



Application Services (866) 284-5509

**Technical Bulletin: AS 021605 JM**

**Insight ICG and PD “Low Bus Voltage” Message**

**Problem:**

There is a “Low Bus Voltage” message on the Insight ICG or Insight PD screen and the tool will not run with the green Spindle Power button pushed in.

**Solutions:**

**Potential Cause #1:** Power to the system is not sufficient to drive the tool.

**To Fix:**

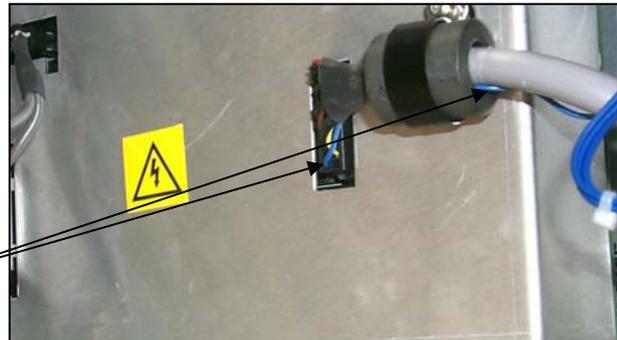
- Make sure that the Insight is on a dedicated 110VAC (20A) or 220VAC (10A) drop with no other devices on it.
- Remove any extension cords from the system.
- Measure the voltage AS THE TOOL IS TORQUING. If the voltage drops below 105VAC, the power supply is not good enough.

**Potential Cause #2:** The “Ground Sense” wire is not fully connected.

**To Fix:**

- Check to see that the Ground Sense wire (a blue wire that is separate from the main cable) is fully connected in the lower left corner of the MCE connector.

GROUND SENSE WIRE



- Check to see that all of the sockets on the tool connector are flush with the face of the connector.



**Potential Cause #3:** There is an internal tool or MCE problem.

**To Fix:**

- Try a different tool or MCE. If the problem disappears with the replacement, send the defective unit to an authorized repair center.