



On-Site Troubleshooting

APS 200 Cart Workshop — Rev 1



2 June 2026 — Patrick Pettit

Agenda



- Display issues: black screen and “No Cable”
- Battery system: hardware, LEDs, and common faults
- Power box: hardware, LED health, and troubleshooting
- APS200SC variant: differences and hardware
- Questions and discussion





Display Issues

When the screen won't come up

No On-Screen Display at Power-On



Confirm the APS 200 booted

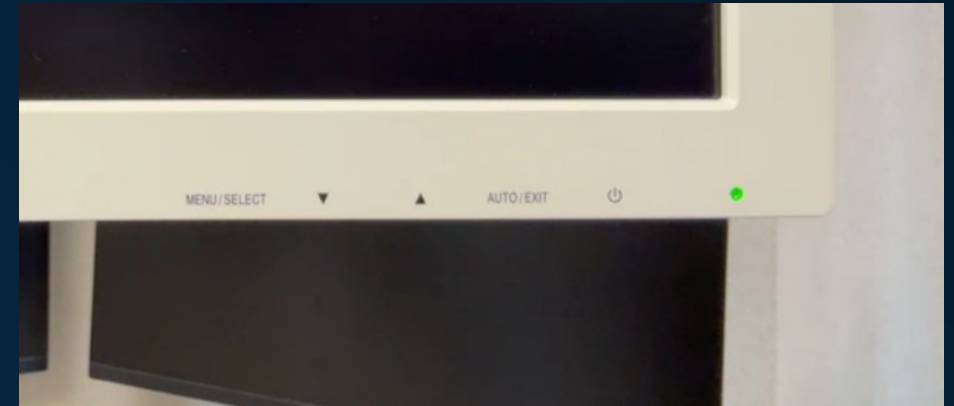
Front LED should flash red, then camera pans/tilts, then LED turns white

If LED is amber (no signal)

Monitor has power but no input — verify HDMI Out 1 is connected

Check DVI cable on the bottom of the TruVu monitor is fully seated

LED should turn green and Caregility screen should appear



TruVu power LED

Green = powered on, receiving signal

Amber = powered on, no signal



TruVu Shows “No Cable”



- **Cause 1: HDMI-to-DVI disconnected**
- Check the cable and both connections
- **Cause 2: APS 200 power button is off**
- Cart can be plugged in and battery healthy, but the back power switch on the APS 200 is off
- **Fix and verify**
- Turn APS 200 on — LED goes red, camera PTZs, then LED turns white



Power & Battery

From battery LEDs to the inverter box



Battery Hardware Components



Rev 1

One battery module with two removable batteries



EPB-1001 Battery Module

EPB-1001 Battery Module

Housing for the battery pack



Battery-ACC-BAT-4S2P-01R

Battery Pack

ACC-BAT-4S2P-01R (x2 removable)



Installed on Cart

Module mounted in chassis



Battery System & LEDs



Rev 1

LED states

Slow blinking orange = charging

Solid blue = above 95% when the adapter is plugged in

If the cart has no power

Plug into the wall and watch the battery LED; if status doesn't change, suspect the power box

2. Basic Battery Module Overview – Powering Cart On.



• Battery Icon

Behavior	Indication
Battery status icon shows solid blue light	Without adapter, battery power equals or above 20% With adapter, battery power equals or above 95%
Battery status icon shows solid orange light	Battery power below 20%
Battery status icon shows fast blinking orange light (at 0.5 sec interval)	Battery power below 10%
Battery status icon shows slow blinking orange light (at 2.5 sec interval)	Charging when connected to adapter



Power Box Hardware Components



Rev 1

AC Output Path

Powers monitor and APS 200



Inverter - MT-MX 150W-3



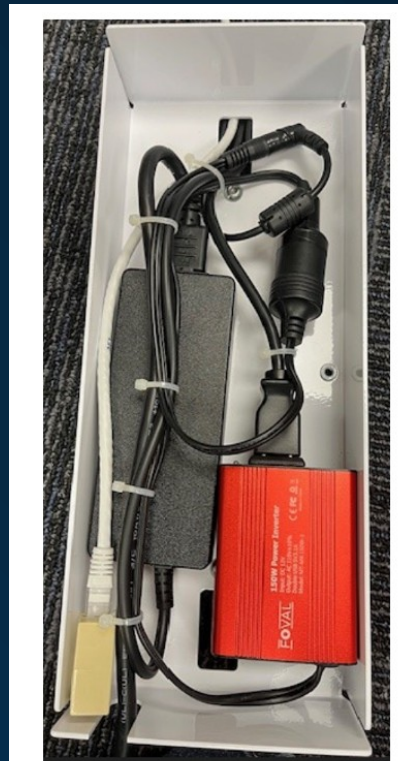
Inverter Cable - B0CGRH19RW



Y-Power Cable - E170P080300R

Assembled in Power Box

How everything fits together



Battery Charging Path

Charges battery from wall



24VDC Adapter-ACC-ADP-120M-02R



Power Box LEDs & Troubleshooting



Rev 1

Open the power box — both LEDs should glow green for normal operation



24V DC Adapter

Green = power supplied to battery

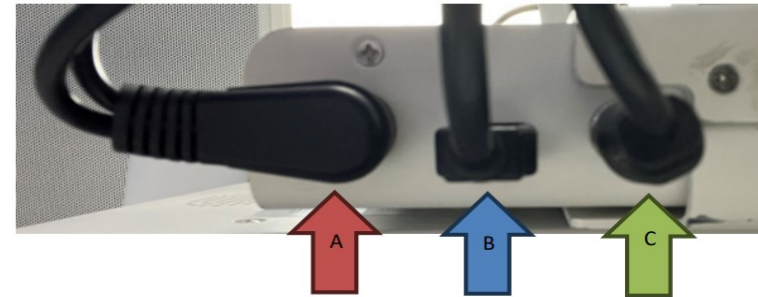


Foval Inverter

Green = AC output OK
Red = fault (likely replace)
Off = check inverter cable

Verify the cart Battery Module cables are secure.

- a. 4 Pin (Y Cable) – 12VDC Out
 - a. BE SURE THAT THE CONNECTOR IS POSITIONED TO THE LEFT SIDE OF THE BATTERY MODULE
 - b. BE SURE THAT THE CABLE HAS SOME SLACK AND THERE ISNT ANY PRESSURE ON THE CONNECTOR.
- b. USB 2.0 Cable
- c. Locking Barrel Connector – 24VDC In (long cable from the power brick)



Critical Install Checks

Part A (Y-cable): must point LEFT or no power at all
Part C (24V locking barrel): fully seated





APS200SC Variant

AC-powered cart configuration — no battery

MC vs SC: Key Differences



APS200MC

Mobile, battery-backed

Runs on battery **or** wall power

Foval Inverter + 24V DC Adapter

Battery module with two removable batteries

Multiple LEDs to check: battery, Foval, 24V

APS200SC

AC-powered, plugged-in only

Wall power only — must stay plugged in

Mass Power AC switch-mode supply

No battery components at all

Simpler troubleshooting: check wall power first



APS200SC Hardware



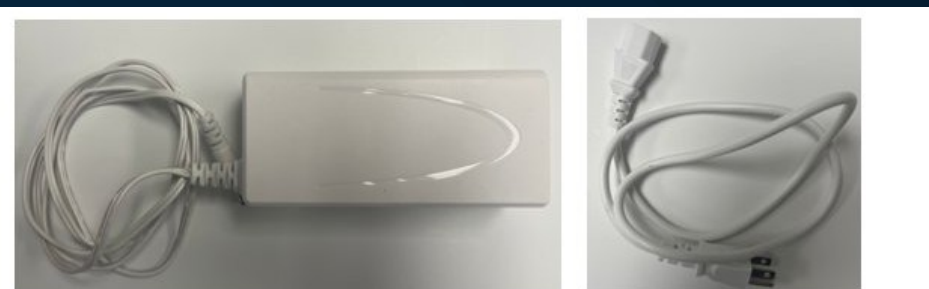
Inside the Power Box

Mass Power supply, triple-tab cord, coupler



Cables & Adapters

AC adapter, AC cord, TruVu cord



APS200- AC Adapter

APS200-AC Cord



Tru Vu AC Cord



APS200SC Troubleshooting



Cart has no power

Verify the cart is plugged into a working wall outlet — no battery to fall back on

Check the triple-tab cord connections at both ends (wall and power box)

Inside the power box

Confirm the APS 200 power cable is plugged in and fully seated

Confirm the TruVu monitor power cable is plugged in and fully seated

Verify each device is powered on

TruVu monitor: press the power button to turn it on

APS 200: power button on, LED flashes red, camera PTZs, LED settles solid white



When in Doubt — Call Us!



Caregility Tech Support

✉ techsupport@caregility.com

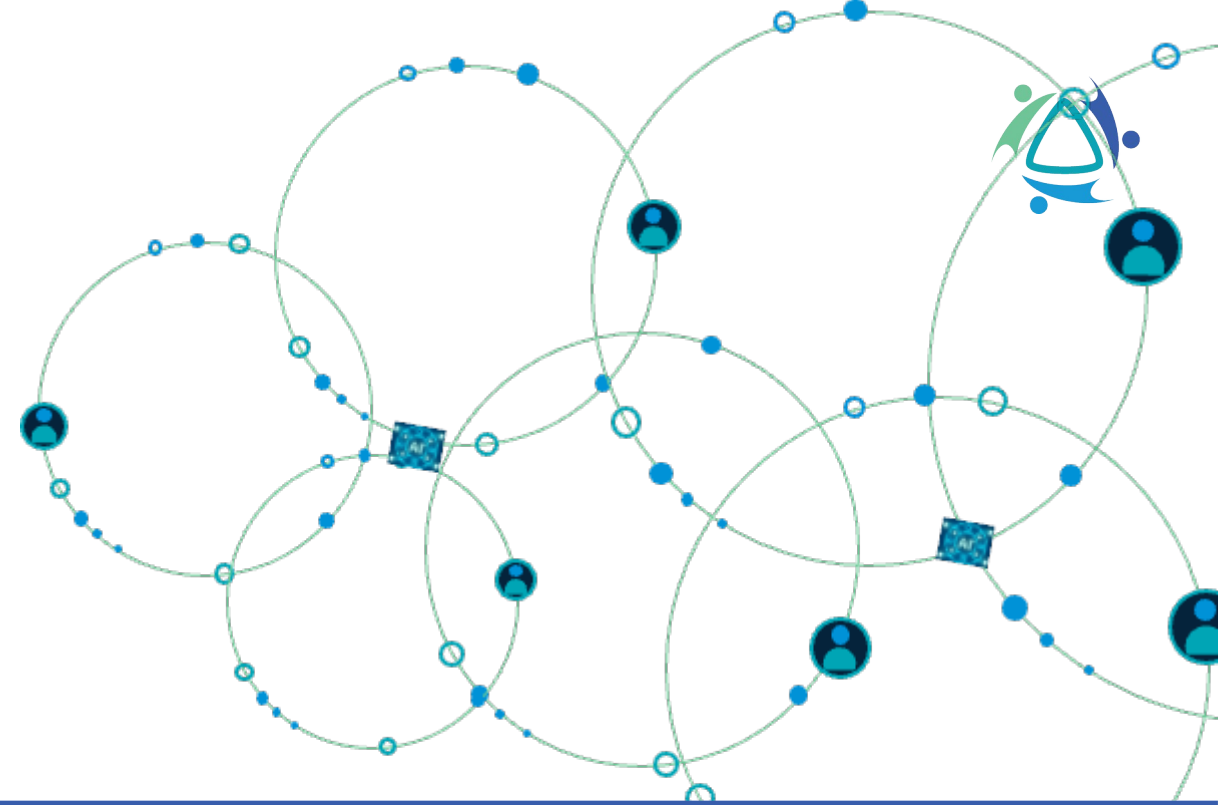
☎ 1-866-300-0884

Toll Free

Stuck? Not sure? Something looks off? — Don't guess. Reach out.



Mad scientist hard at work



Thank You

Questions, Concerns, or Comments?