

No Power on ENVR

Unable to Power on Issue

1. Confirm connections are secure to the EnVR, UPS/Surge Protector, and wall outlet. The following cable connections should be checked:

- EnVR power cable to the UPS/Surge Protector
- UPS power cable to the wall outlet
- Let the help desk know if it was connected into a wall outlet instead of a ups

2. Confirm the outlet or power source is providing power, connect a different device like a phone charger. If the power issue is:

- The UPS -> Connect ENVR to both the battery back up and surge only sides and bypass if needed
- The Surge Protector -> Try a different outlet and determine if it needs to be replaced.
- The wall outlet -> Find an alternate power source (wall outlet) to connect the UPS/Surge Protector. The manager will have to contact their facilities manager or electrician for a bad wall outlet
- The EnVR power cable -> Re-seat

Relay findings with the help desk

Flashing or Flickering Power Button/LCD

EnVR will not power on when pressing the power button, but the power button light or LCD display (if applicable) flashes or flickers several times.

Safely open the EnVR case.

1. Have the tech disconnect the power cable, then open the EnVR chassis and locate the DIMM (RAM module) port near the CPU fan.
2. Inspect the RAM module to see if they appear to be improperly seated or loose.
3. Carefully re-seat each RAM module:
4. Depress the tabs on both sides of the DIMM ports to unlock the RAM.
5. Carefully pull the RAM out of the DIMM port, making sure not to touch the gold contacts along the bottom of the RAM module.
6. Inspect the gold contacts for any clear and obvious signs of damage (burns, breaks, etc.) Faint scratches and slight discoloration may be present, this is normal.
7. Place the RAM module in the DIMM port, aligning the gap along the bottom of the RAM module with it's matched position in the DIMM port.
8. Carefully and firmly press the top of the RAM module on both sides. The tabs on the outside of the DIMM ports should lock into place with an audible "click".
9. Connect the power cable and power on the EnVR. Relay information with the help desk.