
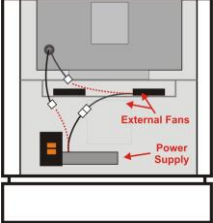


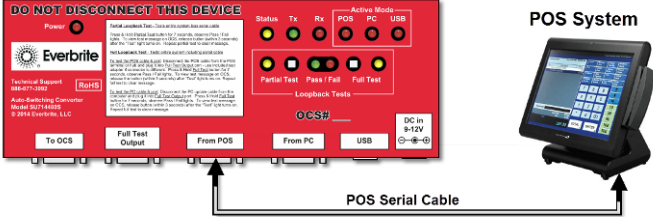



# Everbrite LED & LCD COD Hardware Troubleshooting Guide

COD Support: Xerox (800) 515-3636

COD Parts Sales: (888) 877-3092

[tsupport@everbrite.com](mailto:tsupport@everbrite.com)


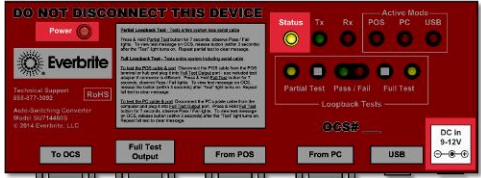
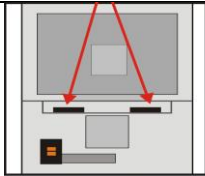

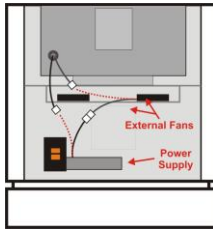

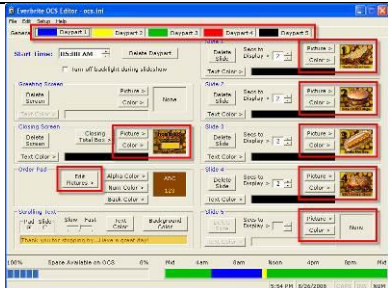
Problem	Possible Cause	Solution
The COD is not responding, no orders are displaying and no images are on the COD screen (black as if switched off).	The AC power is switched off at the COD or at the circuit breaker panel in the store.	Check the power switch located on the back of the COD (access panel may need to be removed). The power switch will light orange when it is switched on and sees AC power. If it does not light, check the AC circuit breaker. If the breaker appears to be switched on, contact your maintenance electrician. 
	External power supply may be defective.	 Unplug the power supply from the pigtail coming out of the electronics enclosure. Unplug the fan pigtail coming out of the electronics enclosure from the external fans. To test the supply, plug the open power supply pigtail into the external fans (the connector should fit if the correct procedure was followed). With the power switch on, the external fans should spin – if they don't, the power supply is defective. <i>Note: Revert wiring back to original when complete.</i>
	The COD may be defective.	Turn the COD off for 15 seconds and then back on (the power switch may be behind access panel). There are (2) indicators (amber & red) at the bottom of the COD display. If these do <u>not</u> light up, check the AC power in the step above. If these do light up, but the display remains black, the COD is defective. 
The COD is switched on with a white/yellow blank appearance.	The COD may be defective.	 Turn the COD off for 15 seconds and then back on (the power switch may be behind access panel). If the COD display still has a white/yellow appearance, the COD is defective.
The COD is displaying images, but no orders are displayed.	Further testing is needed.	Perform a POS port Loopback Test (see label on the converter box).
The COD passes a POS port Loopback Test, but no orders are showing on the display.	The POS cable may be loose or unplugged.	 Make sure that the POS cable is plugged securely into the converter box. The label on the cable at the converter should indicate which register and COM port it is plugged into. Verify that the other end of the POS cable is plugged in correctly and securely.
	The POS may not be configured correctly.	 To verify if orders are coming out of the POS register, look at the green 'Tx' and red 'Rx' indicators on the converter box. If the green 'Tx' blinks while a drive-thru order is being entered on the POS, then orders are coming out of the register. If it isn't blinking, please contact the POS help desk.
	The POS cables may be connected to the wrong register or COM port.	The default POS register and COM port settings are: <b>For NP 151 hub:</b> <b>COD1:</b> COM1 (Port 1) & <b>COD2:</b> COM2 (Port 2) <b>For Aten USB hub:</b> <b>COD1:</b> COM3 (Port 1) & <b>COD2:</b> COM4 (Port 2) Also check with the POS help desk to verify that your store isn't running a non-standard configuration.

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Problem	Possible Cause	Solution
The Loopback Test procedure fails.	No power to the COD or the red converter box.	  <p>Turn the COD off for 15 seconds and then back on and verify that it boots and displays images (the power switch may be behind access panel). If it doesn't power up also check that the circuit breaker is on (the power switch will light orange when on). Remove the black 'DC In' connector from the converter for 5 seconds and reinsert. Check that the red 'Power' and amber "Status" indicators light up solid. Repeat the Loopback Test.</p>
	The yellow data cable connections may be loose or not making contact.	Unscrew and remove the back from the COD and check that the yellow data cable connections look solid.
Upon power up, the launch screen indicates that the <u>external</u> fan test has failed.	One or both of the fans may be bound up with foreign debris.	<p>The (2) external fans are located inside the COD just above (twin pole) or below (monolith) the grey speaker enclosure. With the COD powered off, check that any debris is cleared from the fan rotors and that they can spin freely.</p>   <p style="text-align: center;"><b>Twin Pole</b>                      <b>Monolith</b></p>
	The external fan wiring may have been compromised.	The (2) external fans are located inside the COD just above or below the grey speaker enclosure (see above). With the COD powered off, check the fan wiring (red & black wires) and inspect for any damage.
	An external fan may be defective.	 <p>Unplug the power supply from the pigtail coming out of the electronics enclosure. Unplug the fan pigtail coming out of the electronics enclosure from the external fans. To test the fans, plug the open power supply pigtail into the external fans (the connector should fit if the correct procedure was followed). With the power switch on, the external fans should spin – if they don't, one or more fans are defective.</p> <p><i>Note: Revert wiring back to original when complete.</i></p>
Upon power up, the launch screen indicates that the <u>internal</u> fan test has failed.	The internal fan may be defective.	The internal fan is not serviceable in the field. Please contact Product Support for assistance.
COD doesn't boot fully and gets stuck before the slideshow starts.	File corruption can prevent the system from booting.	 <p>If COD hangs on one of screens above for more than 2 minutes: Turn the COD off for 30 seconds and then back on (the power switch is behind COD access panel). Allow 2 minutes for the COD to fully boot. If the COD gets hung on the same screen, repeat this procedure once. If the unit still won't boot, please contact Product Support for assistance.</p>
Some of the slide images that appear on the OCS are incorrect.	The images may be outdated.	 <p>Run the OCS Editor program and delete or replace the incorrect images in all the 'Daypart' tabs. Click 'File' then 'Save'. Click 'File' then 'Download'.</p>