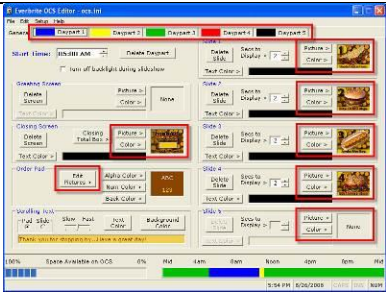
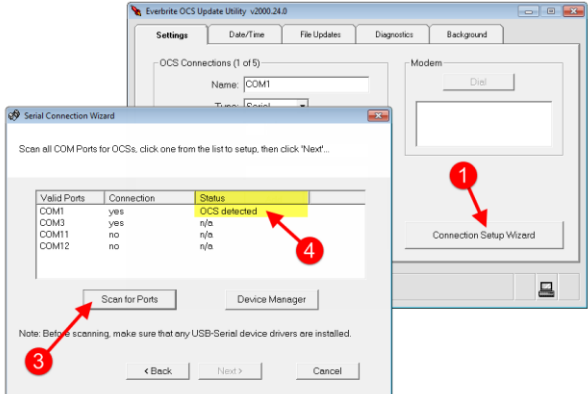
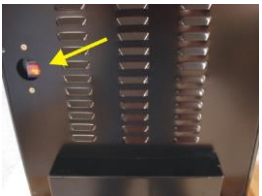
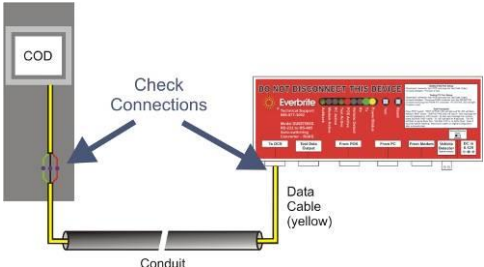


Everbrite LED & LCD COD Software Troubleshooting Guide

COD Support: Xerox (800) 515-3636

COD Parts Sales: (888) 877-3092

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Problem	Possible Cause	Solution
<p>Some of the slide images that appear on the OCS are incorrect.</p>	<p>The images may be outdated.</p>	 <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>
<p>The Everbrite software displays the error <i>Converter Box Failed to Switch into Update Mode</i>.</p>	<p>The current 'OCS Connection' COM port number in the OCSUpdate program is incorrect.</p>	 <p>Note: If using a USB device, ensure that drivers are loaded!</p> <ol style="list-style-type: none"> 1. Start the OCSUpdate program and click the "Connection Setup Wizard" button on "Settings" tab. 2. Select "USB/Serial Connection", click "Next", then "Next" 3. Click "Scan for Ports" button – wait for scan to complete 4. Click on "OCS detected" in "Status" column 5. Click "Next", then "Finish"
<p>The Everbrite software displays the error <i>OCS is not Responding, Please check Connections</i>.</p>	<p>The AC power is switched off at the OCS or at the circuit breaker panel in the store.</p>	<p>Check the power switch located on the back of the OCS. 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.</p> 
	<p>The data cable may be severed or unplugged.</p>	 <p>The yellow data cable should be plugged into the converter's 'To OCS' port and run through the underground conduit to the OCS. Unscrew the back from the OCS and check that the yellow data cable connections look solid. To test the connection, run a PC port Loopback test (see label on the converter box).</p>