

win-pod Troubleshooter

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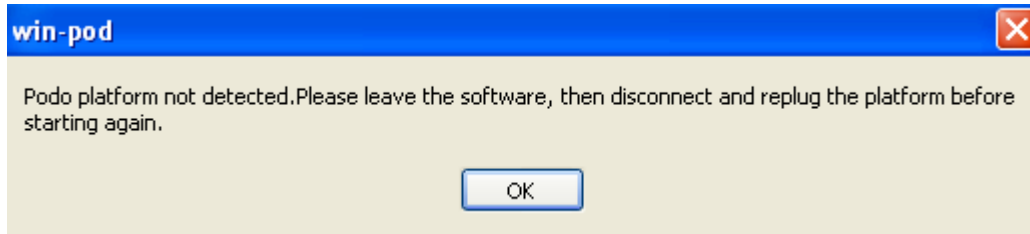
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PROBLEM 1

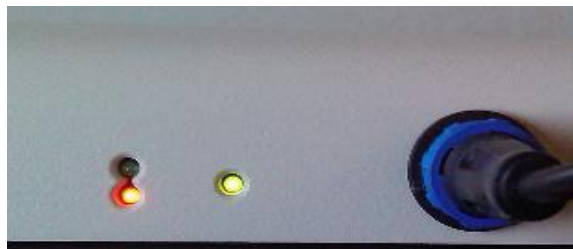
Description of the problem

When launching the software an error message appears :



There is a connexion problem between the platform and the PC.

The system is ready to work when both green and red light are on :



If one or both lights are off :

Solutions

Solution 1 : Check connexion cable and screw the usb connector on the platform.

Solution 2 : Check the USB cable is plug on the USB port of the PC used first (during installation platform).

Be careful if you use a different USB port you must reinstall the driver on this port.

Remark : If both lights are on but the error message still appears contact your distributor.

PROBLEM 1

Solution 3 : Check driver platform is installed in “device manager” of Windows :

You’ll find it in “Universal Serial Bus Controllers USB” sub-menu : « Podometer MC Board »



PROBLEM 2

Description of the problem

The PC crash when you plug the platform.



Solution

Unplug all USB devices , now you can plug the platform.

PROBLEM 3

Description of the problem

When launching the software an error message appears :



You have a problem in the database files.

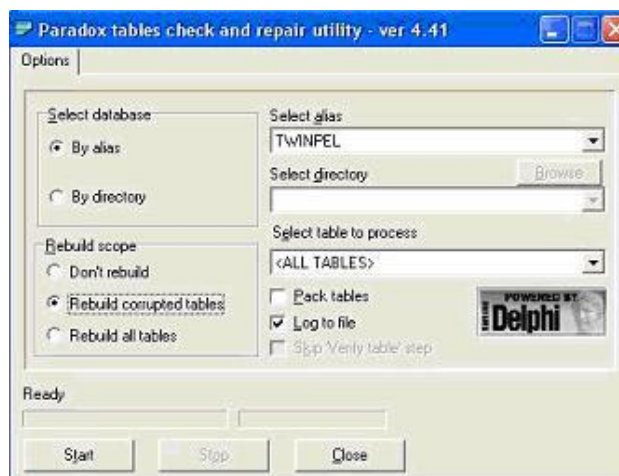
Solutions

Solution 1 : If your PC runs with Windows Vista turn off “user account control” as indicated in the installation manual.

Solution 2 : The database is out of order. To repair it :

Run « Repair database » in «Medicapteurs » folder  Repair Database

Please parameter the “repair” window as shown : **Do not fill « Pack tables »**



Click on « Start » : “repair” check your database.

PROBLEM 3

At the end check the final message.



If the message is :

Your database is ready to work.

Remark :

You can zip your database.

To do it fill the « pack tables » box and click « Start ».

Be careful all database files must be repaired before zipping them.



If the message is :

Click on « start » button again.

The message is still « There were errors », your database cannot be fixed :

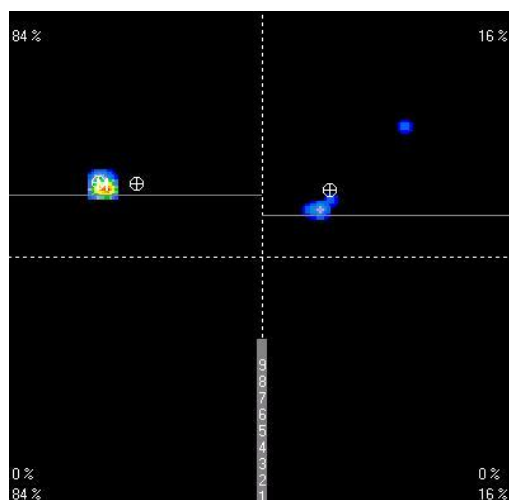
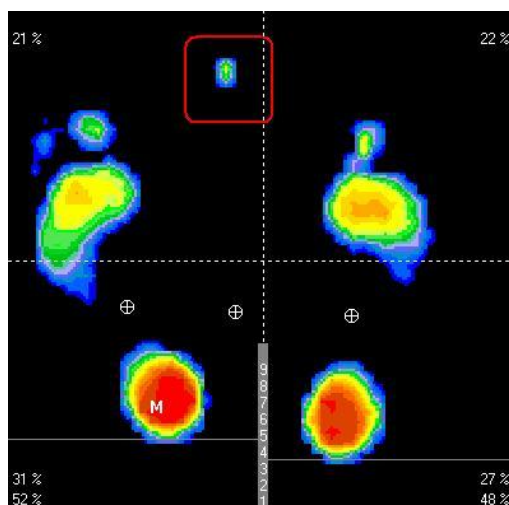
You have to install again the software with a blank database and then import a save of the database as discribed in the installation manual in the paragraph “Medicapteurs database import”.

PROBLEM 4

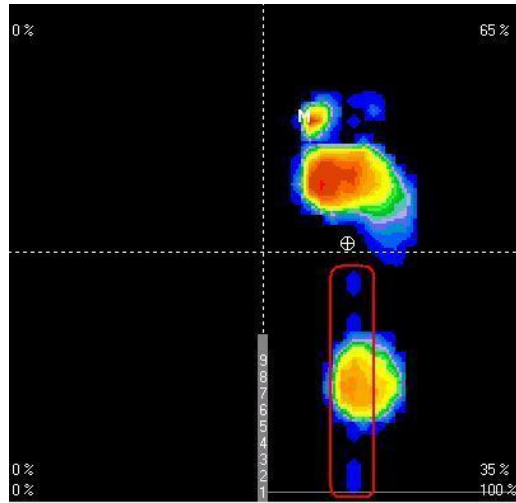
Description of the problem

Parasits points or lines

If you see these problems :



PROBLEM 4



Please Contact your distributor.

PROBLEM 5

Description of the problem

Black screens

Acquisition window stays black, feet not displayed on screen.

Solutions

- A) Close the software and open it again.
- B) See in paragraph « Computer settings » of the installation manual how to deactivate USB root sleeping system.