



TEK
Flash Touch Pen 2000™
Data Collection Device, TOUCH CRADLE®, Data
Transfer Station (DTS) & Comport Adapter

Troubleshooting

Troubleshooting

1. TEK FTP2000™ DCD will not beep properly when touching iButtons™

1. Ensure that another will read and beep when touching that particular iButton™.
2. Attempt to read two (2) different iButtons™ consecutively, the default mode of the TEK FTP2000™ DCD will **not** allow you to read the same iButtons™ twice, the TEK FTP2000™ DCD will give you an error tone.
3. **Clean** probe center pin and inner edge of the nozzle ring with a small amount of alcohol or ammonia.
4. Ensure that the probe nozzle is dry. Significant amounts of water on or inside the nozzle can cause temporary malfunctions (dampness or slight moistness should not be a problem). Tap the TEK FTP2000™ DCD lightly on a firm surface, and depress the center pin several times, then look for water on the edges of the pin.
5. Test the **battery** using a Volt Meter, expected 3.00Vdc, lowest recommended is 2.80Vdc. For more information refer to the battery testing information in the Battery Information Section of the TEK Flash Touch Pen 2000™ User's Manual.
6. Place the TEK FTP2000™ DCD in the TEK TOUCH CRADLE ® Data Transfer Station (DTS) and attempt to communicate with the TEK FTP2000™ DCD. For example, try to set the time. Ensure the TEK FTP2000™ DCD is set up properly. If the TEK FTP2000™ DCD is in Mode 1, it will **not** beep iButtons™.
7. Perform a **hardware reset**. The pen does not have an on/off switch for security and simplicity reasons. To perform a hardware reset, remove the battery and either, insert needle nose pliers into the empty compartment, both tips down to touch the brass plug at the bottom of the battery compartment and touch the metal body of the pliers to the metal side of the compartment for 5 seconds for a quick discharge or let the pen sit for a minimum of 30 minutes without the battery, preferably 24 hours or overnight. This allows the internal capacitors to discharge completely and reset the internal electronics of the pen to the beginning of its program. The time will return to 1/1/70 12:00 A.M. The data pointers will be lost. Install the tested good battery and begin tightening the port end cap down, the pen should play a reset tune. If the pen does not play the reset tune, repeat the above discharge steps again. If that does not work return the pen to TEK Industries, Inc. for repair. If the reset tune plays, complete the installation of the port end cap and tighten with the special TEK supplied wrench. The pen will now attempt to reconstruct the pointers. The pointers in the processor point to the beginning and end of data in the TEK FTP2000™ DCD and could take up to 15 minutes. When the pointers have been reconstructed the pen will beep once like it read a coin. Take the pen and place the TEK FTP2000™ DCD in the TEK TOUCH CRADLE ® Data Transfer Station (DTS) and attempt to download.
8. Perform a **software reset**. Most applications have a reset or initialization function. **Note: "RESET" will clear any data in the TEK FTP2000™ DCD.**

2. My Cradle fails to download TEK FTP2000™ DCD's properly

1. Clean the TEK TOUCH CRADLE® DTS contacts (center pin and inner surface of chrome ring).
2. Ensure that other TEK FTP2000™ DCD's will download in this TEK TOUCH CRADLE® DTS on this computer.
3. Clean the TEK TOUCH CRADLE® DTS contacts. Verify that the center pin of the TEK TOUCH CRADLE® DTS moves smoothly and without sticking.
4. Verify that the green LED is lit on the TEK TOUCH CRADLE® DTS. If not, check the connections from your computer to the TEK TOUCH CRADLE® DTS.
5. Verify that you placed the TEK FTP2000™ DCD in the TEK TOUCH CRADLE® DTS with the probe end down. This is the end used to read iButtons™.
6. If this is a new setup or if you have changed any hardware (computer, boards, connection locations, cables, TEK TOUCH CRADLE® DTS) then you may need a null modem adapter (though this is not often the case) or you may be using one when you shouldn't. Contact your computer specialist or contact *TEK Industries* technical support for assistance.
7. If possible, verify that the TEK FTP2000™ DCD's will download on another system.
8. If possible, try changing the TEK TOUCH CRADLE® DTS, RJ11 four conductor cable, and Comport Adapter (the black module that the RJ11 four conductor cable plugs into), or try the existing ones on another computer.
9. If you get the 'TCS COMPORT NOT FOUND' reboot your computer, test the computer with a different comport.

3. The battery in my TEK FTP2000™ DCD lasts substantially less than six months

1. Ensure that the TEK FTP2000™ DCD is not being left in the TEK TOUCH CRADLE® DTS for any length of time with the probe end down.
2. Ensure that the battery is fresh when installed, and dead when removed. Refer to the Battery Information Section of the TEK FTP2000™ DCD User's Manual for details. Keep records to indicate when the battery is changed in each TEK FTP2000™ DCD.
3. Make sure you test the TEK FTP2000™ DCD soon after replacing the battery.
4. If you read more than 250 iButtons™ on an average day, or if you read many iButtons™ with large data packets each day, your battery may require replacement at intervals less than six months.
5. If you have increased the beep volumes or durations, this will have a significant effect on battery life.
6. If you still believe your battery does not last long enough, contact *TEK Industries* technical support for assistance.

4. When I read an iButton™ I get three long beeps and FTP2000™ DCD won't download

1. This is the memory full beep. Clear the memory or reset the TEK FTP2000™ DCD. Most applications have a reset or initialization function. Be sure to leave the DCD in the cradle for a long time until you get some feedback. The memory is relatively large; this could take up to 10 minutes. **Note: "RESET" will clear any data in the TEK FTP2000™ DCD.**
2. This may take several tries. If you take the pen out of the cradle after this function and the pen won't do anything, there is a likely hood that the pen is now awaiting an internal watch dog reset. Let the pen sit for 5 minutes and repeat the process.
3. Failing this follow the instructions set forth in **TEK FTP2000™ DCD will not beep properly when touching iButtons™** section

5. NOTHING WORKS#@***
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1. Take a deep breath
2. Remove the good battery from TEK FTP2000™ DCD and let the pen sit overnight battery less. In the morning, put in the good working battery and you should hear a reset tune. Tighten battery port end cap with the proper tool. Not tightened properly can cause intermittent battery contact. Once you hear the reset tune, wait 15 minutes to allow the pen to reconstruct the pointers, try to read an iButton or download. Reset the pen if necessary, set the time and away you go.