

Badger® ORION® Reading System (ORS) Troubleshooting



Badger Meter, Inc.

For 24 hour Hardware, Software, and Procedure Support, call: 1-800-456-5023. Technician Hours are 7:45 a.m. – 4:30 p.m. Central Time, Mon.-Fri. Emergency Technician Paging 4:30 p.m. - 7:45 a.m. Central Time Mon.-Fri., Weekends, and Holidays.

Software displays the following message:

- A. “Meter sequence data already loaded. Do you wish to continue using this data? If you select NO existing sequence data will be cleared”:**

This means a route was left in Badger ORION when the reading system was shut off. If you wish to unload, or continue reading the route, select the **YES** button. If you don't want to continue using the route loaded select the **NO** button.

- B. Starting Address Not Found:**

Starting address is either not findable or blank. Select the **OK** button to start reading, the map will display vehicle location.

- C. Not receiving GPS Signal:**

Badger ORION is not receiving a signal from the GPS antenna, check all connections, and make sure the antenna is on. Make sure antenna is placed on the dashboard, positioned to see the sky. If OPS antenns was off, turn unit and restart the ORS Software.

- D. Not receiving ORION (Receiver) Signal:**

Badger ORION is not receiving a signal from the receiver, check all connections, make sure receiver is on, and fully charged.

(OVER)

Badger® ORION® Reading System (ORS) Troubleshooting



Badger Meter, Inc.

For 24 hour Hardware, Software, and Procedure Support, call: 1-800-456-5023. Technician Hours are 7:45 a.m. – 4:30 p.m. Central Time, Mon.-Fri. Emergency Technician Paging 4:30 p.m. - 7:45 a.m. Central Time Mon.-Fri., Weekends, and Holidays.

Software displays the following message:

- A. “Meter sequence data already loaded. Do you wish to continue using this data? If you select NO existing sequence data will be cleared”:**

This means a route was left in Badger ORION when the reading system was shut off. If you wish to unload, or continue reading the route, select the **YES** button. If you don't want to continue using the route loaded select the **NO** button.

- B. Starting Address Not Found:**

Starting address is either not findable or blank. Select the **OK** button to start reading, the map will display vehicle location.

- C. Not receiving GPS Signal:**

Badger ORION is not receiving a signal from the GPS antenna, check all connections, and make sure the antenna is on. Make sure antenna is placed on the dashboard, positioned to see the sky. If OPS antenns was off, turn unit and restart the ORS Software.

- D. Not receiving ORION (Receiver) Signal:**

Badger ORION is not receiving a signal from the receiver, check all connections, make sure receiver is on, and fully charged.

(OVER)

Badger® ORION® Reading System (ORS) Troubleshooting



Badger Meter, Inc.

For 24 hour Hardware, Software, and Procedure Support, call: 1-800-456-5023. Technician Hours are 7:45 a.m. – 4:30 p.m. Central Time, Mon.-Fri. Emergency Technician Paging 4:30 p.m. - 7:45 a.m. Central Time Mon.-Fri., Weekends, and Holidays.

Software displays the following message:

- A. “Meter sequence data already loaded. Do you wish to continue using this data? If you select NO existing sequence data will be cleared”:**

This means a route was left in Badger ORION when the reading system was shut off. If you wish to unload, or continue reading the route, select the **YES** button. If you don't want to continue using the route loaded select the **NO** button.

- B. Starting Address Not Found:**

Starting address is either not findable or blank. Select the **OK** button to start reading, the map will display vehicle location.

- C. Not receiving GPS Signal:**

Badger ORION is not receiving a signal from the GPS antenna, check all connections, and make sure the antenna is on. Make sure antenna is placed on the dashboard, positioned to see the sky. If OPS antenns was off, turn unit and restart the ORS Software.

- D. Not receiving ORION (Receiver) Signal:**

Badger ORION is not receiving a signal from the receiver, check all connections, make sure receiver is on, and fully charged.

(OVER)

Badger® ORION® Reading System (ORS) Map Control Options



For 24 hour Hardware, Software, and Procedure Support, call: 1-800-456-5023. Technician Hours are 7:45 a.m. – 4:30 p.m. Central Time, Mon.-Fri. Emergency Technician Paging 4:30 p.m. - 7:45 a.m. Central Time Mon.-Fri., Weekends, and Holidays.

Each option must be selected prior to performing that function on the display.

- A. Select Meter:** Allows the user to view meter details by touching the desired meter on the displayed map.
- B. Re-center:** Allows the user to re-center or move the map by touching an area of the map and dragging it in a direction to view the desired area of the map.
- C. Zoom In:** Choose this option and then touch the map in the area you want to zoom in on. The scale in the lower right hand corner will update.
- D. Zoom Out:** Choose this option and then on the map touch the area you want to zoom out on. The scale in the right hand corner will update.
- E. Zoom Default:** Allows the user to quickly default to a pre-determined size.
- F. Zoom Meters:** Zooms in/out to include all meters in the route.
- G. Find Address:** An option to find any address in your state.

Badger® and ORION® are registered trademarks of Badger Meter, Inc.

ORI-TRC-05 (6-07)

Badger® ORION® Reading System (ORS) Map Control Options



For 24 hour Hardware, Software, and Procedure Support, call: 1-800-456-5023. Technician Hours are 7:45 a.m. – 4:30 p.m. Central Time, Mon.-Fri. Emergency Technician Paging 4:30 p.m. - 7:45 a.m. Central Time Mon.-Fri., Weekends, and Holidays.

Each option must be selected prior to performing that function on the display.

- A. Select Meter:** Allows the user to view meter details by touching the desired meter on the displayed map.
- B. Re-center:** Allows the user to re-center or move the map by touching an area of the map and dragging it in a direction to view the desired area of the map.
- C. Zoom In:** Choose this option and then touch the map in the area you want to zoom in on. The scale in the lower right hand corner will update.
- D. Zoom Out:** Choose this option and then on the map touch the area you want to zoom out on. The scale in the right hand corner will update.
- E. Zoom Default:** Allows the user to quickly default to a pre-determined size.
- F. Zoom Meters:** Zooms in/out to include all meters in the route.
- G. Find Address:** An option to find any address in your state.

Badger® and ORION® are registered trademarks of Badger Meter, Inc.

ORI-TRC-05 (6-07)

Badger® ORION® Reading System (ORS) Map Control Options



For 24 hour Hardware, Software, and Procedure Support, call: 1-800-456-5023. Technician Hours are 7:45 a.m. – 4:30 p.m. Central Time, Mon.-Fri. Emergency Technician Paging 4:30 p.m. - 7:45 a.m. Central Time Mon.-Fri., Weekends, and Holidays.

Each option must be selected prior to performing that function on the display.

- A. Select Meter:** Allows the user to view meter details by touching the desired meter on the displayed map.
- B. Re-center:** Allows the user to re-center or move the map by touching an area of the map and dragging it in a direction to view the desired area of the map.
- C. Zoom In:** Choose this option and then touch the map in the area you want to zoom in on. The scale in the lower right hand corner will update.
- D. Zoom Out:** Choose this option and then on the map touch the area you want to zoom out on. The scale in the right hand corner will update.
- E. Zoom Default:** Allows the user to quickly default to a pre-determined size.
- F. Zoom Meters:** Zooms in/out to include all meters in the route.
- G. Find Address:** An option to find any address in your state.

Badger® and ORION® are registered trademarks of Badger Meter, Inc.

ORI-TRC-05 (6-07)