

## Appendix 8. Troubleshooting the Meter

In cases where you meet troubles in getting the meter working correctly you may need assistance. Visilab is able to help you but to alleviate our burden, please check the following points before calling us.

### A. Symptom: No moisture signal to the PC, no contact with the Irma7Basic program (or AK30, AK30Mini, IRMA7Mini etc.), but the meter is working itself.

1. Is the meter correctly connected? Are you sure?
2. Is the cable placed into the socket in the meter's panel? The cable is required for proper communication link between the PC and the meter.
3. Is the RS232 cable correctly plugged at PC end? Has it been damaged? If yes, fix it.
4. Are you sure that the COM port you are using in the PC program is actually the one you have connected the cable into? **This is absolutely the most frequent reason for communication problems with the meter.** Change the port selection in the **program's** Configuration page.
5. If done all right thus far and still no connection is established with the meter, turn the power off of the PC and try again. The COM port may be jammed for some reason. If this does not help, either your PC does not support any available COM port or the connector you are trying is not the correct one. Also, the COM port may be damaged. Refer also to the PC program User's Guide for correct installation and use. Make also sure that the Bluetooth is paired and the correct COM port is activated accordingly. The Bluetooth system may offer another COM port in the future if the pairing is broken by purpose. It is not necessary to break the pairing since the system will automatically connect when the instrument becomes into the range of the PC Bt dongle. The it is most easy just to start the program with the preset COM port saved earlier.

### B. Symptom: The meter is dead.

1. Is the meter correctly powered? Are you sure? Are the displays showing something? Is there some light coming out of the bottom of the optical head the meter? If yes, the meter is receiving power and/or its batteries are all right but may have a weak charge. If not, check the power cable from the distribution box. It should be connected to a 230VAC or 110VAC wall inlet. Let's suppose the meter is not in Low Power mode. If not certain, press the Low Power key to force some effect. Do you hear any beep when a key is pressed? If not, the meter is either off or the batteries are dead.
2. Is the cable with the connector placed into the socket in the meter's back? If there is still no power to the meter, the power source may be faulty (rare). Let a technician check it or contact Visilab. A voltage close to +9 ...+12 Volts should be available in it at the connector pins shown in Appendix 2. All other fuses in the whole system are self-recovering and need no service.
3. If there is light coming out from the optical head but the meter's display is dead, the batteries may be dead or very weak. Try to charge the battery for at least 5 hours with the meter turned off. If that does not help, there may be some internal malfunctioning or damage. In some cases, the internal fuse has overheated and prevents both battery charging and meter operation due to overload. Turn off the meter and try to charge it for at least 5 hours. If that does not help, the battery is really dead and does not take charge anymore. It must be replaced.

### C. Symptom: The moisture signal is incorrect.

1. Are you using the proper calibration table for it?
2. Have you made adjustments to the table used (with Adjust)? Could that explain this? Check the

amount of adjustment in the menu system, Calibration and Adjust.

3. Is the meter's position different from normal assembly? The sample could be seen differently if it is curved or in a quite different angle or distance compared to the original position. Then, do the Adjust to correct it.

4. Have you accidentally changed the table's state from MULTI to SCALE?

5. Is the head temperature too high? It should normally be below +45C. Has the meter been subjected to very high ambient temperatures? If the temperature has risen too much, irreversible damage (or at least changes to some important parameters) have been caused to the meter. In mild cases there is no serious damage but the meter has gained some extra offset to its moisture signals. In severe cases the optical head is damaged and must be repaired and the meter needs readjustment.

**If all attempts show no proper indication of a working meter, contact us. Do not send back the meter without our permission.**