

DELPHI LCD CUSTOMER ORDER DISPLAY (C.O.D.) EXTERNAL AND INTERNAL CABLE TEST PROCEDURES

Problem: COD fails to show orders, but continues to show pictures.

Probable Causes:

- 1) External data cable is disconnected, damaged, or cut.
- 2) Internal POS data cable or connections are disconnected or damaged.
- 3) POS is not sending data to COD.

Test Procedure:

Locate the IMS9000 Intelligent Modem Switch in the store. Verify that the **AUTO** light (1) on the top right corner of the modem front panel is flashing. If the **AUTO** light (1) is not flashing, press the **RESET** button (2) on the top left corner of the modem front panel and / or check to make sure the black **POWER** cable is properly attached to the modem (3) and plugged into a working AC Power wall outlet.

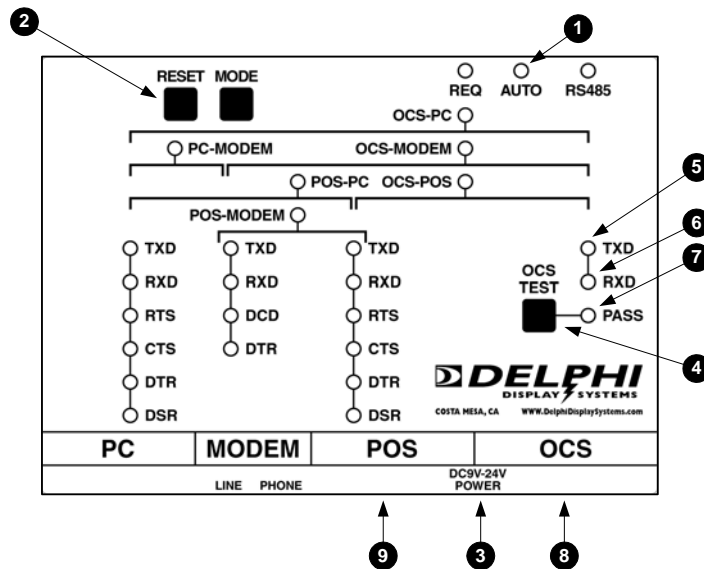


Figure 1 – IMS9000 Intelligent Modem Switch Front Panel

External I/O Cable Test:

- 1) Press the **COD TEST** button (4) on the IMS9000 front panel (this may be labeled **OCS TEST**). Immediately the **TXD** light (5) should briefly illuminate followed by a momentary illumination of the **RXD** light (6).
- 2) After a few moments, the **PASS** light (7) will illuminate. This signifies the end of the test. The state of the light indicates the results.
 - If the **PASS** light (7) is **GREEN**, this indicates the test was successful, and that the COD and the external I/O cable are both good.
 - If the **PASS** light (7) is **RED**, this indicates that the cable is good, but the COD failed one or more test functions. Call Delphi Technical Support at the number at the bottom of the page.
 - If the **PASS** light (7) is **FLASHING RED**, this indicates that the external I/O cable to the COD is either cut, damaged, or the COD outside is just not responding. Check the COD cable connection (8) on the IMS9000 (this may be labeled **OCS**) and retry. If the **PASS** light (7) still indicates **FLASHING RED**, Call Delphi Technical Support at the number at the bottom of the page.

Internal I/O Cable and POS Configuration Test:

- 1) Ring up a test order on the Drive Thru Order Taker POS terminal.
- 2) With each item entered, the TXD light located next to the OCS TEST button should briefly light. This indicates that the POS terminal is sending data to the COD. If no indication is present, check the POS cable connection (9) on the IMS9000, check the cable connections on the POS terminal, and check the POS software configuration.
- 3) If the issues cannot be resolved, call Delphi Technical Support at the number at the bottom of the page.

For all technical support issues, contact Delphi Display Systems: (800) 456-0060 Option #1