Chapter 12 Error Messages and Troubleshooting

Introduction

This chapter details some of the possible error messages you may receive on your PPT 41xx terminal, their meaning, and what you can do to fix the error. Also covered are some of the common problems which may affect your PPT 41xx terminal and CRD 4100-101X cradle, and some hints on fixing them.

Error Messages

Error Message	Meaning
Non-System Disk or Disk Error.	If neither the left side button nor both side buttons are held while booting, the terminal will report this error if there is a non-bootable SRAM card present in Drive A, and the drive is configured for PCMCIA.

Troubleshooting

Terminal Problems

Symptom	Possible Cause	Action
Terminal will not power up.	Terminal's battery is not fully charged.	Charge the terminal's battery, by either inserting the terminal in the cradle for 1.5 hours, or by placing the battery pack in the cradle for 1.5 hours.
	Power supply is not plugged in.	Check that power supply is properly connected to the terminal, and plugged into the wall socket.
Terminal's scanner will not decode barcode.	Bar code is unreadable.	Verify that the bar code is not smudged or broken.
Scanner will not come on when trigger button is pressed.	Scanner driver software is not installed.	Check application software to verify that the Scanner driver is properly installed in the terminal.
4140 Terminal does not suspend while in the cradle	This is by design; The terminal must remain powered up to maintain connection with the Spectrum24 access point.	None
The external Keyboard does not work	Keyboard is not an XT-Keyboard. The keyboard connector is loose	Check keyboard for XT-type. Check the keyboard connection, and reset the terminal.
The terminal reboots when the battery is replaced.	The back-up lithium battery is not fully charged.	Make sure the backup battery is fully charged before replacing the main battery., and make sure the terminal is powered off before replacing the battery.

Symptom	Possible Cause	Action
RF Range problem	Antenna is not extended.	Extend the antenna. For Spectrum24, make sure the antenna cable is connected to the primary antenna (1) on the radio.
The terminal does not wake up when the POWER key is pressed or the screen is touched.	The terminal's battery is dead.	Replace or recharge the terminal's battery.
The terminal does not reset when the reset button is pressed.	The terminal's battery is dead.	Replace or recharge the terminal's battery and press the reset button again.
The AC Adapter does not work.	The AC adapter cable is not fully inserted.	Re-insert the adapter.

Cradle Problems

Symptom	Possible Cause	Action
All indicators do not momentarily light when cradle is plugged in.	Cradle is not receiving power.	Make sure power cable is securely connected and wall outlet is supplying power.
Terminal Charge indicator light does not light when terminal is inserted in cradle.	Terminal is not seated firmly in cradle.	Replace terminal in cradle; terminal must fit securely.
	Terminal is not communicating with cradle.	Check that the Cradle Handler software driver is installed on the PPT 41xx terminal.
Rechargeable battery in terminal or the spare battery did not recharge.	Battery failed.	Replace battery.
	Terminal was removed from cradle too soon.	Replace terminal in cradle; about 1.5 hours are needed to recharge a fully discharged battery.

SRAM Card Problems

Symptom	Possible Cause	Action
Corrupted SRAM Card.	SRAM Card was inserted or removed while terminal was powered on,	Use SRAMFORM.EXE to reformat the SRAM card and restore files. Do NOT remove or insert SRAM cards while the terminal is on.