

Trouble-shooting

Despite the fact that your CG-5 is a very reliable instrument, there can be circumstances where problems may occur. The following table lists some of these problems and their attempted solution. However, please do not hesitate to contact your nearest Scintrex office. See “Warranty and Repair” on page 5-51 for the office nearest you.

Problem	Possible Cause	Possible Solution
Autograv will not power up	Battery is depleted	Plug in charger and charge battery or install a fully charged battery
Screen is completely dark or light	Contrast is not adjusted properly	Press the DISPLAY key and press the F2 (50%) key
Screen or keypad does not work	Computer needs to be reset	Reset the Autograv by pressing ON/OFF and F1 at the same time
Reading appears to be out of range or reading is close in value to GCAL1 and ERR/SD is low	Sensor may be latched	Gently tap the upper panel underneath the Autograv name with your finger several times Take a new reading so that the instrument does not average the incorrect reading If the reading is still incorrect, repeat the steps increasing the number of taps until the sensor unlatches
Battery does not appear to be reporting its status correctly and is not charging and discharging in the normal manner – e.g. charges more quickly than normal and has reduced capacity	Battery calibration has been lost	Battery does not appear to be reporting its status correctly and is not charging and discharging in the normal manner – e.g. charges more quickly than normal and has reduced capacity
Battery does not appear to be reporting its status correctly on the CG-5 screen	Internal battery charger needs to be reset	Reset the battery controller by removing a battery or disconnecting the external power supply cable for a few seconds
Display changes slowly	Ambient temperature is too cold for the display to operate properly	Keep console warm. Purchase optional display heater
Data does not dump	RS-232 or USB cable is not connected between CG-5 and PC	Connect cable. For information, see “Dumping Data” on page 3-45

	<p>RS-232 or USB cable is not connected to PC</p> <p>File transfer program is not installed correctly</p>	<p>Connect cable. For information, see "Dumping Data" on page 3-45</p> <p>Check installation of SCTUTIL program. For information, see "Installing SCTUTIL" on page C-2</p>
Instrument still does not respond even after the reset procedure described above	Instrument needs cold boot	Switch instrument off with the ON/OFF key. Hold down the SETUP key while switching instrument on again with the ON/OFF key. If you wish to restore the default settings first dump your data by USB as instructed.
LCD diagonal line	Keys on the key pad pressed to fast	Reset the system via ON/OFF and F1 key (do not cold boot) Try to press the key pad at 0.5s or slower rate