

EMpower System Troubleshooting Guide



- Equipment Start-Up
 - Failure to start
 - Unexpected turn off
 - No SD Card
 - SD CARD Wrong Format
 - SD Card Read Only
 - GPS Not Detected
 - Failure to Record
 - SD Card is Full
 - Configuration file issues
- Network
 - Invalid Configuration
 - Connection Problems
 - Cable Not Detected
- License Activation
- Data
 - Unusual Contact Resistance
 - Magnetic Sensor Detection
 - Saturated Frames
 - Bad Records
 - Instrument Health
 - Missing Sensor Calibration
- Technical Support Contact

Equipment Failure to start

Problem:

1. The **Power** button blinks Red in a fast sequence
(This indicates a severe problem)
2. The **Power** button blinks Red in a slow sequence and never gets out of that state. The display does not light up and the SD button stays off. The receiver stays like this for more than 10 minutes

Solution:

The receiver needs to be repaired. Please contact Phoenix Geophysics technical support, (see last page)

1 Warning



Screen Display

REC ERRORS

=====

TIMING MODULE
FAILURE

2 Warning



SD



Use the SD button to navigate
in the on-screen display

Equipment Unexpected turn off

Problem:

Receiver powers on briefly, and powers off right away, or when returning to the site the equipment is off

Solution:

1. Check that the **Battery** measures 12V with a voltmeter after powering on
 - *Check the recording details of the last recording to see if the battery voltage reached low levels and turned off the receiver*
2. Check if the battery cable is still attached
 - *Animals might have chewed through it or disconnected it*
 - *A damaged cable (internally broken or old) can cause an intermittent power failure during recording*
3. The instrument might have gotten too hot and entered protection mode
 - *Check the recording details of the last recording to see if the temperature reached invalid levels*
4. The instrument might have received a momentary spike of high current through the electric sensor or ground post
 - *Check that the **SD Card** is still healthy, and check the last part of the last recording for saturation*

Warning



No SD Card

Problem:

When the SD card is not detected


Solution:

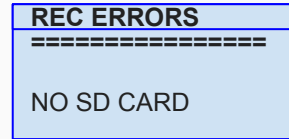
1. Turn off the receiver by pressing the Power button down for a few seconds
 - Eject the SD card
 - Clean the SD card / SD card slot of dust or grit if necessary
 - Check the card capacity (64GB - 256GB)
 - Ensure that the card is formatted as **exFat**
 - Re-insert the card

**Use the SD button to navigate the on-screen display*

2. Turn on the receiver by pressing the Power button

Warning

SD 



- 1 Press the Power button for >3sec and release

Shutdown Off



SD 

- 2 Press Power button briefly and release

Starting Acquiring GPS Ready



SD 



Only SD cards supplied by Phoenix are supported. Other SD cards that comply with the SDXC standard may work depending on the card rating and environmental conditions

SD CARD Wrong Format

Problem:

Some SD cards have a format that is not according to the SD association standard. To reduce risk of data loss and/or bad performance, use genuine SD cards.

How to identify a not genuine SD Card

- The the tab slider is yellow
- The stiker has a very low graphic quality

Solution:

Format the SD card (*cards must be in **ExFAT format***)

Check the card capacity (*64GB - 256GB*)

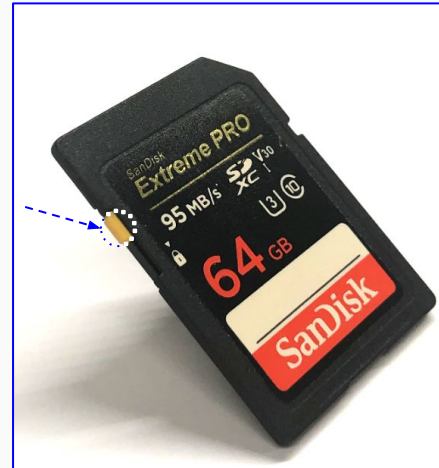
1. Download the SD Memory Card Formatter from sdcard.org
2. Format the card using SD Formatter by selecting the below options
 - Format type - FULL(Overwrite)
 - Size Adjustment - ON

Warning

SD ■■■■■■■■

REC ERRORS

```
=====
SD CARD IS DAMAGED
CORRUPTED OR
THE WRONG FORMAT
```



SD Card Read Only

Problem:

The SD card is set to read only

Solution:

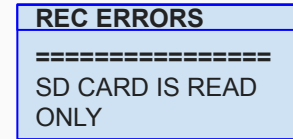
1. Turn off the receiver by pressing the Power button for a few seconds
 - Eject the SD card
 - Move the tab slider up
 - Check that the card is not corrupted by running a Card diagnostic in Windows
 - Re-insert the card



2. Turn on the receiver by pressing the Power button, and review the SD card status on the display

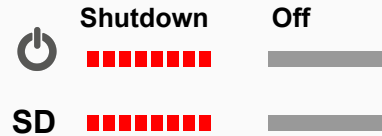
Warning

SD ■■■■■■

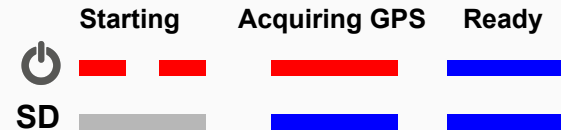


Use the SD button to navigate in the on-screen display

- 1 Press the Power button for >3sec and release



- 2 Press the Power button briefly and release



! *If the problem persists, the card might be damaged and might need to be re-formatted as exFat or replaced*

GPS Not Detected

Problem:

In most cases, the Receiver takes only a few minutes to synchronize to the GPS signal. However, under certain conditions, the synchronization could take longer (*see info note below*) . Meanwhile the warning **"GPS: 0 [--]"**, appears on the receiver display.

Solution:

1. Reposition the antenna for a clear view of the sky
 - Check the condition of the GPS antenna cable, and replace it if damaged
 - Ensure that there is a clear line-of-sight between the GPS antenna and the sky
 - Test with an antenna and cable from another receiver
2. Wait until the Power button turns blue



This could happen if the receiver has been turned off for several days. In this case, the Receiver needs to re-acquire the satellite almanac. This may take up to 12 minutes.

Warning

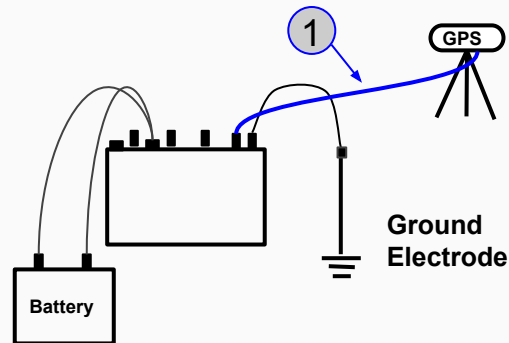


Instrument Status

Mode: Idle
Temp: [C]
GPS: 0 [--]
Batt: [V]: 11.99
SD Use:0.1/64 GB

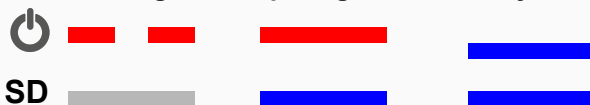


Use the SD button to navigate in the on-screen display



2

Starting Acquiring GPS Ready



Failure to Record

Problem:

When returning to pick up the equipment, the receiver is on, but not recording

Solution:

1. Review the display
 - Make sure that a calibration configuration file was not used by mistake
2. Check to see if the SD card ran out of space
 - Check the LED indicators for this condition (*see the next page*)
3. Check your configuration file and ensure that there were no schedules that could have stopped the recording



SD Card is Full

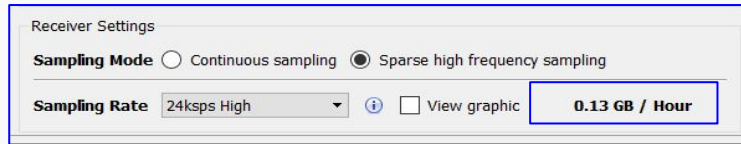
Problem:

When the SD card is full

Solution:

1. Turn off the receiver

- Eject the SD card
- Open the configuration file in the Configuration creator to calculate the space required by the recording program



- Use the file browser to ensure there is enough space available in the SD card
- If necessary, archive old data to a computer or an external device and delete the copy on the card
- Re-insert the SD card

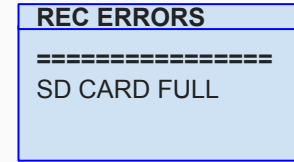
2. Turn on the receiver



The card will never be filled to the end. There is a protection buffer kept to prevent equipment failure, and its size depends on the decimation scheme. If there is less than 500MB available in the card, free up more space.

Warning

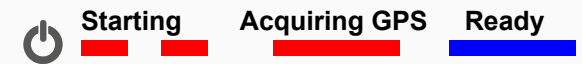
SD



- 1 Press the Power button for >3sec and release



- 2 Press the Power button briefly and release



Configuration File Issues

Problem:

A valid configuration file can not be found, or the information is incorrect

Solution:

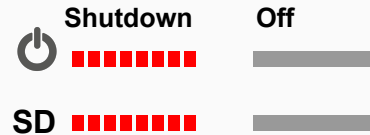
1. Turn off the receiver
 - Eject the SD card
 - Review the configuration file in EMpower
Ensure that the receiver type matches the receiver where the SD card is being inserted
 - Verify the SD card health by running an SD card diagnostic/repair tool in Windows
 - Re-insert the SD card
2. Turn on the receiver

Warning

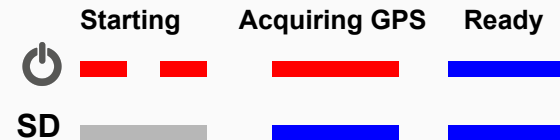


REC ERRORS	REC ERRORS	REC ERRORS
INVALID CONFIG RECEIVER TYPE INCOMPATIBLE	INVALID CONFIG MALFORMED FILE	NO CONFIG FILE IN THE SD CARD

- 1 Press the Power button for >3sec and release



- 2 Press power button briefly and release



Invalid Configuration

Problem:

When the Network configuration on the configuration file is not proper or corrupted, Receiver will report this warning

Solution:

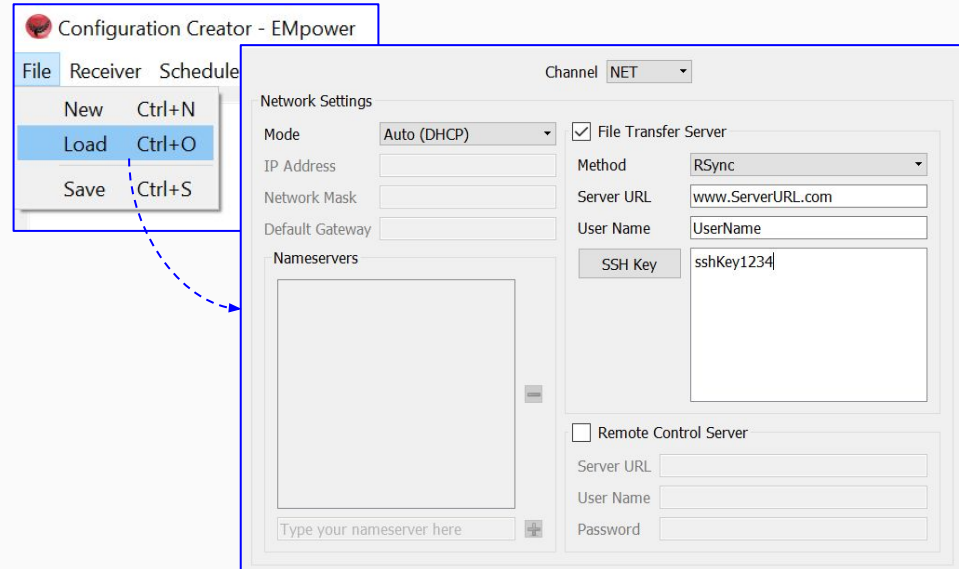
Review the configuration file

- Open EMpower
- **Prepare** module
- Select the receiver, **Load** the Configuration file from the SD Card, and review the Networking Settings information

Warning

SD ■ ■

```
REC ERRORS
-----
INVALID CONFIG
NETWORK
SETTINGS INVALID
```



Connection Problems

Problem:

Receiver can not connect to the server

- Ping: **Timeout**
- Ping: **DNS Error**

Solution:

- Turn off the receiver
- Eject the SD card and Review the Networking Settings on the configuration file in EMpower
- Review the server URL works correctly, if EMpower is not enabled to connect to the server, check the connections, and protocols of the Network Configuration

NETWORK STATUS	
Mode: Rsync	Mode: Rsync
Cable Connected	Cable Connected
Address: 193.168.2.172	Address: 193.168.2.172
Gateway: 193.168.1.1	Gateway: 193.168.1.1
Ping: Timeout	Ping: DNS Error

Cable Not Detected

Problem:

The receiver can not detect the cable on the Network port

Solution:

- Disconnect the cable
- Review the cable condition
- Connect the cable
- Ensure there is no loose connection at both ends of the cable

NETWORK STATUS
Mode: Rsync
Cable Not Detected

License Activation

Problem:

1. The **Activation code** field has a red X at the end

Solution 1:

Check that the activation code entered matches the code on the license card and try again

Problem:

2. The computer cannot connect to the server to complete the activation process

Solution 2:

Review the internet connection and try again, if the problem persists contact Phoenix technical support. *(see the last page)*

The screenshot shows the EMpower activation interface with several error messages overlaid. The main window, titled "Activation Required - EMpower", contains the following text:

EMpower has not been activated.

To activate EMpower:

1. Enter your first and last names in their respective fields below, along with your email address, company name, and country.
2. Enter the Activation Code found on the license card provided by Phoenix.

- Note that this activation code cannot be reused on other computers.

3. Click the License button and if successful a confirmation message will be displayed.

Below the instructions are input fields for:

- First name
- Last name
- E-mail address
- Company name
- Country (set to Canada)

Two error messages are overlaid on the form:

- Service unavailable - EMpower**: Phoenix servers could not process your license request. Check the entered activation code and try again. (Indicated by a blue dashed arrow and a circled '1').
- Error — EMpower**: Something went wrong during licensing. Please try again or contact Phoenix support. (Indicated by a circled '2').

The activation code field at the top right of the form has a red X at the end of the input.

Unusual Contact Resistance

Problem:

The Electric channels show a warning icon when the contact Resistance is out of the range

Review:

This might be normal depending on the field conditions. If not, look for broken, frayed or exposed wires or connections, and any evidence of damage in general

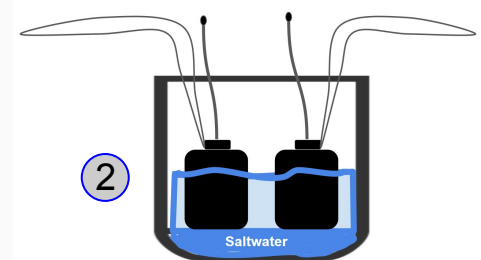
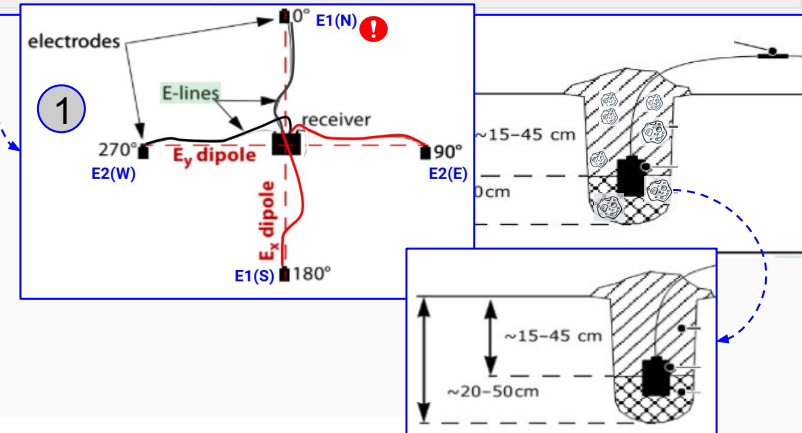
1. Verify the setup
 - Make sure the electrode is sitting on a conductive surface (remove rocks)
2. If the problem persists, set the electrodes upright in a container with a few centimeters of salt water or another ion-rich solution and measure the resistance between any pair of electrodes
 - The resistance should be $<100 \Omega$
 - Measure the DC potential between each electrodes pair
 - The self-potential should be $<10 \text{ mV}$
 - If the last two points are not in this range the electrodes could be damaged or noisy, and need to be replaced

Survey name: Bench test PHX
Station name: PHX
Operator(s): DF
Layout Geometry: Orthogonal
Declination: 0.00°
Notes: Open inputs SCH 96k

Electric Channels

Channel	Distance (m) to GND		Polarity	Resistance (Ω)		Gain	LPF [Hz]	DC [V]
	(+) N / E	(-) S / W		(+) N / E	(-) S / W			
E1	50.00	50.00	<input type="checkbox"/> Inverted	175831	175789	4 x 1 = x4	17800	-0.012
E2	50.00	50.00	<input type="checkbox"/> Inverted	175634	175609	4 x 1 = x4	17800	0.012

E Azimuth: 0° External Filter: None



Magnetic Sensor Detection

Warning

1. Sensor Detected Unknown

This recording might still be useful, but there was a source of noise near the sensor while the instrument was trying to detect the signature of the sensor

Solution

- Check the config file. Ensure that the sensor type and serial number are correct
- Move the sensor to a quieter area

Warning

2. Sensor Detected Not Present

This problem could be caused by a bad connection, damaged cable and/or the sensor itself.

Solution

- Connect a sensor that was successfully detected by another instrument to the channel that did not correctly detect the first sensor
- If the fault condition persists in the same receiver channel, please contact our technical support
- If the channel detects the new sensor and the problem follows the coil lead and/or the sensor, replace the coil lead and/or the sensor

Status: Approved Unapproved Rejected

Tools: Time Series Spectra Process (Ortho)

Recording Information

Recording ID: 10125_2018-02-23-191543
Start time: Feb 23 2018 11:15:43 (Local) America/Los_Angeles (GMT-08:00)
Duration: 58 m 27 s
Survey name: NVFeb2018
Station name: NV03
Operator(s): TH+GB+DF
Layout Geometry: Orthogonal
Declination: 0.00°
Notes: full-rate daytime "AMT"

Electric Channels

Channel	Distance (m) to GND	Resistance (Ω)	Polarity	Gain
E1	50.00	442.951 979.298	<input type="checkbox"/> Inverted	4 x 1 = x4
E2	50.00	899.293 634.689	<input type="checkbox"/> Inverted	4 x 1 = x4

E Azimuth: 0°

Magnetic Channels

Channel	Sensor	Detected	Serial #	Polarity	Gain	LPF [Hz]
H1	AMTC-30	AMTC-30	2686	<input type="checkbox"/> Inverted	x4	10000
H2	AMTC-30	AMTC-30	2862	<input type="checkbox"/> Inverted	x4	10000
H3	MTC-150	Unknown	2861	<input type="checkbox"/> Inverted	x4	10000

H1-H3 Azimuth: 0° External Filter: None

View Recording Details Export Time Series

Magnetic Channels

Channel	Sensor	Detected	Serial #
H1	MTC-150	MTC-150	
H2	MTC-150	Not Present	



This recording might not contain valid data

Saturated Frames

Warning:

This critical warning could be caused by a bad connection to the Electrode binding posts of the receiver, high contact resistance of an electrode, noise, or excessive gain

Solution:

1. Check the installation of the electrode in the field (See *Unusual Contact Resistance*)
 - A very small amount of saturations could have been caused by a transient
2. When saturation is caused by constant external noise, reducing channel gain or preamplification may prevent saturation
 - Preference should be given to keeping the preamplifier on and reducing the main channel gain if possible

Recording Details: 10125_2018-10-23-154952 - EMpower

Recording Details

Recording ID: 10125_2018-10-23-154952

Survey Name: Test Rack

Station Name:

Receiver Type: MTU-5C

Instrument Serial: 10125

Operator: ssorra

Timing Details

Start Time: Tue Oct 23 15:49:53 2018 GMT(-00:00)

Stop Time: Tue Oct 23 15:49:56 2018 GMT(-00:00)

Duration: 3 s

Latitude: 43.809°N

Longitude: 79.338°W

Altitude: 166.031 m

Instrument Info

OS Version: v1.33.

Motherboard Model: BMB01

Motherboard Serial: 03

Battery: Low: 12.344

Temperature: Low: 32°C,

Decimation

Recorded 1 second at 24000 and continuously at 150 samples

GPS Timing Card

Serial Number: 201988

Model: BTM01-I

Channels Details

	Tag	Board S/N	Model	Firmware	Sat	Signal Ranges
1	E1	200084	BCM01-J	1001d	50.972 % - View	View Levels
2	E2	200062	BCM01-J	1001d	51.472 % - View	View Levels
3	H1	200042	BCM01-J	1001d	0 %	View Levels
4	H2	200073	BCM01-J	1001d	0 %	View Levels
5	H3	200063	BCM01-J	1001d	0 %	View Levels

17 Close

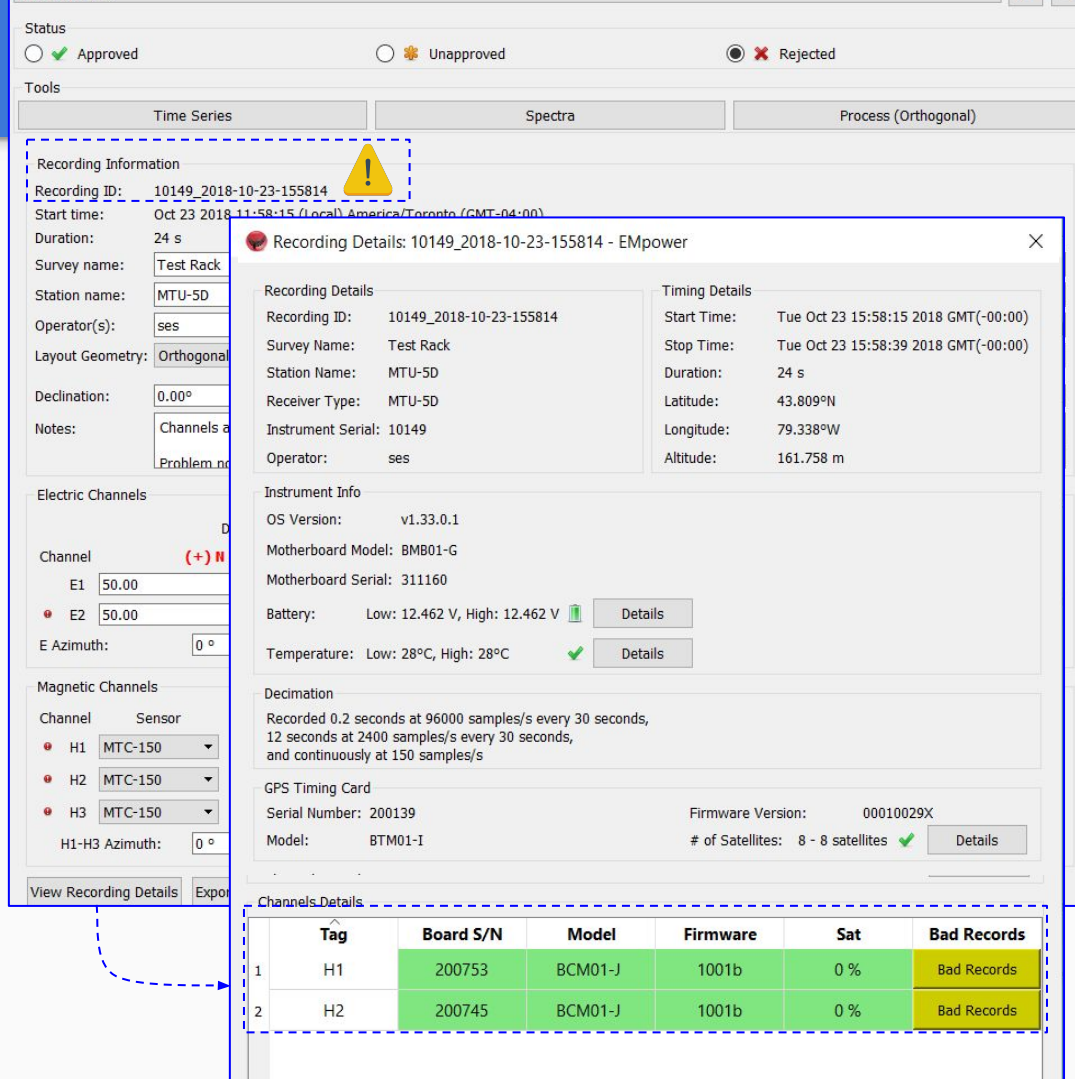
Bad Records

Warning:

The **Recording Information** shows a warning icon by the side of Recording ID (*There is not a solution for this warning*)


Could be caused by:

- Check if the failure occurred while the data was being transferring to the card
- The instrument could have lost data, if the receiver repeats this often, contact Phoenix support (*see the last page*)



Status: Approved Unapproved Rejected

Tools: Time Series Spectra Process (Orthogonal)

Recording Information 

Recording ID: 10149_2018-10-23-155814
Start time: Oct 23 2018 11:58:15 (Local) America/Toronto (GMT-04:00)
Duration: 24 s
Survey name: Test Rack
Station name: MTU-5D
Operator(s): ses
Layout Geometry: Orthogonal
Declination: 0.00°
Notes: Channels a Problem n

Electric Channels

Channel (+) N

E1 50.00
E2 50.00
E Azimuth: 0°

Magnetic Channels

Channel Sensor

H1 MTC-150
H2 MTC-150
H3 MTC-150
H1-H3 Azimuth: 0°

View Recording Details Export

Recording Details: 10149_2018-10-23-155814 - E-Mpower



Recording Details

Recording ID: 10149_2018-10-23-155814
Survey Name: Test Rack
Station Name: MTU-5D
Receiver Type: MTU-5D
Instrument Serial: 10149
Operator: ses

Timing Details

Start Time: Tue Oct 23 15:58:15 2018 GMT(-00:00)
Stop Time: Tue Oct 23 15:58:39 2018 GMT(-00:00)
Duration: 24 s
Latitude: 43.809°N
Longitude: 79.338°W
Altitude: 161.758 m


Instrument Info

OS Version: v1.33.0.1
Motherboard Model: BMB01-G
Motherboard Serial: 311160
Battery: Low: 12.462 V, High: 12.462 V  Details
Temperature: Low: 28°C, High: 28°C  Details

Decimation

Recorded 0.2 seconds at 96000 samples/s every 30 seconds,
12 seconds at 2400 samples/s every 30 seconds,
and continuously at 150 samples/s

GPS Timing Card

Serial Number: 200139 Firmware Version: 00010029X
Model: BTM01-I # of Satellites: 8 - 8 satellites  Details

Channels Details

	Tag	Board S/N	Model	Firmware	Sat	Bad Records
1	H1	200753	BCM01-J	1001b	0 %	Bad Records
2	H2	200745	BCM01-J	1001b	0 %	Bad Records

Instrument Health



Warning: This warning symbol may indicate other problems with the instrument's health

Solution:

1. Battery

- Measure the battery voltage before connecting it to the receiver, and again when the equipment is turned on (both measurements should be 12V minimum)
- Check the battery electrolyte fluid level and add liquid to it if needed

2. Temperature

- In hot places, protect the receiver with an umbrella and provide good ventilation

3. # of Satellites

- Ensure a clear line-of-sight between the GPS antenna and the sky
- Check for damaged to the GPS cable or antenna
- Test the receiver with a GPS antenna and cable from another receiver (See *GPS Not Detected*)

The screenshot displays the 'Recording Details' window for recording ID 10125_2. It includes sections for 'Instrument Info' (OS Version: v1.22.0.1, Motherboard Model: BMB01-G, Serial: 10125), 'Recording Details' (Station Name: S4 5C, Receiver Type: MTU-5C, Operator: CF MU a), 'Decimation' (24000 samples/s), and 'GPS Timing Card' (Serial Number: 200110, Model: BTM01-I, # of Satellites: 8-12). A temperature warning is highlighted with a red box and a callout showing a thermometer with 67°C and a -10°C icon. Below, the 'Channels Details' table lists 5 channels with their respective Board S/N, Model, Firmware, and Sat status.

	Tag	Board S/N	Model	Firmware	Sat
1	E1	200073	BCM01-J	1001b	~0 % - View
2	E2	200062	BCM01-J	1001b	0 %
3	H1	200084	BCM01-J	1001b	0.030 % - View
4	H2	200063	BCM01-J	1001b	0.004 % - View
5	H3	200042	BCM01-J	1001b	0 %

Missing Sensor Calibration

⚠ Warning:

If a red X is displayed in the **Cal** column of a magnetic channel, the calibration file for that sensor serial number has not been found

Solution:

Ensure that the calibration files for the sensors used in the recording have been imported into the project

Generic calibration of the sensor type selected will be applied in processing when there is no matching calibration found

- White Noise recordings will not process with any calibration

The screenshot shows a software interface with a menu bar (File, Tools, View, Window, Help) and tabs for Recording Library, Processed MT Data, and Processed PNT Data. A table lists recording channels with columns for Station name, Groups, Filters, and Cal. The 'Cal' column for 'S1 MTU-5C' shows a red X. Below the table is a map of North America with a yellow dot labeled 'Remote' and a green circle labeled 'S1 MTU-5C'. To the right, a detailed view for 'S1 MTU-5C (19 h 22 m 5 s)' shows 'Electric Channels' and 'Magnetic Channels' tables. The 'Magnetic Channels' table has columns for Channel, Sensor, Detected, Serial #, Cal, Polarity, Gain, LPF [Hz], and DC [V]. Channel H3 has a red X in the 'Cal' column. A dashed blue box highlights the H3 row, and a dashed blue arrow points from this box to a text box at the bottom right.

Channel	Sensor	Detected	Serial #	Cal	Polarity	Gain	LPF [Hz]	DC [V]
H1	MTC-150	MTC-150	53917	✓	<input type="checkbox"/> Inverted	x4	10000	0
H2	MTC-150	MTC-150	53918	✓	<input type="checkbox"/> Inverted	x4	10000	0
H3	MTC-150	MTC-150	53191	✗	<input type="checkbox"/> Inverted	x4	10000	0

No matching calibration found



Email: support@phoenix-geophysics.com

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