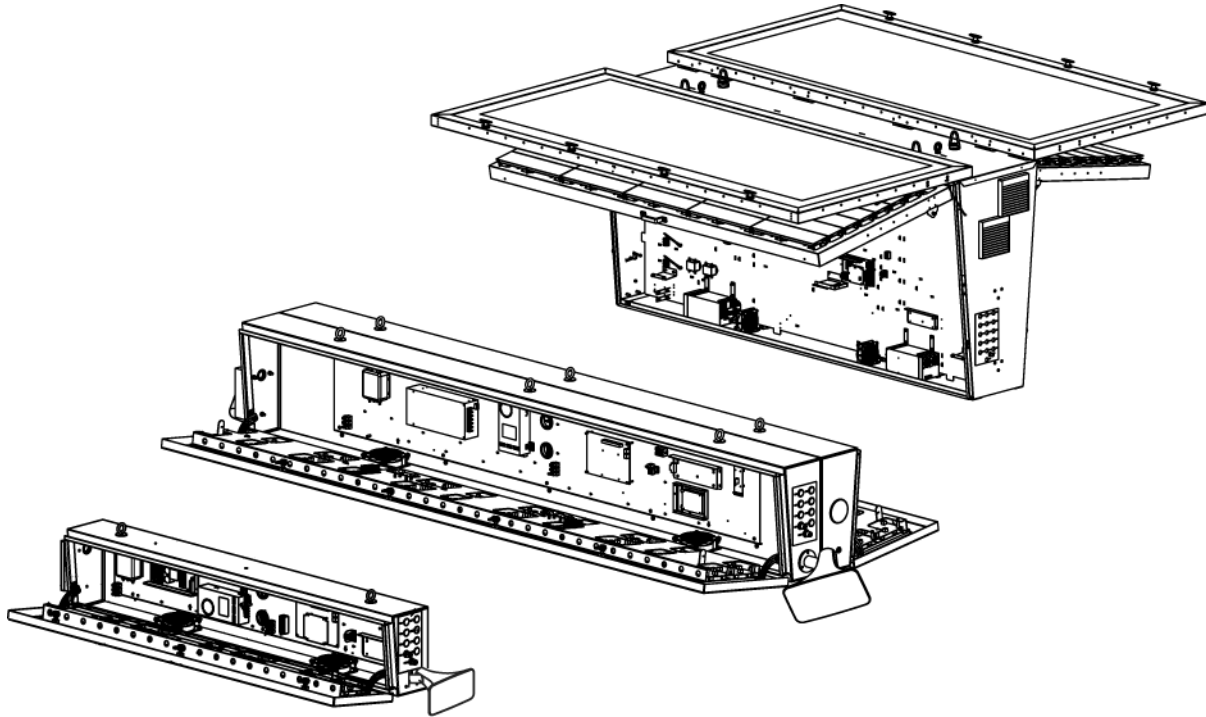


# AlphaVision™ PC Series III



| Sign model<br>320 series | Sign display size<br>(pixels) | Sign model<br>256 series | Sign display size<br>(pixels) | Sign model<br>192 series | Sign display size<br>(pixels) |
|--------------------------|-------------------------------|--------------------------|-------------------------------|--------------------------|-------------------------------|
| AVPC320128T3             | 320 x 128                     | AVPC256112T3             | 256 x 112                     | AVPC192096T3             | 192 x 92                      |
| AVPC320112T3             | 320 x 112                     | AVPC256096T3             | 256 x 96                      | AVPC192080T3             | 192 x 80                      |
| AVPC320096T3             | 320 x 96                      | AVPC256064T3             | 256 x 64                      | AVPC192064T3             | 192 x 64                      |
| AVPC320080T3             | 320 x 80                      | AVPC256048T3             | 256 x 48                      | AVPC192048T3             | 192 x 48                      |
| AVPC320064T3             | 320 x 64                      | AVPC256032T3             | 256 x 32                      | AVPC192016T3             | 192 x 16                      |
| AVPC320032T3             | 320 x 32                      |                          |                               |                          |                               |

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## Safety Information

Adhere to and comply with all safety **WARNING!** and **Notice:** statements throughout these instructions.

**WARNING!** Hazardous voltage. Contact with high voltage may cause death or serious injury. Always disconnect power to unit prior to servicing.

High leakage current. Earth connection essential before connecting supply.

Possible fall or crush hazard. Remain clear of panel when opening or closing.

**Notice:** This equipment contains components that may be damaged by “static electricity”, or electrostatic discharge. To prevent this from happening, be sure to follow the guidelines in Adaptive Tech Memo 00-0005, “**Preventing Electrostatic Discharge (ESD) Damage,**” available on our Web site at <http://www.adaptivedisplays.com>.

## Introduction

### Purpose

This manual is intended as a guide for installation and setup of the sign, as well as for routine maintenance.

### Revision history

| Part number       | Date           | Notes  |
|-------------------|----------------|--|
| 1234600401        | July 26, 2006  | First release.   |
| 1234600401B       | April 30, 2007 | Updated all charts with new model information.   |
| 1234600401 rev. C | April 4, 2008  | Updated “Table 6: Technical specifications” with the dimensions and changed the Weight column heading to Approx. Weight. |

### Related documentation

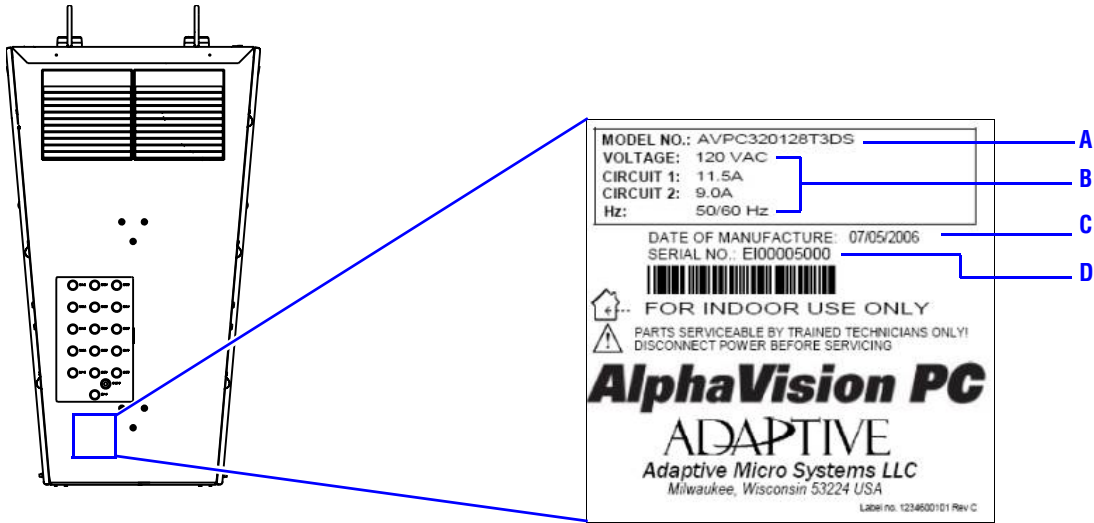
**Table 1: Related documentation**

| Sign size                     | Part number | Title  | Description   |
|-------------------------------|-------------|--|---|
| 320 x 128<br>and<br>320 x 112 | 1234601101  | AlphaVision PC Series III 320x128 and 320x112 Sign Electrical Installation Guide | Describes the electro-mechanical installation of the 320x128 and 320x112 signs. |
|                               | 1234601501  | AlphaVision PC Series III 320x128 and 320x112 Sign Mechanical Installation Guide |   |
| 320 x 96<br>and<br>320 x 80   | 1234600301  | AlphaVision PC Series III 320x96 and 320x80 Sign Electrical Installation Guide   | Describes the electro-mechanical installation of the 320x96 and 320x80 signs.   |
|                               | 1234601601  | AlphaVision PC Series III 320x96 and 320x80 Sign Mechanical Installation Guide   |   |
| 320 x 64                      | 1234601401  | AlphaVision PC Series III 320x64 Sign Electrical Installation Guide              | Describes the electro-mechanical installation of the 320x64 sign.               |
|                               | 1234601901  | AlphaVision PC Series III 320x64 Sign Mechanical Installation Guide              |   |

**Table 1: Related documentation**

| <b>Sign size</b>             | <b>Part number</b> | <b>Title</b>   | <b>Description</b>  |
|------------------------------|--------------------|--|---|
| 320 x 32                     | 1234601201         | AlphaVision PC Series III 320x32 Sign Electrical Installation Guide            | Describes the electro-mechanical installation of the 320x32 sign.   |
|                              | 1234601701         | AlphaVision PC Series III 320x32 Sign Mechanical Installation Guide            |   |
| 256 x 112<br>and<br>256 x 96 | 1234610506         | AlphaVision PC Series III 256x112 & 256x96 Signs Electrical Installation Guide | Describes the electro-mechanical installation of the 256x112 and 256x96 sign.   |
|                              | 1234610406         | AlphaVision PC Series III 256x112 & 256x96 Signs Mechanical Installation Guide |   |
| 256 x 64<br>and<br>256 x 48  | 1234610504         | AlphaVision PC Series III 256x64 & 256x48 Signs Electrical Installation Guide  | Describes the electro-mechanical installation of the 256x64 and 256x48 sign.  |
|                              | 1234610404         | AlphaVision PC Series III 256x64 & 256x48 Signs Mechanical Installation Guide  |   |
| 256 x 32                     | 1234610501         | AlphaVision PC Series III 256x32 Sign Electrical Installation Guide            | Describes the electro-mechanical installation of the 256x32 sign.   |
|                              | 1234610401         | AlphaVision PC Series III 256x32 Sign Mechanical Installation Guide            |   |
| 192 x 96<br>and<br>192 x 80  | 1234610502         | AlphaVision PC Series III 192x96 & 192x80 Signs Electrical Installation Guide  | Describes the electro-mechanical installation of the 192x96 & 192x80 sign.  |
|                              | 1234610402         | AlphaVision PC Series III 192x96 & 192x80 Signs Mechanical Installation Guide  |   |
| 192 x 64<br>and<br>192 x 48  | 1234610508         | AlphaVision PC Series III 192x64 & 192x48 Signs Electrical Installation Guide  | Describes the electro-mechanical installation of the 192x64 & 192x48 sign.  |
|                              | 1234610408         | AlphaVision PC Series III 192x64 & 192x48 Signs Mechanical Installation Guide  |   |
| 192 x 16                     | 1234601301         | AlphaVision PC Series III 192x16 Sign Electrical Installation Guide            | Describes the electro-mechanical installation of the 192x16sign.  |
|                              | 1234601801         | AlphaVision PC Series III 192x16 Sign Mechanical Installation Guide            |   |
| All types                    | TechMemo 00-0005   | Preventing Electrostatic Discharge (ESD) Damage                                | Provides grounding procedures, lists work area guidelines, and explains ESD.  |
|                              | 1132600801         | Service Bulletin 06-0004 AlphaVision PC support latch upgrade kit instructions | These instructions are for the AlphaVision PC Support Latch Upgrade Kit (pn 1132201101). The support latch and handle provide extra support for the LED display panels to help prevent them from closing and to make them safer to open and close during servicing. These instructions explain how to install the support latch and handle and where to place the labels. |
|                              | 1132600601         | TechMemo 05-009 AlphaVision PC manual support latch upgrade kit instructions   | These instructions are for the AlphaVision PC Manual Support Latch Upgrade Kit (pn 1132600501). The support latch provides additional support for the LED display panels while they are open. These instructions explain how to install the support latch.  |
|                              | 1234610511         | AlphaVision PC Series III sign controller board kit replacement instructions   | These instructions are for the AlphaVision PC Series III Sign Controller Board Kit (pn 1234202726SP). The controller board translates messages via Ethernet and displays them on the sign. These instructions explain how to replace the controller board.  |

**Sign identification**

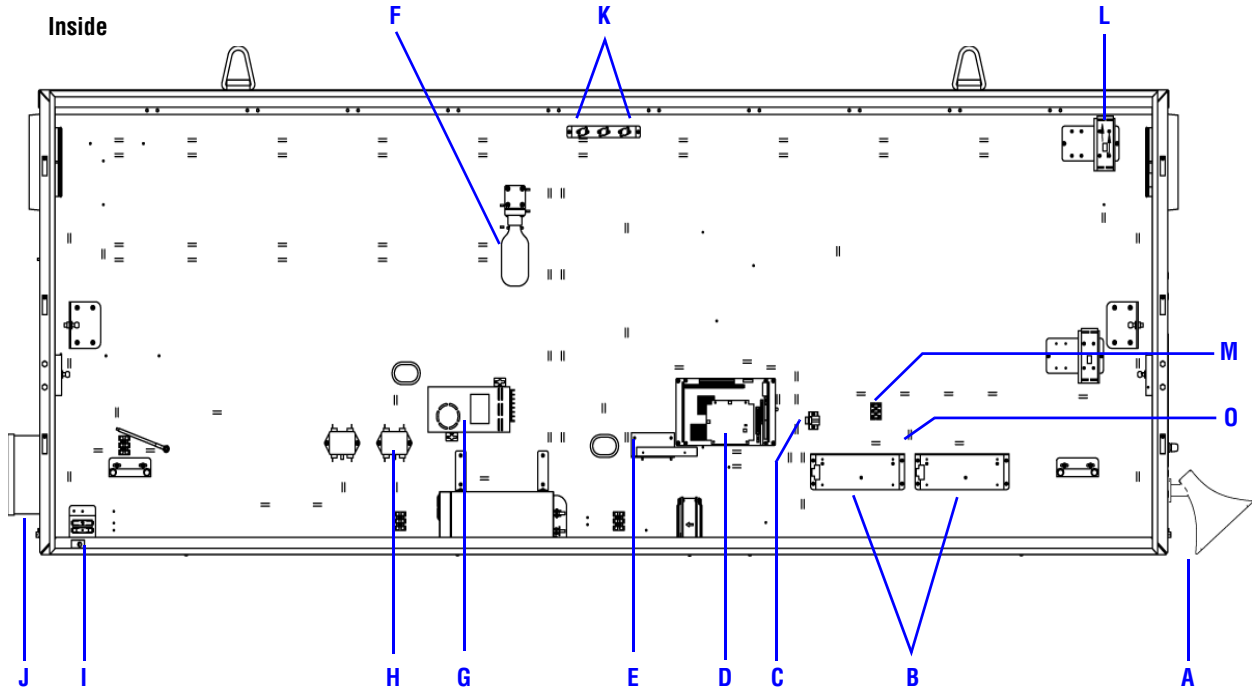


**Table 2: Sign identification**

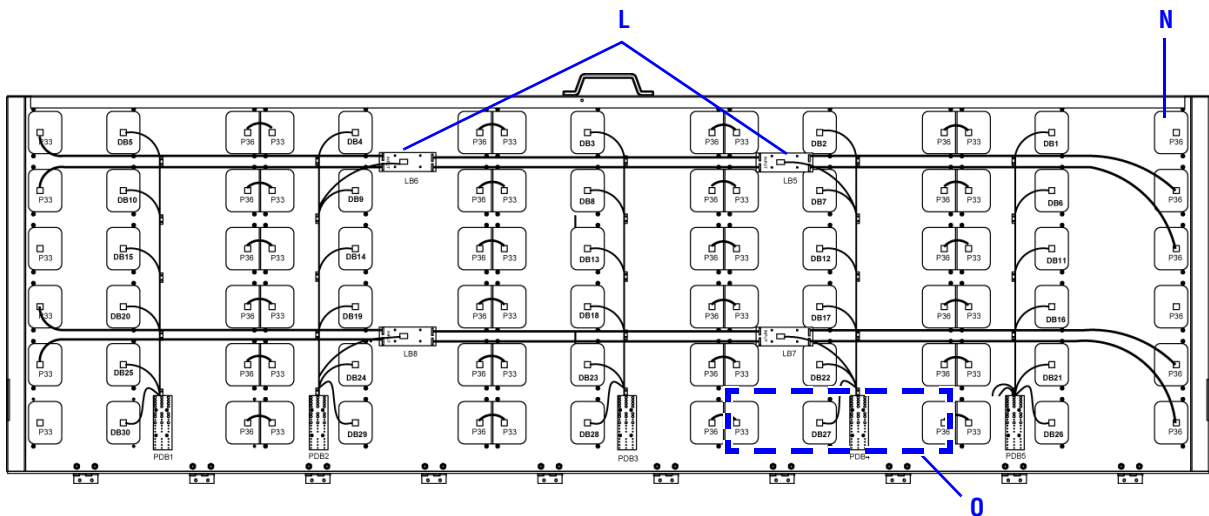
| Item     | Name                   | Model number description   |
|----------|------------------------|--|
| <b>A</b> | Model number           | <p><u>AVPC320096T3-DS-W2K-A4</u></p> <ul style="list-style-type: none"> <li>— <u>Audio channels:</u><br/>A1 = 1 music channel (up to 2 speakers)<br/>A4 = 4 music channels (up to 8 speakers)<br/>A8 = 8 music channels (up to 16 speakers)</li> <li>— <u>Sign operating system:</u><br/>W2K = Windows 2000    WCE = Windows CE</li> <li>— <u>Sign type:</u><br/>DS = double-sided    SS = single-sided</li> <li>— <u>T3 = Series III sign</u></li> <li>— <u>Sign display width and height (in pixels)</u><br/>First three digits are width, last three are height.</li> <li>— <u>Sign model:</u><br/>AVPC = AlphaVision PC</li> </ul> |
| <b>B</b> | Electrical information | Input voltage, frequency, and amperage.  |
| <b>C</b> | Date of manufacture    | Month, day, and year the sign was made.  |
| <b>D</b> | Serial number          | Consecutive, unique identification number.   |

# Major sign components

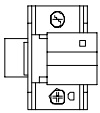
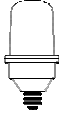

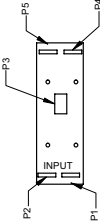
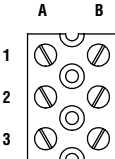
Shown below is a 320 x 96 Controller side of sign. Other sign sizes are similar.



## LED door underside



**Table 3: Major sign components**

| Item     | Name  | Description  |
|----------|---|--|
| <b>A</b> | Speaker (option)                                    | Plays sounds from TuneBlaster sound board.   |
| <b>B</b> | TuneBlaster sound board                             | Used to play sounds through up to 4 speakers per board. The TuneBlaster sound board is an option.  |
| <b>C</b> | Modular network adapter                             |  <p>Connects Ethernet adapter on the sign controller board to an external Ethernet network. A 110 punch-down tool is required to wire an external Ethernet connection to this adapter.</p>                                  |
| <b>D</b> | Controller board with turbo adapter board (on top)  | The turbo adapter board is an interface between the controller board and the LED driver boards. The turbo adapter board is an Advantech PCM-9579 embedded PC board with Celeron 650MHz processor.  |
| <b>E</b> | Hard disk drive (not installed on Windows CE units) | Used to store operating system and programs.   |
| <b>F</b> | Light   |  <p>Philips 371237 18W compact fluorescent bulb. Powered through fuses (item I).</p>  |
| <b>G</b> | Power supply  | Supplies either 5V (Meanwell PSP-1000) or 12V (Meanwell SP-200-12) power to sign components.   |
| <b>H</b> | EMI filter  | Removes electromagnetic interference from incoming and outgoing AC power.  |
| <b>I</b> | Fuses   | Two, 1/4 x 1 1/4-inch, fast acting, 10A, 250V fuses.   |
| <b>J</b> | Disconnect box                                      | AC power switch box.   |
| <b>K</b> | Thermostats   |  <p>Control the following sign functions:</p> <ul style="list-style-type: none"> <li>• TS1 — At 120F, turns fans on.</li> <li>• TS2 — At 130F, dims the sign's LEDs.</li> <li>• TS3 — At 160F, turns sign off.</li> </ul> |
| <b>L</b> | Loop back board                                     |  <p>Boosts signal strength.</p>   |
| <b>M</b> | TB5 DC terminal block                               |  <p>5V and 12V wiring terminal.</p>   |
| <b>N</b> | LED driver board                                    |  |
| <b>O</b> | Power distribution board                            | Supplies 5V to LED driver boards.  |

## Addressing your sign

### Setting an IP address on a Windows 2000 sign

VNC Viewer is a software application that allows you to see and control the desktop of another computer that is running VNC Server software. Windows 2000 AlphaVision PC signs are shipped with VNC Server installed. Once you have VNC Viewer installed on your computer, you can control the Windows 2000 computer inside an AlphaVision PC sign. This will allow you to set the sign's IP address, run programs from the sign, and so on.

AlphaVision PC signs are shipped with DHCP enabled. This means that a sign will **automatically** get an IP address once the sign is connected to a TCP/IP network. Later, this DHCP IP address can be changed to a **static** IP address.

**NOTE:** Another way to set a sign's IP address is described in "Attaching a monitor, keyboard, and mouse directly to a Windows 2000 sign" on page 17.

Before you begin, obtain a static IP address for the sign from your network administrator.

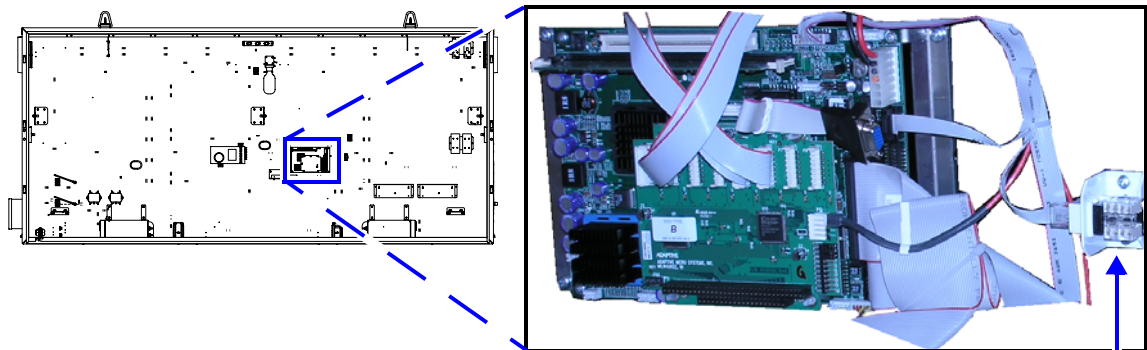
#### Step 1: Install VNC Viewer software on your computer

Download the software from <http://www.realvnc.com> and follow their installation instructions.

**NOTE:** In order to use the VNC Viewer to control a sign, the sign must have an IP address **and you must know what it is**.

#### Step 2: Get a temporary IP address for the sign

- A. Turn off the sign.
- B. Connect the sign to a TCP/IP network. Your computer must be connected to the same TCP/IP network.



TCP/IP connection:  
Use this punchdown block to wire a permanent TCP/IP connection to the sign.

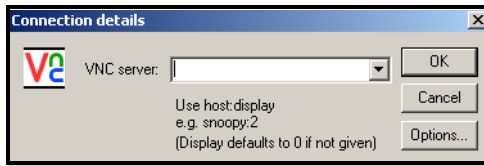
- C. Apply power to the sign. Write down the IP address that appears on the sign.

```
IP Address: 207.12.27.1
Subnet Mask: 255.255.255.0
Gateway: 0.0.0.0
MAC Address: 00-80-66-05-1e-86
```

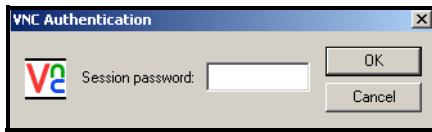
Example IP address message that appears when first starting the sign (shown for a 320x96 sign).

**Step 3: Assign a static IP address to the sign using VNC Viewer**

- A. Select **Start | Programs | RealVNC | VNC Viewer**. After **VNC Server**, type the IP address that was displayed on the sign and click **OK**:



- B. After **Session password**, type “dbadmin”. Then click **OK**.

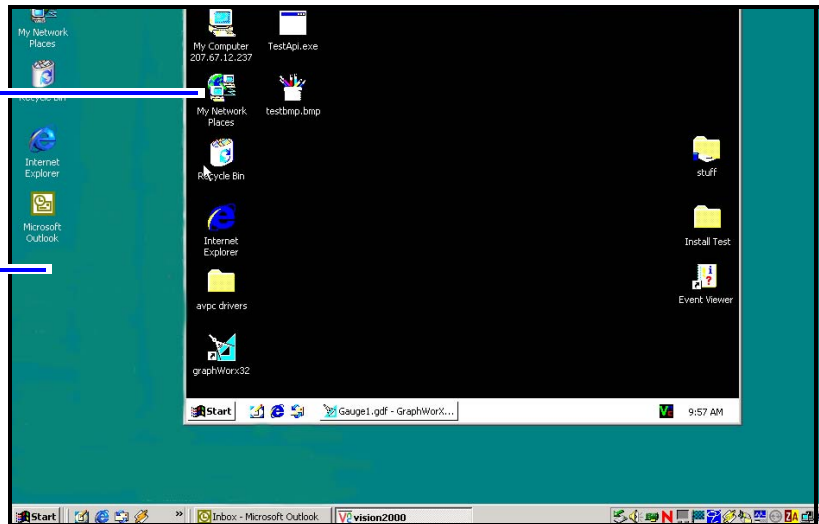


- C. You are now connected to the sign’s desktop. At this point, you can perform any Windows 2000 activity, such as setting the window area, changing the sign’s IP address, and so on.

This is the **sign’s** desktop. When you work in this window, you are working on the sign’s hard drive.

This is **your** desktop. When you work in this window, you are working on your computer’s hard drive.

You can go switch between desktops — just keep track of which desktop window you are currently working.



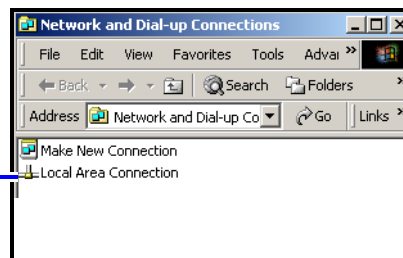
- D. Right-click **My Network Places** on the **sign’s** desktop and select **Properties**.

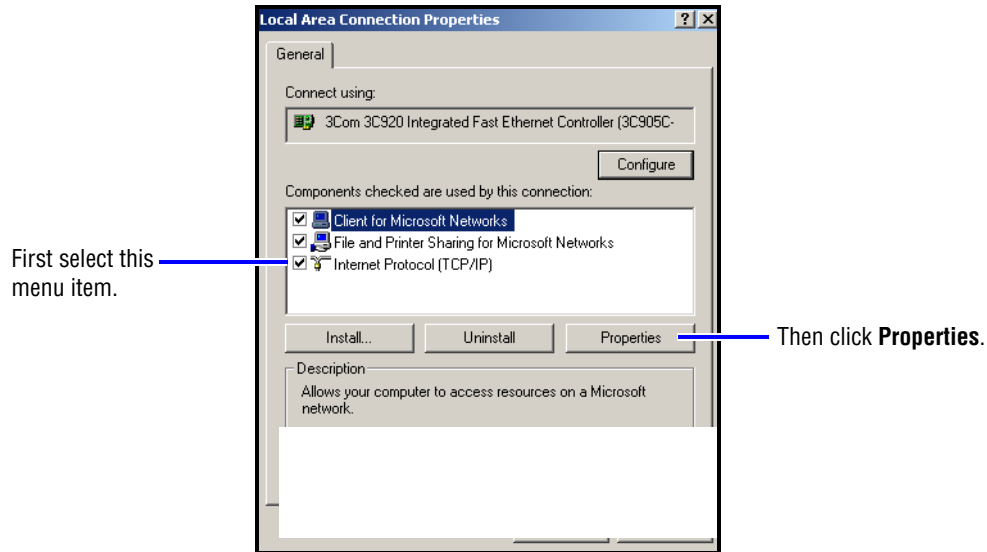
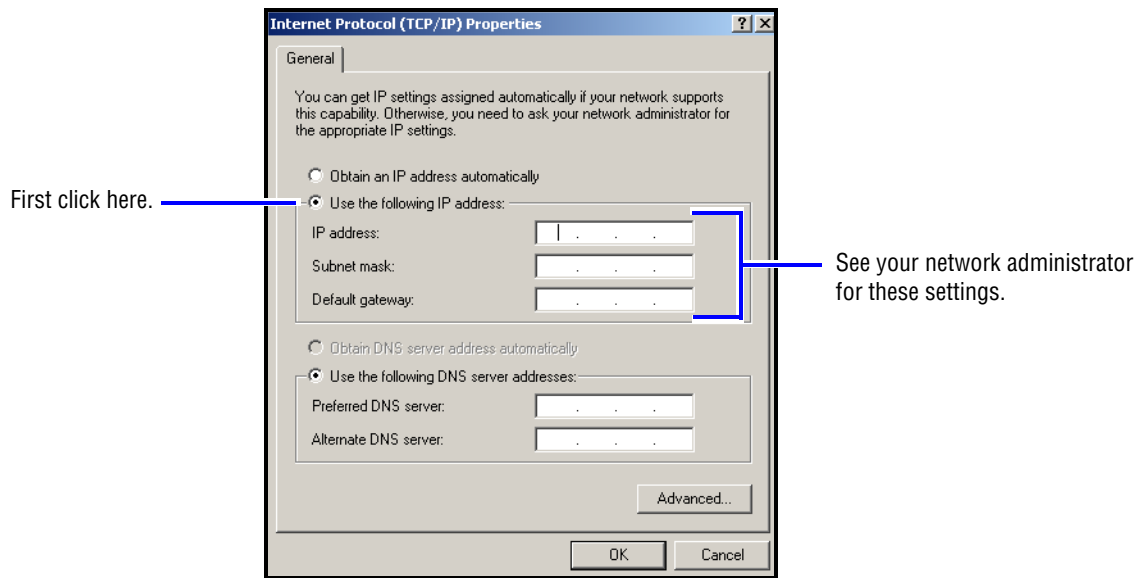
Right-click this icon on the sign’s desktop and select **Properties**.



- E. Right-click **Local Area Connection** and select **Properties**.

Right-click this menu item and select **Properties**.



**F. Select Internet Protocol (TCP/IP) and then click the Properties button.****G. Click Use the following IP address and then complete the appropriate settings.****H. When finished, click OK.**

## Setting an IP address on a Windows CE sign

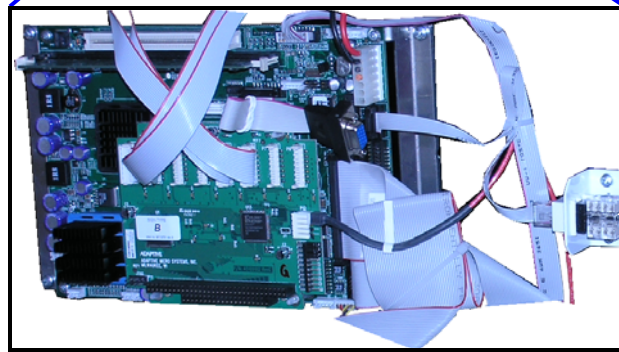
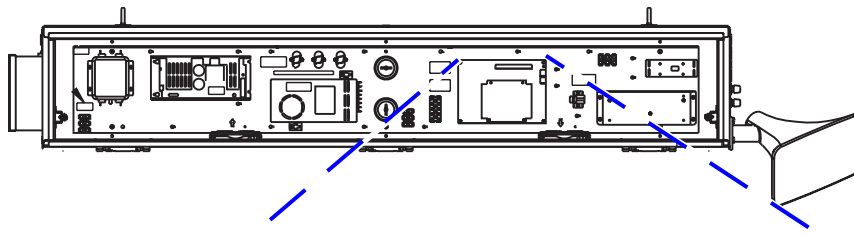
The Network Setup software allows you to change the IP address of a sign and is available from Adaptive Micro Systems.

AlphaVision PC signs are shipped with DHCP enabled. This means that a sign will **automatically** get an IP address once it is connected to a TCP/IP network. Later, you can change this DHCP IP address to a **static** IP address.

**NOTE:** Another way to set a sign's IP address is described in "Attaching a monitor, keyboard, and mouse directly to a Windows 2000 sign" on page 17.

### Step 1: Get a temporary IP address for the sign

- A. Turn off the sign.
- B. Connect the sign to a TCP/IP network. Your computer must be connected to the same TCP/IP network.



TCP/IP connection:  
Use this punchdown block to wire a permanent TCP/IP connection to the sign.

- C. Apply power to the sign. Write down the IP address that appears on the sign. An example from a 320x32 sign is shown below:

```
IP Address: 169.254.107.136
Gateway: 0.0.0.0
Subnet Mask: 255.255.0.0
MAC Address: 00-80-66-05-22-84
```

Example IP address message that appears when first starting the sign (shown for a 320x32 sign).

**Step 2: Assign a static IP address to the sign using Network Setup**

**A.** Download and save the setup file from <http://www.ams-i.com/avpc/setip.exe>.

**B.** Run the **setip.exe** file.

**C.** After **Current IP address**, type the IP address that was displayed on the sign. Then enter the new IP address:

**Device Name** is the name the sign will be seen as on the network. To leave the name the same, leave this box empty.

Click **Use the following IP address**

Network Setup

Target

Current IP address: [ . . . ]

Set

Close

Device Name: [ ]

Obtain an IP address automatically

Use the following IP address:

IP Address: [ . . . ]

Subnet Mask: [ . . . ]

Default Gateway: [ . . . ]

Obtain Name Server addresses automatically

Use the following Name Server addresses:

Primary DNS: [ . . . ]

Secondary DNS: [ . . . ]

Primary WINS: [ . . . ]

Secondary WINS: [ . . . ]

See your network administrator for these settings.

**D.** After you have entered the appropriate information, click **Set**.

# Software

## Installing software on a Windows 2000 sign's hard drive

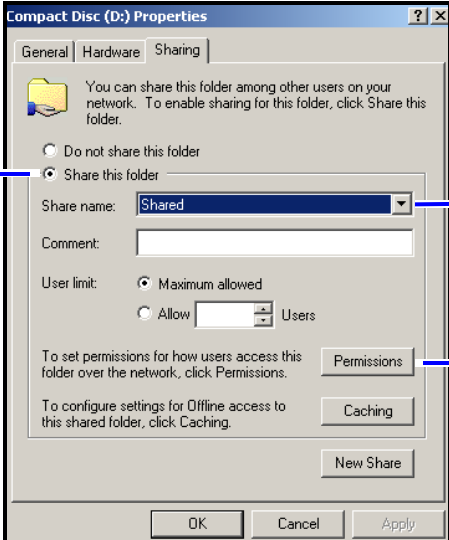
### Step 1: Share the CD-ROM drive

- A. If you have not already done so, install and start VNC Viewer software on your computer. See “Step 3: Assign a static IP address to the sign using VNC Viewer” on page 9.
- B. Open **My Computer** on your desktop.



Double-click **My Computer** to open it.

- C. Right-click on the CD-ROM drive to be shared and select **Sharing**.
- D. Click **Share this folder**. Then type a **Share name**. Click the **Permissions** button.



The image shows the 'Compact Disc (D:) Properties' dialog box with the 'Sharing' tab selected. A blue arrow points to the 'Share this folder' radio button with the text 'First click here.'. Another blue arrow points to the 'Share name' dropdown menu, which is set to 'Shared', with the text 'Then type in a name for the shared folder.'. A third blue arrow points to the 'Permissions' button with the text 'Finally, click **Permissions**.'. The dialog box contains the following text and controls:

General | Hardware | Sharing

You can share this folder among other users on your network. To enable sharing for this folder, click Share this folder.

Do not share this folder

Share this folder

Share name: Shared

Comment: [Empty text box]

User limit:  Maximum allowed

Allow [Empty spinner] Users

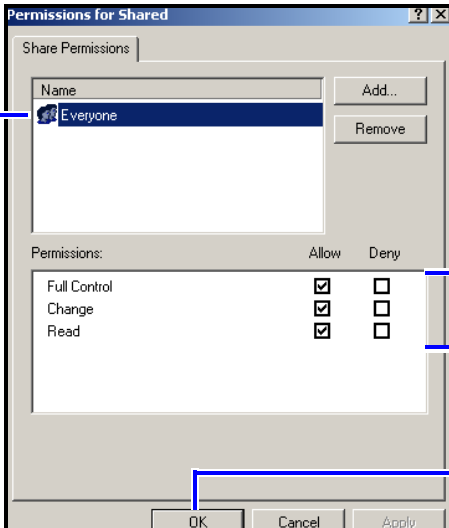
To set permissions for how users access this folder over the network, click Permissions. [Permissions button]

To configure settings for Offline access to this shared folder, click Caching. [Caching button]

[New Share button]

[OK] [Cancel] [Apply]

- E. Select **Everyone**. Then complete the **Permissions** as appropriate. When finished, click **OK**.



The image shows the 'Permissions for Shared' dialog box. A blue arrow points to the 'Everyone' entry in the 'Name' list with the text 'Select **Everyone**.'. Another blue arrow points to the 'Allow' and 'Deny' checkboxes for 'Full Control', 'Change', and 'Read' permissions, with the text 'Then select **Allow** or **Deny** for each **Permission**.'. A third blue arrow points to the 'OK' button with the text 'Click **OK**.'. The dialog box contains the following text and controls:

Share Permissions

Name: [List box containing Everyone]

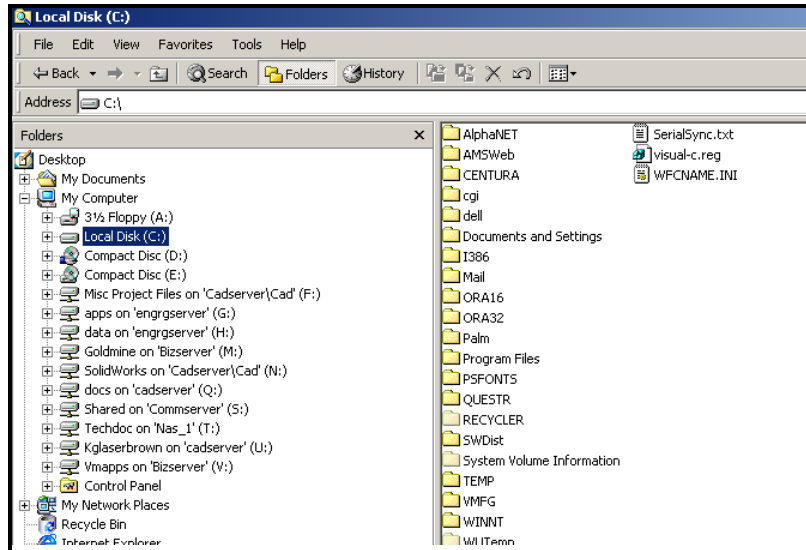
[Add..] [Remove]

Permissions:

|              | Allow                               | Deny                     |
|--------------|-------------------------------------|--------------------------|
| Full Control | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Change       | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Read         | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

[OK] [Cancel] [Apply]

- F.** On the sign's desktop, right-click the **Start** button and select **Explore**. The sign's hard drive directory appears:



- G.** Select **My Network Places** in the left panel and then double-click **Entire Network** in the right panel.

- H.** Double-click the following in the right panel, in the order given:

- Microsoft Windows Network
- the network on which your computer resides
- your computer (look for your name)
- your computer's CD-ROM drive (look for the name you gave the shared file in step D)

## Step 2: Install software

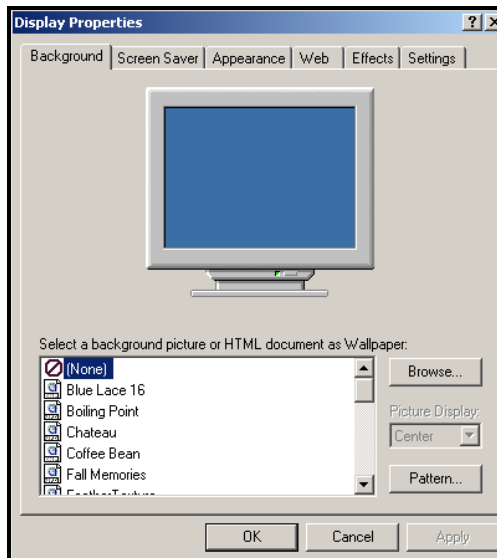
- A.** Insert the CD into the CD-ROM drive.  
**B.** Follow the installation prompts.

### Configuring a Windows 2000 sign

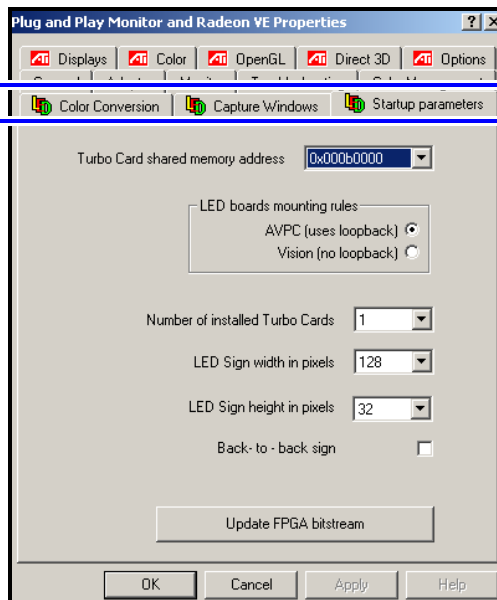
You can view and modify your sign's current settings, as well as see some of the changes before they are actually performed.

**NOTE:** You will need to restart your computer after making any changes.

- A. If you have not already done so, install and start VNC Viewer software on your computer. See “Step 1: Install VNC Viewer software on your computer” on page 8 and “Step 2: Get a temporary IP address for the sign” on page 8.
- B. Right-click the sign's desktop and select **Properties**. The **Display Properties** window appears:



- C. Click the **Settings** tab and then click the **Advanced** button. When the advanced properties window appears, click the **Startup parameters** tab and make the appropriate changes:



These are the properties of your sign with which you will be working.

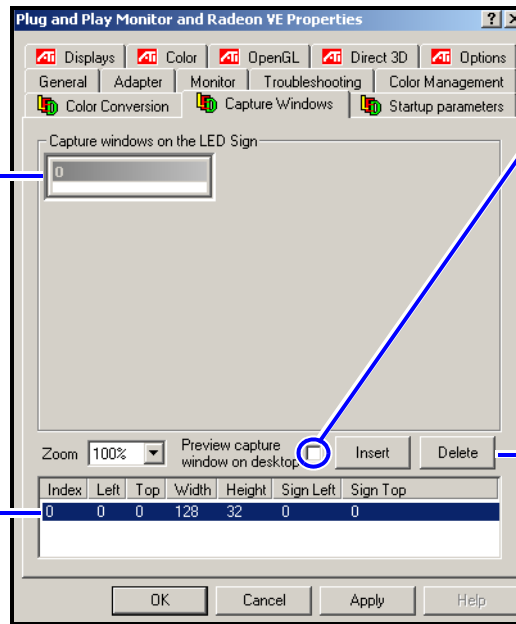
You can specify turbo card information, set the type and size of your sign, and indicate whether back-to-back mounting is used.

**NOTE:** These items are factory-set and changing them may adversely affect sign operation.

#### D. Click the **Capture Windows** tab and make the appropriate changes:

To resize the window, position the mouse over a corner and, when it turns into a double arrow, click and drag the window inward or outward. Note that the dimension information below changes accordingly.

Capture window dimension information

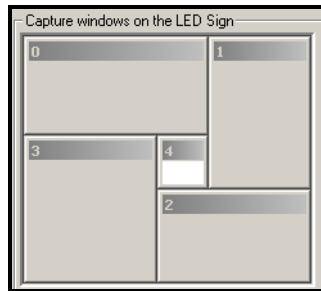


Click here to see a preview of your capture window. You can also click and drag this preview window inward and outward to change its width and height.



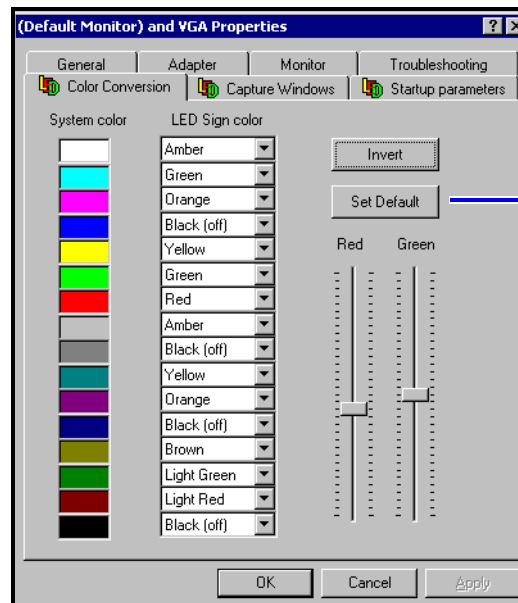
Capture window preview. You can click the gray tab and drag the window to a different area of your screen.

The **Insert** and **Delete** buttons allow you to add and delete capture windows. You can have up to 99 capture windows.



#### E. Click the **Color Conversions** tab and make the appropriate changes:

This setting defines how the colors of the 16-color Windows standard palette (**System color**) are converted into the eight LED colors (**LED Sign color**). For each of the 16 colors, you can specify the color to appear on the sign in its place.



Returns the settings to their original values.

#### F. When changes are complete, click **OK**, then follow any prompts for restarting your system.

## Using peripherals and options

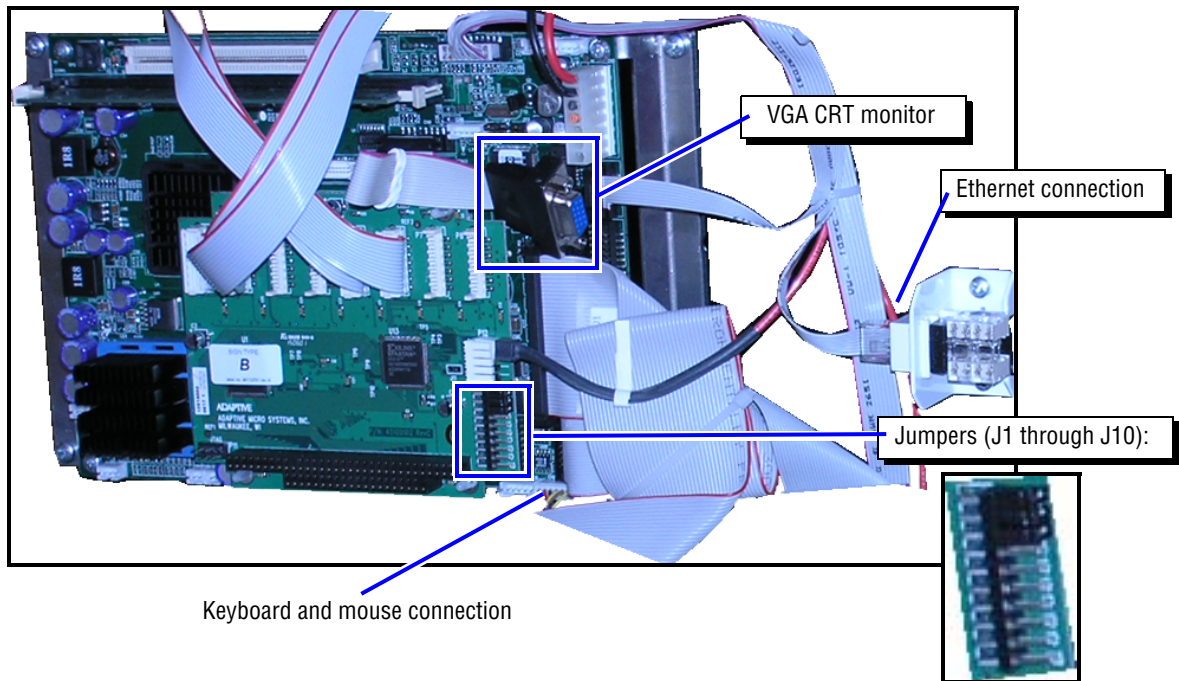
### Attaching a monitor, keyboard, and mouse directly to a Windows 2000 sign

A. Remove power from the sign.

B. Open the sign.

**NOTE:** For a double-sided sign, just open the Controller side.

C. Connect a VGA CRT monitor, computer keyboard and mouse to a sign's controller board as shown:



D. Apply power to the sign.

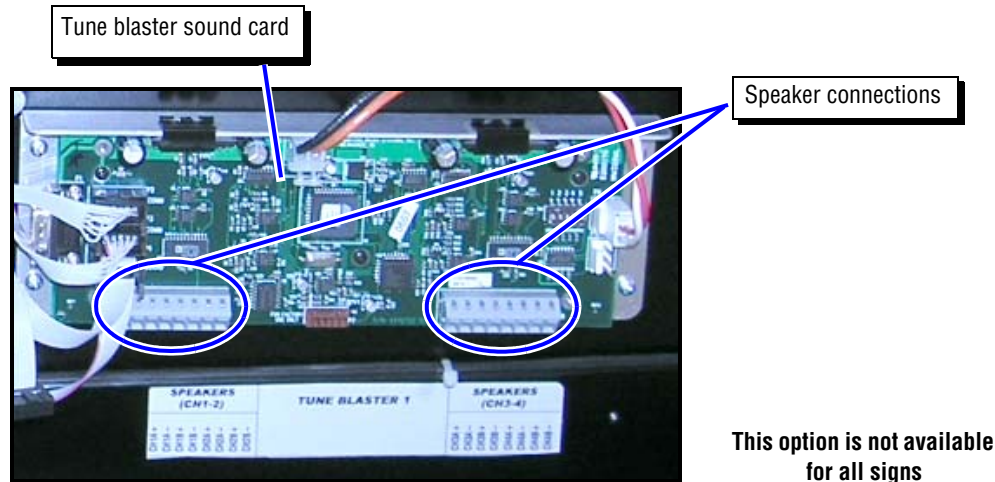
### Dimming a Windows 2000 sign

To dim the sign by 50%, turn off the sign and attach a jumper to J8 on the sign's controller board (see above).

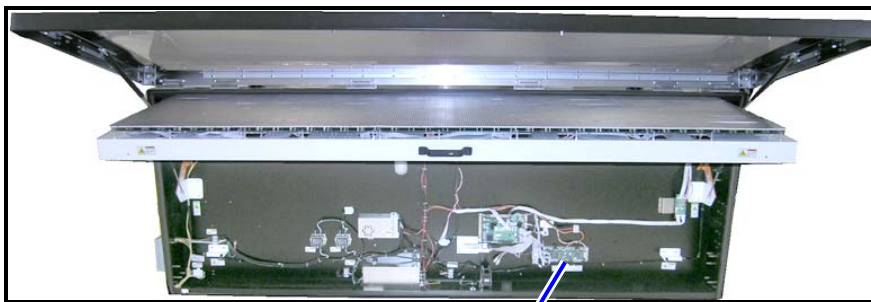
## Installing a second TuneBlaster sound card

**WARNING!** Hazardous voltage. Contact with high voltage may cause death or serious injury. Always disconnect power to unit prior to servicing.

Possible fall or crush hazard. Remain clear of panel when opening or closing.



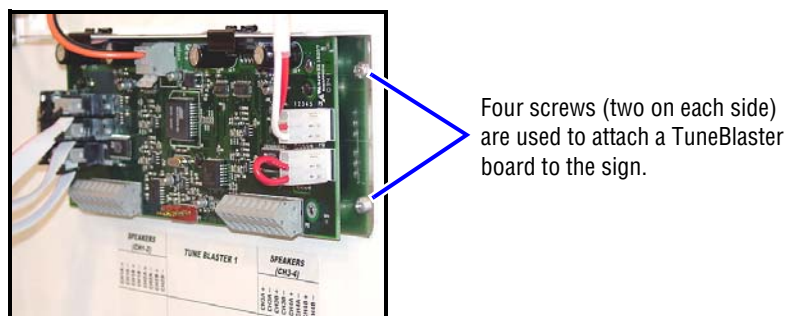
- A. Remove power from the sign.
- B. Open **both** sides of the sign.
- C. Locate the factory-installed TuneBlaster card and the four (4) mounting holes to the right or above the factory-installed TuneBlaster sound card:



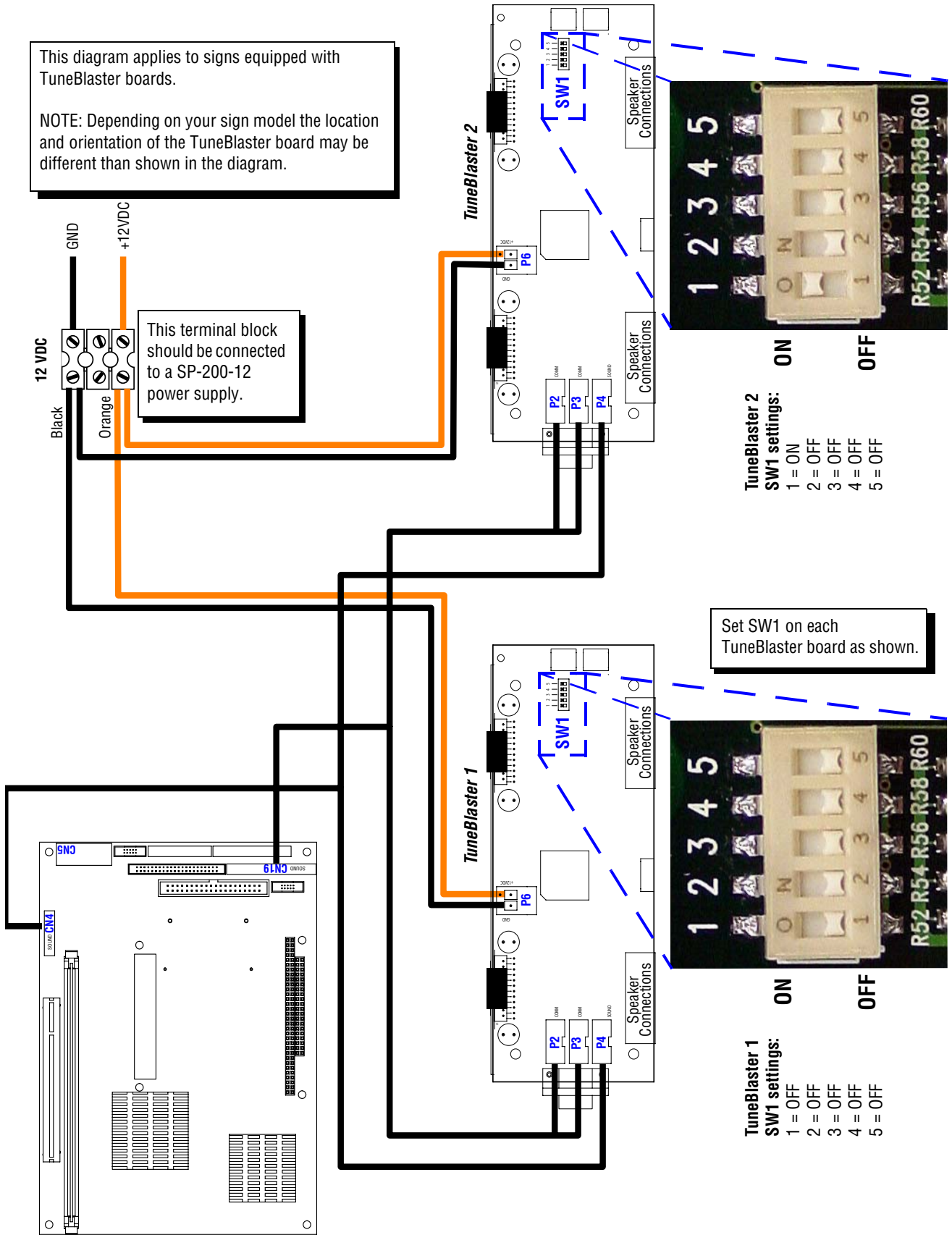
Existing TuneBlaster card (factory installed)

The mounting holes for the second TuneBlaster sound card are located to the right or above the installed TuneBlaster card.

- D. Fasten the second TuneBlaster sound card to the sign using the four (4) mounting holes:



**E. Connect the second TuneBlaster sound card as shown:**



### Stacklight option

The 50 mm stacklight mount (item A below) can be attached to either the left or the right side of the sign:

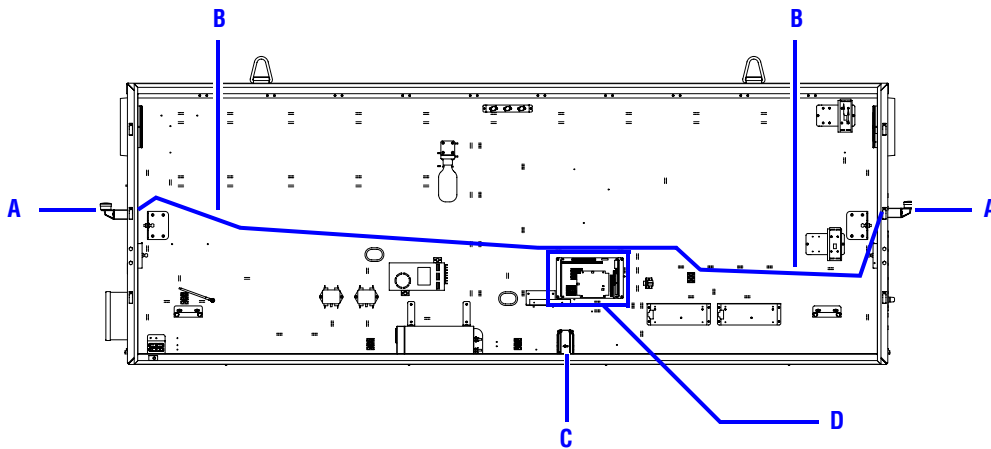

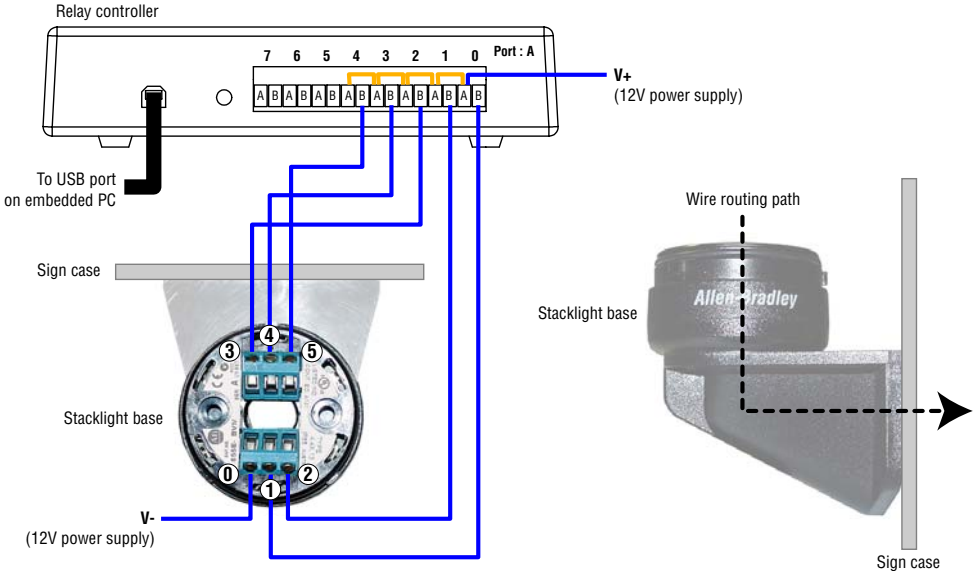


Table 4: Stacklight options

| Item | Name                                      | Description   |
|------|---|---|
| A    | Stacklight mount (only on one side)       | <p>Up to 5 lights can be stacked on a 50 mm stacklight mount.</p>  |
| B    | Stacklight wiring path (only on one side) |   |
| C    | Relay control                             |   |
| D    | Embedded PC                               |   |

## Troubleshooting

**Table 5: Problem/Solution chart**

| # | Problem   | Recommended solution   |
|---|---|--|
| 1 | On one side of the sign, half of the display (3 rows of LED driver boards) is a solid color, displaying garbage, or blank | <ol style="list-style-type: none"> <li>1. Swap the cables on the Turbo board.                             <ul style="list-style-type: none"> <li>• If the problem is on the sign's Controller side, swap P1 and P2.</li> <li>• If the problem is on the sign's Non-controller side, swap P5 and P6.</li> </ul>                             If the problem goes to the other half of the display, then the Turbo board is bad.                         </li> <li>2. Swap the cables P1 and P2 on the lower Loop back board located on the bad side of the display.                             <p>If the problem goes to the other half of the display, then the cable between the Turbo board and the Loop back board is bad.</p> </li> <li>3. Swap the cables P4 and P5 on the lower Loop back board located on the bad side of the display.                             <p>If the problem goes to the other half of the display, then the Loop back board is bad.</p> </li> <li>4. Swap the cables P1 and P2 on the upper Loop back board located on the bad side of the display.                             <p>If the problem goes to the other half of the display, then the cable between the Loop back boards is bad.</p> </li> <li>5. Swap the cables P4 and P5 on the upper Loop back board located on the bad side of the display.                             <p>If the problem goes to the other half of the display, then the upper Loop back board is bad.</p> </li> <li>6. Swap the cables going from the Loop back board to the LED driver board at the LED driver board located on the bad side of the display.                             <p>If the problem goes to the other half of the display, then the cable between the Loopback board and the LED driver board is bad.</p> </li> </ol> |
| 2 | On one side of the sign, half of the display (3 rows of LED driver boards) is blank.                                      | <ol style="list-style-type: none"> <li>1. Check the cable connections on the Turbo board.                             <ul style="list-style-type: none"> <li>• The Controller side must be plugged into P1 and P2.</li> <li>• The Non-controller side must be plugged into P5 and P6.</li> </ul> </li> <li>2. Check the power going to the first LED driver board in the chain to make sure it is getting 5v.</li> <li>3. Run through the steps for problem #1 above.</li> </ol>   |
| 3 | On one side of the sign, part of the display is displaying garbage.   | <ol style="list-style-type: none"> <li>1. Run through the steps from problem #1 above.</li> <li>2. If the problem does not move, then check the turbo cables for loose connections.</li> </ol>   |
| 4 | One side of the sign is blank.  | <ol style="list-style-type: none"> <li>1. Check the cable connections on the Turbo board.                             <ul style="list-style-type: none"> <li>• The Controller side must be plugged into P1 and P2.</li> <li>• The Non-controller side must be plugged into P5 and P6.</li> </ul> </li> <li>2. On the Turbo Card, swap P1 and P2 with P5 and P6.                             <p>If the problem moves to the other side of the display, then the Turbo board is bad.</p> </li> <li>3. Check the 12v power supply and all of the 5v power supplies to make sure they are outputting the correct voltage.</li> <li>4. Check the power going to the first LED driver board in the chain to make sure it is getting 5v.</li> </ol>   |

**Table 5: Problem/Solution chart (Continued)**

| #  | Problem  | Recommended solution   |
|----|--|--|
| 5  | The entire sign is blank.  | <ol style="list-style-type: none"> <li>1. Is it powered on?</li> <li>2. Check the cable connections on the Turbo board. <ul style="list-style-type: none"> <li>• The Controller side must be plugged into P1 and P2.</li> <li>• The Non-controller side must be plugged into P5 and P6.</li> </ul> </li> <li>3. On the Turbo board, check the status LEDs: <ul style="list-style-type: none"> <li>• D1 – Power</li> <li>• D3 – FPGA is loaded</li> </ul> <p>If D1 is on, but D3 is not, then there could be a fault with the controller board, Turbo board, or the hard drive.</p> </li> <li>4. Is the Controller's PWR LED on?</li> <li>5. Do they still have communication to the display?<br/>Call Adaptive Tech Support</li> </ol> |
| 6  | On one side of the sign, the top half of the display is showing the data for the bottom half of the display, and the bottom half of the display is showing the data for the top half of the display. | <p>The cables on the Turbo board are swapped. Swap the cables on the Turbo board:</p> <ul style="list-style-type: none"> <li>• P1 and P2 if the problem is on the Controller side.</li> <li>• P5 and P6 if the problem is on the Non-controller side.</li> </ul>   |
| 7  | A diagonal test pattern in a red, green, and amber sequence is running.  | <p>Hard drive is not functioning properly:</p> <ol style="list-style-type: none"> <li>1. Check to make sure the hard drive IDE cable is connected to the controller board.</li> <li>2. Check to make sure the voltage at the hard drive is 5 volts.</li> </ol>   |
| 8  | Display is cycling between diagonal lines, solid vertical columns, and the Ethernet information.   | <p>The Test Mode DIP Switch on the TuneBlaster board is set to ON.<br/>Switch DIP Switch #5 on the TuneBlaster board to OFF</p>  |
| 9  | A single LED, a row of LEDs, or a column of LEDs on one LED driver board is out.   | Replace the entire LED driver board.   |
| 10 | There is a <b>ghosting column</b> of LEDs (a column of LEDs that is dimly on when it is supposed to be off).   | Replace the entire LED driver board.   |
| 11 | There is a <b>shorted column</b> of LEDs (a column of LEDs that is on in addition to the column that is supposed to be on).  | Replace the entire LED driver board.   |
| 12 | There is a <b>shorted row</b> of LEDs (a row of LEDs that is on in addition to the row that is supposed to be on).   | Replace the entire LED driver board.   |
| 13 | An entire LED driver board is blank, but there is data on the drivers on both sides of the blank board.  | Check the power going to the LED driver board. It may not be getting the 5 volts it needs. However, if the power is good, then replace the LED driver board.   |

**Table 5: Problem/Solution chart (Continued)**

| #  | Problem  | Recommended solution   |
|----|--|--|
| 14 | An entire LED driver board is blank and there is no data on the rest of the LED driver boards after it in the chain. | <ol style="list-style-type: none"> <li>1. Verify the LED driver board is receiving 5v and the input cable is securely attached.</li> <li>2. Use a long data cable to bypass the first blank LED driver board. If the data comes back on, then the bypassed LED driver board has a bad input. Replace the bypassed LED driver board.</li> <li>3. If #1 doesn't fix the problem, then use a long data cable to bypass the LED driver board to the right of the first blank LED driver board. If the data comes back on, then the bypassed LED driver board has a bad output. Replace the bypassed LED driver board.</li> </ol> |
| 15 | No sound from sound card (TuneBlaster sound boards).   | <ol style="list-style-type: none"> <li>1. Check cable connections between the controller board and the TuneBlaster board(s).</li> <li>2. Check the speaker wiring to the TuneBlaster board(s).</li> <li>3. Are the TuneBlaster board(s) getting the required 12 volts?</li> <li>4. Cycle power on the display. Does the sound card play its power-up tune?</li> <li>5. If there is still no sound, replace the sound card.</li> </ol>  |

## Appendix

**Table 6: Technical specifications**

| Model number <sup>1</sup> |               | Full Load Amps <sup>2,3</sup> | Fuse    | Approx. Weight    | Dimensions <sup>4</sup> (L x H x D)                   |
|---------------------------|---------------|-------------------------------|---------|-------------------|---|
| AVPC320128T3              | Singled-sided | 12 amps                       | 20 amps | 710 lbs (322 kg)  | 114-1/4" x 52-1/2" x 26"<br>(2965 x 1334 x 660 mm)    |
|                           | Double-sided  | 21 amps                       | 30 amps | 1000 lbs (454 kg) |   |
| AVPC320112T3              | Singled-sided | 11 amps                       | 15 amps | 700 lbs (318 kg)  |   |
|                           | Double-sided  | 19 amps                       | 30 amps | 940 lbs (426 kg)  |   |
| AVPC320096T3              | Singled-sided | 10 amps                       | 15 amps | 650 lbs (295 kg)  | 114-1/4" x 44" x 26"<br>(2965 x 1118 x 660 mm)        |
|                           | Double-sided  | 17 amps                       | 25 amps | 870 lbs (395 kg)  |   |
| AVPC320080T3              | Singled-sided | 9 amps                        | 15 amps | 610 lbs (277 kg)  |   |
|                           | Double-sided  | 15 amps                       | 25 amps | 750 lbs (340 kg)  |   |
| AVPC320064T3              | Singled-sided | 8 amps                        | 15 amps | 550 lbs (249 kg)  | 114-1/4" x 33-1/2" x 26"<br>(2965 x 851 x 660 mm)     |
|                           | Double-sided  | 13 amps                       | 20 amps | 650 lbs (295 kg)  |   |
| AVPC320032T3              | Singled-sided | 5.5 amps                      | 10 amps | 161 lbs (73 kg)   | 111-3/4" x 16-1/2" x 8-1/2"<br>(2737 x 419 x 216 mm)  |
|                           | Double-sided  | 8 amps                        | 15 amps | 322 lbs (146 kg)  | 111-3/4" x 16-1/2" x 16-7/8"<br>(2737 x 419 x 429 mm) |
| AVPC256112T3              | Singled-sided | 10 amps                       | 15 amps | 560 lbs (254 kg)  | 95" x 46-3/8" x 24-1/4"<br>(2505 x 1178 x 616 mm)     |
|                           | Double-sided  | 16 amps                       | 25 amps | 723 lbs (328 kg)  |   |
| AVPC256096T3              | Singled-sided | 9 amps                        | 15 amps | 525 lbs (238 kg)  |   |
|                           | Double-sided  | 14.5 amps                     | 20 amps | 714 lbs (324 kg)  |   |
| AVPC256064T3              | Singled-sided | 7 amps                        | 10 amps | 440 lbs (200 kg)  | 95" x 33-3/4" x 24-1/4"<br>(2505 x 857 x 616 mm)      |
|                           | Double-sided  | 11 amps                       | 15 amps | 580 lbs (263 kg)  |   |
| AVPC256048T3              | Singled-sided | 6.5 amps                      | 10 amps | 335 lbs (152 kg)  |   |
|                           | Double-sided  | 9 amps                        | 15 amps | 572 lbs (259 kg)  |   |
| AVPC256032T3              | Singled-sided | 5 amps                        | 10 amps | 138 lbs (63 kg)   | 86-3/4" x 16-1/2" x 8-1/2"<br>(2248 x 419 x 216 mm)   |
|                           | Double-sided  | 7 amps                        | 10 amps | 276 lbs (125 kg)  | 86-3/4" x 16-1/2" x 16-7/8"<br>(2248 x 419 x 429 mm)  |
| AVPC192096T3              | Singled-sided | 7.5 amps                      | 10 amps | 395 lbs (179 kg)  | 76-3/4" x 41-1/2" x 23-3/8"<br>(2064 x 1054 x 594 mm) |
|                           | Double-sided  | 12 amps                       | 20 amps | 572 lbs (259 kg)  |   |
| AVPC192080T3              | Singled-sided | 7 amps                        | 10 amps | 365 lbs (166 kg)  |   |
|                           | Double-sided  | 11 amps                       | 15 amps | 567 lbs (257 kg)  |   |
| AVPC192064T3              | Singled-sided | 6 amps                        | 10 amps | 335 lbs (152 kg)  | 76-3/4" x 33-3/4" x 22"<br>(2064 x 857 x 559 mm)      |
|                           | Double-sided  | 9.5 amps                      | 15 amps | 497 lbs (225 kg)  |   |
| AVPC192048T3              | Singled-sided | 5.5 amps                      | 10 amps | 250 lbs (113 kg)  |   |
|                           | Double-sided  | 8.0 amps                      | 15 amps | 492 lbs (223 kg)  |   |
| AVPC192016T3              | Singled-sided | 4 amps                        | 10 amps | 85 lbs (39 kg)    | 66-1/2" x 11-5/8" x 8-1/2"<br>(1746 x 295 x 216 mm)   |
|                           | Double-sided  | 5 amps                        | 10 amps | 170 lbs (77 kg)   | 66-1/2" x 11-5/8" x 17"<br>(1746 x 295 x 414 mm)      |

<sup>1</sup> Operating systems and optional sound cards do not affect the technical specifications in this chart.

<sup>2</sup> Measurement conditions: amber match mode, lights on (if applicable), all speakers on, all fans on.

<sup>3</sup> If an electrical outlet option is included, the total current needs to be increased by 10 amps.

<sup>4</sup> Add 12 inches to the length of your sign if optional speakers are included. Some signs ship with speakers attached. Speakers are optional on all other signs.