
User's Guide

Using GAGEpack Remote[®]

Version 9.0

PQ Systems copyright notice

Copyright © 2006-2010 Productivity-Quality Systems, Inc. Productivity-Quality Systems, Inc. is also known as PQ Systems, Inc.

All rights reserved. Printed in the United States of America. No part of this document may be reproduced, stored in a retrieval system, or transmitted, in any form by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Productivity-Quality Systems, Inc.

The software contains proprietary information of Productivity-Quality Systems, Inc.; it is provided under a license agreement containing restrictions on use and disclosure and is also protected by copyright law. Reverse engineering of the software is prohibited.

Due to continued product development, this information may change without notice. The information and intellectual property contained herein is confidential between Productivity-Quality Systems, Inc. and the client and remains the exclusive property of Productivity-Quality Systems, Inc. If you find any problems in the documentation, please report them to us in writing. Productivity-Quality Systems, Inc. makes no warranties, express or implied, concerning the system, including all warranties of merchantability and fitness for a particular purpose.

CHARRunner[®] is a trademark of Productivity-Quality Systems, Inc.

GAGEpack[®] is a trademark of Productivity-Quality Systems, Inc.

SQCpack[®] is a trademark of Productivity-Quality Systems, Inc.

PORTspy[®] is a trademark of Productivity-Quality Systems, Inc.

MEASUREspy[®] is a trademark of Productivity-Quality Systems, Inc.

DOEpack[®] is a trademark of Productivity-Quality Systems, Inc.

Total Quality Transformation[®] is a trademark of QIP, Inc. and Productivity-Quality Systems, Inc.

TQT[®] is a trademark of QIP Inc., and Productivity-Quality Systems, Inc.

AuthorIT[™] is a trademark of AuthorIT Software Corporation Ltd.

Windows[®], Windows[®] XP, Windows Server[®] 2003, Windows Vista[®], Windows[®] 7, Windows Server[®] 2008 and Microsoft .NET[™] framework are trademarks of the Microsoft Corporation.

All other brand and product names are trademarks or registered trademarks of their respective owners.

This document was created using [AuthorIT[™]](#), [Total Document Creation](#).

Contents

Welcome	1
About PQ Systems	2
How to contact PQ Systems	3
Technical support	4
Maintenance support agreement	4
PQ Systems End-User License Agreement	5
Request for new features	7
Training and consulting services	8
Introduction	9
Installation	9
Before you start	10
Creating a calibration transfer file	10
Using GAGEpack Remote	13
To enter calibration data into the transfer file	13
Synchronizing with GAGEpack	17
To import remote calibrations into GAGEpack	18

CHAPTER 1

Welcome

GAGEpack Remote 9.0 is a program that can be installed on a laptop computer and used to calibrate gages away from the main GAGEpack database. It utilizes a calibration transfer file that is created by GAGEpack 9.0. This file and GAGEpack Remote are then loaded onto a laptop computer, and taken to the location(s) where the calibrations are to be performed. This is ideal for situations where gages are calibrated in a remote location that does not have access to GAGEpack or its database. (This could be another plant site, a customer's site, or even a supplier's calibration lab where the desire is to include the readings in the results.) Once the results have been collected, the data can be loaded back into GAGEpack.

In this chapter

About PQ Systems	2
How to contact PQ Systems	3
Technical support	4
Maintenance support agreement	4
PQ Systems End-User License Agreement.....	5
Request for new features	7
Training and consulting services.....	8

About PQ Systems

For more than 25 years, PQ Systems, Inc. has been dedicated to helping customers continuously improve their organizations. We are a full service quality management firm offering a comprehensive network of products and services designed to help all industries improve quality and comply with standards. PQ Systems provides the expertise, training, and software tools necessary to assist organizations through every step of the quality process. Our highly-regarded products have made us a leader in the industry, but our commitment to customer service and support keeps customers coming back.

Software

SQCpack[®] combines powerful statistical process control techniques such as variables, attributes, and Pareto charting with flexibility and ease of use.

GAGEpack[®] builds a complete database of an unlimited number of measurement devices, instruments, and gages from which users can generate a variety of reports. It supports ISO 9000, QS-9000, ISO/TS 16949-2002, ISO/IEC 17025, and other standards.

CHARrunner[®] draws SPC charts and performs statistical analysis using data that resides in other applications such as Microsoft Excel and Access.

DOEpack[®] is easy-to-use software that guides you through a logical, step-by-step process for planning, designing, implementing, and interpreting effective experimental designs.

Quality Workbench helps organizations keep day-to-day control over their quality systems in order to comply with ISO 9000 and other standards. It features document control, audits, nonconformities, customer care, and internet viewing modules.

Training and consulting

PQ Systems' consultants and trainers have extensive knowledge and experience in the areas of SPC, continuous improvement, ISO 9000, QS-9000, and trainer and leadership development in a wide variety of industries and organizations. In addition to customized in-house training, we offer public seminars.

Training tools

SPC Workout is an interactive multimedia training course on CD-ROM that provides effective step-by-step instruction on how to implement and apply SPC.

Six Sigma Start-Up is an interactive multimedia course on CD-ROM that provides an introductory course on the principles and practices of Six Sigma.

Gage Mentor is an interactive multimedia training course on CD-ROM that provides effective metrology training for operators, engineers, and quality personnel.

FMEA Investigator is a step-by-step interactive multimedia training course on CD-ROM that provides effective instructions on how to conduct both design and process FMEAs.

Total Quality Transformation® (TQT®) offers step-by-step help in facilitating quality improvement in organizations. Materials include "Practical Tools for Continuous Improvement", "Practical Tools for Healthcare Quality", "Foundations for Leaders", "Foundations of Quality", "Team Skills", "System Alignment Guide", "System Improvement Guide", and "Strategic Quality Planning Guide". TQT is part of the Transformation of American Industry training project, which has been used in a variety of manufacturing and service organizations since 1984.

How to contact PQ Systems

PQ Systems invites your questions and comments about our products and services.

Sales phone: 1-800-777-3020 or 937-885-2255

Sales e-mail: sales@pqsystems.com

PQ Systems, Inc.

210 B East Spring Valley Road

Dayton, OH 45458

Call sales for:

- General information to help you decide to purchase or evaluate the software
- To place an order or check the status of an order

You can send a fax to either Sales or Technical support at 937-885-2252. To ensure that your fax is delivered quickly to the right department, please send it to Attn: Sales or Attn: Technical support.

World Wide Web URL

<http://www.pqsystems.com>

International offices

UK PQ Systems Europe Ltd.
Ryeground House, Ryeground Lane
Freshfield, Formby, Merseyside L37 7EQ England
Tel. 01704-871465
Fax 01704-875189

Australia PQ Systems Pty. Ltd.
Suite 5, 395 Nepean Highway
Frankston, Victoria 3199 Australia
Tel. 03-9770-1960
Fax 03-9770-1995

Technical support

Phone: 1-800-777-5060 or 937-885-2255

E-mail: support@pqsystems.com

Call PQ Systems' experienced technical support team. Our experts can answer questions about software problems, data analysis, and applications.

Before you call, please follow these steps to help our technical advisors answer your questions quickly:

1. Have your license/serial number ready. It is listed in the About dialog box. You can access this dialog box by selecting Help > About from the menu.
2. Be at your computer, if possible.
3. Review the topic for which you have a question in the User Guide and On-line Help.

Maintenance support agreement

The product comes with an initial year of maintenance. After that, you must renew your product maintenance in order to ensure your continued access to the following great benefits:

1. Free software updates via download or CDROM - The product continues to evolve with suggestions from customers like you. Renewing your maintenance plan gives you access to 12 months of updates that include new features, improved usability, and compliance with the latest regulations from ISO 9000, JCAHO, FDA, and other regulatory bodies. <http://www.pqsystems.com/support/SoftwareUpdates.php>
2. Access to our legendary technical support - Our legendary support has kept customers coming back for more than 25 years. Renewing your maintenance plan will provide you access to our professional support staff. You have access to software and statistical application help via the phone, and in North America the number is toll-free.
3. Free subscription to Quality eLine - **Quality eLine** is our highly-acclaimed monthly electronic newsletter offering tips and techniques to enhance your software use and make your day-to-day work easier. **Quality eLine** includes Professor Cleary's renowned and always entertaining Quality Quiz. Renewing product maintenance will ensure that you do not miss a monthly issue. <http://www.pqsystems.com/eline/>
4. Peace of mind - If your team depends on the product for its improvement charting, having a guaranteed direct line of contact to a committed support team offers priceless peace of mind, especially during an audit or survey. Renewing your maintenance support agreement ensures that the privileges of product maintenance continue uninterrupted.

Contact PQ Systems to renew your maintenance support agreement.

PQ Systems End-User License Agreement

This End-User License Agreement ("EULA") is a legal agreement between you (either an individual or a single entity) and PQ Systems, Inc. for the PQ Systems software that accompanies this EULA, which includes computer software and may include associated media, printed materials, "online" or electronic documentation, and Internet-based services ("Software"). An amendment or addendum to this EULA may accompany the software. YOU AGREE TO BE BOUND BY THE TERMS OF THIS EULA BY INSTALLING, COPYING, OR OTHERWISE USING THE SOFTWARE. IF YOU DO NOT AGREE, DO NOT INSTALL, COPY, OR USE THE SOFTWARE; YOU MAY RETURN IT TO YOUR PLACE OF PURCHASE FOR A FULL REFUND, IF APPLICABLE.

License

The Software may be licensed under the Per-Computer or the Concurrent-User license model.

Per-computer License Model - Under the per-computer license model, PQ Systems grants to you a nonexclusive right to install and use the Software on a single computer that is owned or controlled by you. You must purchase a registered per-computer license for each computer on which the Software is installed. If you use the Software through a network, you must still obtain individual licenses for the Software to cover each individual computer that will execute the Software through the network. For instance, if ten different computers will use the Software, each computer must have its own registered license, regardless of whether the Software is used at different times or concurrently.

Special provisions for using the per-computer license model in a terminal server environment - Windows Terminal Server, Windows Terminal Services, and various Citrix products are technologies that allow users from a variety of remote client devices to concurrently execute the Software that has been installed on a Windows server. All of these technologies are referred to as a terminal server environment under which the following licensing restrictions apply. A per-computer license must be purchased for each 'device' that 'runs' the Software. 'Device' encompasses client hardware devices, computers, workstations, terminals, or other digital electronic or analog devices that enable an end user to run the Software. To 'run,' or 'running,' the Software means using, accessing, displaying, running, or installing the Software, regardless of the medium of access to the product.

Concurrent-User License Model - Under the concurrent-user license model, PQ Systems grants to you a nonexclusive right to install the Software on multiple networked computers that are owned or controlled by you, and to concurrently use the Software, such that at any time, the total number of concurrent users of the Software is equal to or less than the number of concurrent users purchased by you. You agree to run a single instance of the PQ Systems' License Manager software within your network in order to limit usage of the Software such that no more than the purchased number of users can concurrently run the Software. You may install the PQ Systems' License Manager software on a backup computer to use only in the event that the primary computer fails. Any attempt to concurrently run more than one instance of the PQ Systems' License Manager software, or by any other means to concurrently run more than the purchased number of users, is in violation of this license and may result in termination of this license agreement.

License term

The term of this license may be perpetual or may be purchased in fixed units of time on a subscription basis.

Perpetual Term - A perpetual license term does not expire.

Subscription Term - A subscription license term expires at the end of the time period purchased by you. The Software will not function after the end of the purchased time period.

Evaluation period

Subject to the terms of this agreement, you are permitted to use the Software for evaluation purposes without charge during the evaluation period. If you want to use the Software after the evaluation period, then a license must be purchased. The evaluation period may vary from one PQ Systems product to another, but in no case does the evaluation period extend beyond 90 days from the first use of the Software.

Unregistered use of the Software after the evaluation period is in violation of U.S. and international copyright laws.

Product-specific provisions

CHARRunner – This EULA does not apply when **CHARRunner** software components, such as those documented in the **CHARRunner** Software Developer Kit (SDK), are used by the server side of a client-server application. In that case, a different type of **CHARRunner** license must be purchased. Contact PQ Systems for further information.

Further explanation of copyright-law provisions

You may not otherwise modify, alter, adapt, merge, decompile, or reverse-engineer the Software and you may not remove or obscure PQ Systems' copyright or trademark notices.

Per-computer License Model - You may transfer all of your rights to use the Software to another computer, provided that you transfer to that computer (or destroy) all of the Software provided in this package, together with all copies, tangible or intangible, including copies in RAM or installed on a disk, as well as backup copies. Remember, once you transfer the Software, it may be used only on the single computer to which it is transferred. Except as stated in this paragraph, you may not otherwise transfer, rent, lease, sublicense, timeshare, or lend the Software. Your use of the Software is limited to acts that are essential steps in the use of the Software on your computer as described in the documentation.

Concurrent-User License Model - You may not transfer, rent, lease, sublicense, timeshare, or lend the Software. Your use of the Software is limited to acts that are essential steps in the use of the Software on your computer as described in the documentation. You may not use any means that permits more than the purchased number of users to concurrently use the Software.

Subscription Term - You may not use any means that permits the Software to run after the end of the purchased time period.

Electronic communications

The Software may from time to time transmit data to and from PQ Systems servers via the internet. This information transfer may be used to notify you when newer versions of the Software are available, for verifying license compliance, or for other purposes. PQ Systems will not collect any personally identifiable information from your computer during this process.

Governing law and general provisions

This license statement shall be construed, interpreted, and governed by the laws of the State of Ohio, USA. If any provision of this statement is found void or unenforceable, it will not affect the validity of the balance of this statement, which shall remain valid and enforceable according to its terms. If any remedy provided is determined to have failed of its essential purpose, all limitations of liability and exclusions of damages set forth in the Limited Warranty shall remain in full force and effect. This statement may be modified only in writing signed by you and an authorized representative of PQ Systems, Inc. Use, duplication, or disclosure by the US Government of computer software and documentation in this package shall be subject to the restricted rights applicable to commercial computer software (under DFARS 52.227-7013). All rights not specifically granted in this statement are reserved by PQ Systems, Inc.

Disclaimer of warranty

THIS SOFTWARE AND THE ACCOMPANYING FILES ARE SOLD "AS IS" AND WITHOUT WARRANTIES AS TO PERFORMANCE OR MERCHANTABILITY OR ANY OTHER WARRANTIES WHETHER EXPRESSED OR IMPLIED. Because of the various hardware and software environments into which the Software may be put, NO WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE IS OFFERED.

Good data processing procedure dictates that any program be thoroughly tested with non-critical data before relying on it. The user must assume the entire risk of using the Software. ANY LIABILITY OF THE SELLER WILL BE LIMITED EXCLUSIVELY TO PRODUCT REPLACEMENT OR REFUND OF PURCHASE PRICE.

PQ SYSTEMS, INC.

Corporate Headquarters: 210 B East Spring Valley Road, Dayton, Ohio 45458, USA, (937) 885-2255, <http://www.pqsystems.com>. International Offices: Australia 03-9770-1960, The United Kingdom (01704)871465.

All PQ Systems products are trademarks of Productivity-Quality Systems, Inc., Copyright (c) 1998-2010 Productivity-Quality Systems, Inc.

All rights reserved.

Request for new features

PQ Systems wants to provide you with software that meets your quality needs. To do this, we need your input. If there is a feature, function, or operation that you would like to see in a future version of the software, please contact Technical support by e-mail at support@pqsystems.com or by phone at 1-800-777-5060 or 937-885-2255.

Training and consulting services

Training and consulting services are offered by PQ Systems for companies at all stages of their quality management programs. A staff of highly-qualified consultants brings practical experience from both industrial and academic environments. Seminars and on-site training programs are available to help companies implement successful quality management programs.

For more information, visit:

<http://www.pgsystems.com/training/OnSiteTraining/CustomizedOnSiteTraining.php>

CHAPTER 2

Introduction

GAGEpack Remote is a program that can be installed on a laptop computer and used to calibrate gages away from the main GAGEpack database. Using GAGEpack you create a calibration transfer file. This file is loaded onto your laptop computer. The laptop is taken to the location(s) where the calibrations are performed. This is ideal for situations where gages are calibrated in a remote location that does not have access to GAGEpack or its database (such as another plant site, a customer's site, or even a supplier's calibration lab where the desire is to include the readings in the results.) Once the calibration results have been collected, the data (in the calibration transfer file) can be loaded back into GAGEpack.

In this chapter

Installation	9
Before you start	10

Installation

GAGEpack Remote is a separate program that may be installed on an unlimited number of computers as part of your GAGEpack single-computer license. GAGEpack Remote is typically installed on a laptop computer that is used to record calibration information in locations that are remote from the GAGEpack computer.

First time users might want to consider installing GAGEpack Remote on the same computer as GAGEpack to evaluate the program before installing it on a laptop computer. When GAGEpack Remote is installed it will ask if you want an icon placed on the desktop. If you choose not to place an icon on the desktop, GAGEpack Remote can be run from the Start/Programs menu.

This program does not recognize GAGEpack security since it does not (in itself) affect the database. This only happens when the calibration transfer file is synchronized with GAGEpack via the Tasks tab > Utilities menu > Import remote calibrations choice in GAGEpack. Since GAGEpack must be open to access the data and import it, the ability is restricted to users who have 'add calibration' rights. Nevertheless, it is good practice to restrict use of the program to personnel who are likely to calibrate gages so the calibration transfer file does not get contaminated with bad data.

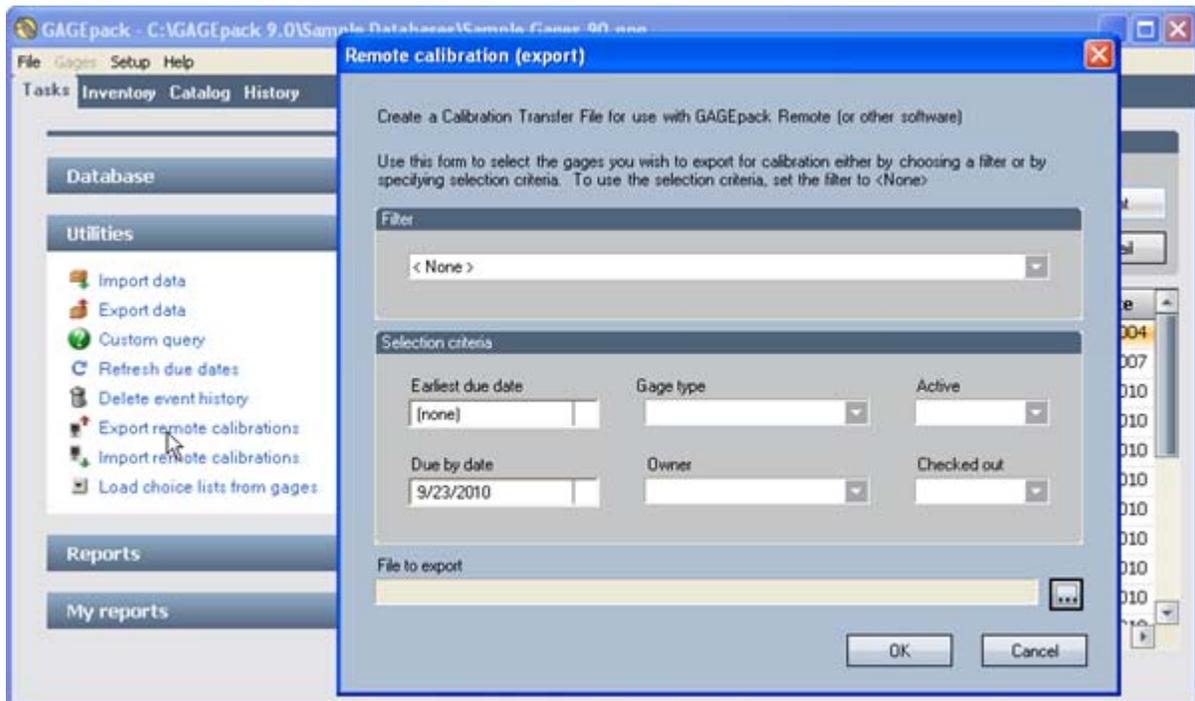
Before you start

GAGEpack Remote needs a calibration transfer file to operate. The calibration transfer file is produced by GAGEpack using the Tasks tab > Utilities menu > Export remote calibrations choice. Once it has been created it needs to be transferred to the computer running GAGEpack Remote using, for example, a pen-drive or network connection. This file contains all the information the program needs to simulate the GAGEpack calibration process and then return the data back to GAGEpack. It is not necessary to calibrate all the gages in one session. The calibration transfer file may be copied between the laptop computer and the GAGEpack computer as many times as necessary to complete the calibration process.

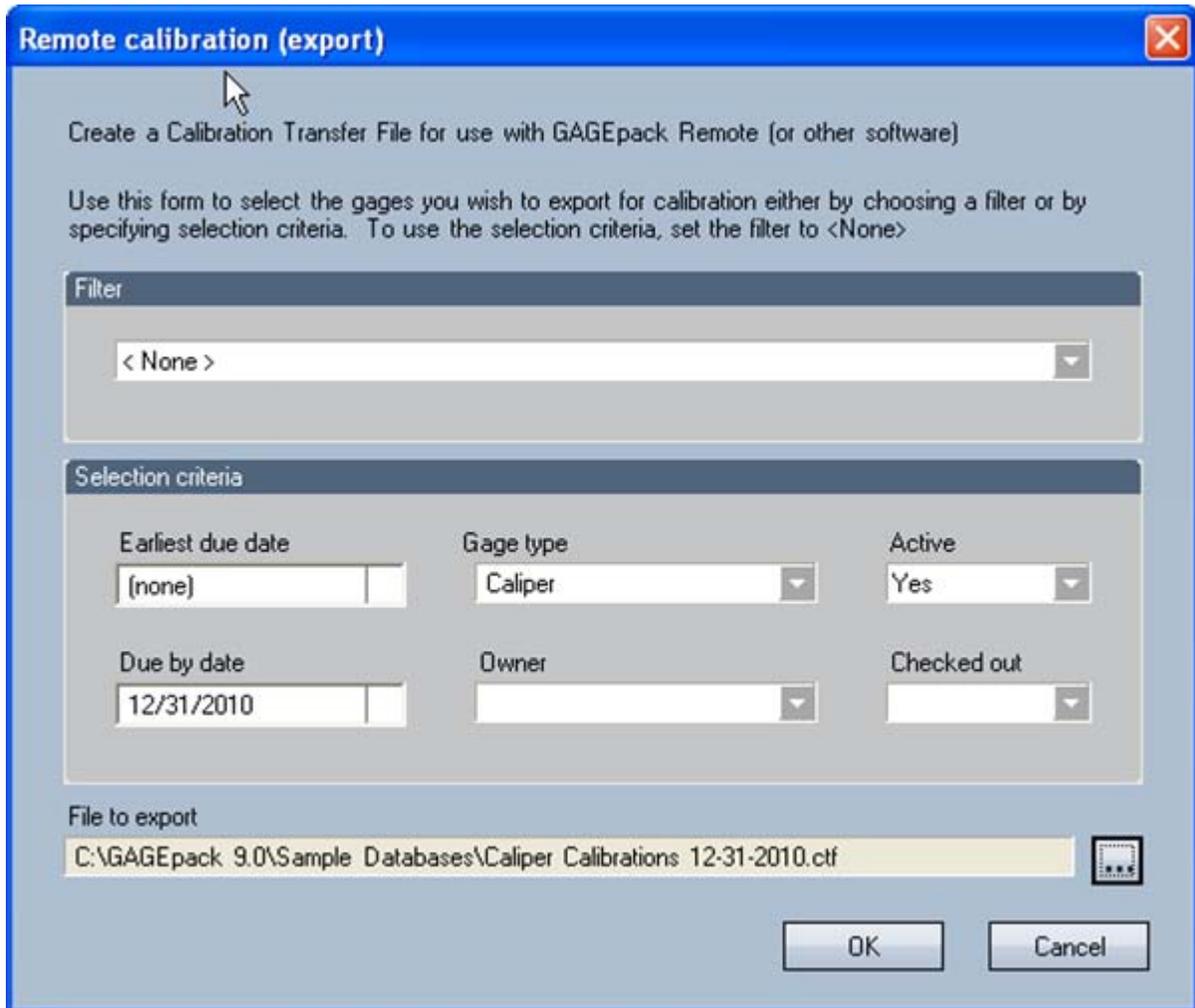
There is no point in starting GAGEpack Remote unless you have a calibration transfer file available as all its functions are disabled until such a file has been identified.

Creating a calibration transfer file

1. In GAGEpack, on the Tasks tab under Utilities, click on Export remote calibrations.



2. Select the gages you desire to create a calibration transfer file for by selecting one or more of the following: date range, gage type, owner, active, and/or in use.



3. Select the Browse [...] button and the Export data to file window will open for selecting the path and name of the calibration transfer file you want to create.
4. Enter the desired file path for the calibration transfer file in the Export data to file window.
5. Click Save and the Export data to file window will close. Click OK and the number of calibration records to be exported appears in a window.



- Click Yes and the calibration transfer file created will appear.



- Click OK and the transfer file creation process is complete.
- Select Save and the calibration transfer file will be saved.

CHAPTER 3

Using GAGEpack Remote

Both GAGEpack Remote and the created transfer file must be loaded onto the remote computer. If the program and transfer files have not been saved to the remote computer, you will need to find some mechanism for transferring them (Flash drive, network transfer, shared drives, etc.).

In this chapter

To enter calibration data into the transfer file..... 13

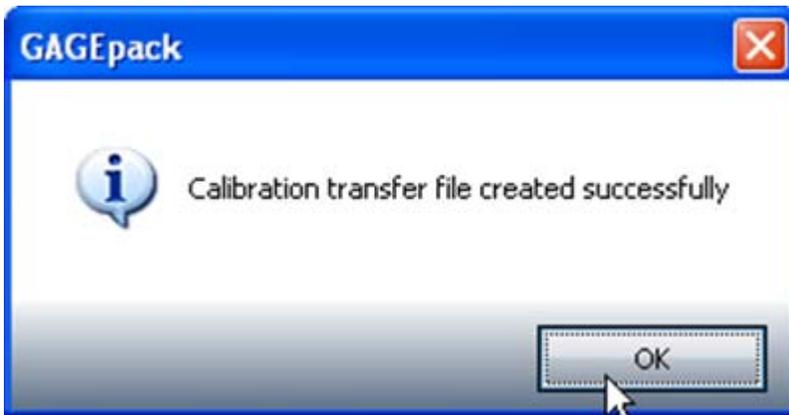
To enter calibration data into the transfer file

To enter calibration data into the transfer file:

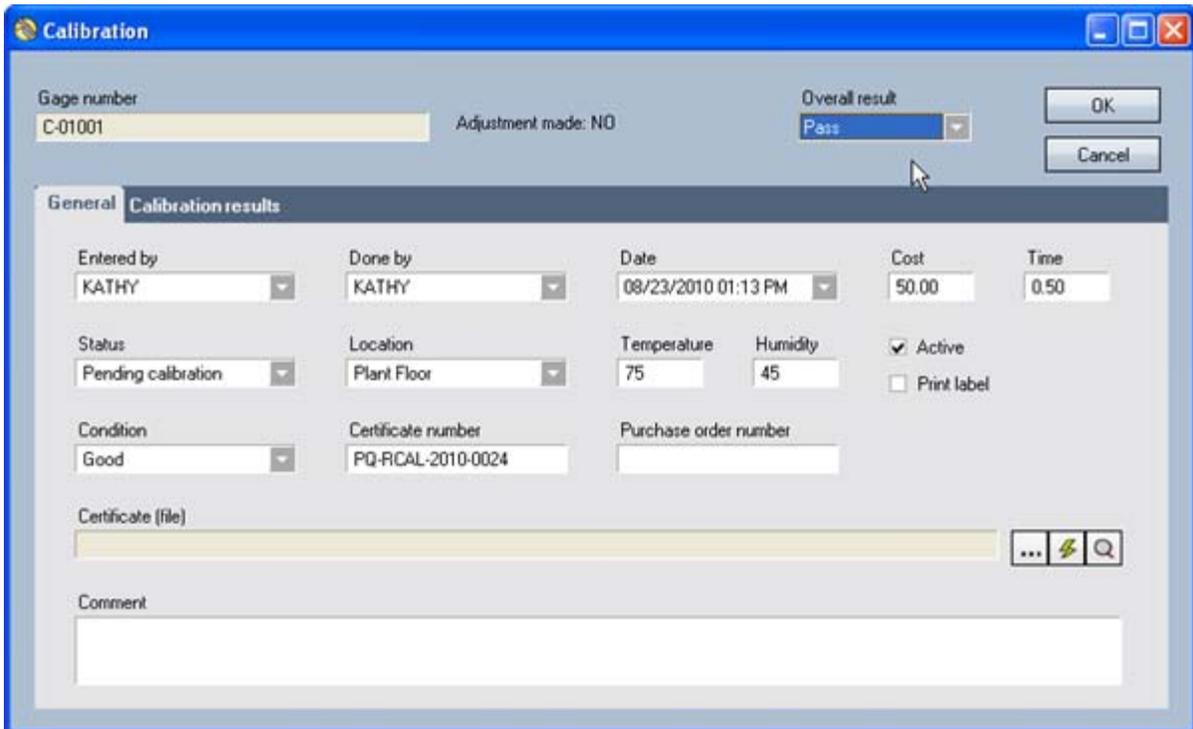
1. Launch the program and click the Load button to browse for a suitable calibration transfer file using the standard file dialog box – these files have a .CTF extension so be careful to load the correct one. A file that is not in the recognized format will not be loaded.



2. Click Load and browse for the file you saved to this computer.



3. Click Open to bring the file into GAGEpack Remote.
4. Highlight a gage you desire to calibrate and select Calibrate. A window will open that is essentially the same as a Calibration event window in GAGEpack.

A screenshot of the "Calibration" window in GAGEpack Remote. The window title is "Calibration". It contains several input fields and buttons. At the top, there is a "Gage number" field with the value "C-01001", an "Adjustment made: NO" label, an "Overall result" dropdown menu set to "Pass", and "OK" and "Cancel" buttons. Below this is a tabbed interface with "General" and "Calibration results" tabs. The "Calibration results" tab is active and contains the following fields: "Entered by" (KATHY), "Done by" (KATHY), "Date" (08/23/2010 01:13 PM), "Cost" (50.00), "Time" (0.50), "Status" (Pending calibration), "Location" (Plant Floor), "Temperature" (75), "Humidity" (45), "Condition" (Good), "Certificate number" (PQ-RCAL-2010-0024), "Purchase order number" (empty), "Certificate (file)" (empty), and "Comment" (empty). There are also checkboxes for "Active" (checked) and "Print label" (unchecked). A file selection icon is visible next to the "Certificate (file)" field.

5. Fill in the desired information and select the Calibration results tab.

Calibration

Gage number: C-01001 Adjustment made: NO Overall result: Pass

OK Cancel

General Calibration results

Coding active. Increment = 0.001 After pressing Enter move... →

Name	Is Atr?	Target	Units	Result as found	Result after adj.	P/F as found	P/F after adj.	Max	Min	Master gage	Comment
Min-Ran...	<input type="checkbox"/>	0.1	millimete...	0.100		Pass		0.102	0.098	MASTER-06003	
Mid-Ran...	<input type="checkbox"/>	0.5	millimete...	0.500		Pass		0.502	0.498	MASTER-06003	
Max-Ran...	<input type="checkbox"/>	1	millimete...	1.000		Pass		1.002	0.998	MASTER-06003	

6. Fill in the calibration results and the Overall result (Pass/Fail) and click OK.

GAGEpack Remote (9.0)

GAGEpack 9.0 Calibration Export file

C:\GAGEpack 9.0\Sample Databases\Caliper Calibrations 12-31-2010.ctf

Load Calibrate Close

Gage number	Location	Calibrated
C-01001	Tool Crib	Yes
C-02002	Tool Crib	
C-05001	Plant Floor	
C-06002	Tool Crib	
C-08001	Tool Crib	

Continue to calibrate the remaining gages until all of the gages have been calibrated or deferred. Select Close and the file will be saved as changed. At this point you may want to transfer the data back to GAGEpack or wait until you have completed more calibrations.

NOTE: If an existing file is opened, instead of creating a new file, the gages that require calibration will appear in the grid and some may even be designated as 'Calibrated' – these are gages that have already been processed by GAGEpack Remote but have not yet been synchronized with GAGEpack. Note that these gages may be edited and their calibration details amended. Any gages that have already been synchronized with GAGEpack will no longer appear on the list or have any information on them in the file.

CHAPTER 4

Synchronizing with GAGEpack

As noted above when creating the transfer file, there was a need to load the remote computer with both the GAGEpack Remote program and the transfer file. Now the transfer file must be made available to GAGEpack 9.0 which generally means replacing it to the directory in which it was created. In the current version of GAGEpack 9.0, once the file has been made available the user needs to go to the Utilities portion of the Tasks tab for loading any results back into GAGEpack.

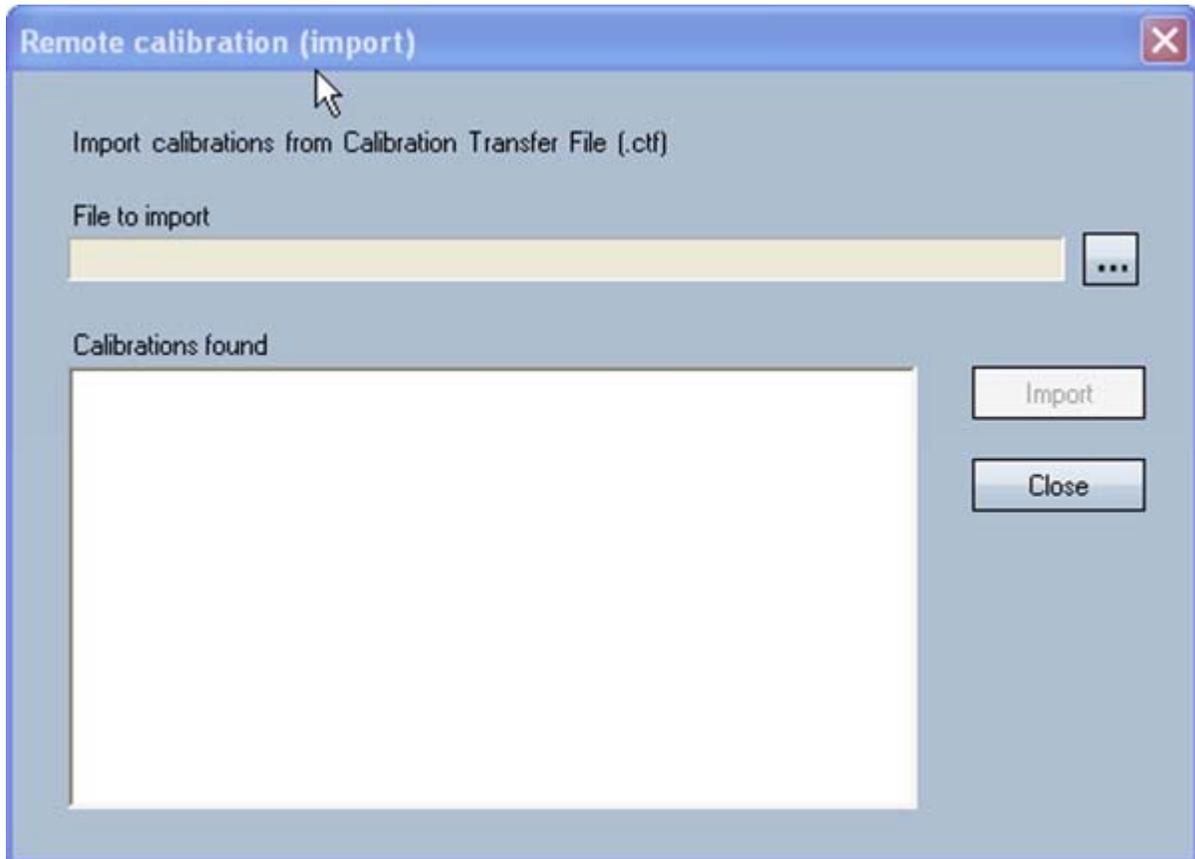
In this chapter

To import remote calibrations into GAGEpack..... 18

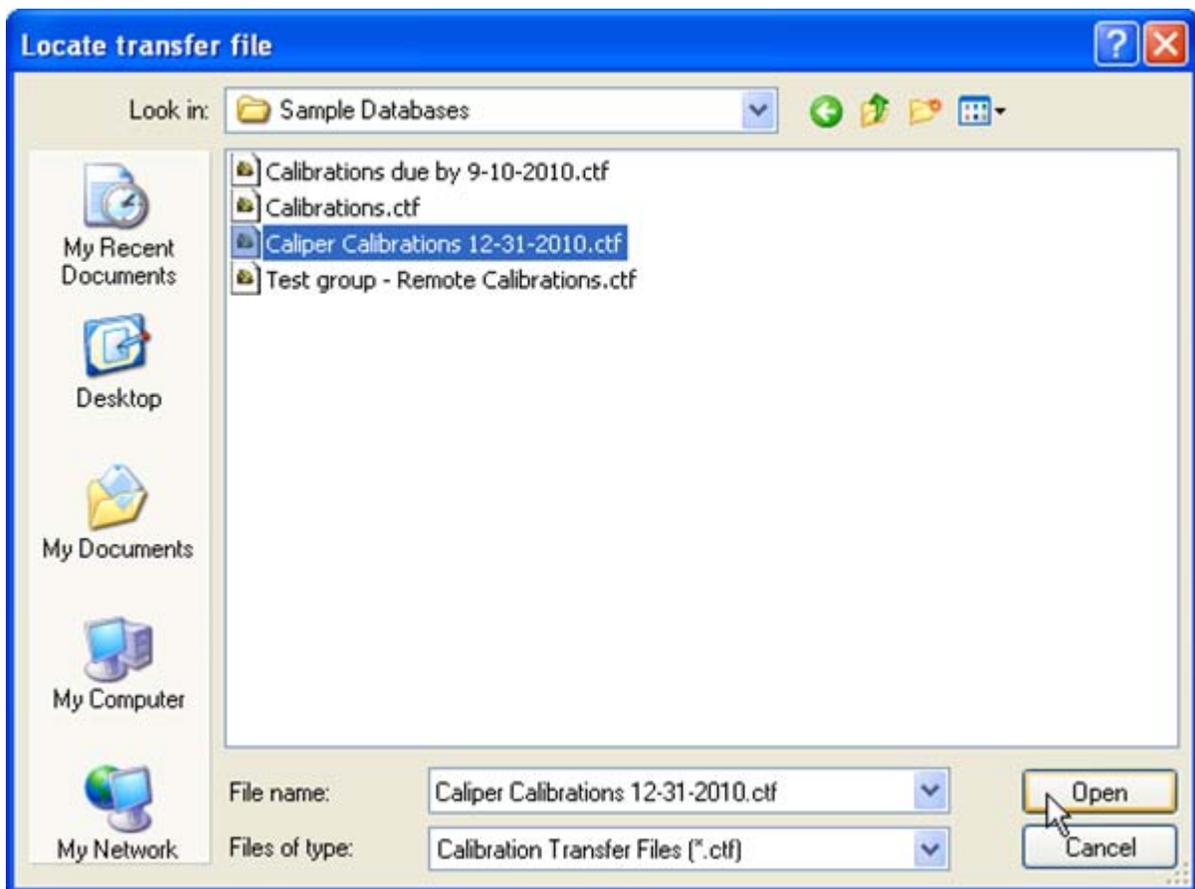
To import remote calibrations into GAGEpack

To import remote calibrations into GAGEpack:

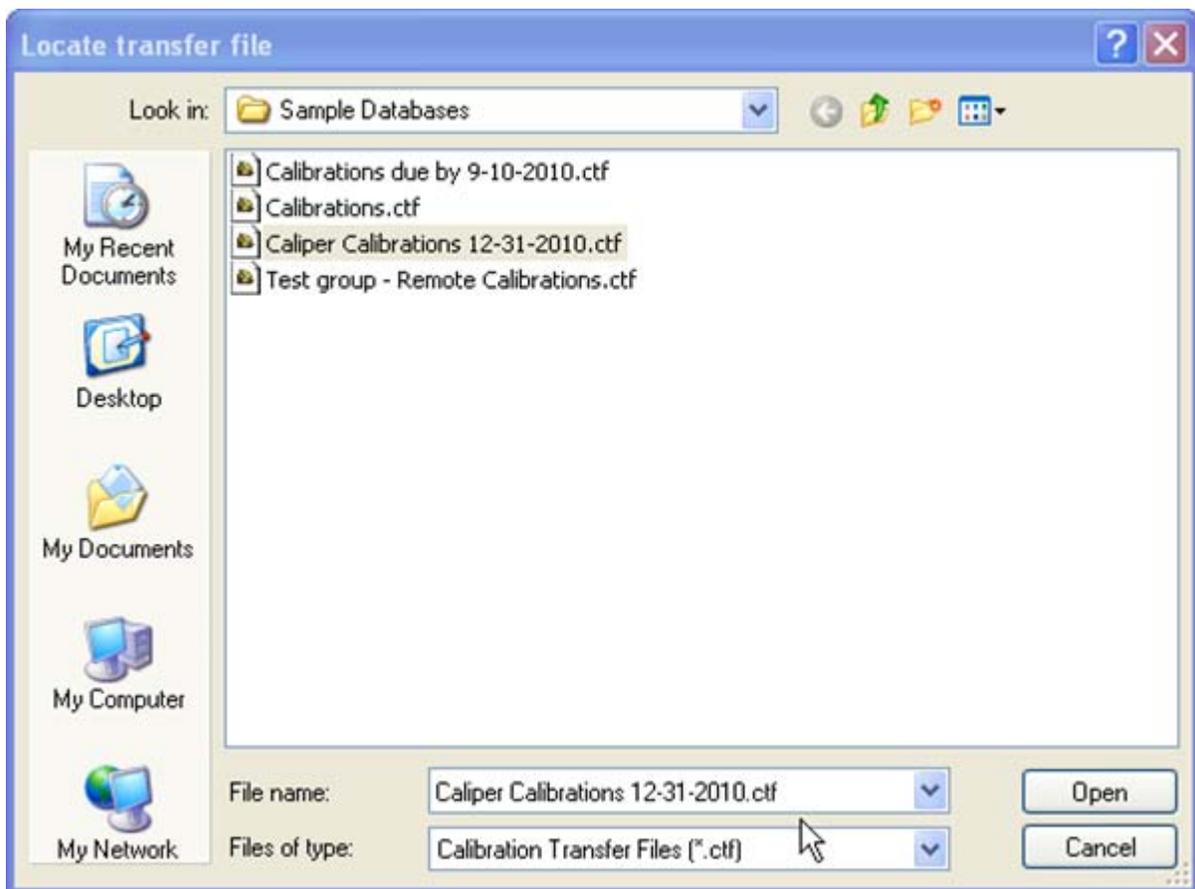
1. Select the Tasks tab > Utilities > Import remote calibrations and the Remote calibration (import) window will open.



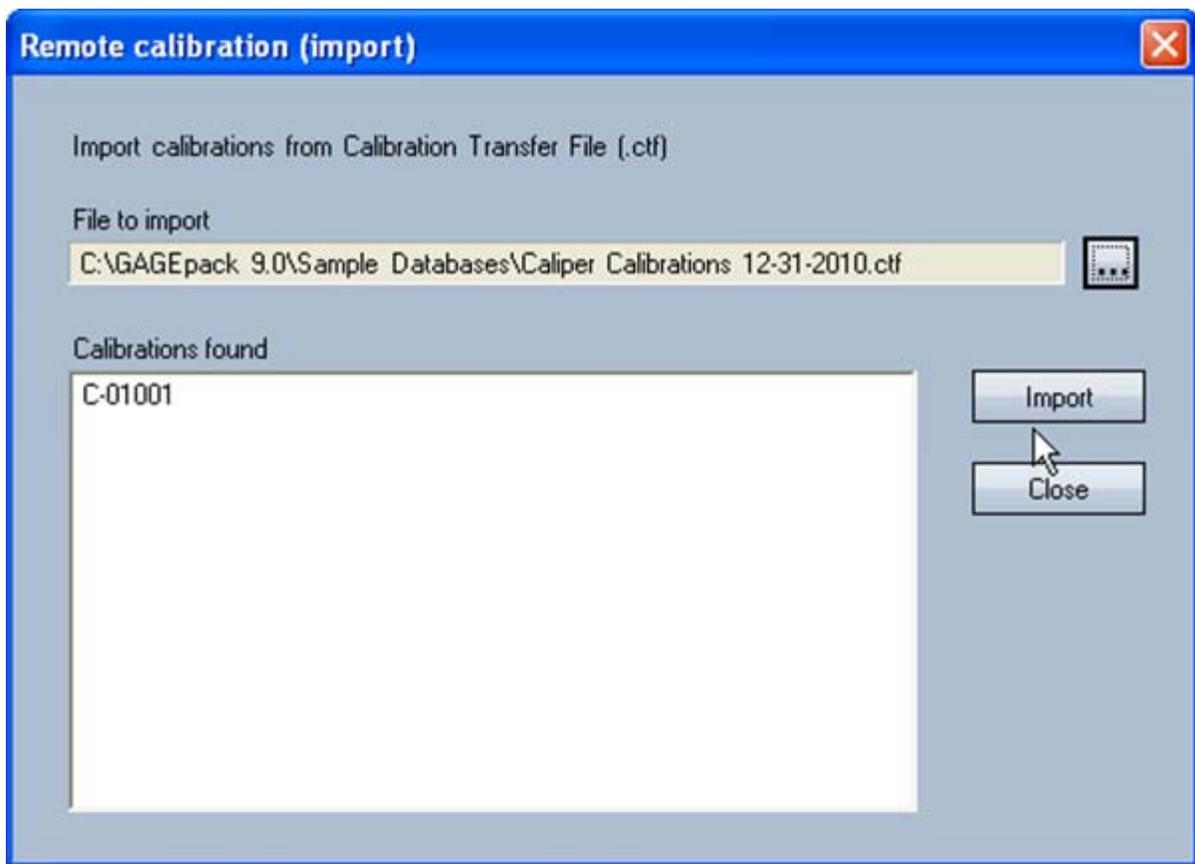
2. Click on the Browse [...] button and the Locate transfer file will appear.



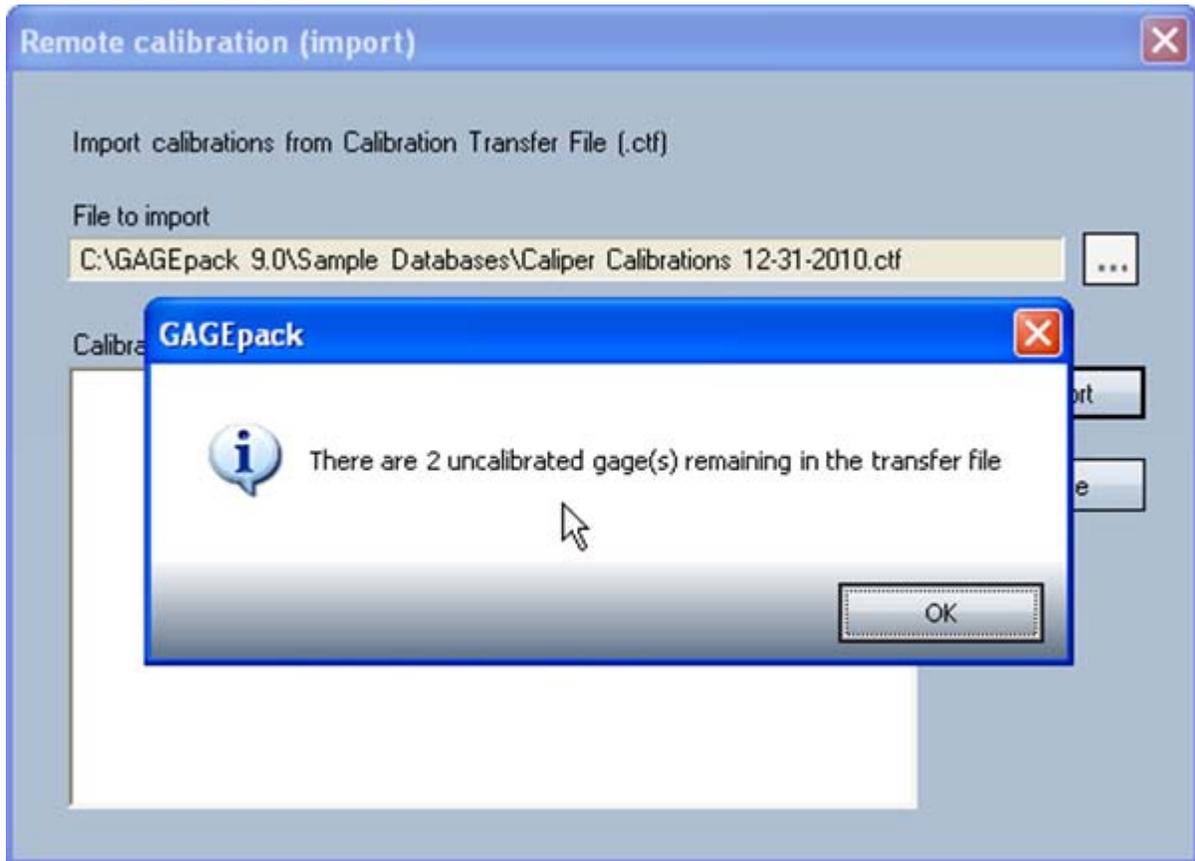
3. Select Open and the selected file will appear.



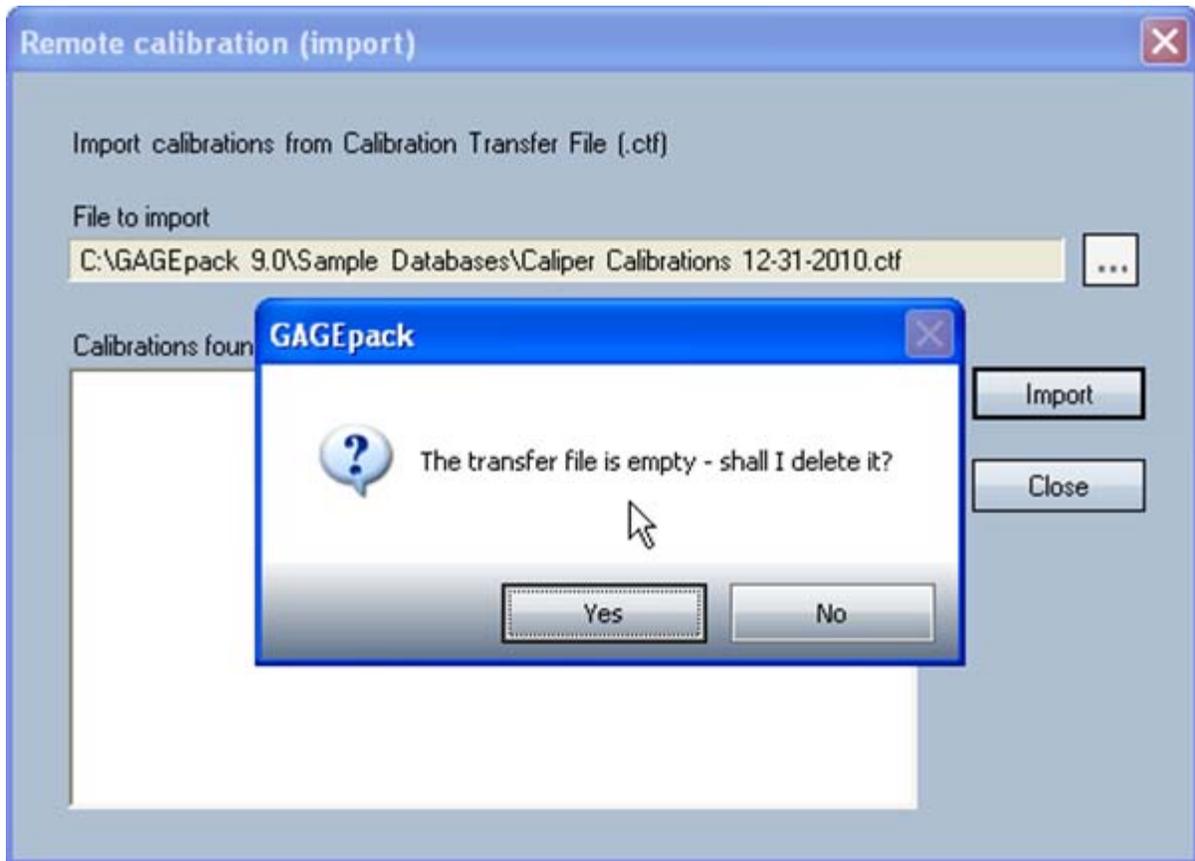
4. Select Next and the following screen appears.



5. Select Import and a window will pop up with the number of gages remaining in the file that have not yet had calibration results entered.



6. If the transfer file is empty, the program will ask if you want to delete the file.



7. Select Close and the Remote calibration (import) window will close returning you to GAGEpack.