

Tronitec Service Document (TSD#23)

Ruby Console Troubleshooting Guide

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When installing a Ruby Console or CPU board, it is recommended that you leave the console powered up for at least 24 hours to ensure that the battery is completely charged. If the Ruby Console / CPU board will not boot properly, refer to the following outline of four common causes and their possible solutions:

1. Clear the RAM by removing the battery.
 - CPU 4 boards will clear immediately.
 - CPU 5 boards can hold their memory up to 30 minutes if the RAM voltage is not taken to ground.
2. If there has been an electrical storm, the modem may be damaged. Remove the modem from the system and power up the console.
3. If the MSR chip is bad, it can cause the system to hang during boot-up. The green LED will flash several times then pause, flash, pause, etc.
4. If the console is a CPU4, the SIMM in slot one may be bad. Remove all the SIMMs, and install a different SIMM in slot one. If the system will now boot, the CPU board is good and the SIMM needs to be replaced. Check all the SIMMs one at a time in slot one to verify their operation.

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