Windows CE Computer Troubleshooting

There are generally three types of failures with the CE computer:

1. **The computer powers up, but the screen remains dark.**
   This failure can be recognized by the following:

   a. On power up, the LEDs on the back, light momentarily.

   b. After a minute or two the pumps/UV lamp begin operating normally.

      > With this failure, the analyzer will continue to run the analysis and update the 4-20mA output and alarms.

   - Check the cables to the LCD.

   - Check the dipswitches and jumper settings.

   - Replace the LCD or the entire computer if necessary.

2. **The computer fails to power up.**
   This failure can be recognized by the following:

   a. On power up, no LEDs light.

      > With this failure, the analyzer will fail to operate since it is waiting on the command from the computer to proceed.

   - Check the voltage to the CE computer.

   - Check jumpers/dip switches.

   - Replace CE computer.

3. **The Computer powers up, but the program does not appear.**
   This failure can be recognized by the following:

   a. Only the CE "desktop" is displayed.

- Go to the IPSM/Startup directory and verify that the files Start.exe and parms exist.

- If the files are not there or they are corrupted, replace the files using a ram card or USB memory stick.

- Once the files are replaced, reboot the analyzer.