

Hardware Tips for Terminal (Wyse 50) Failures

Terminal (Wyse 50) failures are: terminal is off, data cable is not connected, brightness is turned off, terminal is frozen or terminal has gone "wild".

If your terminal (Wyse 50) has one of these types of failure, try the following:

1. **Check your data and power connections and insure all cables are securely plugged in.** The data and power cables connect at the back of the terminal and moving the terminal around on its table can cause them to be pulled loose.
2. **Check your the power strip/surge protector that the terminal is plugged into and insure it is turned on.** This may also require pressing a button to "re-set" the power strip/surge protector.
3. **Rotate the Brightness Control knob clockwise.** The knob is located at the lower right hand corner of the screen and can be inadvertently bumped without even noticing it. If the knob will not turn clockwise, then it is already at the maximum setting.
4. **If all you see is a blinking cursor or a frozen screen -- Hold down the CTRL key and press the Q key, then release both.** Generally, the terminal should "jump to life" now. Random screens being displayed now are a symptom of "auto pilot" and after a minute should remain at one screen. Press the ESC or START OVER key as necessary to return to the Main menu. If the terminal doesn't "jump to life", try pressing the ESC or START OVER key anyway. In extreme cases, you may need to turn it off and on, and press the ESC or START OVER key.
5. **"Wild" terminals will correct themselves in a minute or so.** This type of failure is caused by holding down a key too long, or pressing a key numerous times (thinking the terminal's response was slow).

*If the above tips do not solve the problem, contact the **InfoSys Service Desk**.*