PoKeys Operator Panel Troubleshooting Guide

The operator panel does not work

Move Feed Rate Override knob and see if it reads into Mach3

Did the FRO change on the screen?

Yes → Try the function that is not working on the screen

No → Open the PoKeys program

Did it work on the screen?

No → The operator panel is functioning correctly. See troubleshooting guide for that issue

Yes → Open the PoKeys IO Monitor under PlugIn Control and make sure that the inputs change

Did the IO change on the monitor?

Yes → The operator panel working correctly

No → Bad operator panel (See Note A)

Do any devices show up?

Yes → Move the knobs on the operator panel to see if the colors of the numbers change in PoKeys

No → Is it an Ethernet PoKeys board?

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Yes → Check the wiring between the operator panel and the computer

No → Move the USB cable from the motherboard USB port to the PCI card USB plug

Are the LEDs on the PoKeys board on?

No → Check the voltage coming in to the 5V wire terminals

Yes → Enable the local area connection that the PoKeys is connected to

Is there 5V?

Yes → Bad operator panel

No → Bad electrical input

Enable the local area connection that the PoKeys is connected to → Set the Ethernet connection to a static IPv4 address (192.168.0.10)

Does the device show up in PoKeys?

Yes → Move the knobs on the operator panel to see if the colors of the numbers change in PoKeys

No → Bad Ethernet connection

Move the USB cable from the motherboard USB port to the PCI card USB plug

Does the board work now?

Yes → Bad USB port

No → Bad operator panel

Are the inputs reading in?

No → Reconfigure PoKeys

Yes → Open Mach3

Is the PoKeys plugin enabled?

No → Enable Pokeys plugin and restart Mach3

Yes → Is the MachMotion plugin enabled?

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No → Enable MachMotion plugin and restart Mach3

Yes → Ensure that the operator panel is checked in the MachMotion plugin

Ensure that the operator panel is checked in the MachMotion plugin → Set the PoKeys LED Offset in the MachMotion plugin to 1700

Is the operator panel USB?

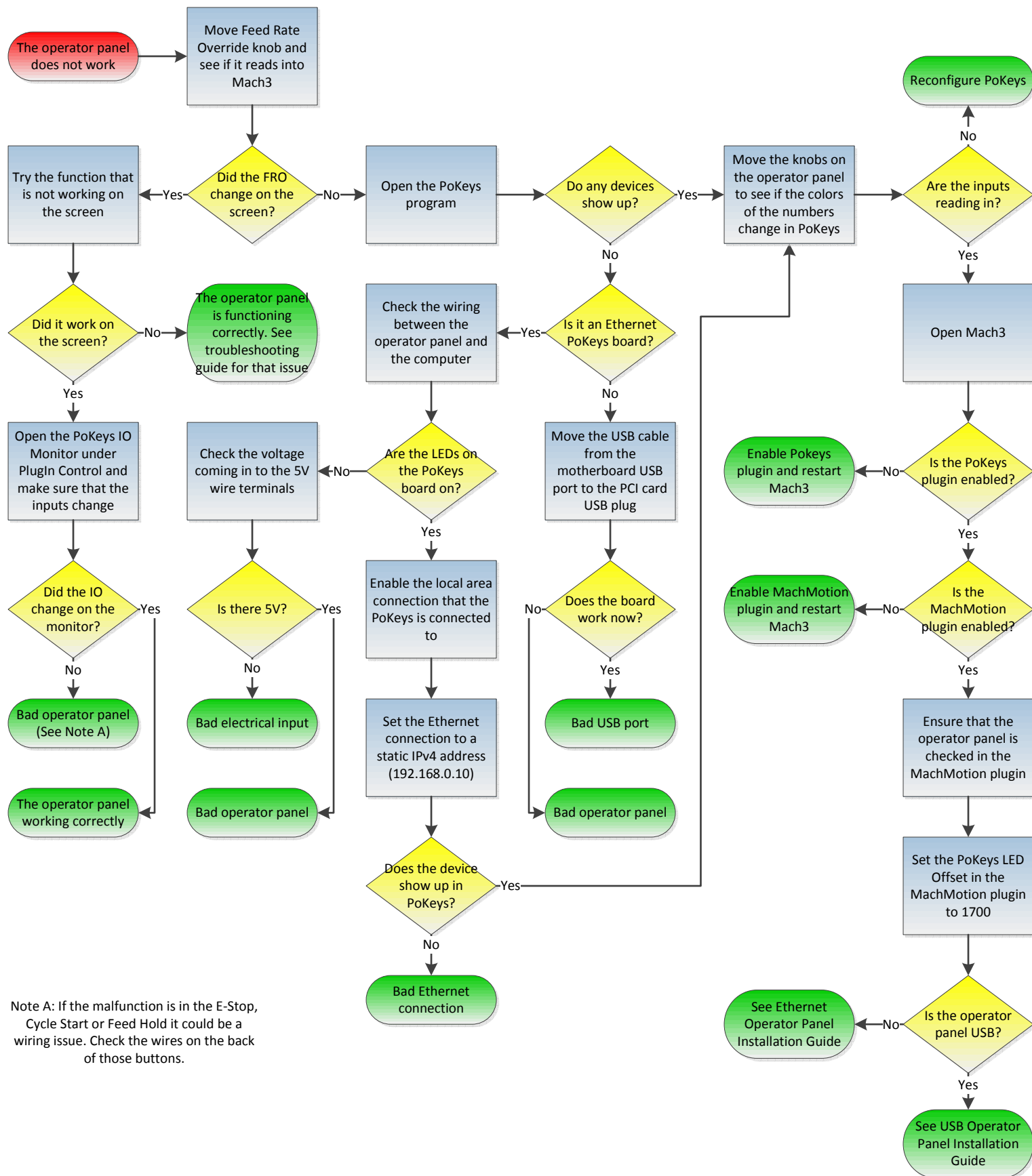**No** → See Ethernet Operator Panel Installation Guide

Yes → See USB Operator Panel Installation Guide

Note A: If the malfunction is in the E-Stop, Cycle Start or Feed Hold it could be a wiring issue. Check the wires on the back of those buttons.