

CCT conversations - Ticket #6872

Date and time resets after a certain amount of time

03/09/2026 02:34 AM - Mohammad Petladwala@orbitresearch.com

Status:	On Hold	Spent time:	0.00 hour
Priority:	Normal		
Target version:			
Description In the following email, the customer is explaining an issue where his date and tieme do not stay the same. My OR 40 is not keeping correct clock time. It hasn't since I got it actually but I haven't really needed it to until now. I go into settings and set the time. then if I check the time it shows the correct time. After some time, not certain how long, if I check the time again it is incorrect. Any ideas what is causing this? I am running version B1.01.00.04R23 as of today. My machine has a serial number of: SU A00760			

History

#1 - 03/09/2026 02:35 AM - Mohammad Petladwala@orbitresearch.com

- Project changed from Orbit Reader 40 - IN to CCT conversations
- Device Serial Number deleted (SU A00760)
- Ticket Created By deleted (Mohammad)
- Customer Name deleted (Dan Beaver)
- Orbit Research Diagnosis Notes updated
- Orbit Research's Estimate deleted (Estimate will be entered by Orbit Research)
- Courier Service Company deleted (FedEx)

#2 - 03/17/2026 03:35 AM - Mohammad Petladwala@orbitresearch.com

- Status changed from New to On Hold