

TROUBLESHOOTING LEGACY CSR INITIALIZATION

Please do *not clean* the slots of the lens before starting the troubleshooting steps below.

PRIOR TO CLEANING

1.1 BEFORE PROCEEDING WITH INITIALIZATION

1. Open the flexiWare software and start an experiment from your template
2. Go through the start sequence until you get to the CSR initialisation window below. Do not press *Next*

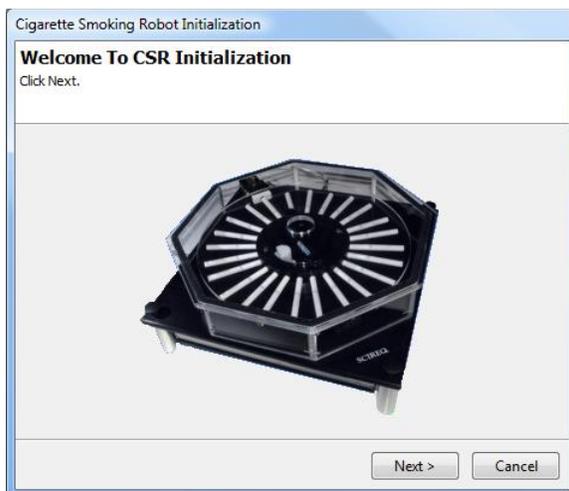


Figure 1. CSR initialization prompt

3. Open a web browser page (e.g. Chrome, Edge)
4. In the address field, type in the address of the CSR. By default, the address is 192.168.1.230. Information similar to what is shown in the figure below should appear

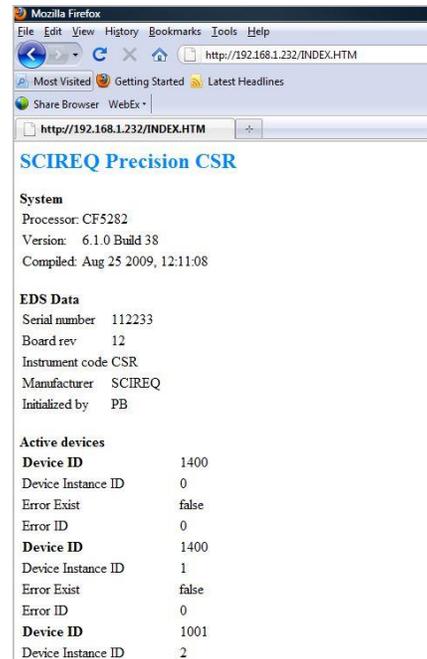


Figure 2. SCIREQ precision CSR page

5. Save a screen capture of the results e.g. 'Old CSR - Before cleaning - Before initialization.jpg'

1.2 AFTER INITIALIZATION

1. Go back to flexiWare
2. Now, click *Next* on the CSR initialization window shown in Figure 1
3. After the initialization is completed, take a screenshot of the result and return to the internet browser and refresh the page. Do this regardless of whether the test fails or succeeds
4. Again, save a screenshot of your result e.g. 'Old CSR - Before cleaning - After initialization_Fail OR Success.jpg'

5. Close the experiment and exit flexiWare
6. Power off the CSR and make sure that the carousel is placed securely
7. Clean the slots on the carousel itself. Underneath the cigarette holes on the carousel, there are notches that are normally detected by the slot detection sensor; two slots are circled in red below as examples. The carousel slots should be cleaned with compressed air only



Figure 3. Slots on carousel

8. Clean the slot detection sensor: This sensor is located on the inner edge of the opening in the CSR approximately 90 degrees clockwise from the ashtray. This sensor is accessible and can be cleaned with a cotton swab and a little isopropyl alcohol

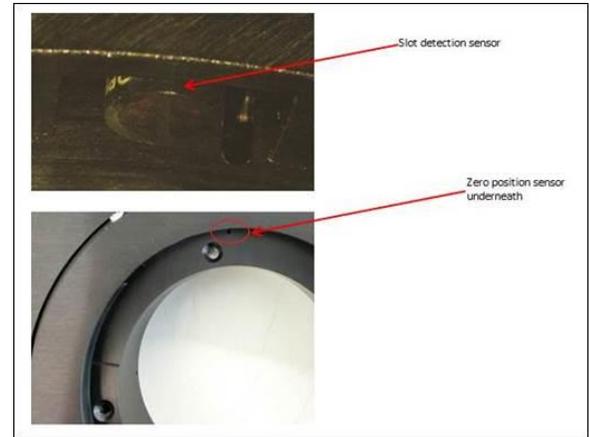


Figure 4. Slot detection sensor

9. Clean the zero-position sensor. This sensor is accessible through a slot that is ~90 degrees clockwise from the cigarette 1 position (see notch where white line on carousel is aligned to below). This sensor is not visible; you can access it through a notch underneath the slot sensor. Slowly rotate the carousel base until you see a slot underneath the position sensor. You can use compressed air to clean this slot

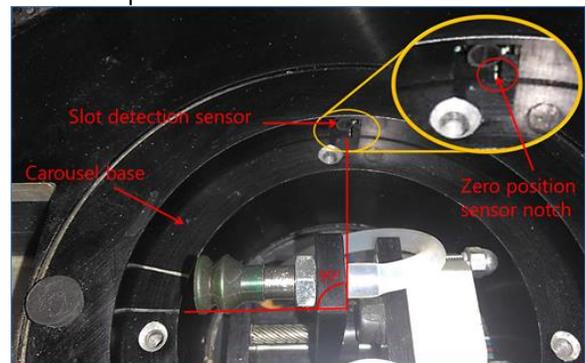


Figure 5. Zero-position sensor

10. Rotate the carousel manually a couple of revolutions to try and realign the motor

AFTER CLEANING

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2.1 BEFORE PROCEEDING WITH INITIALIZATION

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1. Repeat steps 1-5 from Section 1.1. Be sure to save a new screenshot of the webpage results for the CSR, for example *Old CSR – After cleaning – Before initialization.jpg*

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2.2 AFTER INITIALIZATION

1. Go back to flexiWare
2. Click on *Next* on the CSR initialization window shown in Figure 5
3. After the initialization is completed, return to the internet browser and refresh the page. Do this regardless of whether the test fails or succeeds
4. Save a screenshot of the result e.g. *Old CSR – After cleaning – After initialization_Fail OR Success.jpg*
5. Send all screenshots when reaching out to the local support team

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