

## AUTO**TEST** Calibrator FAQ (frequently asked questions)

**Calibrator Applet doesn't load correctly in your browser, or communication between your PC and your Calibration Box fails repeatedly.**

Have you installed the Sun Java JRE? This Credit Transfer Applet requires at least Sun J2SE(TM) Runtime Environment 5.0 Update 6. If you are unsure of whether you have an appropriate Java Runtime Environment (JRE) installed, please visit [here](#) to download the latest version of the JRE Java Software and install it, then retry this process.

**Calibrator will not turn on.**

Battery has discharged. Recharge the battery for 12-16 hours (refer to Section 4.6 in the Calibrator manual for instructions).

**Calibrator will turn on but there nothing appears on the LCD display.**

Check that the 'Download program switch' is off. If the red LED is on, turn the switch off and press the Reset button.

**There was a problem downloading a new program into the Calibrator memory.**

Check the 9-pin to 9-pin cable. Make sure you set the download switch to "on" and checked that the LED light is on, then pressed the "reset" button once. Note that while you will probably never need to use the program download feature, the microprocessor supports a maximum of ~100 program downloads in its lifetime.

**Maxi-X Brake Meter never goes to 'Remote Control' mode during a calibration.**

The Maxi-X requires that a different EPROM be inserted for a calibration. Refer to Section 4.2 in the Calibrator manual for details.

**PC does not handshake with the Calibrator when I try to calibrate.**

Check that you have selected the right COM port, and that all cables are connected securely.

**PC software tells me that the com port I selected is invalid or already in use.**

Check that you have selected the right COM port, and that no other software is running that could be using the COM port. If you are using a laptop, the serial ports may be disabled - check your laptop manual for more information.

**Where do I send my AutoLight for calibration?**

Send it to AutoTest Products (see contacts) or your local distributor.

**Brake Meter displays 'Remote Control' and cannot be turned off.**

This can occur if a Calibration fails partway through. The solution is to manually remove a battery (for Mini's) or manually remove a battery connection (for other Brake Meters) for a few moments then replace the battery / connection. This will force the Brake Meter to switch off. To remove a battery connection for Maxi / Maxi-X / Heavy Brake Meters you will need to unscrew the screw on the bottom of the Brake Meter.

**Applet does not load.**

Check that you are using Internet Explorer version 5.01 or later. You can check this by loading Internet Explorer, then selecting 'About Internet Explorer' from the 'Help' menu. You can download the latest version of Internet Explorer for free from <http://www.microsoft.com/>. You cannot use Netscape or any other browser except for Microsoft Internet Explorer 5.01 or later.

**After turning on the Brake Meter, the PC software and Calibrator display do not respond, and continue to request that the Brake Meter be turned on.**

If this happens once, turn off the Brake Meter, then turn it on again. If the software/calibrator still do not respond to the Brake Meter turning on, check the cable connecting the Brake Meter to the Calibrator, and the cable connecting the Calibrator to the PC. If you are trying to

calibrate a Maxi-X, make sure you have swapped the EPROM for a Maxi EPROM, as mentioned in the Calibrator manual (Section 4.2) and also earlier on this page.

After a calibration, the PC software displays an error message stating that there was an 'Error calculating results'.

This error message occurs when results are calculated on incorrect calibration values. Incorrect calibration values occur when the Brake Meter or the Calibrator reports incorrect values for the accelerometer or load-cell. A common mistake is forgetting to attach the Calibrator accelerometer to the Brake Meter being tested. This will result in values being read from the Calibrator accelerometer that will not match the values read from the Brake Meter accelerometer, causing a mathematical error. If cables are not damaged, and the calibration is performed correctly, then it is possible that the accelerometers or load-cells in the Brake Meter or the Calibrator have either been disconnected or damaged, and are reporting incorrect values. For example, if the Calibrator accelerometer is disconnected, it will return a value of 0 every time, which will cause a mathematical error in the calculations.

If you suspect that an accelerometer or load-cell is damaged or disconnected, you can check by watching the Calibrator screen during a calibration. As you put the Brake Meter into each position, two numbers are displayed on the Calibrator screen. The top number represents the value read from the Brake Meter, and the bottom number represents the value read from the Calibrator reference equipment. So for example if you are calibrating the accelerometer, and you notice that the number on the top line is not changing at each position, then you know that the Brake Meter accelerometer is either damaged or disconnected.

If the Calibrator or Brake Meter are damaged, you should return them to AutoTest Products Pty Ltd for servicing.