

Knowledge Base Article

Product Group: Inspection Systems
Product: CMDM6600 – Microlog Inspector
Version: N/A

Abstract

A SKF Microlog Inspector CMDM6600 device comes up in locked mode (at the bottom of the screen, the device says "Locked"), but the touch screen is not responding. This article provides a way to unlock a CMDM6600 device if the touch screen does not work.

Overview

Normally, when the device is locked, the user taps on the word "Unlock" in the toolbar and it brings up a message prompting the user to tap "Unlock" or press *. However, if the touch screen is not working, this will be impossible to do.

The workaround for this is to press the smile key (a shift key that looks like a smile), which will then bring the user to the message to tap "Unlock" or press *. The user should then be able to press the * key on the keypad to unlock the device.

Keep in mind that the CMDM6600 has multiple keypad options, so you may have to press different shift or function keys to do a smile key and/or the asterisk. For instance, on the CMDM6600 with the Numeric Keypad, the orange function key followed by the 1 key must be pressed for a smile key.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.