

**<Troubleshooting>**

Problem	Cause / Remedy
Disappear measured data	<ul style="list-style-type: none"> <li>• If you press [Run], previous measured data will be erased.</li> <li>• Built-in battery reached its life span. Please ask LINEEYE to replace it.</li> </ul>
Cannot operate any keys	<ul style="list-style-type: none"> <li>• Cannot operate any keys while accessing to the external memory.</li> <li>• Cannot operate any keys while using the PC link software.</li> <li>• Remove all cables. Key operation become extremely slow when measuring high speed data.</li> </ul>
Cannot operate well. A part of display is not correct	<ul style="list-style-type: none"> <li>• Turn off the power and then turn on the power again.</li> <li>• Reset the software (turn on the power while pressing [Enter]+[Top/Del]). It will go back to the factory setting and erase all data.</li> </ul>
Line state LED does not light	<ul style="list-style-type: none"> <li>• Connect the cable properly.</li> <li>• Make sure a port you connecting cable is same as the setting ([Menu]-&gt;[1]-&gt;[Port]).</li> <li>• Check the cable snapping or disconnection.</li> </ul>
Line State LED lights but cannot monitor and display errors	<ul style="list-style-type: none"> <li>• Select "On Line" monitor function.</li> <li>• Press [Menu]-&gt;[0] and set appropriate conditions. Check speed, SYNC clock and SYNC characters etc.</li> </ul>
Line State LED lights but cannot monitor	<ul style="list-style-type: none"> <li>• Select "On Line" monitor function.</li> <li>• Press [Menu]-&gt;[0] and set appropriate conditions. Check speed, data length, parity bit, FCS and BCC etc.</li> </ul>
Errors occur in the target device when pressing [RUN]	<ul style="list-style-type: none"> <li>• Select "On Line" monitor function. Output signals collide if selecting Simulation.</li> </ul>
Cannot output data in Simulation or BERT	<ul style="list-style-type: none"> <li>• Select "Simulation" or "BERT" function.</li> <li>• Press [Menu]-&gt;[1] and select appropriate interface.</li> <li>• Press [Menu]-&gt;[0] and set appropriate conditions. Check SYNC clock when measuring SYNC or HDLC.</li> </ul>