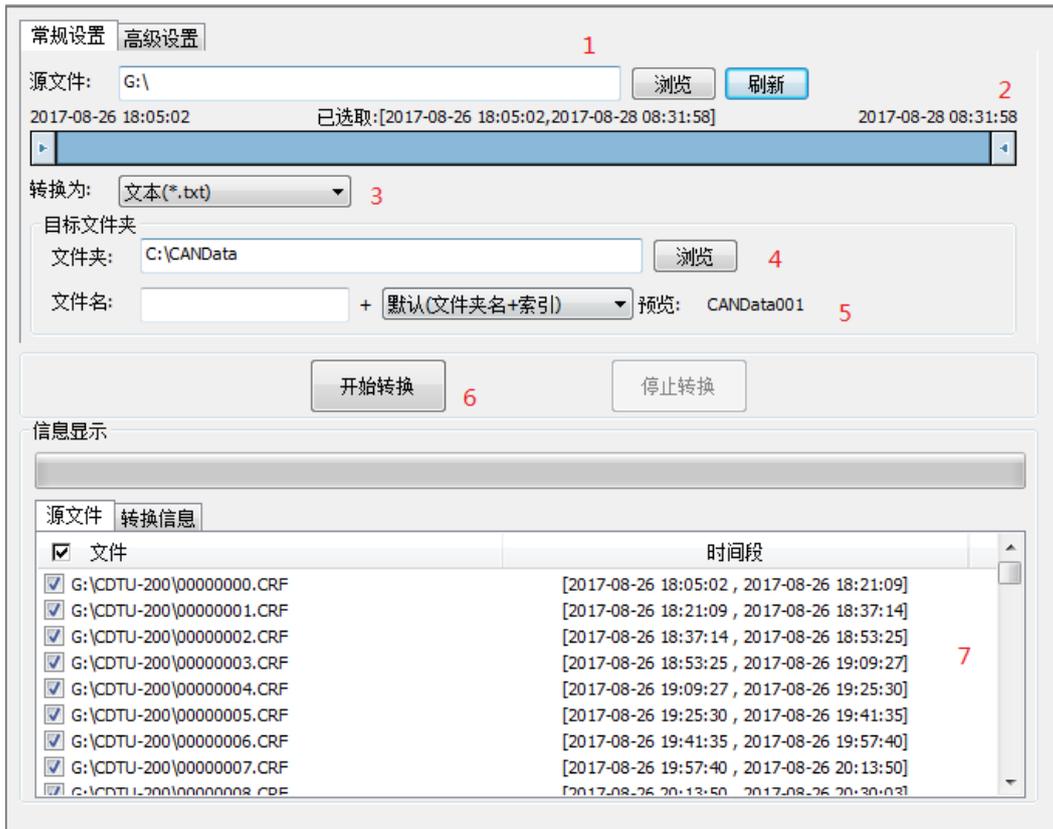


Figure 4.21 Data Converter - General Settings

- 1) Select the original data path and click the Refresh button. The information list will list all data files;
- 2) By dragging the time bar, select the data of the time range to be converted;
- 3) Select the output file format. Currently, the following formats are supported:
 - CANScope(*.frame) for parsing in the CANScope software
 - CANRec(*.frame) for parsing in the CANRec software
 - Timed record (multi-column) (*.csv) can be opened in Excel. The premise for selecting this format is that the source file is recorded by the device working in the timed storage mode.
 - Timed record (single column) (*.csv). Similar to multiple columns, it combines

- data from multiple columns into one column
 - 792Text (*.txt), can be opened in Excel or Notepad
 - ASCII logging file(*.asc) for opening in the CANoe software
 - CANPro(*.can) for opening in the CANPro software
 - CSV(*.csv), opened in Excel;
- 4) Set the output file storage path
 - 5) Set output filename rules. A preview of the filename of the current rule is displayed on the right. There are currently the following rules:
 - Folder Name + Index: Default. The file name is determined based on the selected target directory. If the directory is Data, the file names are Data1, Data2...
 - Index: pure index named filename, such as 1, 2...
 - Date and time: Name the file based on the timestamp of the first frame in the file, such as 2015-10-10_09-34-23
 - 6) Operation button;
 - Start conversion
 - Stop conversion. The converted data is retained
 - 7) Information list
 - Source file. List all *.CRF files in the selected removable disk
 - Conversion information. List reads and writes, error messages, etc.



Figure 4.22 Data Converter - Advanced Settings

- 8) Set the size of the output file, which can be set based on the number of frames and the number of bytes;
- 9) Time stamp display method
 - Relative time

- Absolute time

4.2.7 Menu Operation

1) File menu

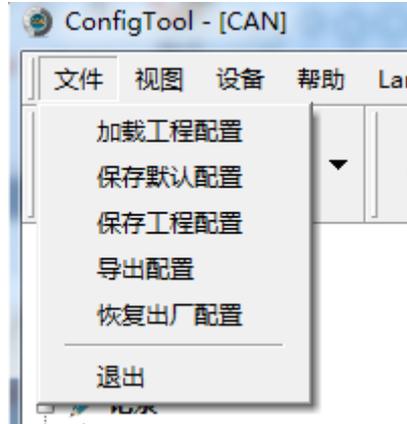


Figure 4.23 File menu

- Load project configuration: Load configuration information from the saved configuration file.
- Save default configuration: Manually save the current configuration in the program installation directory. It is automatically loaded when the program starts and automatically saved when the program stops.
- Save project configuration: Save the current configuration in another copy, so that it can be loaded and used again later.
- Export configuration: Save another copy of the current configuration, so that it can be loaded and used again in the future.
- Restore factory configuration: Restore the current configuration to the default value of the program. If a device is connected to the computer via USB, the device configuration will be restored to the default state.

Note: When restoring the factory configuration, if there is a device connected, restore the device to the default settings at the same time!

2) Device menu

The Device menu provides configuration tools for interacting with the device. The options in this menu can be found in the Shortcut Bar.



Figure 4.24 Device menu

4.2.8 Setting and Getting the Device Clock

Click "Set Real-Time Clock" in the device menu (or the corresponding button in the toolbar). The dialog box shown in Figure 4.25 is displayed.

- 1) Click "Set Time". The program will set it to the device based on the time combination set in the date and time selection box selected by the calendar on the left.
- 2) Click "Set device time to current time". The program will set the current system time to the device.
- 3) Click "Get Device Time". The program will obtain the RTC clock of the device via USB and display it.
- 4) Select the "Automatically obtain device time" checkbox. The program will periodically obtain the device time and display it.

If the time setting fails, a failure message appears. Reconnect the device and try again.

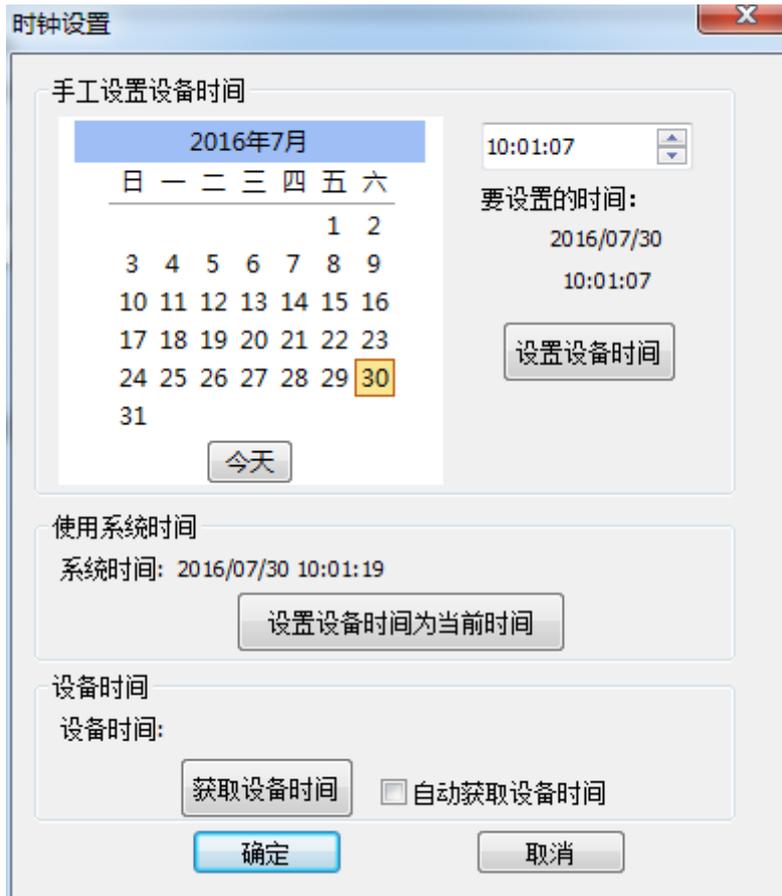


Figure 4.25 Setting real-time clock

4.2.9 Downloading and Obtaining Device Configurations

1) Download configurations to the device

After clicking "Download Configuration" from the device menu (or the corresponding button in the toolbar), the program will download the current configuration information on each device page to the device. After the configuration is downloaded successfully, the device will be in the configuration stage for a short time. No other device operations can be performed at this time.

2) Obtain device configurations

After clicking "Get Device Configuration" (or the corresponding button in the toolbar) from the device menu, the program will obtain the current configuration information of the device and display the information on each configuration page.

4.2.10 Pausing and Resuming Records

When the device is connected to the computer, the program can control whether the current device records data.

4.2.11 Clearing Device Storage

After clicking "Clear Device Storage" from the device menu (or the corresponding button in the toolbar), a dialog box appears, indicating that data is being cleared. When the data is cleared, the dialog will close automatically. This function helps users directly clear the previously recorded data when the device is connected to the computer.

4.2.12 Device Information

Device information is used to display the firmware version, hardware version, serial number, current recording status of the device, SD card status and other device information. Figure 4.26 shows the device information.



Figure 4.26 Device information

5. How to Use the USBCAN Function

CANDTU-100UR is a CAN-Bus bus communication device that complies with USB2.0 high-speed specification protocol and integrates two CAN interfaces. The PC can be connected to the CAN-Bus network through the USB bus of the device to realize the data mutual transmission between the PC and the CAN-Bus network.

5.1 CANTest Test Software Installation

Find the CANTest software in the CD-ROM (use this version or later). Double-click the "CANTest_Setup_V2.44.exe" software to install it. The dialog box shown in Figure 5.1 appears.



Figure 5.1 CANTest installation dialog

Click "Next". As shown in Figure 5.2, the installation path selection dialog box appears.

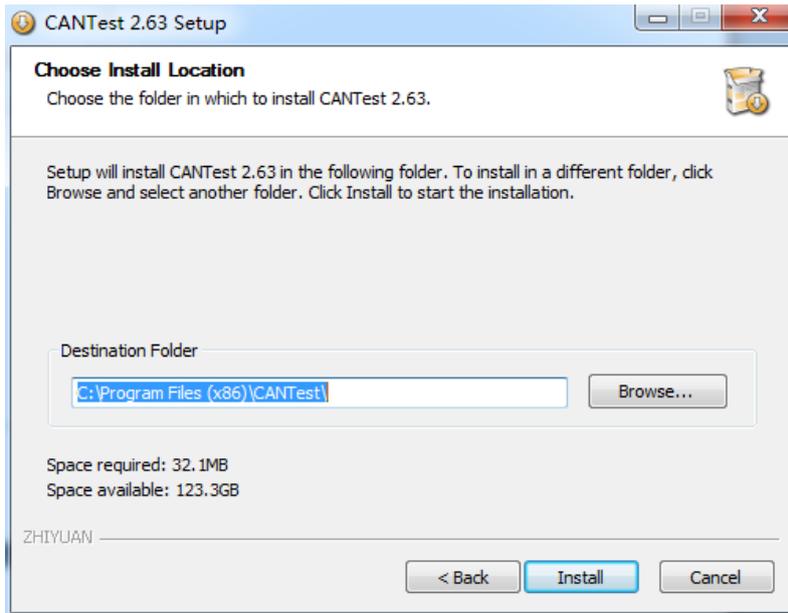


Figure 5.2 Selecting an installation path

Click "Install". The license agreement dialog box appears, as shown in Figure 5.3.

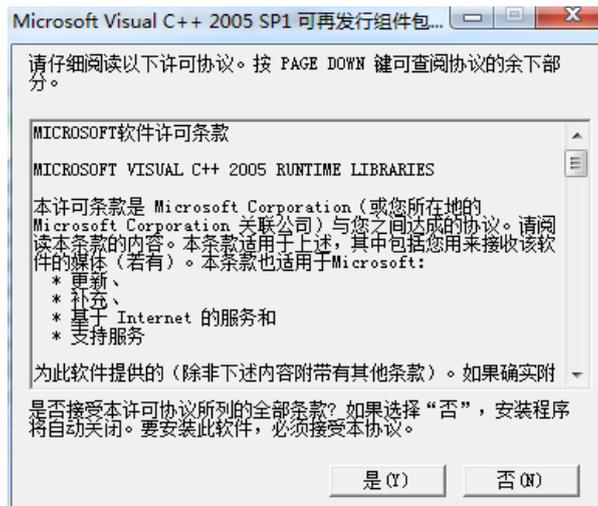


Figure 5.3 License Agreement dialog box

Click "Yes" to complete the software installation. Figure 5.4 Installation complete



Figure 5.4 Installation complete

5.2 Quick Use of the USBCAN Function

First, connect the CANDTU-100UR to the PC with a USB cable, connect the CAN interface of the CANDTU-100UR to another CAN device, and connect the power cable to the CANDTU-100UR device. Run the CANTest software installed in the previous section on the PC (as shown in Figure 5.5).

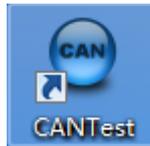


Figure 5.5 CANTest test software

After starting CANTest, select a device type. We choose "CANDTU-100UR". The parameter setting interface of the device is displayed (as shown in Figure 5.6).



Figure 5.6 Setting CAN parameters

Click the "OK and start CAN" button or click "OK". Click "Start" on the data operation interface (as shown in Figure 5.8). If the device is connected properly, no message appears; if the connection is abnormal, an error message appears.

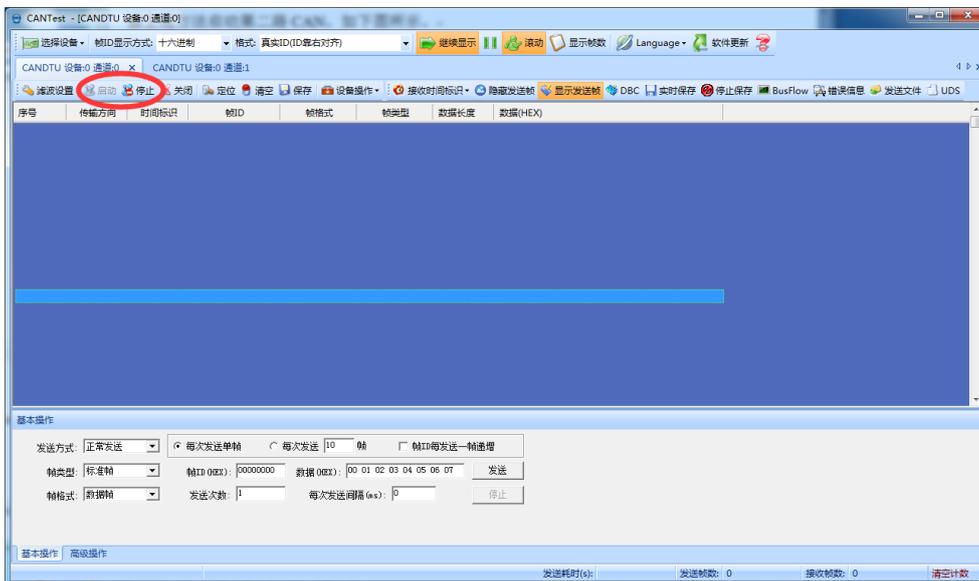


Figure 5.8 Starting the CANDTU-100UR

Note: When using the USBCAN function, the CANDTU configuration software must be shut down. Otherwise, the device will be occupied and the startup will fail

On the tab interface of the CANtest software, click the "Send" button to send the configured data, as shown in the figure.

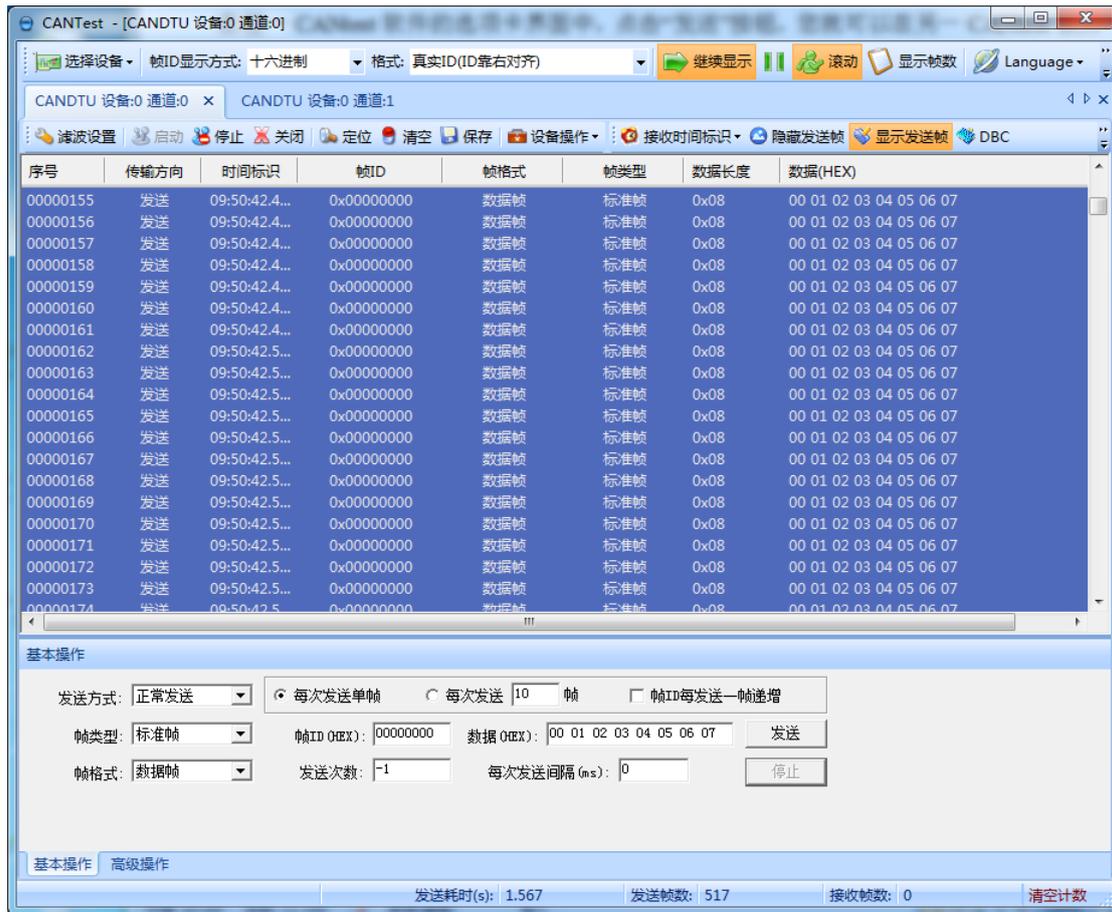


Figure 5.9 CANDTU-100UR-B CAN communication

6. Quick Instructions

This chapter introduces the basic usage of the device. You will quickly learn about how to use the device and have an intuitive understanding of the device. Before using the device, understand some default parameters and make simple preparations.

6.1 Operational Guide

6.1.1 Configuration

- 1) Connect the USB. This product uses the CANDTU configuration software to configure the device through the USB interface. Therefore, the USB connection is only required to configure the device. Whether the USB cable is connected at other times has no effect on the product functions.
- 2) Install driver. Use the driver in the driver directory of the CANDTU configuration software directory.
- 3) Perform download. Click the download configuration button in the CANDTU configuration software. After the download is complete, the device directly enters the recording state.

Note: When you use the device for the first time, synchronize the device clock once by using the CANDTU configuration software.

6.1.2 Records

- 1) Enter the record. If no fault occurs during power-on, downloading configuration, inserting SD card, clearing data and resuming recording, the device will enter the recording state, and the buzzer beeps 200 ms for two consecutive times.
- 2) Start recording. When a CAN bus message is received, an error occurs on the bus, or a marked message is generated by pressing the button, the device will record the data and store the message directly to the SD card.

6.1.3 Upgrade

This product upgrades the device firmware by using the SD card,

- 1) Firmware file. Save the firmware binary file to the SD card and load the SD card into the device;
- 2) To enter the upgrade, short-circuit the **ENC jumper** on the board and start the device. At this time, you will hear the buzzer sound for three consecutive times, indicating that the device has entered the upgrade mode.
- 3) The upgrade is complete. If you hear two consecutive buzzer sounds in the recording state, the upgrade is successful. If you hear continuous alarm sounds, the upgrade fails or the firmware file on the SD card is not found. Disconnect the ENC jumper cap after the upgrade.

6.1.4 Changing the Card

- 1) Pause recording. Pause recording by using the configuration software (or disconnect

CANDTU-100UR

the power failure detection signal first). The device enters a suspended state, the SD card saves data, and the device stops.

- 2) Pull out the SD card, and remove the SD card in the pause state. The device does not sound an alarm.
- 3) Insert the SD card, and reinsert the SD card. The device automatically resumes recording and detects the SD card.

Product return procedure

1. Provide proof of purchase.
2. Obtain a return authorization from a dealer or branch.
3. Fill in the product fault report form, and state the reasons for the repair and the symptom in detail, so as to minimize the repair time. Carefully package the product and send it to maintenance department with a fault report form attached.

Disclaimer

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