



## **Touch Screen Powers on White**

### **Troubleshooting Level One:**

1. Wall Voltage
2. Power Cycle

### **Troubleshooting Level Two:**

3. Failure Type #1
4. Failure Type #2
5. Failure Type #3
6. Other Considerations
7. Part Numbers

**Product:** IMAX Touch Panoramic

**Required Action:** Remote Check, Onsite Check, Replacement of Parts

### **Description:**

When the Pano is powered on, the master control touch screen remains completely white and does not proceed to machine setting phase after 20-30 seconds of waiting



1. **“Power Cycle” The problem can be user related**

Quick on/off switching of the machine can cause the problem. Power the machine off and let sit for 5 minutes and power back on. It is recommended to turn the machine off at the end of the day, and power on at the beginning of the day instead of on/off when needed. If the problem persists, proceed to step #2

**\*NOTE:** next step requires a digital voltmeter. If not available, skip to step #3 and have the wall voltage checked as soon as possible

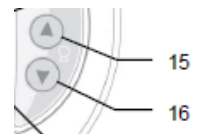
2. **“Wall Voltage” The problem can be power related**

Check that the wall voltage is 110-120 VAC. Each machine has the specification of 110-120 or 210-220 on the main label located below master control. Check the outlet with a voltmeter between neutral and hot. If voltage is not within 110-120 VAC range, or not stable, it is necessary to adjust the voltage for compliance within manufacturer’s specifications. Either have an electrician resolve the issue or you may install a voltage regulator to adjust the incoming voltage between 110-120 VAC and stabilize it if necessary. See Technical Data section in service manual for further specification for the system when purchasing a regulator. There can also be unseen noise on the incoming line, voltage spikes or drops that cause low power to the DSPU board. It is recommended the machine have a line conditioner to monitor and correct these problems. We can recommended the following model of line conditioner: *Tripp Lite LC2400 Line Conditioner 2400W AVR Surge 120V 20A 60Hz*

3. **“Failure Type #1” The problem can be related to the sensor, the female connector, or cables connecting the female connector to the DSPU communication board**

**\*NOTE:** With Pano Only machine, technician will have to be onsite to access the inside of the machine – so if no technician is present for a Pan Only machine, proceed to Step #4.

**PAN ONLY MACHINE (NO CEPH) :** If the machine is a Pan Only machine, lower the machine all the way down holding the down arrow button #16. Remove the two screws at the back of the machine holding the top plastic hood. Carefully remove the top plastic hood cover to access the upper compartment. Find and remove cover to DSPU board (reference video). Disconnect Pano Sensor Holder Cable to the DSPU board (J12 / J14); these are the two connectors nearest the front of the board at side of the rotating arm. Power back on the machine. If white screen does NOT persist at power on, take note and inform a Owandy support representative.



**PAN / CEPH MACHINE:** Power off machine and remove the mobile sensor. Power back on the machine. If white screen does NOT persist at power on with sensor unplugged, turn off the machine and swap the sensor to the opposite side. Power on. Try to determine if sensor inserted on only one side causes white touch during power on or if problem follows the sensor. With dual sensor, you can do the same.

**\*NOTE:** You may swap Pano sensor to Ceph connector and viceversa for troubleshooting. However, DO NOT leave the Pano sensor on Ceph side as this configuration will not allow capture.

**\*NOTE:** In Pan Only machine, sensor is fixed (cannot be easily removed). The sensor is connected to a flat cable, which then connects directly to a small board inside the sensor covers (n. 6206071400), this is in the place of the female connector present in Pan Ceph configuration.



Ref. 1

4. **“Failure Type #2” Problem can be related to failure of the display board or cable connecting it to DSPU communication board**

If white touch is ALWAYS present during power on, regardless of sensor(s) being disconnected, try following the power on procedure from the PC with digital GUI opened. After a minute, press >0< button on the master control to see if machine does its check and if the GUI capture module on PC connects. Try also to ping the machine IP address. If you have a reply, try to capture an image via PC. If you can capture an image with the white screen present, problem is related to cable to DSPU or LCD Touch Screen control board itself; a technician can remove covers and check for Fault LED lit on the back of LCD Touch Board (see next image).



Ref. 2

5. **“Failure Type #3”**

If white touch screen is always present during power on, and you try to capture through the PC but get Digital Sensor Not ready error on GUI, or capture module does not connect at all, the problem is likely with Sensor, sensor to DSPU cable, or DSPU itself.

6. **“Other Considerations”**

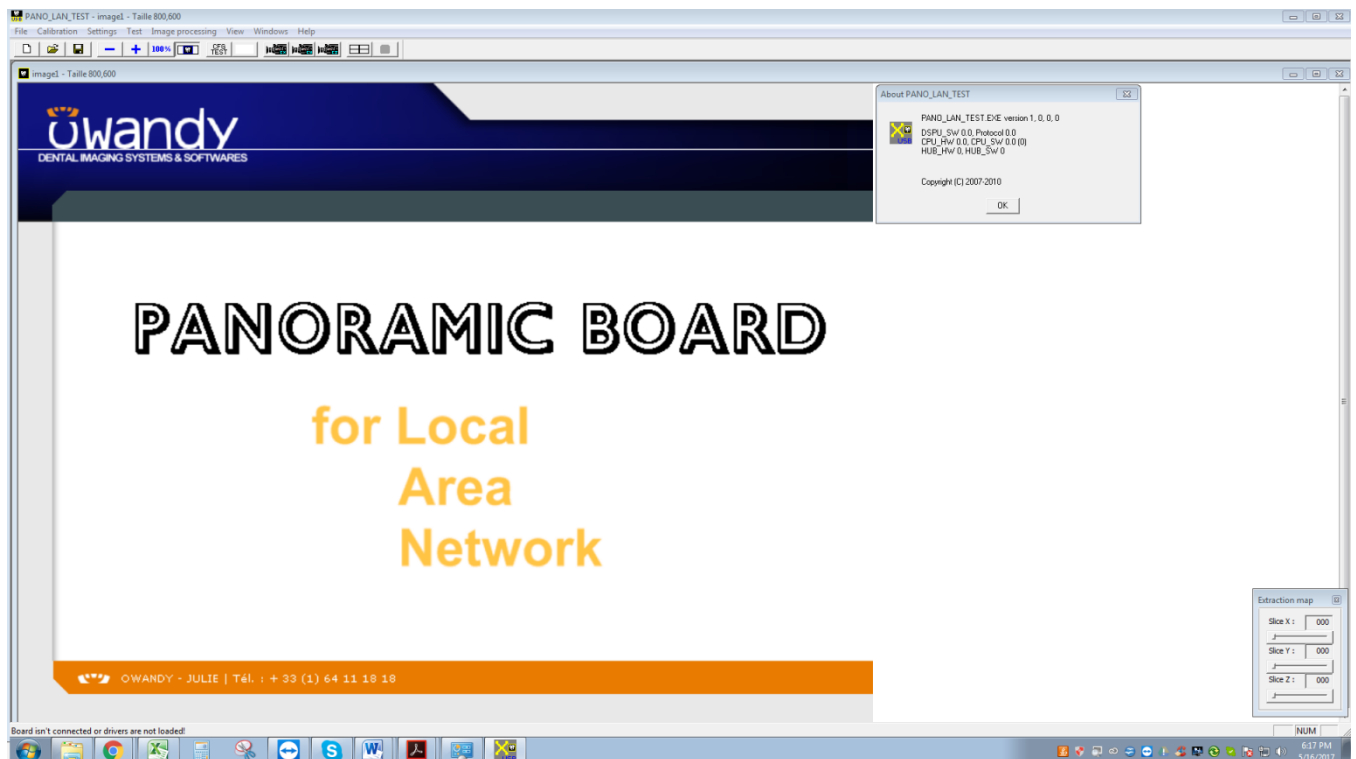
It is recommended to access DSPU board with machine lowered and power off. Disconnect and reconnect all connections and power back on. Issue can be due to bad contact.

## 7. "Part numbers"

The following may be needed for the repair

LCD and Touch Screen Controller [Ref.2]	n. 4695444400
DSPU Communication Display Board	n. 4695444100
DSPU board – Touch screen connection cable J1-J2 / J3-J4	n. 6207092200
DSPU board – PAN sensor holder cable J13 / J14 – X51 / X52	n. 6207041400
Mobile Sensor Covers Kit (w/ out sensor)	n. 6606070300
Sensor Holder Connector Plate [Female] (mounted on machine)	n. 6607070500
Pan Mobile sensor assy	n. 8506071000
Pan/Ceph Mobile sensor assy	n. 8506071100
Internal Sensor Interconnection Board (2D Pan Only Version) [Ref. 1]	n. 6206071400

**\*NOTE:** If DSPU board is replaced, it is always recommended to check current FW version as the new board may need to be upgraded or downgraded to match CPU, drivers etc. Problems can result if firmware is conflicting. You can check the firmware via LAN PANORAMIC program located in Owandy folder on desktop of capture PC. Open the software with machine connected and check the HELP -> ABOUT section (see next image).



Bring a FAT32 formatted USB in case upgrade/downgrade of firmware is needed. Firmware can be found at the link [owandy.ddns.net](http://owandy.ddns.net) using USER: Marketing PW: Owandy123

If you cannot check the current version due to the error, use the following as a guide once the DSPU is replaced.

OSP 4561 (min) with: CPU 4.04 DSPU 1.33 HUB 1.48

OSP 4581 (min) with: CPU 4.08 DSPU 1.33 HUB 1.51

OSP 4610 (min) with: CPU 6.01 DSPU 2.01 HUB 1.51

OSP 4710 or 5.00 (min) with: CPU 6.03 DSPU 2.03 HUB 1.51 (recommended version)

OSP 5.03 and 5.01 should work with all previous FW versions of DSPU

**SEARCH ALSO ARTICLE:** DSPU Upgrade Procedure