


<b>Effective Date:</b> 4/26/11	 <b>Service Bulletin</b>	<b>Revision</b>
<b>Warranty:</b>	<b>Troubleshooting T7x or T7xe Console Power Issues</b>	<b>Revised Date:</b>
<b>Time Required:</b> 10 Minutes	<b>Serial Numbers:</b> All Matrix Units with T7x or T7xe Consoles	<b>Prepared by:</b> Kevin Oeltjenbruns

## DESCRIPTION

There has been some confusion when diagnosing power issues with the T7x or T7xe console.

## SOLUTION

Follow the procedure below to diagnose console power issues.

### 1) SYMPTOM:

- a. The unit is not getting power from the outlet.
- b. The MCB is not getting power from the power receptacle.
- c & d. The power switch and MCB LEDs are lit, but there is no power to the console.

### 2) SOLUTION:

- a. Check to see if the power switch is lit. If it is not, plug the power cord into a known working outlet and re-test.
  - If the power switch is still not lit, replace the power switch, receptacle, and / or the power cord.
- b. Remove the motor cover and check to see if LED +12V (DSP4) is lit on the MCB (Figure A).
  - If the LED +12V is not lit, check the incoming AC voltage to the MCB.
  - Replace the MCB if all power components are OK, and there is AC volts to the MCB.
- c. If LED +12V is lit, check the switch on the back of the IO Board (Figure B).
  - If the unit has a power board (Figure C), the switch should be towards the left (EX\_Power).
  - If the unit does not have a power board, the switch should be towards the right (LCB\_Power).
- d. If LED +12V is lit, check the connection of the console communication cable.
  - If the console communication cable is connected correctly, LED 2 on the console UCB should be lit.
  - If LED 2 on the console UCB is not lit, replace the console communication cable.

**- IF LED 2 ON THE CONSOLE UCB IS LIT, BUT THERE IS STILL NO POWER TO THE CONSOLE, REPLACE THE CONSOLE.**



Figure A



Figure B



Figure C