

## List of potential "gotcha" situations, causes, and solutions

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**During Installation of the RED BOX System, MAKE SURE THE LOUVER AND/OR PISTON SAMPLER ARE WIRED AS PER THE INCLUDED INSTRUCTIONS!**

Problem	Possible Cause(s)	Possible Solution(s)
<b>To avoid delays out in the field, please charge the included tablet and install the relevant app(s) (e.g., Chrome) <u>before</u> heading out to the field to install the RBS Retrofit Kit.</b>		
The tablet is not connecting to the Red Box.	The tablet is connecting to a different network.	Make sure the tablet is NOT set up to automatically connect to networks other than the Red Box, and that the tablet IS set up to automatically connect to the Red Box network only.
The tablet falls asleep and the Dryer shuts off	The tablet is not plugged into a power supply, or the tablet has not been set up to not go to sleep after a period of inactivity.	On the tablet, enable the "Developer Options" menu and enable the "Stay Awake" feature on the tablet (as shown in Step 6 of the <i>Galaxy Tab Setup Instructions</i> document).
The graphical user interface (GUI) is acting sluggish or displaying data that doesn't look correct.	The GUI is out of sync with the Red Box.	Refresh the GUI by using the "pull down" gesture from near the top of the screen.
During the startup process of the Dryer, the "Quantum Ready" and "Master Relay Confirmed" LED's are lit up on the Dryer Panel, but the fans are not starting.	This is a known quirk that happens every once in a while.	Try disabling and then re-enabling the Fans. If that does not work, then Stop the Dryer and Restart.
The tablet is not communicating with the Red Box.	The tablet may not be connected to the Red Box SSID/Network.	Connect the tablet to the Red Box SSID/Network using the information on the sticker on the bottom of the Red Box.
The Red Box is not communicating with the Dryer Panel, even though the "Ready" light on the Red Box is blinking. For Example: Repeatedly pressing "Start" on the tablet does not light up the "Quantum Ready" light on the Dryer Panel.	If the Dryer Panel is powered on after the Red Box is powered on, in some rare instances, there can be an RS-485 bus collision that prevents communication. This is a protection feature built into the Communication System of the RED BOX to prevent damage.	Reboot the Red Box.
Performing an "Import Settings" operation causes the Red Box to crash.	The RS-485 cable is not disconnected, or the Dryer Panel is not powered off during the Import.	Disconnect the RS-485 cable or power off the Dryer Panel <i>before</i> importing settings.
The Red Box will not operate after either importing settings or updating software.	The USB flash drive was left plugged into the Red Box after importing or updating.	Remove the flash drive and then reboot.

The red LED on the Red Board (on Dryer Panel) blinks on and off.	The Dryer Panel power supply is oscillating due to insufficient load.	Install the power supply "Load PCB" assembly on the Dryer Panel power supply.
The Red Box crashes after setting the Date and/or Time.	The Date/Time cannot be set on the Red Box while the Dryer is running.	Set the Date/Time while the Dryer is OFF (i.e., not running).
During the startup process for the Dryer, the Fans are running, however the Pilot lighting sequence will not begin (e.g., the Dryer will not begin the Purge phase).	This is a known quirk that happens every once in a while.	Try disabling and then re-enabling the Burner. If that does not work, then Stop the Dryer and Restart.