

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	
<p>In the following email, the customer is explaining an issue where his date and time do not stay the same.</p> <p>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.</p> <p>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.</p> <p>Any ideas what is causing this?</p> <p>I am running version B1.01.00.04R23 as of today. My machine has a serial number of: SU A00760</p>	

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