

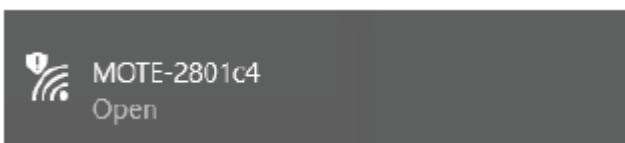
## Comark RF400

The following procedures should only be carried out when advised to do so by Tech Support. These procedures should not be necessary in normal use.

## Comark RF400 Help Guide – Troubleshooting Advanced

### Downloading Unsent Readings

If for any reason the RF400 Logger is unable to send log readings to the Comark Cloud it is possible to download any readings that have not been sent. To do this press the 'SETUP' button in the battery compartment. Using a PC change the connected WiFi to one starting with MOTE-xxxxxx (Where xxxxxx is the last 6 digits of the MAC address). In the example below the MAC address of the RF400 Logger is 98:8B:AD:28:01:C4



Using the browser go to the following web page

<http://config.elmote.local/advanced.html>

Then click on the following...

[Download Session DataLog](#)

If there are any unsent readings a CSV file will be downloaded containing the readings. Note: the time and date stamp of any readings are in UTC/GMT. Any time zone or daylight savings offset will need to be applied separately.

### Download Error Log

To help support staff in diagnosing problems it may be required to download the Error Log from the RF400 Logger. To do this connect the RF400 Logger to a PC via WiFi as described in "Download Unsent Readings". Using the browser go to the following web page

<http://config.elmote.local/advanced.html>

Then click on the following...

[Download ErrorLog](#)

This will download a CSV to your PC.



## How do I update my RF400 Logger device?

The RF400 Logger can be updated via the 'Device' page on <https://comark.wifisensorcloud.com/> via either the device cell or from the Burger menu located at the top right of the devices page.

If you have an update pending a yellow warning triangle will appear in the device cell. Clicking this will open a pop up with information on the pending firmware update and give you the option to install an over the air firmware update.

Alternatively, multiple devices can be updated via the burger menu in the top right of the devices panel, by selecting any of your devices, then opening the burger menu and selecting the "Update Firmware" option.

End.