

Troubleshooting WYSE Terminals

Blinking Cursor/Frozen screen?

If there is a cursor, a user may have inadvertently locked the screen (<**Ctrl**> + <**S**>).

- 1) Try pressing the <**Ctrl**> (to the left of the <**A**>) and <**Q**> keys to unlock the screen. The display may 'go wild,' jumping from one screen to the next. This is a result of keys pressed while the screen was locked. It should stop after several moments.
- 2) If unlocking the screen doesn't work, try pressing the <**Esc**> (to the left of the <**!/1**> key) and/or <**RETURN**> key several times.
- 3) Next check the terminal settings. (See the section on **WYSE 50 terminal parameters** above).
- 4) Check peripherals: printers, barcode scanners.

Printers - The terminal may be waiting for a print job to finish. If the printer is not ready to receive the print job, the job will fill up the terminal's buffer, causing it to 'freeze.' Try pressing the <**Esc**> or <**RETURN**> key several times to see if the terminal is revived after:

- a) Checking/clearing error display. (Procedures vary depending on printer type)
- b) Turning the printer off, waiting several moments, then on again.
- c) Disconnecting the printer cable from the terminal (or printer) and then reconnecting it.

Barcode scanners - Barcode scanners likewise may overload the terminal's buffer. Try pressing the <**Esc**> or <**RETURN**> key several times after:

- a) Checking for power/error display - Make sure the scanner is on and the status light(s) is green.
 - b) Turning the barcode scanner off, waiting several moments, then on again.
 - c) Disconnecting the scanner cable from the terminal and then reconnecting it.
- 5) Check the network connection - The cable should be connected securely to the terminal at one end and the data jack at the other. Be sure there are no crimps or kinks in the cable and no obvious breaks. Tug *gently* at either end of the cable to ensure it is secure. It should remain locked in the socket.

If these strategies are unsuccessful, the problem is most likely not with the terminal. The program may have stalled in a particular PAC function.

- 6) Note the following information and contact the InfoSys Service Desk (46753 or infosys@library.sdsu.edu)

- a) **terminal barcode** and/or **name** - barcodes should be on one side of each terminal. Terminals also usually have a 'name tag' on top (e.g CPMC 14, GOV 1, 3RD 1, etc.).
- b) **login** - what is the login for the terminal?
- c) **port number** - A letter or alphanumeric combination which usually appears in parentheses at the bottom of the screen.

e.g. **INNOPAC (Xx) ----- San Diego State University Library**

Be sure to note any capitalization. Also note if the terminal is currently in a reference database.

e.g. **INNOPAC (**xx**) ----- Article First (SDSU)**

- d) If the port number is not visible, PAC Support can probably determine it by elimination. If possible, note the port numbers of all terminals which share the same login. (Again be sure the terminals are in the main PAC database, not a reference database)
- e) **last command** executed - if known.

Blank Screen - No Display

If the screen is completely blank, one of the terminal's components may have failed (it could also be unplugged). Possible warning signs of a failing terminal are a wavering or warped screen or a high-pitched 'whistling' sound.

- 1) Check dimmer - The dimmer is on the lower right corner of the monitor. It should be turned clockwise until it stops.
- 2) Check power switch - The power switch is on the right front side of the monitor pedestal. Press the top of the switch in to turn the terminal on.
- 3) Check power cord/surge protector - Before checking the power supply, BE SURE THE TERMINAL IS OFF. If the power cable is reconnected while the terminal is 'on,' the surge may damage the terminal.
 - a) Double check that the terminal is off. (Press the bottom of the power switch in. An **O** should be visible at the top of the switch)
 - b) Check the power cord - Patrons sometimes accidentally disconnect the power cable by pulling the terminal toward them. The power cord connects to the back right of the pedestal. Be sure it is pushed all the way into the socket. Follow the power cable to the surge protector and make sure it is plugged in.
 - c) Check the surge protector - Most surge protectors have a light indicating the unit is on.
- 4) After checking all power connections are secure, try turning the terminal back on.

If there is still no display, the terminal needs replacement. Note the following information and contact the InfoSys Service Desk (46753 or infosys@library.sdsu.edu):

- a) **terminal barcode** and/or **name** - barcodes should be on one side of each terminal. Terminals also usually have a 'name tag' on top (e.g CPMC 14, GOV 1, 3RD 1, etc.).