Battery Maintenance Solutions

Frequently Asked Questions on Cadex 7x00 Analyzers, Adapters, and Accessories
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(Q1) I just bought a brand new adapter and as soon as the adapter is inserted into the C7000 analyzer, the analyzer display reads "Invalid Adapter" or "Bad Adapter". The adapter is works ok in the C7x00 battery analyzer.

(A1) This is because a new adapter is used in an analyzer with old firmware. Check the firmware version of the analyzer by pressing "Fn" then "7". On the lower-left hand side of the screen a version number appears. If the version is 3.2 or below, the customer needs a firmware upgrade (92-770-0110) for the analyzer so it can recognize the new 16k adapters. If the version is 3.2 or higher, contact Cadex technical support.

(Q2) Can Batteryshop 5 or higher use the Cadex 7000 analyzer?

(A2) Yes, as long as the firmware version is 3.53. Batteryshop 5 requires firmware version 5.00 or higher on the 7200/7400 analyzer. The software works with any combination of 7x00 analyzers. See also *Cadex 7000 Firmware History* and *7200/7400 Firmware History*

(Q3) The pre-programmed C-Code in the adapter has been accidentally changed or erased. How I do find the original C-Code settings for the battery under test?

(A3) Download the adapter catalog from our website at www.cadex.com. Once you find the correct battery with the right adapter, find the long series of C-Code numbers associated with the battery (e.g., 10-06-025:1010-26-503-3646). Download the PDF file *C-Code Tables* under the Product Support page. This document tells you how to translate those numbers into actual charge settings that are programmed into the adapter.

(Q4) My label printer suddenly does not print anymore or prints strange characters.

(A4) Try the following in the order stated:

- In the analyzer under "Main Menu" => "System Setup" => "Serial Port Device", make sure the setting is "LabelMaker"
- If the analyzer does not print labels when the battery was removed, under "Main Menu" => "Print Utilities" => "Auto-Print", make sure the setting is "Label".
- Turn off the label printer, press-and-hold the label feed key and turn the printer back on, and release the feed key. The printer should print its internal settings. Turn off then the turn on the printer again.
- Press ALT then 0 and press ENTER to confirm the reset. After the analyzer boots up again, make sure that the serial port device is set to "LabelMaker".

For additional information, see Configuring Dymo Printers.

(Q5) The analyzer keeps asking for a battery ID when I do not need one. How do I disable this?

(A5) Under "Main Menu" => "System Setup" or "Options Controls" => "Battery Startup", change the setting "Ask for Battery ID" to "No".

(Q6) I cannot remember the password for the analyzer.

(A6) Call Cadex Technical Support. Passwords are stored in ROM and turning off the analyzer does not change or disable it.

(Q9) I keep getting fail code 115/116 on the Cadex 7x00 Analyzer.

(A9) This code indicates that the measured battery capacity was less than the target capacity programmed into the adapter. The target capacity can be adjust from 50% to 150% of battery's rated capacity. Also check that the rated capacity programmed in the adapter is the same as that of the battery.

(Q10) The green light on my Dymo label printer is blinking. What's wrong?

(A10) Check the following:
      (1) Add labels to the printer
      (2) the labels are improperly aligned in the printer, remove and reinstall the labels.
      (3) the label roll itself is incorrectly positioned; the roll should be offset to the right-hand side in the printer and the door should be closed properly
      (4) the printer is in programming mode; turn the printer off then on again.

(Q11) Whenever I start a service, the code "Fail 150" keeps appearing.

(A11) The C-Code has been set such that temperature sensing has been enabled on an adapter with no temperature sensing capability. If there are 3 wires on the bottom of the adapter in the card-edge connector, the adapter is capable of temperature sensing; otherwise it is not. Contact Cadex Technical Support if the code persists after disabling the temperature sensing.

(Q12) I keep getting code 12x errors on the analyzer.

(A12) Many batteries that seem ok, keep giving Code 120, 129, etc 129x type codes.

    a. Ensure that the correct chemistry and voltage are programmed into the C-Code of the adapter.
    b. This error usually occurs with a Li-Ion battery with internal protection/safety circuit.
    c. The safety circuit has been activated either by overcharging or discharging the battery too low. In order to activate the battery, discharge the battery in the original equipment for a few minutes and try it on the analyzer.
    d. If you have a Cadex 7200 or 7400 Analyzer, run the Boost program on the battery.