



Installing TAM Assistant Software™

Installation Instructions

This document describes how to install an upgraded version of TAM Assistant 3.x on a computer.

TAM III installations are not supported for 3.x releases.

TAM Assistant 3.2 requires a 64-bit Operating System.

Before installing the TAM Assistant software, you should ensure that the computer system meets the specifications described in the appropriate Site Preparation Guide.



The following Microsoft components are automatically installed as part of TAM Assistant software installation: .NET 8.

Important Note about Updating TAM Assistant Software

If the presently-installed TAM Assistant Software version is lower than 1.0, the upgrade process will involve additional changes to the system hardware and software components which must be performed by a Waters Technologies Corporation Service Engineer. Do not attempt to follow these installation instructions, as they may render the instrument inoperable. Contact Waters to arrange for a service appointment.

Requirements

Host computer minimum hardware requirements

- Windows® 10 (64-bit) Professional or higher
- 8 gig or more of RAM
- 100 gig or more free hard drive space
- High resolution monitor 1920 x 1080 or higher

Basic Steps for Installation

Follow the steps below to install your software on the computer that is to be connected to a TAM IV instrument.

If you are not logged into Windows with Administrator rights, log out and log into Windows with Administrator rights.

[\(1\) End all running TAM Assistant applications](#)

[\(2\) Install Microsoft Operating System Critical Updates](#)

[\(3\) Install Adobe Acrobat Reader](#)

[\(4\) Install TAM Assistant Software](#)

[\(5\) Connect to a TAM IV Instrument](#)

[Installing and Setting Up the Solution Calorimeter \(SolCal\) Features in TAM Assistant](#) (if applicable)

Detailed Installation Instructions

(1) End all running TAM Assistant applications

End any running experiments and close TAM Assistant.

(2) Install Microsoft Operating System Critical Updates

If you don't have the required versions of these packages, they can be obtained through the Microsoft website (at www.Microsoft.com/downloads) or by using the Microsoft Windows Update mechanism (accessed through the Start menu or by accessing <http://update.Microsoft.com>).



It is critical to install the latest Windows Update or the devices may not load properly.

(3) Install Adobe Acrobat Reader

All of the manuals, application notes, etc. supplied by Waters are supplied in Adobe PDF format. If your computer doesn't have Adobe Acrobat Reader already installed, you will need to install it to view these files on your computer.

(4) Install TAM Assistant Software

If starting the installation from a CD, browse to the executable file (there is only one) on your CD and run it, or download it from <https://www.tainstruments.com/support/software-downloads-support/downloads/>

Microsoft .NET Core is required for installation. If not already installed, you will be prompted to accept the license terms and begin installation. TAM Assistant installation begins once Microsoft .NET Core is installed.

The TAM Assistant installation program automatically uninstalls and replaces older versions of TAM Assistant.

1 Agree to the license terms and conditions and then click **Next**.

TAM Assistant 3.2

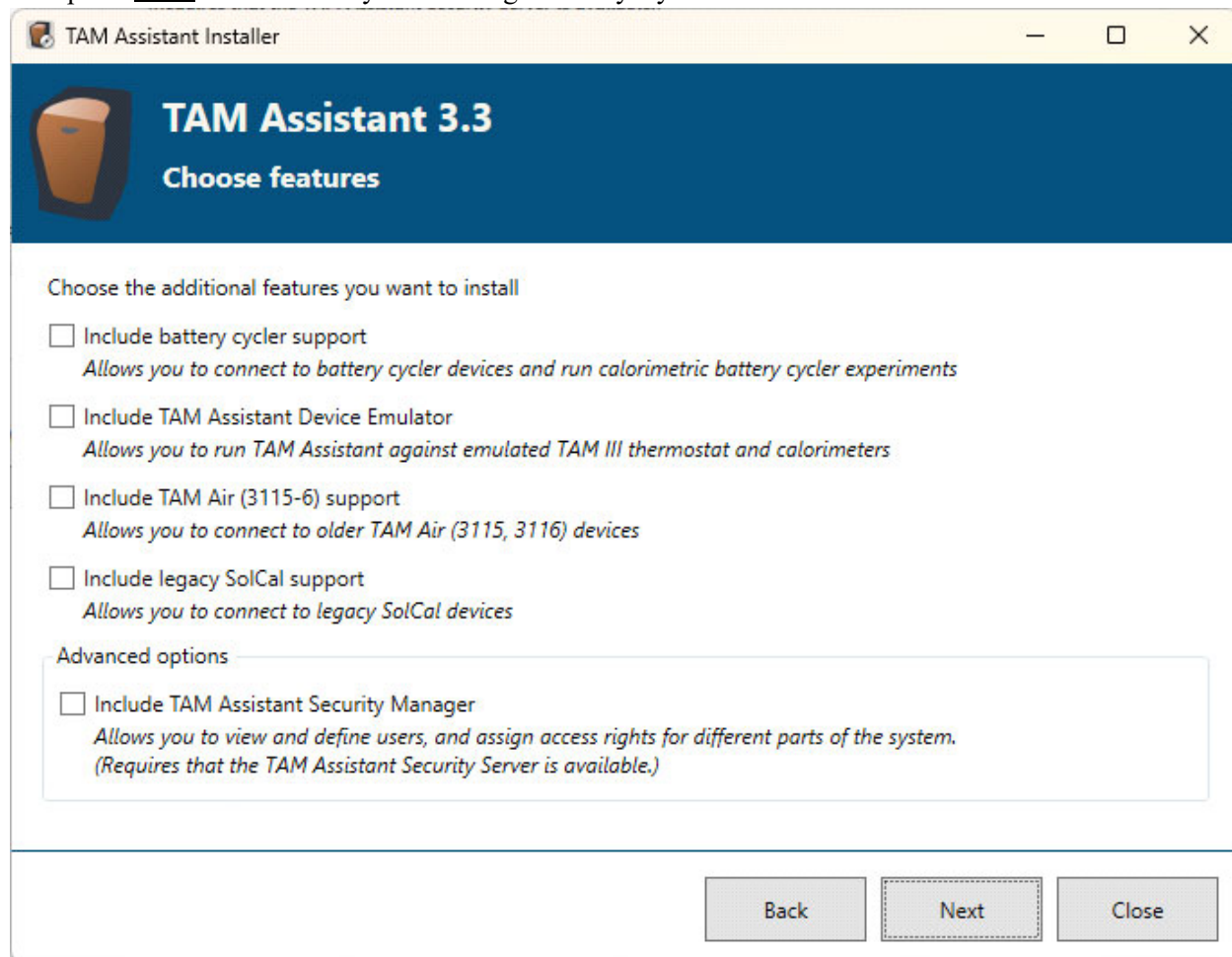
This setup wizard will install TAM Assistant on your computer.

TAM Assistant [license terms](#).

☒ I agree to the license terms and conditions

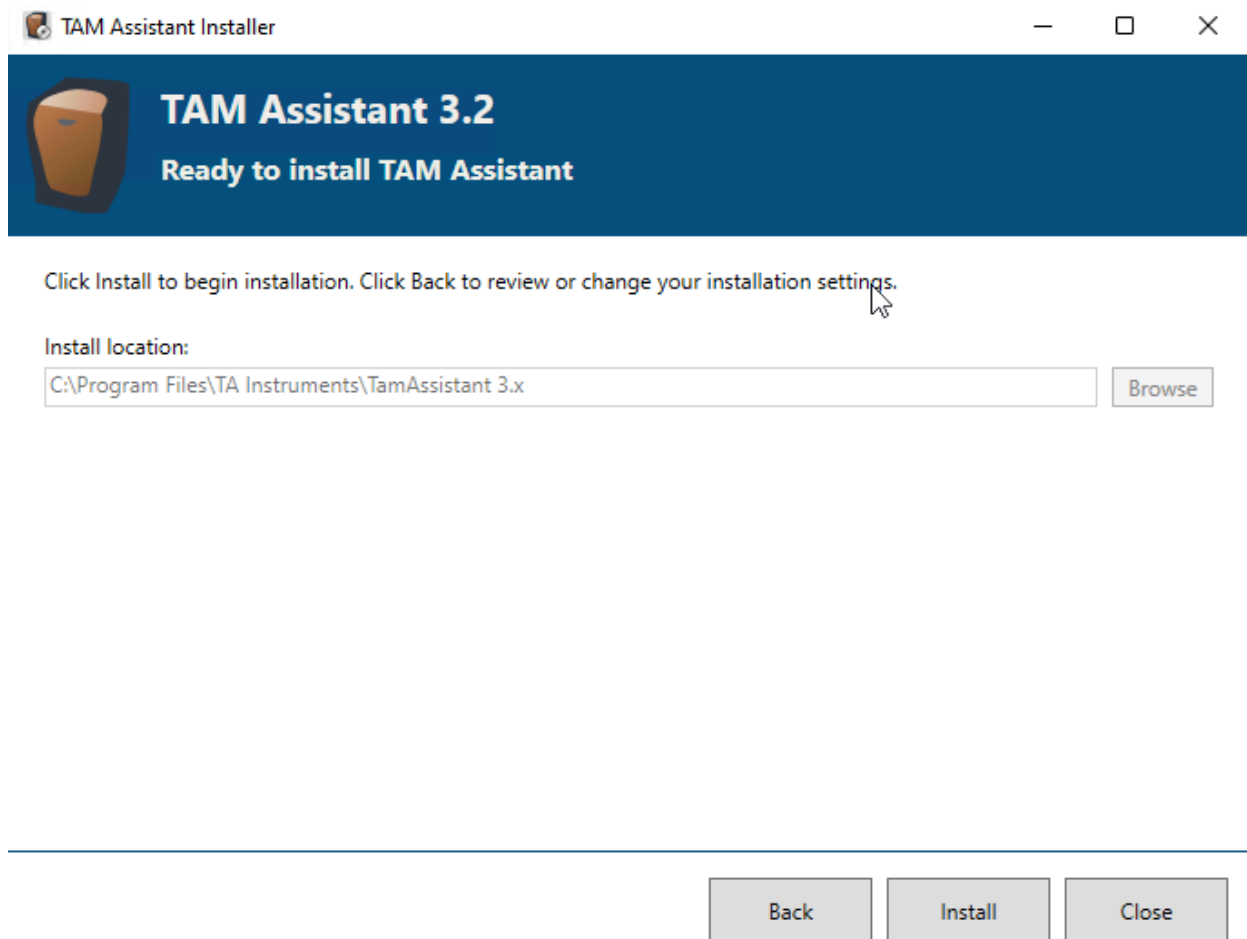


- 2 Choose which features to install and then click **Next**. Note that the **Include battery cyclers support** option **must** be selected if you are using a Battery Cyclers Microcalorimeter Solution.

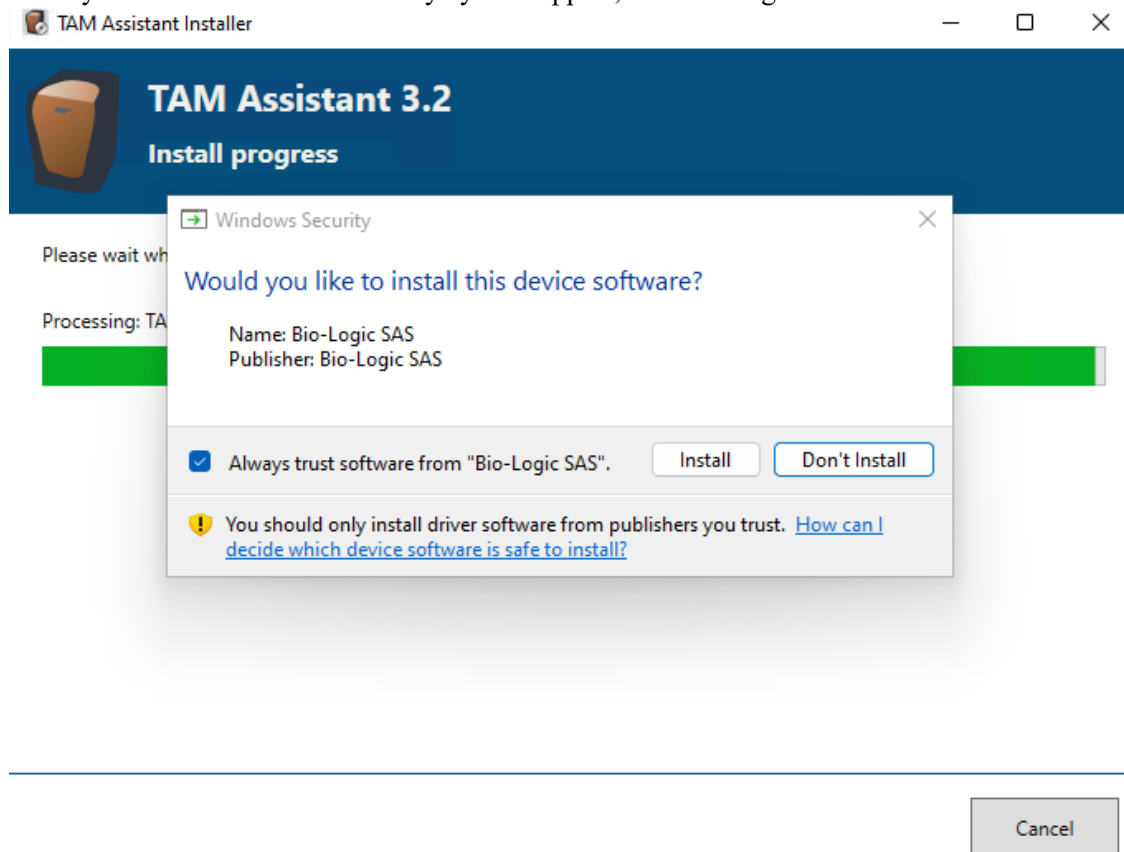


- **Battery Cyclers Support:** Select this option to access the advanced battery analysis features of the Battery Cyclers Microcalorimeter Solution.
- **TAM Assistant Device Emulator:** Is used to emulate different types of devices. Install if you want to try the program without connecting to a real instrument.
- **TAM Air Legacy (3115-6) support:** Select this option to connect to a legacy TAM Air instrument (the legacy TAM Air will have an external Omron thermostat controller attached).
- **Include Legacy SolCal support:** Select this option to connect to a SolCal instrument using an older TAM III Accessory Interface.
- **TAM Assistant Security Manager:** Only needs to be installed if the TAM Assistant security system is used. For more information see the TAM Assistant security documentation.

- 3 Determine the installation location. We recommend that the default path is used. Click **Install** to begin the installation.



- 4 If you selected to include battery cyclers support, then BioLogic software must be installed.



- 5 Wait while TAM Assistant is installed.

- 6 Click **Close**. TAM Assistant is now installed.

If you selected the option to include TAM Air support, follow the instructions listed in “Installing the TAM Assistant Software” in the document “TAM Air Getting Started Guide.”

Installed programs

After the installation, TAM Assistant 3.x has been installed on the computer and is found under **Start > Programs**.

- **TAM Assistant**

This program is used to run TAM Assistant and to connect to supported instruments such as TAM IV, TAM Air, and TAM IV Accessory Interface.

The following optional components are also found in the **Start** menu if they were selected to be installed.

- **TAM Assistant Extras/Device Emulator**

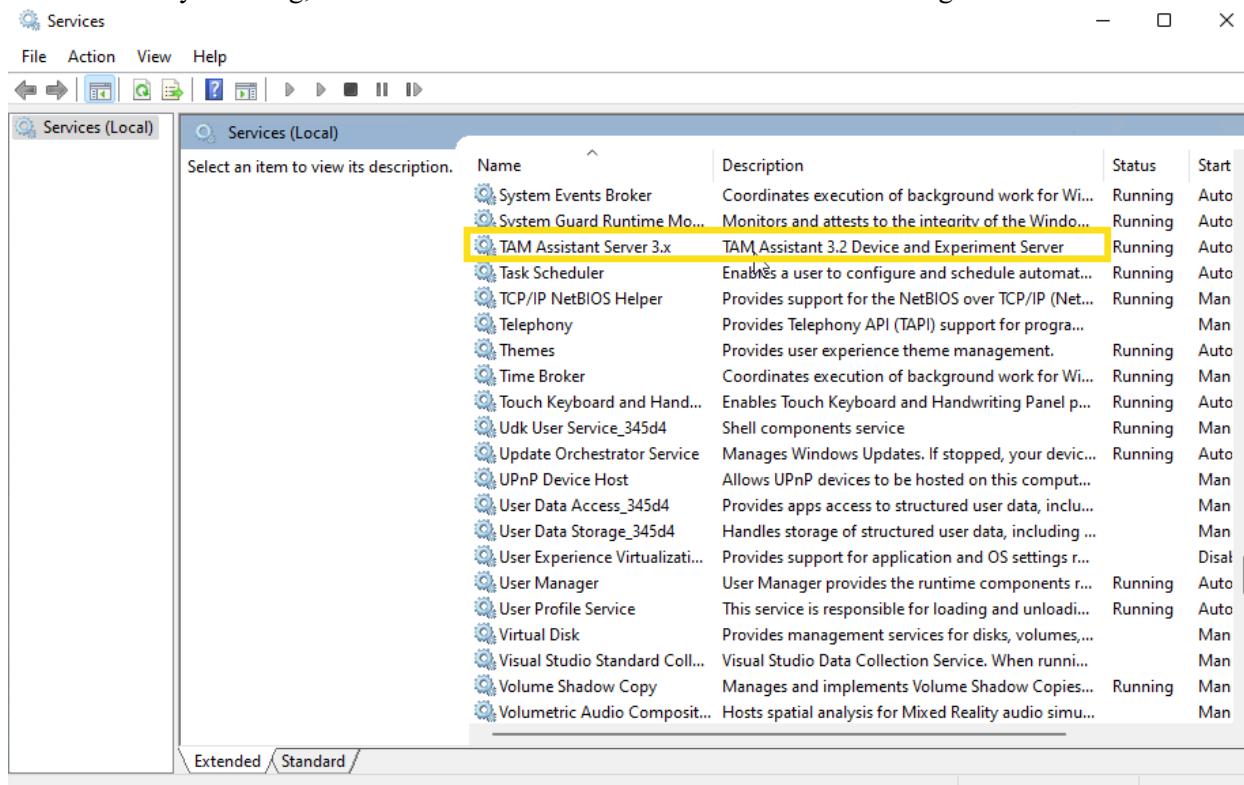
This program can be used to run an emulator that simulates calorimetric experiments. The data collection frequency can be sped up to reduce the response time. This mode is useful for training purposes to learn about the different functions of the TAM Assistant software.

- **TAM Assistant Extras/TAM Assistant Security Manager**

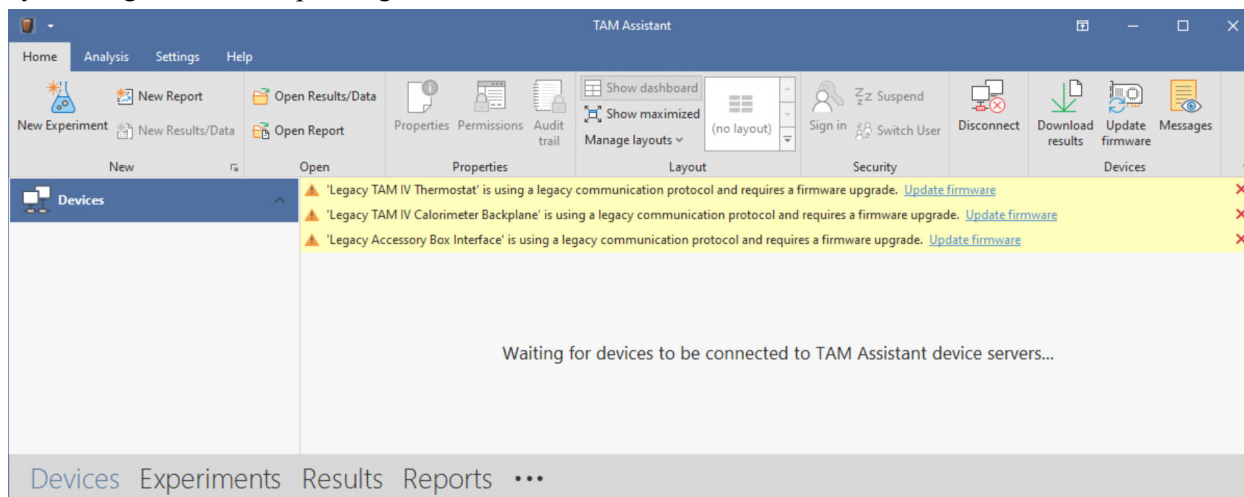
The security manager is used to view and define TAM Assistant security settings. For more information see the TAM Assistant Security documentation.

(5) Connect to a TAM IV Instrument

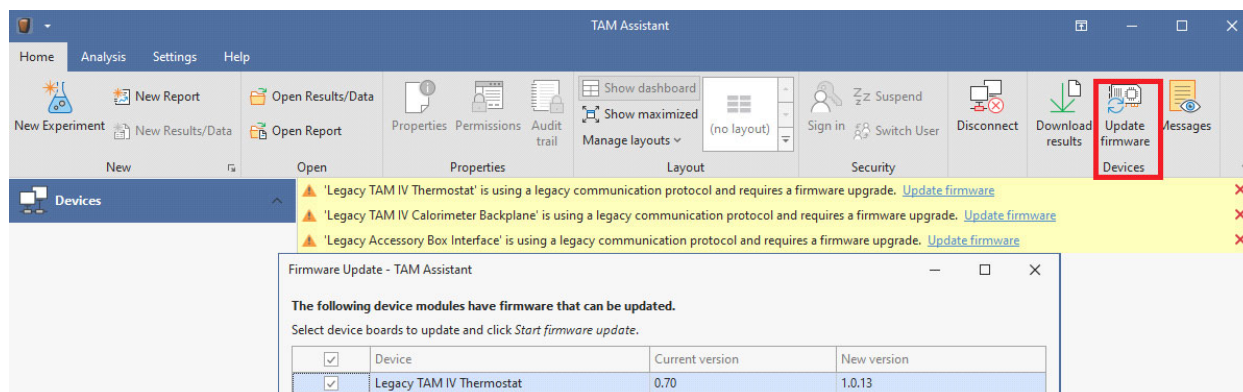
After the software installation is complete, the TAM Assistant Server 3.x service automatically starts. This service is always running, even when the TAM Assistant software is not running.



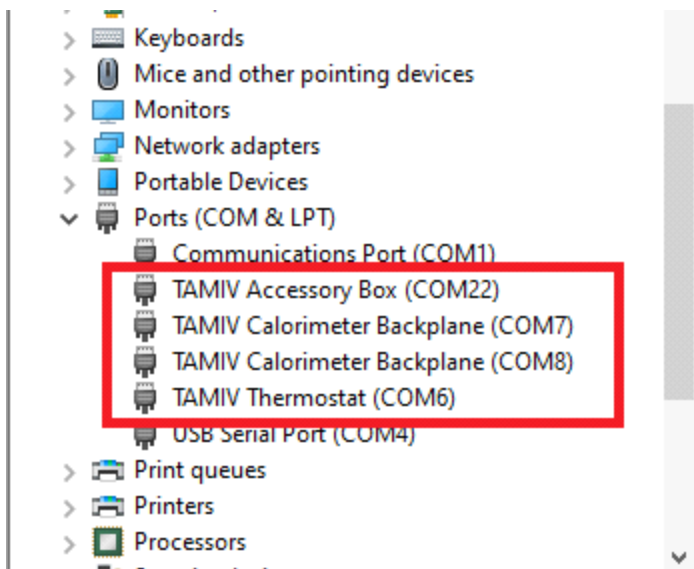
Switch on the power to the TAM IV and connect a USB cable from the PC to the instrument. TAM Assistant automatically detects firmware upgrades. The firmware can be updated on each individual device by clicking on the corresponding link as shown below.



It can also be installed on all devices with a single click via the **Update Firmware Devices** button shown below.



Verify device communication is properly setup by launching **Device Manager** (type Device Manager in your search bar) and checking the **Ports** group. A separate COM port is setup for the TAM IV thermostat, TAM Air thermostat (not shown in this example), each calorimeter backplane, and the TAM IV Accessory Interface as shown below:



Installing and Setting Up the Solution Calorimeter (SolCal) Features in TAM Assistant

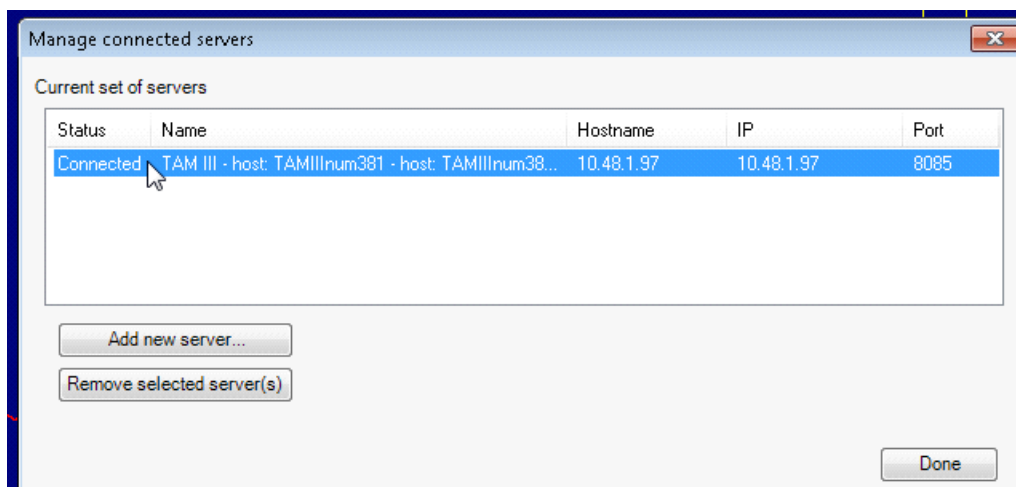
The TAM III Accessory box can be connected to the external computer via a USB connection on the back or a serial port.

- TAM III and SolCal: The Accessory box that contains the SolCal electronics must be connected to the external computer. The SolCal only shows up as a device on the external computer and not on the embedded software on the TAM III.
- TAM IV and SolCal: The Accessory box is connected directly to the computer that runs TAM Assistant.

For assistance with upgrading TAM Assistant and connecting your SolCal, please contact your local service representative.

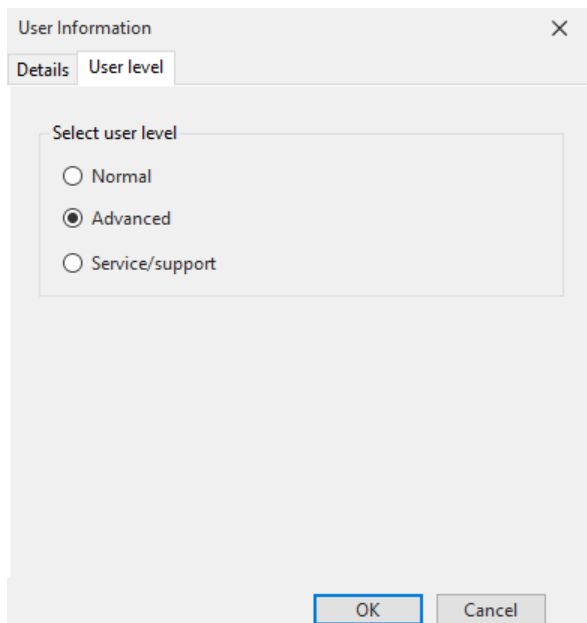
TAM Assistant can be downloaded from www.tainstruments.com/support > **Software Downloads**.

- 1 **TAM III only:** For a SolCal install in TAM III install you must disconnect the TAM III from the external computer. This is done from the main menu. Select **Settings > Configure connections**.

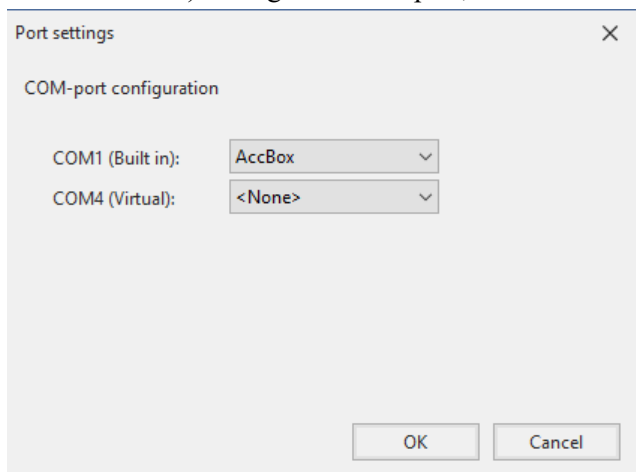


- 2 **TAM III only:** Note the IP address for the reconnection. Click to highlight the TAM III and then click **Remove selected server(s)**.

- 3 TAM III and TAM IV:** After the installation is complete, power on the instruments and connect them to the host computer. This allows the drivers to load, then start the TAM Assistant software. From the main menu, select **Settings > User Information**, then select the **User level** tab and change the user level to **Advanced**.

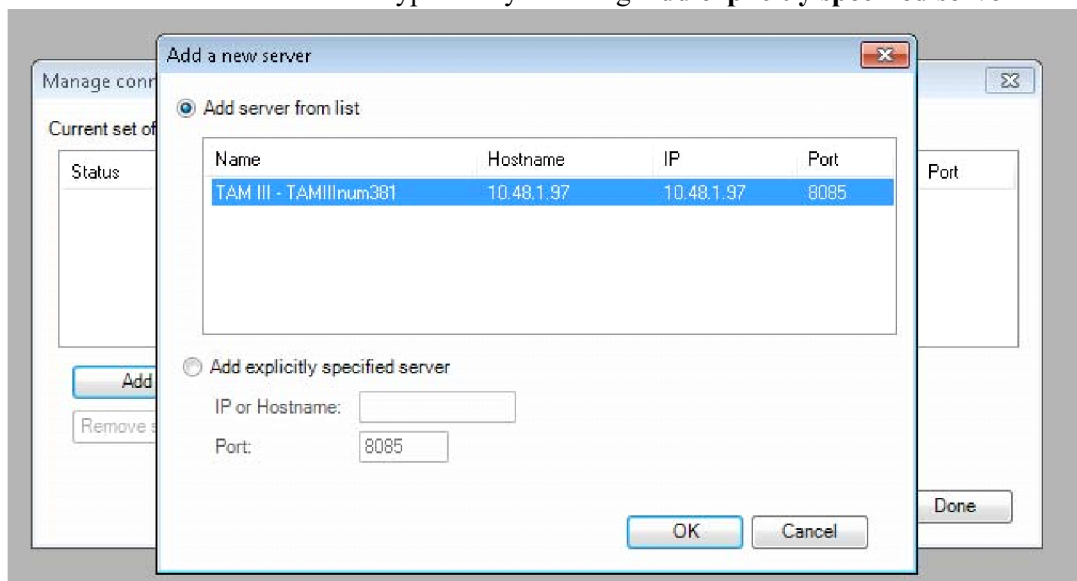


- 4** From the Main menu, select **Settings > Port Settings**. If you are using a USB connection to connect your SolCal to the host computer, select the first available COM port (COM1 if connecting using a serial cable). Using that COM port, select **AccBox** and click **OK**.

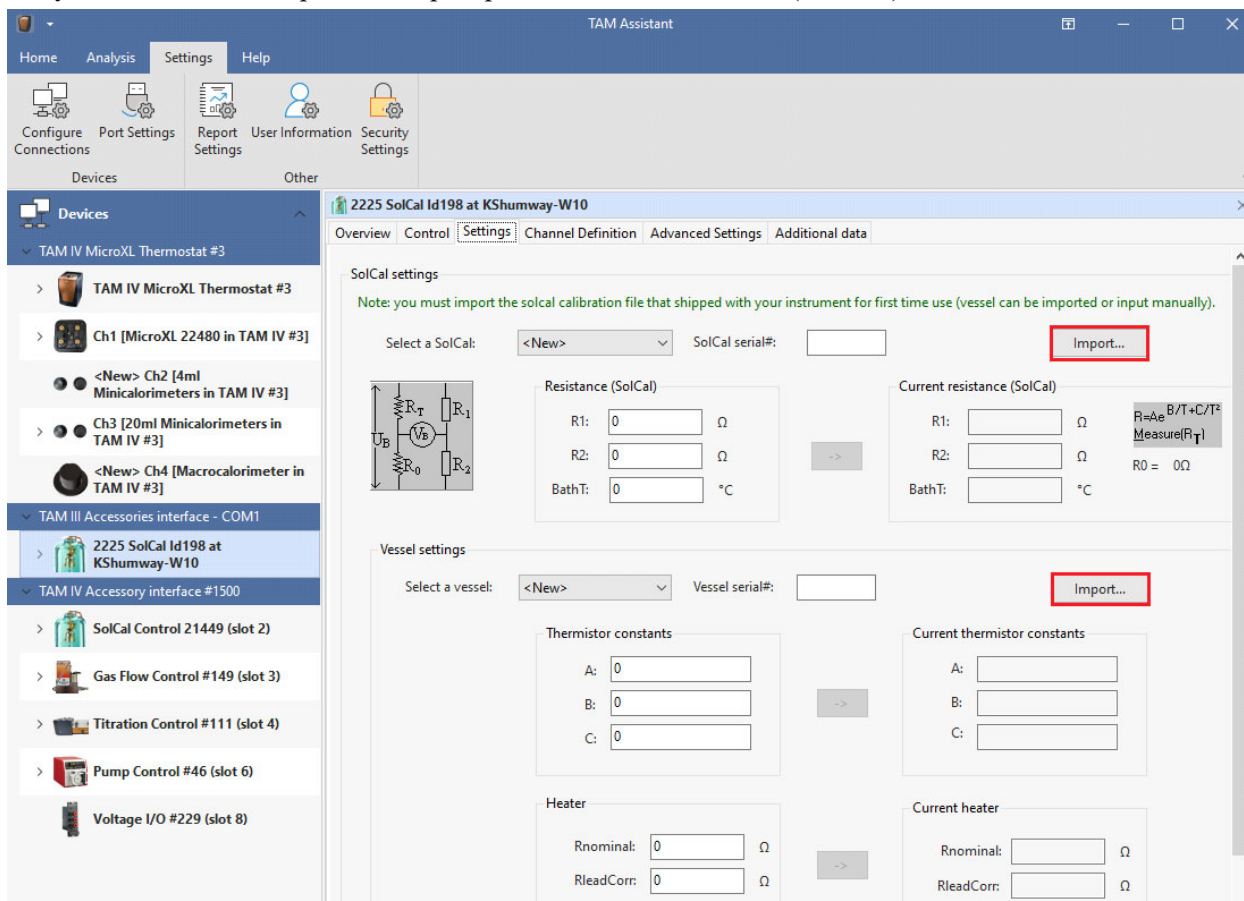


- 5** After a minute or two, the SolCal device displays in the TAM Assistant.

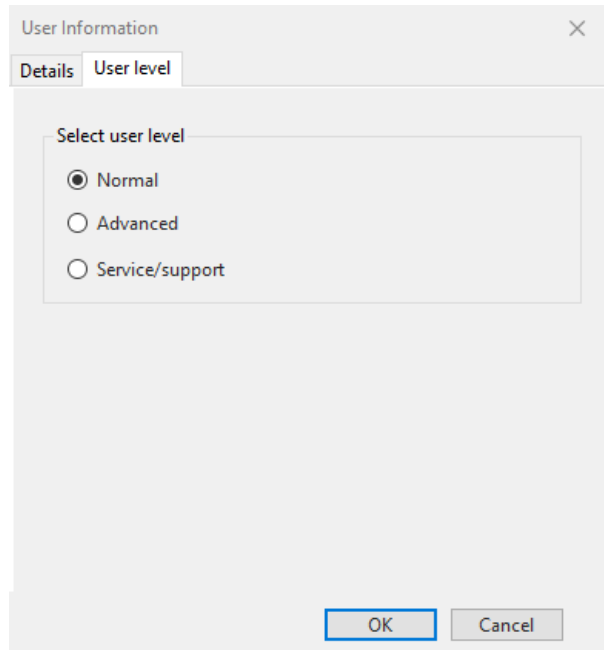
- 6 **TAM III only:** Connect back to TAM III. From the Main menu select **Settings > Configure connections**. Click **Add new server**. If the TAM III does not automatically display in the list, the IP address noted earlier can be typed in by selecting **Add explicitly specified server**.



- 7 **TAM III and TAM IV:** Click on the device and select the **Settings** tab. You will need to have your SolCal calibration files stored somewhere locally on your host computer hard drive. Click **Import** and browse to your SolCal calibration file (unit*.dat). Click **OK** to import the settings that are specific to your SolCal. Then repeat the import process for the vessel file (vsl*.dat).



- 8 Once this is completed, revert back to **Normal** user level. From the Main menu, select **Settings > User Information**, then select the **User level** tab and change the user level to **Normal**.



Your SolCal software is now ready for use.