

Auditor General Use and Good Practice

The following step-by-step guide provides information on the use of the Comark Auditor. If you experience any problem that cannot be resolved by following the steps below, please contact your local Comark Account Manager or contact the Service Department.

1. Changing the batteries

- If 'Low Battery' is indicated on the LCD, it is essential that the instrument be returned to the PC for 'docking' to download any readings. After downloading, disconnect the RS232 lead from the instrument and undo the screw on the battery compartment. Remove the two AA cells in the battery compartment and replace with fresh cells.
- Always use alkaline, Energizer or equivalent.
- Never mix old and new cells, always replace both cells at the same time. Do not mix alkaline and rechargeable cells.
- Carefully replace the battery cover to avoid damaging the seal taking care not to over tighten the screw. If the instrument does not automatically turn on after battery change, press any button on the keypad. The instrument will indicate that 'docking' is required. Reconnect the RS232 lead to 'dock' the instrument. After a few seconds it will show as 'docked' and will be ready to use again.
- Change the batteries regularly, once per month if not being replaced more frequently.

2. Good practice when using the Auditor

- Always download the instrument daily to the PC.
- Only install and download the Auditor to one PC, never try to download the Auditor to a new PC as records will be lost or corrupted.
- Keep the instrument clean using a damp cloth with little or no detergent.
- If the unit will not download then stop using it immediately and perform the checks listed below to diagnose the problem. If this does not resolve the problem, please contact Comark for further assistance.

3. Moving the Auditor to a new PC

- Download the Auditor to the old PC, if possible.
- To maintain your records, archive the database and then copy the contents to a backup device.
- Install the Auditor software and then the Auditor program on a new PC.
- Setup the Auditor on the PC by adding the serial number to the Auditor Group.

Please telephone the Comark Technical Services on 0844 815 6599

- Further information is contained in the electronic Auditor manual in the software help file. The manual is in PDF format.
- Now you can start to use the Auditor on the new PC.

4. Auditor does not communicate with software LCD on Auditor indicates 'Docked – PC Not Responding'

- Check to see if communications is running – Select Communications-Start Communications.
- Check connection to PC by using an alternative lead.
- Check that you are using the correct COM port in the software and on the PC.
- Installation of a PALM device on the PC may cause a problem. Right click on the PALM Synchronization icon in the right hand corner of the display and select Exit. It will restart as normal the next time the PC is re-booted or you can manually start it to communicate with your handheld device.

5. Auditor does not respond when connected to the PC

- This can be caused by Com port malfunction. Check using Control Panel – System – Hardware – Device Manager – Ports (COM and LPT) that the COM port is listed and is on and functioning properly.
- If you are using a USB to COM port adaptor this could be the cause of the problem.

6. Software installation or software upgrade on PC not downloading program to Auditor

- Check that communication is ON, see step 4 above.
- Check that the Auditor serial number appears in the Auditor Group in the software.
- Check to make sure that the program has been saved to the Auditor Group.
- Re-save the program just to be sure.
- Check the COM lead as above.

7. Wrong program loaded to the Auditor

- Open the program to confirm that it is correct in the Auditor Group.
- Check that the Auditor is in the correct Auditor Group.
- Re-save the program to the Auditor Group.
- Move the auditor serial number 00000001 to the Auditor Group (If this works then the serial number of the Auditor you are using has been lost. If this is the case you can continue to use the Auditor but it should be sent back to Comark for repair as soon as possible.)

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8. Will not turn ON

- It is possible for the screen contrast to reset to zero in which case, the instrument could be functioning but the screen will be blank. To check to see if the instrument is running press the backlight key. Even if the backlight has been set to zero seconds, it will still blink momentarily. If it blinks increase the contrast by holding the backlight key down and pressing the UP arrow key.
- If the backlight does not operate check and change the battery if required.
- Perform a 'soft reset' of the instrument. (Remove one of the cells from the battery compartment and wait for a few seconds before replacing. If the instrument is functioning the screen will show that connection to the PC is required. It is advisable to connect the Auditor to the PC at the earliest possible time to ensure correct operation although it is possible to manually check the date and time settings are correct.)

9. Blank screen

- Check that backlight is working, see Step 8.
- Check/Change the battery.
- If this does not work try a 'hard reset'. Remove one of the cells from the back of the instrument, press and hold both the UP and DOWN arrow keys together then replace the cell. If the Auditor functions, it will need to be reconnected to the PC to complete the reset. If the problem occurs again return the instrument to Comark for investigation.

10. The display is reversed or corrupted

- In the unlikely event that the display is corrupted with faulty or missing characters it should automatically correct at the next refresh. The display refreshes every few seconds.
- If it does not correct at the next refresh perform a 'soft reset', see Step 8.
- If that does not work then connect the Auditor to the PC and download the readings before removing the battery and performing a 'hard reset', see Step 9.
- If the display still does not reset contact Comark to arrange to send the instrument back for repair.