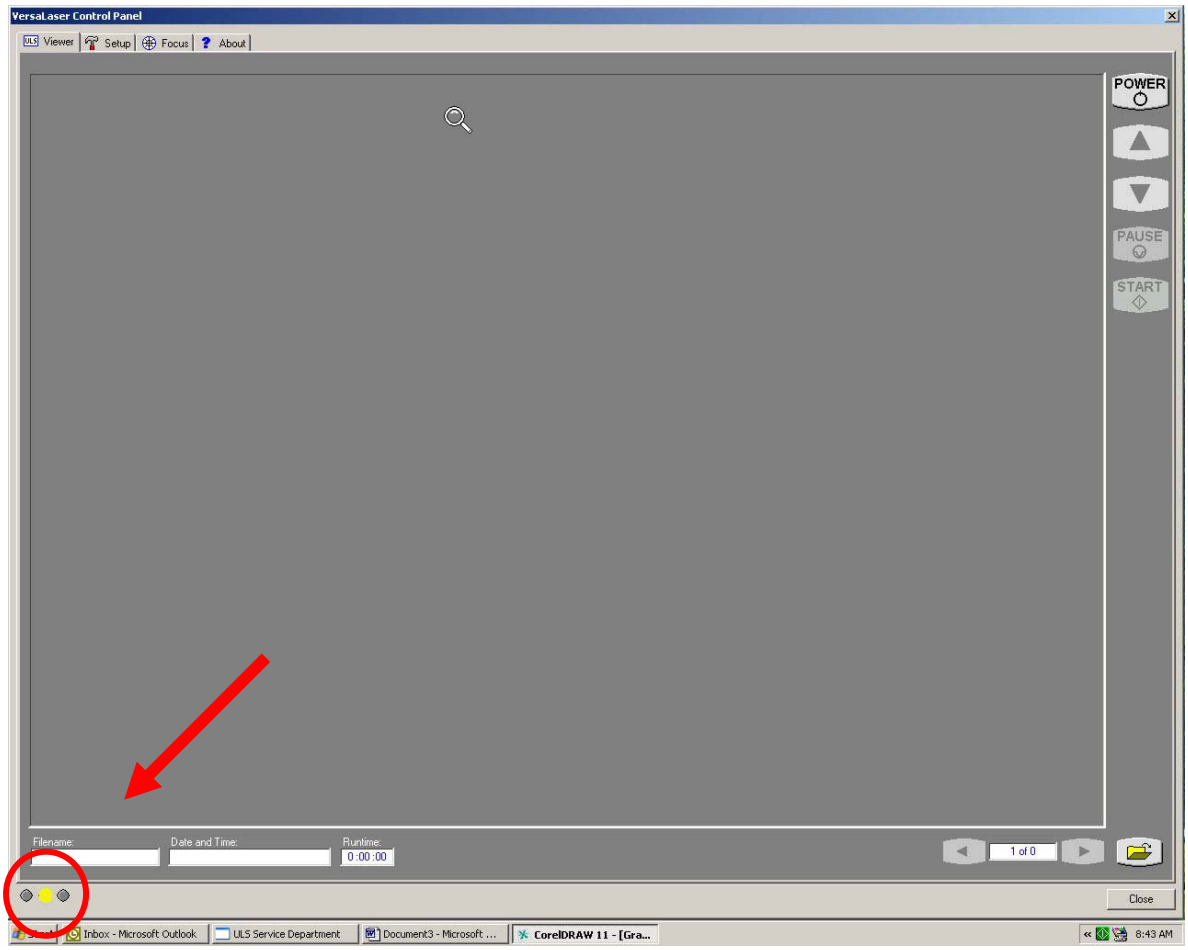
VersaLaser Will Not Turn On

1. Turn on the PC, wait for it to boot up, and open the VersaLaser Control Panel (VCP). This is the Icon in the System Tray.

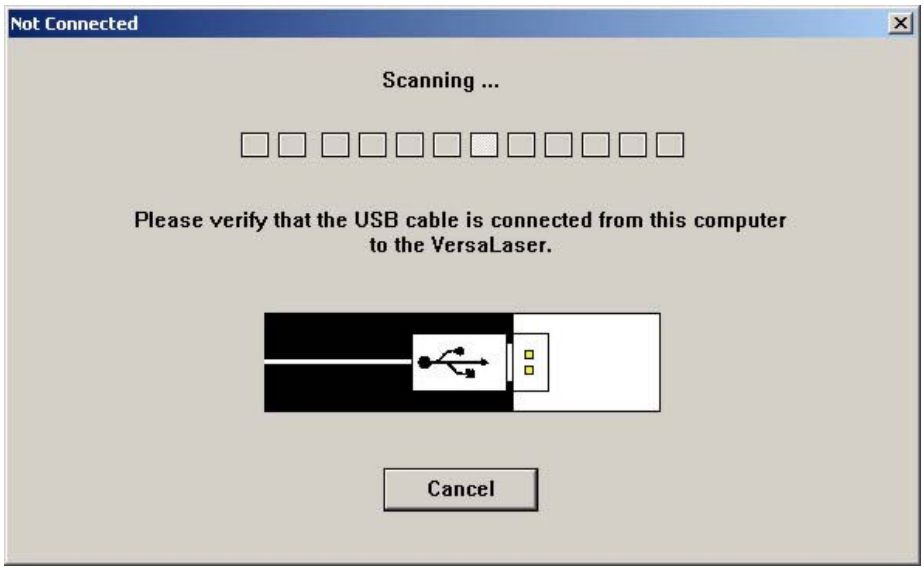
2. In the VCP, look in the lower left-hand corner of the page. You should see a flashing yellow light to indicate that the PC is communicating with the VersaLaser.



3. If you DO NOT see the flashing yellow light, then the PC is NOT communicating with the VersaLaser. Continue to step 5.

4. If you see the flashing yellow light, the PC is communicating with the VersaLaser. Continue to step 14.

5. When you clicked the POWER button in the VCP, did you observe the following message?



6. If you received the above message, continue at step 8.

7. If you did NOT receive the above message, continue at step 23.

8. Check to make sure the USB cable is properly connected to both the PC and the VersaLaser.

9. If the USB cable is not properly connected, make the connection, reboot the computer, and return to step 1 above.

10. If the USB cable is properly connected, but clicking the POWER button on the VCP still results in the connection error message, disconnect the USB cable from the VersaLaser. Reconnect the PC via the cable to another USB device that is known to work, for example, a working printer, camera, etc.

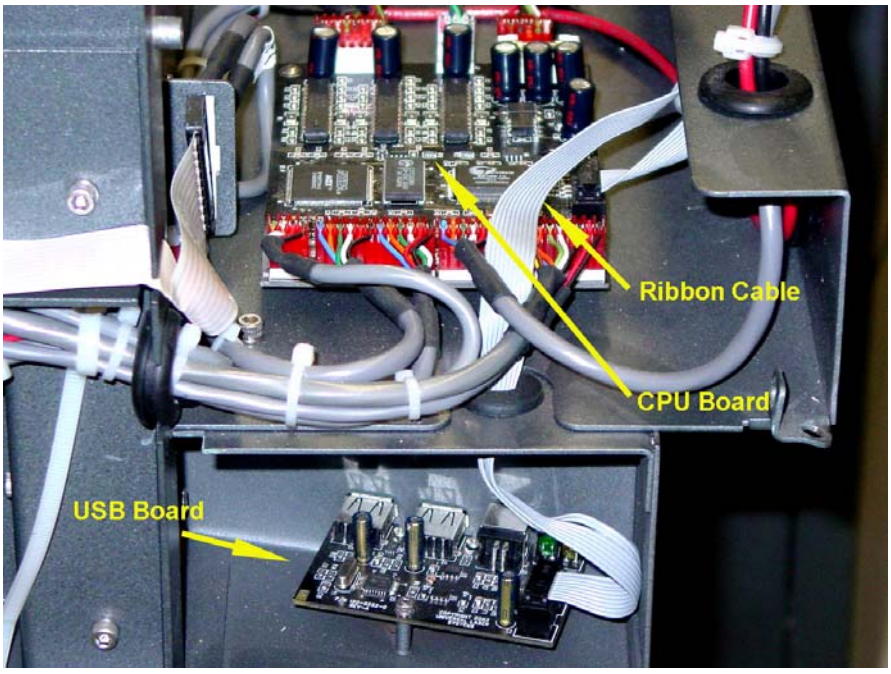
11. If the connection to the device connected to the PC is recognized by the PC, this proves that the USB Port on the PC and the USB cable are good. The issue is with the VersaLaser. Continue to step 13.

12. If a connection to a working device is not recognized by the PC, try a different USB port on the PC (if there is one). If the connection is still not recognized, try a new 3' (1 meter) high quality USB cable. If the device still cannot be recognized with the new USB cable, then most likely the USB port on the PC is not functioning. If this is the case, it may be possible to add a PCI card USB port that is USB1.1 or 2.0 compliant to the PC and return to step 1 above.

A functioning USB port that is USB 1.1 compliant (or higher) is required to operate the VersaLaser.

13. If a known working USB device is connected to the PC via the USB cable, and the connection to the device is recognized by the PC, then the problem is in the VersaLaser. Replace the USB Hub, CPU and connecting ribbon cable in the VersaLaser, and return to step 1.

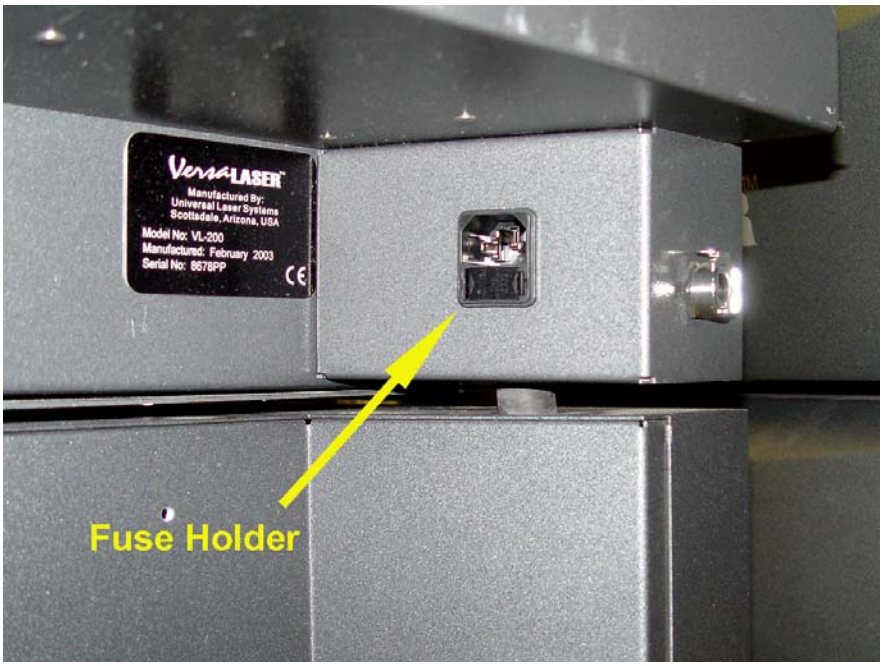
When a new CPU is installed in the VersaLaser, it is necessary to perform a CPU Initialization procedure. This procedure can be found in the VersaLaser Service Manual. If you do not have this manual, contact Universal Laser Systems Technical Support Department for assistance.



14. If the PC is properly communicating with the VersaLaser (the yellow light is flashing in the VersaLaser Control Panel and there are no connection error messages), but the VersaLaser still will not turn on, continue to step 15.

15. Check to be sure that the electrical outlet the VersaLaser is plugged into has power. Unplug the VersaLaser and plug another “known working” device into the same outlet. Confirm the outlet has power.

16. If the outlet has power, check to see if the main power fuses on the VersaLaser are good. These two fuses are located together in the rear of the VersaLaser at the main power cord connection. Squeeze the two tabs on the fuse holder and pull the fuses out. If they are Ceramic fuses rather than glass, it will not be possible to determine if they have blown by visual inspection. If an Ohmmeter is available, check each fuse to determine if it has blown. Replace as necessary and return to step 1. If the fuses blow repeatedly, contact Universal Laser Systems Technical Support Department for assistance. If an Ohmmeter is not available, replace both fuses using the correct values only. For 110VAC operation, use two 10 amp 250V fuses. For 220VAC operation, use two 5 amp 250V fuses.



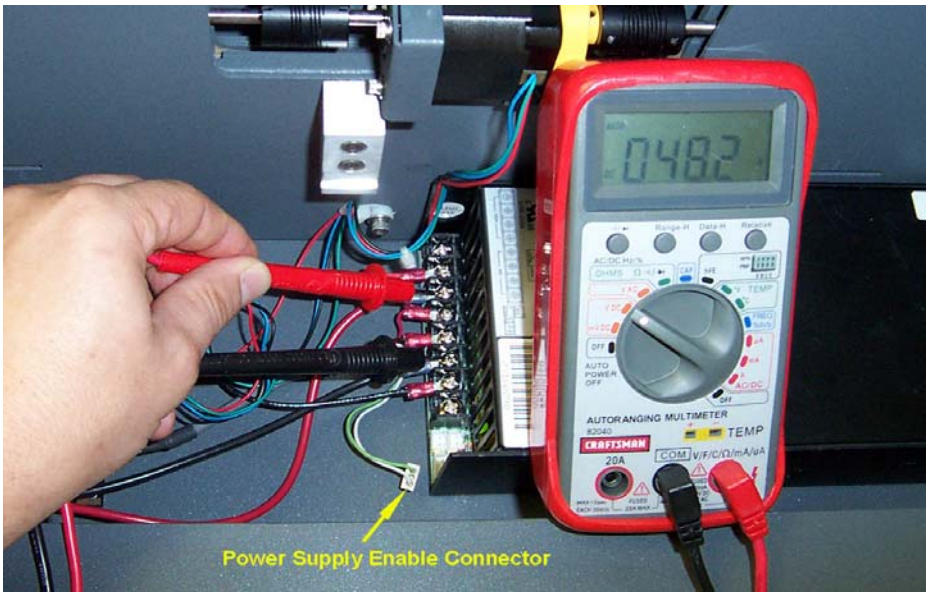
17. If both the fuses are good, the problem could be with either the Power Supply or the CPU. To proceed further you will need either a DC Voltmeter, or both a working CPU and Power Supply.

18. If both a working CPU and Power Supply are available, it is best to try replacing the CPU first, as it is easier to replace. Proceed to step 22. If you do not have both working spare parts immediately available but you do have a DC Voltmeter, continue to step 19.

19. If a voltmeter is available, check the Power Supply. Power Off and unplug the VersaLaser. Remove the Rear Cover, the Laser Tube, and the Electronics cover. This will expose the CPU and Power Supply.

20. With the VersaLaser once again plugged into the power outlet, the USB connected to the PC, and PC booted to Windows, carefully remove the Power Supply Enable connector. This connector has a green and white wire as shown below. Once removed, the power supply should become enabled. It may be possible to see a small green Power On LED switch on in the power supply. This indicates the enable is on, but does not ensure proper power supply output voltage. Using a DC Voltmeter, look for 48VDC at the Power Supply at the terminals shown below (large red and black wires). If this voltage is low or not present, replace the power supply and return to step 1 above.

21. If the voltage is present and correct, continue to step 22.



22. Replace the CPU and return to step 1.

When a new CPU is installed in the VersaLaser, it is necessary to perform a CPU Initialization procedure. This procedure can be found in the VersaLaser Service Manual. If you do not have this manual, contact Universal Laser Systems Technical Support Department for assistance.

23. If you do not see the flashing yellow light in the VCP and you do not receive the “No USB Connection” error message when you try to turn the VersaLaser Power ON, then there is likely an issue with the PC or software. Continue to step 24.

24. It is possible there is a problem with the USB port on the PC. Reconnect the PC via the cable to another USB device that is known to work, for example, a working printer, camera, etc. If the USB port can connect to a known working USB device, then the port is OK. Reload the VersaLaser software and return to step 1. If reloading the VersaLaser software does not solve the problem, try another PC running Windows XP with the VersaLaser software loaded. It is possible the original PC has a hardware or software problem.

25. If PC’s USB port cannot recognize a known working USB device, the port is bad. Try another port on the PC, or try another PC

To Contact ULS Technical Support Department:

Universal Laser Systems, Inc.
Technical Support Department
16008 North 81st street
Scottsdale, AZ 85260
Phone: 480-609-0297
Fax: 480-609-1203
Hours: M – F 8 am to 5 pm
Web: www.ulsinc.com
Email: support@ulsinc.com