

## **Troubleshooting a Lockup During “Writing to USB” on the EVA-625/MMC-1**

Some hand held, USB Flash Drives are not compatible with the EVA-625/MMC-1 USB Flash Drive Upgrade. Some will not work at all, some will only work intermittently and due to the wide, ever changing variety of manufacturers and models available it is impossible to list all those which will or will not work. However, we have had the most success with the **SanDisk Cruzer** line of flash drives. These are readily available and high quality flash drives which function very well with the PMT system. Additionally, we recommend as small a size as possible. We have tested up to 32 GB successfully. Regardless of brand, be sure that the flash drive is formatted as either FAT or FAT32, this can be determined on your PC by examining the drive properties.

Another issue can occur in certain locations, commonly on escalators, where a high static charge builds up on the Index Friction Shoe of the IMD-1 during an Escalator Step/Skirt Performance Index Test. The material of the Friction Shoe can build up a significant charge as it rubs against the skirt panel. Unfortunately, this material is specified in the code and cannot be changed. As the IMD-1 is clamped to the step, which in most cases is electrically isolated from the skirt panel, the charge buildup seeks to use the path of the IMD-1 and EVA-625/MMC-1 to ground at the points where the steps themselves become grounded.

This static discharge can affect the IMD-1, potentially damaging the circuit board, as well as possibly interrupting the processing of the flash drive. This can result in locking up during “Writing to USB.” There are some possible solutions to this problem.

The EVA-625/MMC instrument can be modified internally to accept a surge suppressor. It is inserted between the data cable of the IMD-1 and the sensor input jack of the MMC-1. It should help prevent static discharge from affecting the writing process to the USB. These suppressors are available from PMT.

Additionally, anti-static spray, such as is found in the laundry section of store can be used to spray the IMD-1 prior to a run and will often prevent problems.

In most cases, if the unit should lockup, the file being saved will not be complete and therefore, unreadable. Turn the instrument OFF, then restart the instrument. The instrument should then be reset before making another attempt. This is performed on the EVA-625/MMC-1 from the Main Menu, selecting Configure (ENT)>System Utilities (ENT)>System Reset (ENT).