

## TROUBLESHOOTING

Condition	Probable Cause	Corrective Action
The monitor does not turn ON.	No power source.	Ensure the internal battery has been connected and has been charged.
The monitor does not stay ON without the AC Adapter connected.	Battery voltage is too low.	Connect the AC adaptor and recharge the battery.
The monitor “Beeps” and turns off.	Battery must be recharged.	Connect the AC adaptor and recharge the battery.
The monitor turns off unexpectedly.	Monitor has entered Power Saving Mode.	Press the Power button to activate the monitor.
	Battery needs recharging.	Connect the AC adaptor and recharge the battery.
The monitor fails to trigger and record an event.	The monitor has not been setup correctly.	Make sure the geophone and microphone are connected properly. Make sure the proper trigger source has been selected. Make sure the trigger level is not set too high. Make sure the unit is in monitor mode.
The monitor triggers continuously.	The Trigger Level has been set too low.	Increase the Trigger Level.
The monitor will not enter monitor mode.	The monitor’s memory is full.	Transfer events from the memory, verify the events transferred correctly, and then delete the events.
Warning Memory Less than 15%.	The monitor’s memory is almost full.	Transfer events from the memory, verify the events transferred correctly, and then delete the events.
Memory Full.	The monitor’s memory is full.	Transfer events from the memory, verify the events transferred correctly, and then delete the events.
The Transverse channel fails the sensor check.	The geophone is not connected.	Connect the geophone.
	The geophone is not level.	Check the geophone is level from left to right.
	The geophone moved during the Sensor Check.	Press the Sensor Check key to run Sensor Check again. Do not touch the geophone.
	The geophone cable is improperly installed or damaged.	Check the geophone cable cuts, crimps or damage. Check the cable connection.
	Damaged geophone.	Have the geophone checked by an authorized InstanTel service facility.
The Vertical channel fails the sensor check.	The geophone is not connected.	Connect the geophone.
	The geophone is not level.	Check if the geophone is upside down, not level sided to side or not level back to front.
	The geophone moved during the Sensor Check.	Press the Sensor Check key to run Sensor Check again. Do not touch the geophone.
	The geophone cable is improperly installed or damaged.	Check the geophone cable cuts, crimps or damage. Check the cable connection.
	Damaged geophone.	Have the geophone checked by an authorized InstanTel service facility.
	Ceiling Installation – geophone is mounted upside down.	Make sure the blue plastic is next to the ceiling and not the aluminum base.

Condition	Probable Cause	Corrective Action
The Longitudinal channel fails the sensor check.	The geophone is not connected.	Connect the geophone.
	The geophone is not level.	Check the geophone is level from front to back.
	The geophone moved during the Sensor Check.	Press the Sensor Check key to run Sensor Check again. Do not touch the geophone.
	The geophone cable is improperly installed or damaged.	Check the geophone cable cuts, crimps or damage. Check the cable connection.
	Damaged geophone.	Have the geophone checked by an authorized InstanTel service facility.
The Microphone fails the sensor check.	Microphone not connected.	Connect the microphone.
	Damaged microphone or microphone cable.	Have the microphone checked by an authorized InstanTel service facility.
Blastware is not able to communicate with the Micromate.	Blastware has not been setup correctly.	Make sure the correct unit type has been selected (bottom left of the Blastware window).
	Wrong version of Blastware is being used.	Make sure to use Blastware version 10.7 or higher. Make sure the communication cable has not been damaged.
Unable to communicate over a modem.	Blastware has not been setup correctly.	Make sure the proper cable is used and connected between the unit and the modem. Ensure the unit is configured to communicate over a modem. Ensure the proper IP address is being used.
Unit does not respond to key presses.	The Micromate has not been turned on.	Press and hold the power button for five seconds.
The charge status LED does not turn on with an external power source.	Improper power source.	Ensure the recommended adaptor is used. Replace the adaptor.
The Save icon is not available with a memory stick inserted.	Wrong formatting on the memory stick	Reformat the memory stick to Fat 16 or FAT 32.
	Memory stick not inserted properly	Remove and reinsert the memory stick
The Printer icon is not available when the printer is connected.	Unsupported printer has been connected.	Ensure the proper printer is connected.
	The printer is not turned on.	Make sure the printer has been powered on.
	The Printer cable is damaged.	Make sure the cable has not been damaged and is connected properly.
The GPS icon is not available with the GPS connected.	Unsupported GPS has been connected.	Ensure the proper GPS is connected.
	The GPS is not turned on.	Make sure the GPS has been powered on.
	The GPS cable is damaged.	Make sure the cable has not been damaged and is connected properly.
The remote alarm does not sound the external alarms.	The remote alarm has not been configured properly.	Verify the remote alarm setups.
	No external power to the sounder or light.	Make sure the external power to the sounder or light has been connected properly.