# Equipment Troubleshooting Guide (Updated May 2012)

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When troubleshooting equipment, it is always good to have a small bottle of isopropyl rubbing alcohol and pipe cleaners or an old toothbrush on hand.

## Starter

**Start system won't start timing system:**
- Check all cables for proper connection and connections free of corrosion. If connections appear to have any corrosion or build up, scrub the connection with tooth brush, and clean the input with a pipe cleaner and alcohol.
- Swap cables if an extra is available.
- Check cables for shorts or opens; such as broken or crossed wires, broken plugs. If a wire has frayed, the cord can be wrapped with electrical tape. If a wire has been completely severed,  and you feel comfortable doing so, you can try to reconnect the wires by shaving the rubber shielding from the two split ends, and twinning the two back together then wrapping the new connection in electrical tape. Report the cord break to whomever you rented from.
- Remove the harness connection from the System 5/6, and clean it with alcohol and a toothbrush.
- Check your Start/Finish settings and make sure you are starting races at the correct end.
- Clean connection between timing system and harness with rubbing alcohol.

**Voice and or tone is weak or crackly.**
- Check condition of speaker(s) and all associated cabling, taking notice of possible corrosion of connections. Clean or replace connectors as necessary.

**Strobe and speaker do not fire.**
- Do you hear a clicking noise when the Start System is started by the microphone? **Unhook all horns when doing this test, the click is very quiet.**
- If you heard the "click," then the problem is in the strobe or speaker itself. Check the operation of the strobe or speaker, and the connection you are using. It is always a good idea to clean the connection with rubbing alcohol.
- Try a different microphone or plug into another of the open microphone jacks.
- Clean microphone plug with alcohol, clean microphone input with rubbing alcohol.

## Touch Pads

**Swimmer is making good contact with pad, but system is not registering touch.**
- Clean the touch pad connection. Using a pipe cleaner and alcohol, clean out the Prime/A connection where the pad connects. If pad is still not registering, disconnect the Prime/A cable from the System 5/6 and clean the Prime/A cable input connection on the back of the System 5/6. Then, clean the connection at the end of the Prime/A cable, and reconnect to now clean System 5/6 input. If pad still does not register, try another pad.
- Clean connection between timing system and harness with rubbing alcohol.

## Buttons

**Buttons are not registering with System 5/6.**
- Check the buttons plug connection with B/C Cable. Clean the B/C Cables button input with pipe cleaners and alcohol. Scrub the buttons plug with alcohol if there is build up on the plug.
- Clean connection between timing system and harness with rubbing alcohol.

## System 5

**LCD screen is hard to read or totally unreadable**
- Try adjusting the contrast knob on back of the System 5.
- Ensure System 5 is turned on and power source is functioning properly.
- Look for visible damage (i.e. dropped, cracked screen, etc.).
- Power down, then back up (after 15 seconds).

**Certain softkeys don't work**
- Ensure that proper keypad overlay is being used, and that key is being used in your particular program.

## Printer

System 5/6: The printer option in your setups menu will give you your printer options. First make sure you have the proper printer selected in the "Printer = option." If your text is not fitting on the page, adjust the type size between "pica", "elite" and "condensed" until you find the appropriate size for your printer.

If your printer is not working at all, you should clean the cables with rubbing alcohol, and the back of the System 5/6. If you are getting printouts of garbage, you need to adjust the additional settings in the print options box. Unfortunately, trial and error is often the only solution to this problem.

Also, check your Store/Print Format. The List Column should show "Race Summary, Splits Summary, Relay Summary, Form Feed," in that order. Form Feed should always be last.

## Scoreboard

Scoreboard is not displaying data.
- Check the scoreboard settings, and that the scoreboard status is "on." Also, make sure that you are set for the correct scoreboard size under option 4 in the scoreboard setup (SYS6). If scoreboard still does not display times, check cables from the back of System 5/6. Clean connection on System 5/6 with alcohol and pipe cleaner. Clean cable ends of scoreboard cable with alcohol, and then clean scoreboard input on scoreboard with alcohol and pipe cleaner. Reconnect all cables.