

# Indicator doesn't turn on



Make sure the unit is plugged in. The most common problem is a bad keypad. We will be testing if the unit is working properly by trying to turn on the unit without using the keypad.

**What is needed:**

- Flathead screwdriver



**Step 1:**

Plugin the indicator to the wall outlet. If the battery charge symbol appears then it is most likely the keypad. Remove the indicator from the scale and power outlet.

With the unit off, turn it over and remove all the screws.





## Step 2 Removing keypad:

With all the screws out remove the backplate gently. If you have a

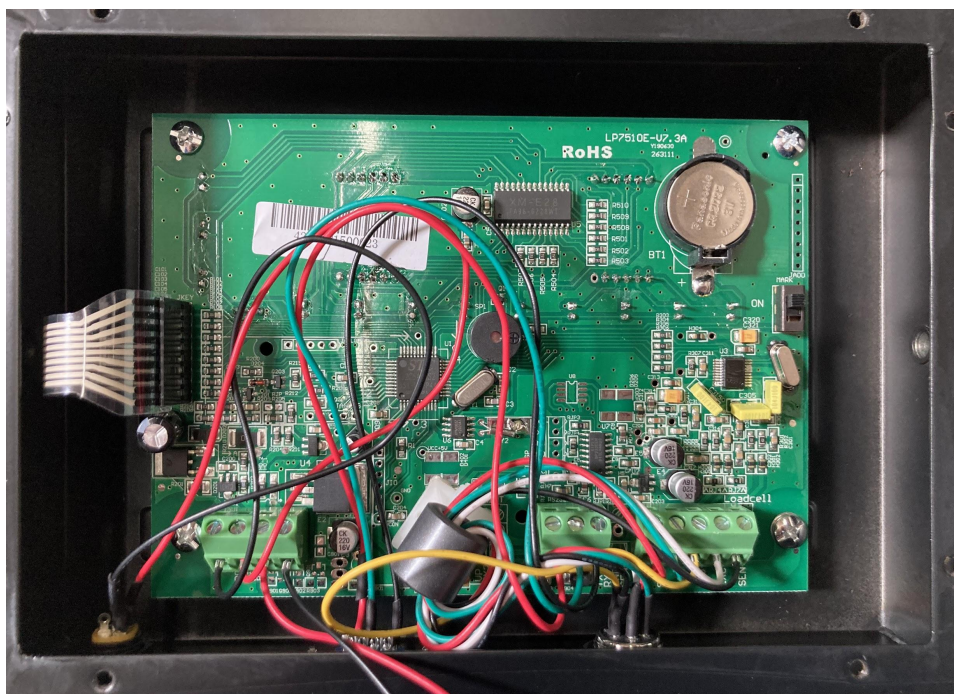
battery-powered indicator there will be 2 cables from the backplate to the board.



You don't want to damage the cables.



Place the backplate down near the load cell connector.

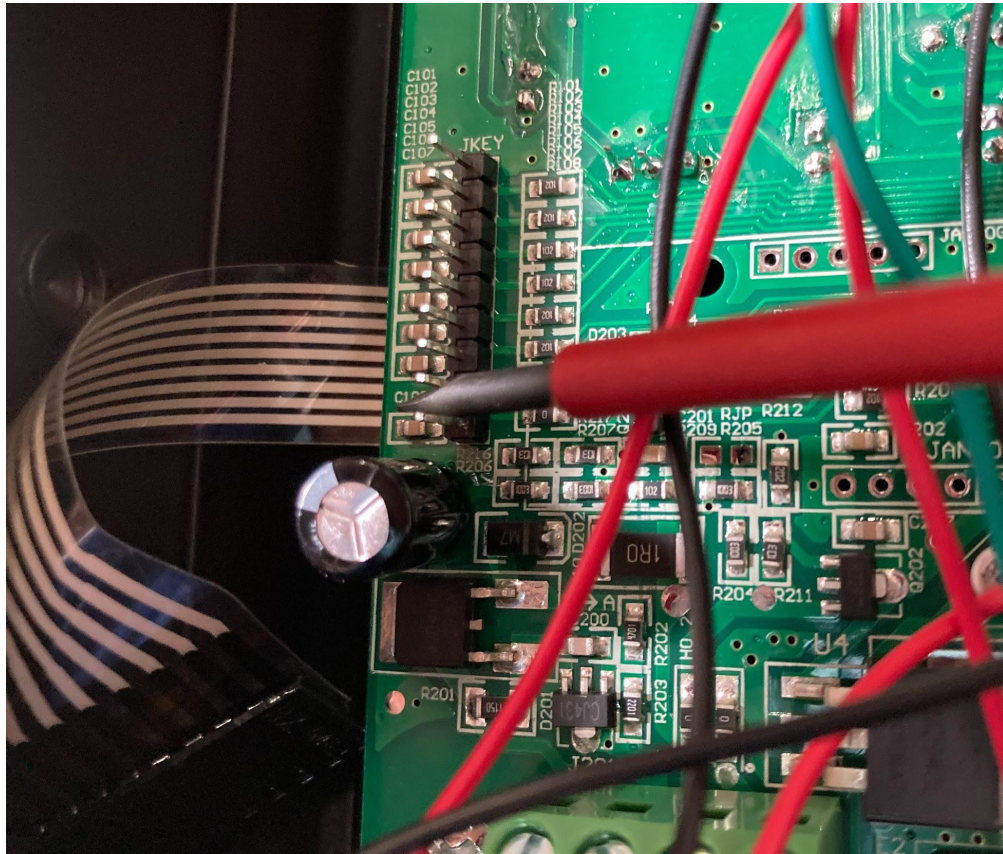


You will see on the left side of the board, assuming the charge port is facing down, a slim tan cable.





### Step 3 Shorting Pins:



With the connector removed you will see the metal pins. Look at the bottom 2 pins near the bottom. Take your flat head

screwdriver and place it connecting the bottom two pins for 3 seconds. You should hear a beep.

### Step 4 Turning on:

If the indicator turned on then you have a bad keypad. Email [returns@optimascale.com](mailto:returns@optimascale.com) with the title "OP900 bad keypad" with your address, original sales order#, and steps you tried if you bought your indicator within 1 year. To turn off repeat step 3 by shorting the two pins at the bottom for 3 seconds.

If it has been more than 1 year since you originally bought the indicator then you would need to buy a new keypad. We

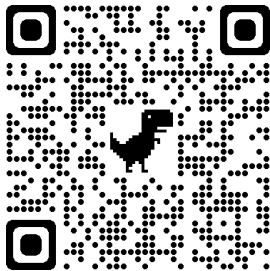


typically have keypads in stock. Email [sales@optimascale.com](mailto:sales@optimascale.com) with "OP900 new keypad out of warranty". They will respond with a quote.

If it did not turn on email [support@optimascale.com](mailto:support@optimascale.com) "Unit does not turn on. Tested for a bad keypad." Someone with support could help you through the steps for testing the board to see how to fix this.

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Tare: 1000 lb

Net: **1000 lb**



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