

Guidance notes for existing users of N5001 and N5002 Auditors

Please read before installing software on your N5001USB Auditor

If you have previously purchased an N5001 or N5002 RS232 Auditor, please follow the instructions below before installing your new N5001USB Auditor.

If you are unsure which model you have, check the Lumberg connector.

This is a Lumberg style connector.



The previous N5001 and N5002 models feature an 8-pin Lumberg connection and download data with an RS232 cable, N5001USB Auditor has a 6-pin Lumberg connector and downloads with a USB cable.

Note: The N5001USB Auditor is now compatible with a wide range of standard Comark probes using a 6-pin Lumberg connector. 8-pin Lumberg connector probes used with existing instruments will not work with the N5001USB Auditor.

To use the N5001USB Auditor along with existing N5001 and N5002 Auditors, existing instruments will require an Auditor software upgrade followed by a firmware upgrade.

Before starting the upgrade process, all data must be downloaded from the existing N5001 and N5002 Auditor instruments.

When the data is downloaded, close the Auditor software program on your computer.

The required Comark USB drivers, Auditor software and the firmware upgrade can be downloaded from:

- www.comarkltd.com/software – UK and International
- www.comarkusa.com/software – USA, Canada and South America

Stage 1: USB Driver Installation

Click the “Comark USB Driver.exe” link shown on the web page and fill in the form to proceed with download. Choose the “save” option to start the download.

When the download is complete, click the “run” button. Windows will ask if the user wants to allow this program to run, select **yes**.

Confirm you wish to install. The following screen should be displayed:



Click Install. When the installation is complete the following screen will be shown.



Your computer may request a restart after installation of the software.

Stage 2: Install Auditor Software Upgrade

When you have successfully installed the USB drivers, download and install the Auditor software upgrade following the on-screen instructions to complete the process.

Stage 3: Firmware Upgrade

Once the software upgrade is complete, the product firmware upgrade will be required, following the instructions below:

Important Note: The firmware upgrade must be completed using an RS232 cable. If you do not have an RS232 port on your computer your instruments will need to be returned to Comark Service Department to be upgraded. The upgrade will not work using USB-Serial Adaptor on the RS232 cable.

Close the Auditor software program on your computer then download the firmware upgrade file from the software webpage.

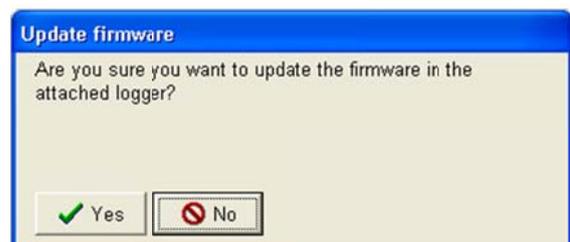
Click the Comark Auditor Vx.zip link, following on-screen instructions to download.

Run the setup file contained within the folder to install the firmware upgrade.

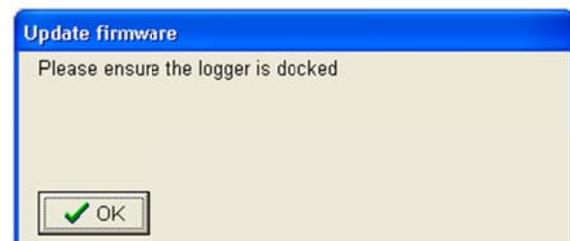
Connect the N5001 or N5002 Auditor you have to upgrade.

Select Help – Update Auditor Firmware.

The screen below will be displayed.



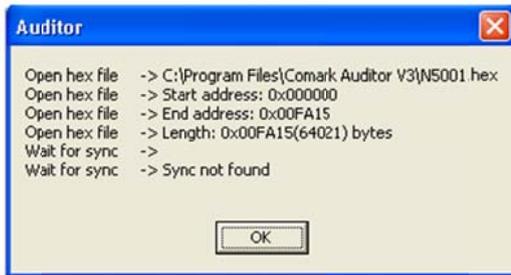
Select Yes to continue. The screen below will be displayed



Press OK to continue. As the firmware updates, the status will be displayed as on the screen below.



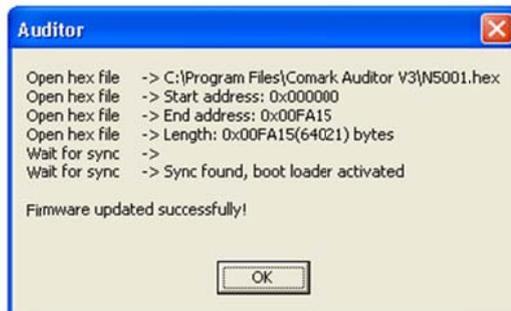
If the N5001 or N5002 Auditor cannot be detected and the firmware update does not start, the message below will be displayed.



Select OK and repeat the process.

(If the message is displayed again, close and restart the Auditor software and repeat once more. If that does not work then please contact Comark Instruments for assistance at the numbers listed below.)

When the firmware update is successfully completed, the message below will be displayed.



Select OK then select Communications Start Communication to complete a full communications cycle with the N5001 or N5002 Auditor. This will update the date and time and finish off the firmware update procedure.

Disconnect the N5001 or N5002 Auditor from the Computer.

If the update has been successful the N5001 or N5002 Auditor will display the current Auditor Program and will work as normal.

Repeat for all your other N5001 or N5002 Auditors you may have.

For further assistance, please contact your local Comark Distributor or Comark Technical Services for assistance.

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