

# Dynavision

## D2<sup>tm</sup>



# 2010

## Dynavision D2tm Trouble Shooting Manual, Rev2



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## *Trouble Shooting and Web Service Support*

Listed below is a list of solutions to problems that will help you in trouble shooting the DynavisionD2™ in the event that you have any issues.







Additionally you can log onto the DynavisionD2™ website at [www.dynavisiond2.com](http://www.dynavisiond2.com) and click on the Support Tab , this will give you the ability to quickly check for solutions to any problems using the *[Quik Fix Menu](#)*. Should you not find the solution , or the problem is still unfixed, please login your machine Serial Number and register your issue and we will immediately open a Support Ticket and send you an acknowledgement to notify you that one of our service representatives will shortly contact you to rectify the problem.









Please periodically check our website for updates to software and much more so you can keep up to date with the latest developments !







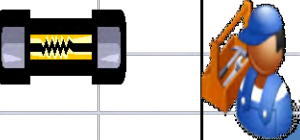
## *See Solutions Below to Problems*










## Trouble Shooting Check List











PROBLEM	POSSIBLE SOLUTION	Technical Level	
<i>Machine Issues</i>			
	<p><b>No power to the D2 machine</b> Check that the machine is plugged into the outlet.</p>		Novice
	<p>Check that the machine is turned on from the switch which is located at the bottom left hand side of the Pedestal.</p>		Novice
	<p>Check that there is power to the outlet. You can do this by plugging another appliance, like a phone charger, lamp or Netbook that is with the unit to see if they work.</p>		Novice
<p>Check to make sure the fuse is not blown on the machine , it is located at the back of the machine at the bottom. You will need to first make sure that there is no power to the machine and only then proceed to remove the back plate to gain access.</p>			

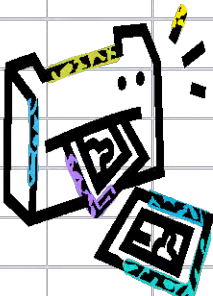





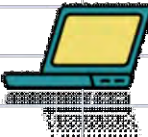


PROBLEM	POSSIBLE SOLUTION	<i>Technical Level</i>	
<i>Machine Issues</i>			
	<p><b>The machine does not go up</b> Check that you are using the up/down switch located at the left side of the pedestal.</p>		Novice
	<p>Check that the machine is not already to its maximum height, this height is about 9 feet.</p>		Novice
	<p>Check that the machine is plugged into the outlet.</p>		Novice
	<p>Check that the machine is turned on from the switch which is located at the bottom left hand side of the Pedestal.</p>		Novice
	<p>Check that there is power to the outlet. You can do this by plugging another appliance, like a phone charger, lamp or the Netbook that is with the unit to see if they work.</p>		Novice
	<p>Check to make sure the fuse is not blown on the machine , it is located at the back of the machine at the bottom. You will need to first make sure that there is no power to the machine and only then proceed to remove the back plate to gain access.</p>		






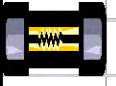

PROBLEM	POSSIBLE SOLUTION	Technical Level
<i>Machine Issues</i>		
	<p><b>The machine does not go down</b> Check that you are using the up/down switch located at the left side of the pedestal.</p>	 <p>Novice</p>
	<p>Check that the machine is not already to its minimum height, this height is about 4 feet.</p>	 <p>Novice</p>
	<p>Check that the machine is plugged into the outlet.</p>	 <p>Novice</p>
	<p>Check that the machine is turned on from the switch which is located at the bottom left hand side of the Pedestal.</p>	 <p>Novice</p>
	<p>Check that there is power to the outlet. You can do this by plugging another appliance, like a phone charger, lamp or the Netbook that is with the unit to see if they work.</p>	 <p>Novice</p>
	<p>Check to make sure the fuse is not blown on the machine , it is located at the back of the machine at the bottom. You will need to first make sure that there is no power to the machine and only then proceed to remove the back plate to gain access.</p>	

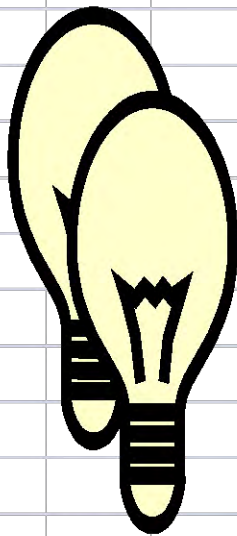
PROBLEM	POSSIBLE SOLUTION	Technical Level
<i>Machine Issues</i>		
<b>Computer Issues</b>		
<p><i>Computer does not turn on</i></p> 	<p>Check that the computer is plugged into the outlet</p> <p>Check that the computer power supply is plugged into the computer.</p> <p>Check that the computer is turned on</p> <p>Check that there is power to the outlet. You can do this by plugging another appliance, like a phone charger or lamp to see if they work.</p>	 <p>Novice</p>  <p>Novice</p>  <p>Novice</p>
<p><i>Computer locks up</i></p> 	<p>Check that you are only running the Dynavision Software</p> <p>Turn the computer off and restart (Reboot)</p> <p>Check that your computer does not have a virus.</p>	 <p>Novice</p>  <p>Novice</p>

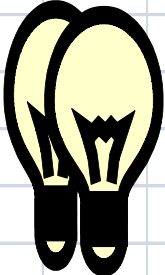










PROBLEM	POSSIBLE SOLUTION	Technical Level
<i>Machine Issues</i>		
<i>Software Issues</i>		
<b>Cannot save Program</b>  	Check that you are indeed clicking on the save program button.	 Novice
	Check to make sure that you configured a program to be saved.	Novice
	Check to make sure that you have named the program	 Novice
	Check to make sure you are not in the "TRY A PROGRAM MODE"	 Novice
	Check that the memory of the computer is not full	Novice
	Check that you have signed in with your password	 Novice
<b>Cannot Run Program</b>  	Check that you have loaded the Dynavision Software.	 Novice
	Check that you have programmed a run.	 Novice
	Check that you have signed in with your password	Novice
	Check that the computer is connected to the machine by checking the cable connection from the computer to the port on the bottom left hand side of the pedestal.	 Novice   Novice

PROBLEM	POSSIBLE SOLUTION	Technical Level
<i>Machine Issues</i>		
<p><b>Printer Issues:</b></p> <p>Printer does not turn on</p> 	<p>Check that the printer is plugged into the outlet</p> <p>Check that the printer is turned on</p> <p>Check that there is power to the outlet. You can do this by plugging another appliance, like a phone charger, lamp, or the Netbook that is with the unit to see if they work.</p> <p>Check the printer manufacture's trouble shooting manual for more help</p>	 Novice  Novice  Novice Novice
<p>Printer does not print</p> 	<p>Check that the printer is on</p> <p>Check that the printer is connected to the computer</p> <p>Check that you have dicked on the Print button on the computer program</p> <p>Check that you have selected a program to be printed</p> <p>Check that you have the correct model printer</p> <p>Check the printer manufacture's trouble shooting manual for more help.</p>	 Novice  Novice  Novice  Novice Novice Novice

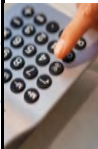



PROBLEM	POSSIBLE SOLUTION		<i>Technical Level</i>
<i>Machine Issues</i>			
<i>Lights Issues</i>			
Lights do not work	Check that the computer is turned on and connected to the machine		Novice
	Check that you have selected a program		
	Check that you have enabled the lights from the Program		Novice
	Check that the machine is plugged into the outlet.		Novice
	Run Diagnostics for the lights by returning to the main menu and and go into Diagnostics Mode and follow on screen instructions.		Novice
	Check that the machine is turned on from the switch which is located at the bottom left hand side of the Pedestal.		Novice
	Check that there is power to the outlet. You can do this by plugging another appliance, like a phone charger, lamp or Netbook that is with the unit to see if they work.		Novice
	Check to make sure the fuse is not blown on the machine , it is located at the back of the machine at the bottom. You will need to first make sure that there is no power to the machine and only then proceed to remove the back plate to gain access.		




PROBLEM	POSSIBLE SOLUTION	Technical Level
<b>Machine Issues</b>		
Green lights do not work 	<p>Check that you have programmed green lights, you can do this by looking at the program lites in the configure a program screen.</p> <p>Check that the lights work when red only is programmed.</p> <p>Run Diagnostics for the lights by returning to the main menu and and go into Diagnostics Mode and follow on screen instructions.</p>	 Novice  Novice  Novice
Lights are staying on 	<p>Power down the machine and restart</p> <p>Check that you have not programmed the lights for a long on cycle time</p>	 Novice  Novice
Only some lights work 	<p>Power down the machine and restart</p> <p>Check your light program that you created to make sure that the light pattern is not different from what you thought programmed.</p>	 Novice  Novice
How do I know all of the lights work 	<p>Check lights by going into the software system and running the Diagnostics Test . Follow the onscreen instructions.</p>	Novice
Lights are moving slow 	<p>Power down the machine and restart</p> <p>Check that you have not programmed the lights for a long on cycle time</p>	 Novice  Novice





PROBLEM	POSSIBLE SOLUTION	Technical Level
<i>Machine Issues</i>		
<i>Tachtistoscope Issues:</i>		
T-Scope does not work	Check that you programmed the T-Scope to be on	 Novice Novice
T-scope gives too many numbers	Check the program that you made for the numbers	 Novice Novice
T-Scope does not give all the numbers	Check the program that you made for the numbers	 Novice
T-Scope numbers flash too slow/fast	Check your program to make sure you have the correct timing.	



PROBLEM	POSSIBLE SOLUTION	<i>Technical Level</i>		
<i>Machine Issues</i>				
<b>Sound:</b>				
There is no sound from the lights	Power down the machine and restart		Novice	
