Blinking camera light

It may happen that the camera light flashes at power on. This indicates that the camera could not be started as it should. We suggest that you check the simple causes
• that the internal USB cable going to the camera is properly connected.
• that the thin cables going to the camera light have not disconnected from the motherboard.
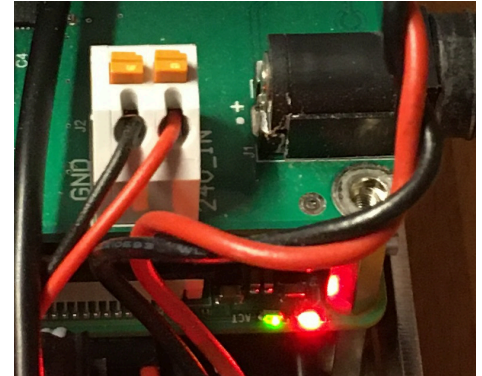before you contact the help desk for support.

How to remove the cover is shown here.

Power lamp blinking forever

A. BLINKING FAST

Symptom: The machine's **power lamp blinks rapidly** at power up and
continues to blink rapidly indefinitely.

1. Remove the cover

2. Locate the two LEDs on the lower sub-PCB (directly below the thick twinned red and black cables in the illustration to the right).

3. Study the LEDs while you power on. The red LED should give steady light while the green LED shall blink randomly.
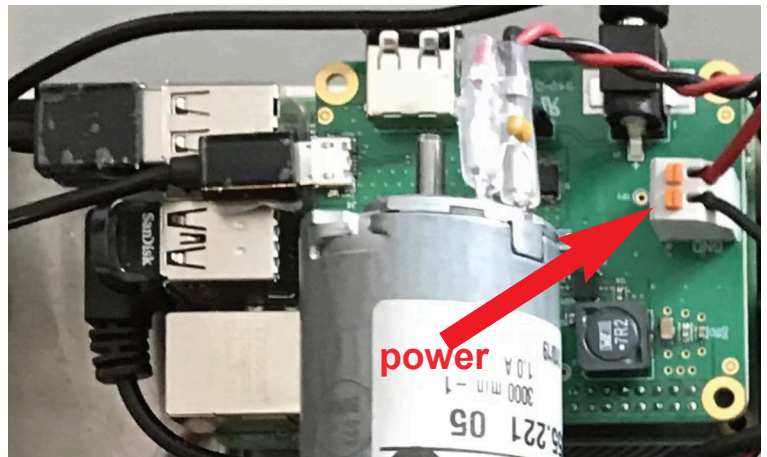
NO RED LIGHT
4. If there is no red light from the sub-PCB you should power off and remove everything that is connected to the USB hubs. That is 3 USB cables and one USB stick (flash drive). Power on and study the result.

Still no red light
4a. Contact support if there is no red light emitted from the emptied sub-PCB.

Red light with empty USB hubs
4b. Connect one item at a time to the USB hub port and report how the the red lamp behaves to support.

RED LIGHT AND STEADY GREEN
You can ask support to send a new SD memory card if there is steady green light (possibly blinking according to a pattern), or no green light, when the machine is powered. It is easy to replace the memory card, but it is not so easy to get at it.

5. First you have to remove the upper sub-PCB, see illustration to the right. **Take a photo of how the cables sit before dismantling!**
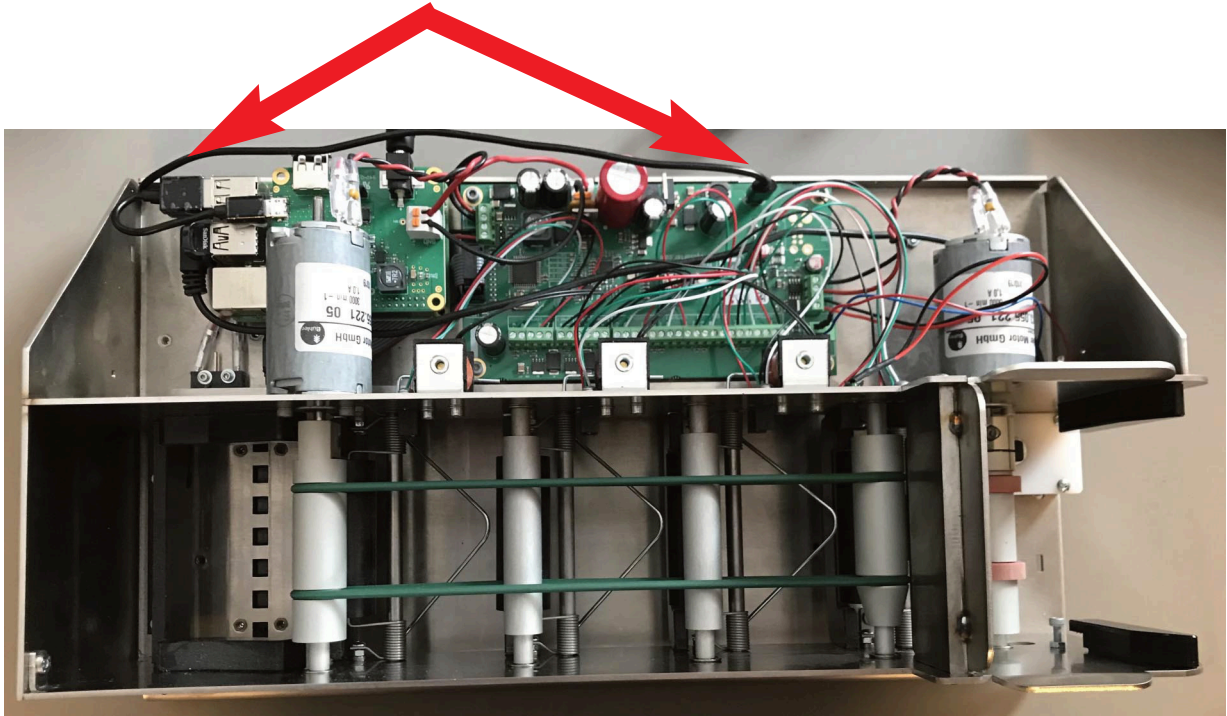
6. Continue with the lower PCB. The memory card sits on the back side of the lower PCB.

7. Be careful so that you put the red and black (power) cables back in their original positions! Very bad things will happen if you swap positions between the red and black cables.
Also note that the USB cables must be reconnected to their original positions in the sub-PCB's hubs unless support tells otherwise.

RED LIGHT AND RANDOM GREEN

Finally, if the sub-PCB's green LED is active (blinking in a random way) at power on while the machine's power lamp blinks rapidly, you should first of all check the motherboard.

8. Power off, disconnect the USB cable going to the motherboard from the sub-PCB (see the illustration below) and connect it to an empty port on a computer. Power on. If the **machine's** power lamp (in the card path) continues to blink fast indefinitely the problem is on the motherboard and you need to contact support. See the next point if the power lamp changes tempo and blinks slowly.

9. If the machine blinks slowly when cabled to a computer, but fast when the motherboard is connected to the sub-PCB, you should proceed as follows:
– Power off
– Empty the sub-PCB's hubs
– Connect the cable between motherboard and the sub-PCB
– Power on

Machine blinks rapidly

10a. You will need to ask support for a new SD-card if the machine blinks fast when only the long USB cable going to the motherboard is connected to the sub-PCB.

Machine blinks slowly

10b. If the machine blinks slowly when only the long USB cable going to the motherboard is connected to the sub-PCB; leave the cable connected and
– Power off
– Insert the Sandisk memory stick
– Power on
If the machine moves the gates and gives steady green light:
– Power off
– Also connect the camera cable (with L-shaped USB contact)
– Power on
If the machine starts normally and gives steady green light:
– Power off
– Finally, also connect the USB cable going connecting the lower and upper sub-PCBs
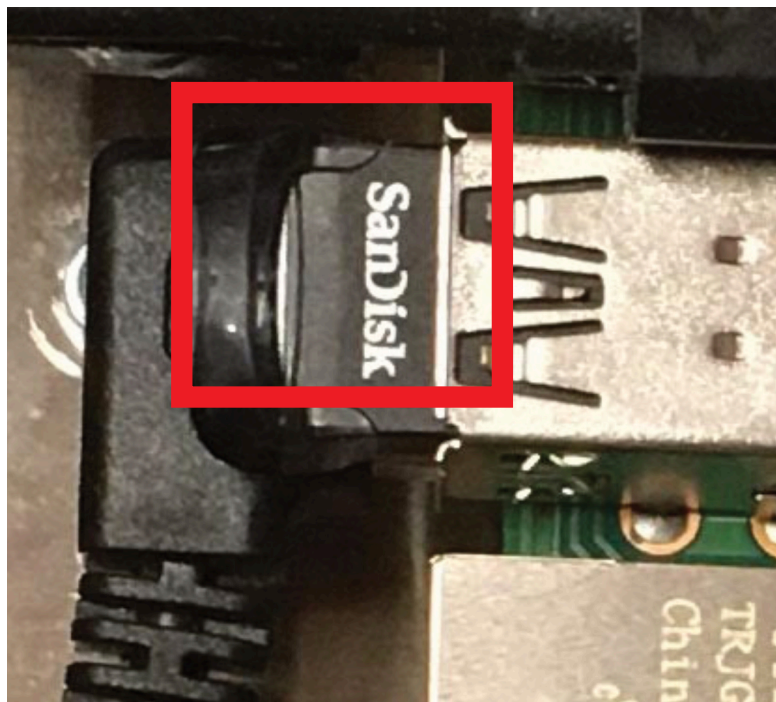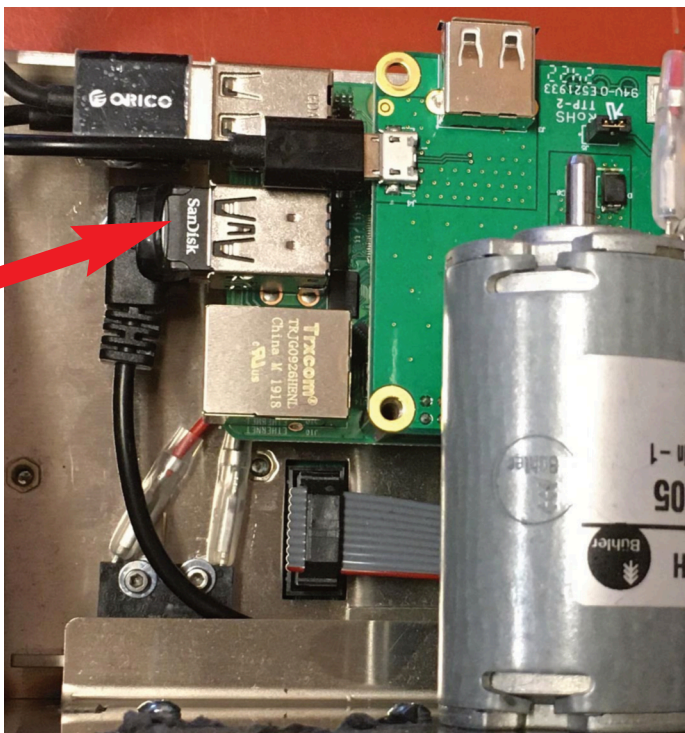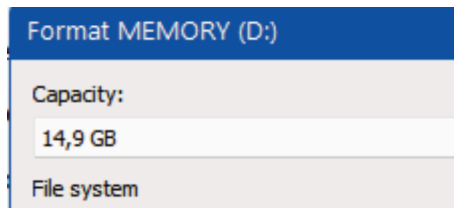– Power on
Report the outcome to support.

B. MACHINE BLINKING SLOWLY

Symptom: The machine's power lamp blinks fast at power up, then changes tempo after a few seconds to **blink in a slower tempo indefinitely.**

1. [Remove the cover](#)

2. Remove the mini USB memory stick (flash drive) and let a Windows computer scan and repair it. You can right-click and select FORMAT to FAT32 in Properties if repairing does not work. When the USB has been formatted, you need to copy the content in the [STORAGE.zip](#) onto the blank USB stick (after extracting the content in the downloaded STORAGE.zip). Note that the name of the SanDisk USB must be STORAGE with capital letters. See also the NOTE in Section C below.

Format MEMORY (D:)
Capacity:
14,9 GB
File system

3. Put the memory stick in the slot that you removed it from. Do NOT change the position of the USB cables! (The cable going to the camera must be connected to the port beneith the SanDisk stick.)

4. Would the slow blinking continue even though you have proved that there is nothing wrong with the internal USB stick, you can remove the short cable connecting the lower PCB with the upper PCB (see illustration on the previous page). The upper PCB's USB port is the culprit if the machine works as it should when the connecting cable is removed, You can safely use the vacant USB slot in the lower PCB until the upper PCB has been replaced.

C. MACHINE RESTARTS REPEATEDLY

Symptom: The power lamp blinks fast at power up, then changes tempo after a few seconds. Thereafter the gates move every ≈ 15 seconds.

1. First try to repair the USB stick as described under A and reboot the system.

STORAGE (D:) > CONFIG >
Name
📁 languages
📄 current_event.txt

2. Insert the USB stick anew in a Windows computer if problem persists and delete <u>all</u> characters in the current_event.txt file

3 Power on the machine with the Sandisk USB in its slot. You will need to replace all content on the memory stick with the default content found at https://duplimapp.com/Update/Resque/STORAGE/ if the previous points did not solve the problem.

NOTE: the <u>name</u> of the memory stick shall be STORAGE (in capital letters) and you must move the subfolders to the stick <u>without</u> the STORAGE folder.