

COMLOG II Error Correction

These guidelines will in most cases help you correct errors on COMLOG II units. If you experience problems than cannot be solved as described here, please contact COMLOG Support: tel.: +45 9696 2626 for assistance.

1. Red LED in upper right corner is off

- a. Check power to PCB relay (pins 5 and 6 on short terminal).
- b. Check ignition signal on PCB relay (pin 12 on the long terminal).
- c. Check power supply to COMLOG II onboard unit (pins 3 and 4 on the long terminal).

If a and b are OK, but c is not (no power supply), exchange the PCB relay.

If voltage as in point c, check if the big plug on the back of the COMLOG II unit is properly inserted. If yes, exchange the COMLOG II unit. Beware to switch off the ignition before exchanging the unit.

2. Red LED is on, display light off

Press ESC on COMLOG II. Press ALT and 'arrow left' on external keyboard some times until COMLOG II beeps. Next press 'arrow right' some times. Repeat the same with 'arrow up' and 'arrow down' (do not forget to press the ALT key simultaneously). If still no light in the display, try to RESET. See point 5. If unsuccessful the COMLOG II must be exchanged. Beware to switch off the ignition before exchanging the unit.

3. COMLOG II not responding on out and in going calls

Check the top line, left side. If it constantly shows 'Error', 'Initialising', or 'Ping', check telephone unit. If an error description is displayed, please follow this. If a code is displayed, please contact COMLOG Support to have it unscrambled.

- a. The data plug in the telephone unit must be labelled 'GSM'. If this is not the case, replace with the plug labelled 'GSM'.
- b. Next check that a LED in the telephone unit is on/flashes. For M1 and M20 units it must be on. For TC35 and MC35 the LED must flash irregularly (short flashes, long pauses, etc.).
- c. If the LED in the telephone unit is not on, check the power supply to the telephone. If this is OK, replace the unit. Alternatively you may exchange the PCB relay or the wire to the telephone unit.
- d. LED in telephone unit flashes regularly. SIM card error. Remove SIM card and insert it in a normal cell phone to examine problem. It may be locked or protected by a PIN code that must be deactivated.
- e. If all above items are OK, but 'Initialising' is stuck, replace telephone unit.

4. No positioning. Displaying 'Searching GPS' to the right in the top line

- a. Check that the round plug and the union nut on the back of the COMLOG II are tightened. The 8 mm plug must be tightened with a spanner.
- b. Roof antenna: Check that the 8 mm union nut is tightened with the antenna wire.
- c. Inside antenna: Check the round plug as described above, and the placement of the antenna. It must not be shaded by windscreen wipers or metal. Also it must be mounted horizontally.
- d. If the above items are OK, check resistor in GPS antenna. The antenna wire must be mounted. It must be about 60 Ω . If the resistance is infinite (disconnected), or if resistance = 0 Ω (short circuit), the fault must be detected.

- e. If item d is OK, check if the external keyboard can be used. If this cannot be used, replace COMLOG II unit. Beware to switch off the ignition before exchanging the unit.

5. No of above errors – but not able to establish contact

Check that Company ID, Mobile ID and KPC number are OK. If the onboard unit is locked, or if no text is displayed, press these keys simultaneously to reset the system: ESC, F1 and 5. NOTE: not F5 but the numeric key 5. Press the 3 keys for about 5 seconds. COMLOG II will restart. Follow the guidelines on the display and press 'call' (Dial). After one or two calls the display will usually be back to normal.