

Troubleshooting

Problem: Panel won't power up

Action:

1. Connect power to the EZTouch Panel (24 VDC).
2. Apply power while observing the LED in the back of the panel.
 - a. LED does not light means: NO POWER to unit or power supply failed. Check power supply or replace.
 - b. LED turns RED and stays RED means: your power supply may be too small (1.5 A supply is recommended!) Make sure that your current capacity is sufficient. For example:

$$I = P/V \quad \text{I.E. Current} = \text{PWR (watts)} / \text{Supply voltage}$$

$$I = 33 \text{ (15" model)} / 24 \text{ VDC}$$

$$I = 1.37 \text{ A}$$
 - c. LED flashes RED and turns GREEN means: normal operation.
 - (1) the display does not light after 10 seconds, see Display Blank, below.
 - (2) the display lights, normal operation.

See "Connections and Wiring," this manual, for more information.

Problem: Cannot communicate with EZTouch panel from Programming Computer

Action:

1. Check cable, ensure that it is the correct cable (EZTOUCH-PGMCBL) and that it is properly connected at both ends.
2. Check panel for power.
3. Check to ensure the correct PC COM port is selected in the EZTouch Programming Software and that it is available in the PC.
4. Check the COM1 setting in Setup Mode on the panel (see page 42, this manual).

See "Connections and Wiring," this manual, for more information.

Problem: Communications with PLC

Action:

1. Check communications cable:
 - a. Is it the right cable?
 - b. Is it connected?
 - c. Is the cable terminated properly?
2. Check PLC settings:
 - a. Is PLC system powered?
 - b. Is PLC COM Port properly configured?
 - c. If there is a RUN switch on PLC, is it in the term/remote mode?

See "Connections and Wiring," this manual, for more information.

**Problem: Memory Card****Action:**

1. Make sure that the Flash Card is in top slot, and the RAM Card is in the bottom slot.

See "Connections and Wiring," this manual, for more information.

Problem: Display Blank**Action:**

1. Display indicates "NO POWER UP SCREEN" If this message is displayed the panel battery needs to be replaced.
2. Display is blank. Push extreme upper left and extreme lower left touch cells on front of panel (top and bottom of column 1 on panel.)
 - a. There is no change, display remains blank. Indicates UNIT FAILURE, return for service.
 - b. Unit SETUP screen appears, screen is hard to read. Adjust screen contrast control for 6- or 8-inch units (10-inch and 15-inch units have no contrast adjustment).
 - c. Unit SETUP screen appears normal. Unit has no user program — install user program.

See "Connections and Wiring," this manual, for more information.

Problem: Display hangs when unit is powered up, "Initializing..." message remains on screen (unit has invalid RAM memory)**Action:**

1. Remove power. While pressing extreme upper and lower left touch cells on the panel, reapply power.
2. You will now be in setup mode, press exit to enter run mode. Screen will be blank.
3. Run EZTouch Programming Software. Select Panel > Clear Memory from main menu bar, or upload a new user program to the panel.





Still need Help?

You have two additional sources for more information other than this manual.

Visit our website at www.automationdirect.com

Our web site contains all of this information, any new feature releases, technical support, plus much more ...

Call our **Technical Support Group** at 1-770-844-4200 or FAX us at 1-770-886-3199

If you have any questions that you can't find an answer to, give us a call from Monday through Friday, 9 a.m. to 6 p.m. EST at the number above and we will be glad to assist you.



Warranty Repairs

If your EZTouch Panel is under warranty, **contact Automationdirect.com @ 1-770-844-4200.**

Out of Warranty Repairs

If your EZTouch Panel is out of warranty, **contact AVG's Service Department for an evaluation of repair costs @ 1-563-359-7501.** You can then decide whether it is more economical to proceed with factory repairs or purchase a new panel.



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