

Problem:

The screen on the Insight Graphics Units (PFS1-G and PFS2-G) goes blank during operation. The system keeps running and the screen comes back on when power is recycled.

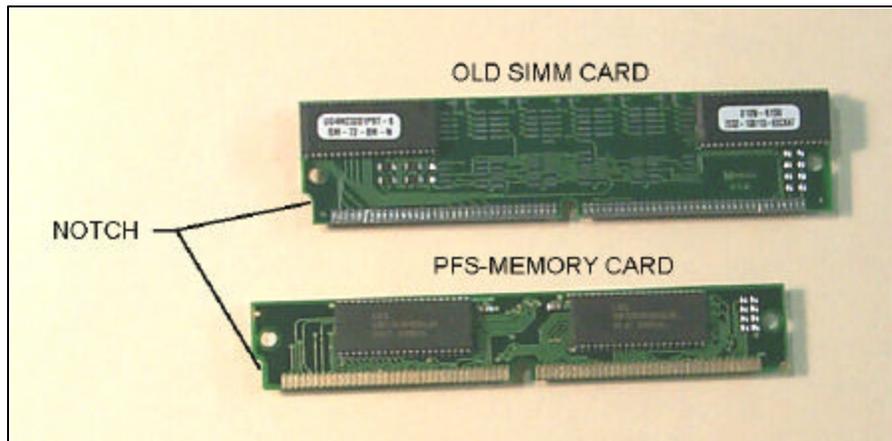
Root Cause:

The temperature cycling that results from the operation of the controller causes the sockets into which the PC SIMM (Single In-line Memory Module) is installed to expand and contract. As the sockets expand, particles and moisture in the air settle on the memory board contacts. Over time, the contacts become dirty and communication with the processor is inhibited. When the processor does not have enough memory to drive the screen, the screen goes blank.

Solution:

Gold plated contacts are much less susceptible to contamination than the standard contacts used on most SIMM chips.

Part number: **PFS-MEMORY** is the part number for the gold plated SIMM chips.



Procedure:

- 1) Turn off power to the Insight.
- 2) Remove plexiglass cover from the back of the PC controller. The SIMM card is to the left of the ArcNet board (which is the board with the red DIP switches and green connector).
- 3) Push back the silver tabs and rock the SIMM card to the left to release it.
- 4) Install the new SIMM card (PFS-MEMORY) with the notch on the bottom by sliding it into the socket at a slight angle, then rocking it to the right to lock it in place.
- 5) Replace the plexiglass cover.