

## 9. TROUBLESHOOTING

We welcome you to call our Technical Support department (see phone number, address, and website information on the front page of the manual) to report operation problems, or to clarify questions, however, you may wish to review some common reported problems and their solutions below before contacting us. If you wish, you may also complete and mail the Trouble Report form at the end of this manual. You may also find answers to frequency asked questions in our Tech Support Section on our website.

***PROBLEM:***

SIMCHECK II displays EPROM CRASH.

```
< PROGRAM DOWNLOAD >
EPROM CRASH...
WAITING FOR PC >>>
033          033
```

If a problem occurs during the upgrade of your SIMCHECK II, or if the download process is interrupted, the program may respond with this message upon reset and subsequent power up.

At this stage the program is still recoverable; make sure that all cable connections are intact and proceed with the download process once again.

***PROBLEM:***

UNABLE TO UPGRADE SIMCHECK'S FIRMWARE.

Verify that you have all cables connected. Also, make sure that SIMCHECK is properly communicating to the software interface by selecting FIND SIMCHECK from the SIMCHECK menu, or by clicking on the FIND button. If SIMCHECK is not detected, you may need to change your COM port settings, or verify that your COM port is not being used by another device. You may also wish to verify that SIMCHECK II is being upgraded without the presence of any adapters (Standby Mode should prompt "Insert Module").

***PROBLEM:***

CONTINUAL MEMORY ERRORS ON EVERYTHING TESTED.

If testing 30-pin or 72-pin memory devices, please verify that you have removed the Sync DIMMCHECK Adapter from your tester. Please verify that SIMCHECK's Setup Mode is in the AUTO/DEFAULT setting. This can be accomplished by pressing the keys F2, F5 from Standby Mode.

If problems persist, please contact our Tech Support Department.

*PROBLEM:*

UNABLE TO PROGRAM SPD.

```
PROGRAMMING DISABLED!  
USE SETUP-CONFIG-SPD
```

Please refer to Section 6.5.6 on information for enabling SPD programming.

We strive to achieve product excellence and will respond promptly to your comments.

We would like to remind you that SIMCHECK II may be conveniently upgraded through the Internet and that we constantly improve and expand the test program. If you encounter any problem, please make sure that you are using the recent firmware (seen on SIMCHECK's startup screen), as the problem may have already been fixed.

Should your SIMCHECK II require service, you should contact our technical support department during normal business hours at the number listed on the manual cover. You will receive an RMA number along with special instructions on the handling of your SIMCHECK II. We cannot accept any shipment without valid RMA numbers.