STOPS IN AUTOCYCLE

A. MACHINE STOPS WITH CARDS IN PATH

A1. Message "Card-Jam, remove cards..."

A. 1.1 First verify that no gate is out of position, cf. card-jam.pdf

A.1.2 If the card-path is OK, it could be that the machine is cold (below 10C/50F).

A.1.3 If the machine is not cold, and you have verified that there is no card-jam in the path, you should verify that the friction is not too big. Test this by rotating the green bands by hand. If this is hard to do, see serviceinstruction.pdf.

A2 No message at all

Upgrade the WinDup (PC) software.

A2 Message "Unable to establish contact"

Upgrade the machine's internal software. If this doesn't help, it is one of the other components on the main PCB playing up, i.e. you need to send the machine (or at least the PCB) for inspection/repair.

B. MACHINE FREEZES AFTER DUPLICATION

If you after duplication get no message, or the msg "Unable ...", you should upgrade the WinDup (PC) software.

If you are using the latest (highest) version of the PC software you can carry out the following test:

— remove the com-cable <u>when the machine is running</u>
— restart the WinDup software
— connect the com-cable
— try to duplicate

if the machine works now, the machine is OK, i.e. any remaining problem is in the PC.

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