



CES *Tips & Hints*

**Rockwell
Collins**

Video/Display Sub-System

Color Legend

Applicable to Globals Only

Applicable to Globals and CL605

- **Why can't I view the game port video over my TSE?**
 - **Hint:** Game ports are wired directly to the associated monitor and the audio/video cannot be distributed throughout the cabin.

- **Why can't I view the VGA port video on multiple bulkhead monitors?**
 - **Hint:** VGA ports, like game ports, are wired directly to the associated monitor and the video source cannot be distributed throughout the cabin.

- **Why can't I select the VGA port as an audio source?**
 - **Hint:** The VGA port is a video transmission port only.

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- **G5000 with Analog DVD Player (and no CD players):**
 - **Tip 1:** To set up the cabin speakers to listen to audio from the players, you must set the monitor to display the applicable DVD slot. Once that is done, set up the cabin speakers to listen to the selected monitor.
 - **Tip 2:** If you would like to listen to the audio over the headphones, perform the same actions as Tip 1. If you have a TSE at the seat, you can use that as your display to view the DVD source. Choosing “This Screen” as your headphone audio source will allow the audio to be streamed to the headphones.
- **My chime volume in the cabin is too loud/quiet**
 - **Hint:** Cabin chime volume is controlled by the potentiometer on RDE2.

Controls Sub-System

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- **Why can't I see my DVD video on the WPCU?**
 - **Hint:** The WPCU is not capable of streaming video to the WPCUs display. It is to be used only a remote control device to modify cabin settings.
- **WPCUs don't work all the time.**
 - **Hint:** Be sure to place the WPCU's back in their cradles when not in use. A reboot of the WPCU may also help. Locate the inverted reset button at the bottom of the WPCU, to the left of the docking connector. Using the tip of the stylus, press the button to perform the reboot.
- **Credit card enable button is showing up on the Global Office page and I don't want it shown.**
 - **Tip:** This button can be configured by the customer via the Maintenance/System/Options page.
 - **Hint:** If the button is illuminated, option is enabled and vice versa.

Power Sub-System

Color Legend

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- **ACPDE #1 randomly goes into a new install mode.**
 - **Tip:** Perform ACPDE New Install procedures.

- **A CB on the PDE has a red “X” when viewing the circuit breaker status on the Maintenance/CB or Maintenance/System/CB pages.**
 - **Hint:** This is indicative of a failed PDE or associated personality module.

- **CB’s become Blocked and Reset doesn’t work.**
 - **Hint:** Did you know about the Maintenance switch behind the co-pilot? The system needs to be in “Maintenance Mode” in order for the reset to be effective. It’s also important to investigate why the CB is Blocked. It’s usually for a very good reason. A Blocked CB has Tripped twice during the same flight leg...there could be an over-current or an arc trip condition occurring.

MCE Troubleshooting

Color Legend

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- **Swap PSEs between MCE cabinets when troubleshooting a reported MME or PME failure.**
 - **Hint:** Since the PSE supplies the power to the MME's, PME's and ESE's, this is a quick first step in the troubleshooting sequence.
- **When removing and replacing cards in the MCE cabinet, remember the First In, First Out sequence.**
 - **Tip:** The sequence applies to the MME. This is the card that will be the first in and the first out. Example: This means that if you are going to remove the PME, you should remove the MME first and reinstall the MME before reinstalling the PME.
- **PME gets hung up.**
 - **Tip:** Check the Maintenance/Diagnostics/Config page to see if the PME software is reporting a part number. If the part number says “Not Reported”, reinstall PME SW. If that doesn't work, try swapping the PMEs.

General Troubleshooting

Color Legend

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- **Quarter tank purge and Drain Lines button are showing up on the Water page and I don't want them there.**
 - **Tip:** These buttons can be configured by the customer via the Maintenance/System/Options page.
 - **Hint:** If the button is illuminated, option is enabled and vice versa.

- **Fault not cleared after replacing a CES LRU.**
 - **Hint:** When replacing a CES LRU be sure to reboot the CES system and let it sit at least 15 minutes to allow the LRUs to download the firmware. If the faults still exist, reboot the system.
 - **Hint:** When replacing a ZDE, Pull MCE #1 CB for the first boot-up and let the system running for at least 15 min. Then, verify on the GTSE-Maintenance-Status for ZDE fault. If there is no fault, Push IN MCE #1 CB.

General Troubleshooting

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- **What information should you provide if you encounter a CES LRU fault?**
 - **Tip:** Please send a “screen shot” or digital picture of the Maintenance Page showing all faults. Additionally, if you highlight the fault and select the “show details” box on the lower part of the screen, you will go to another “window”. In this window, please take a screen shot, or digital picture of the “Details” and Variables” windows and send them as well. This information can then be sent to the local CSE for additional troubleshooting.