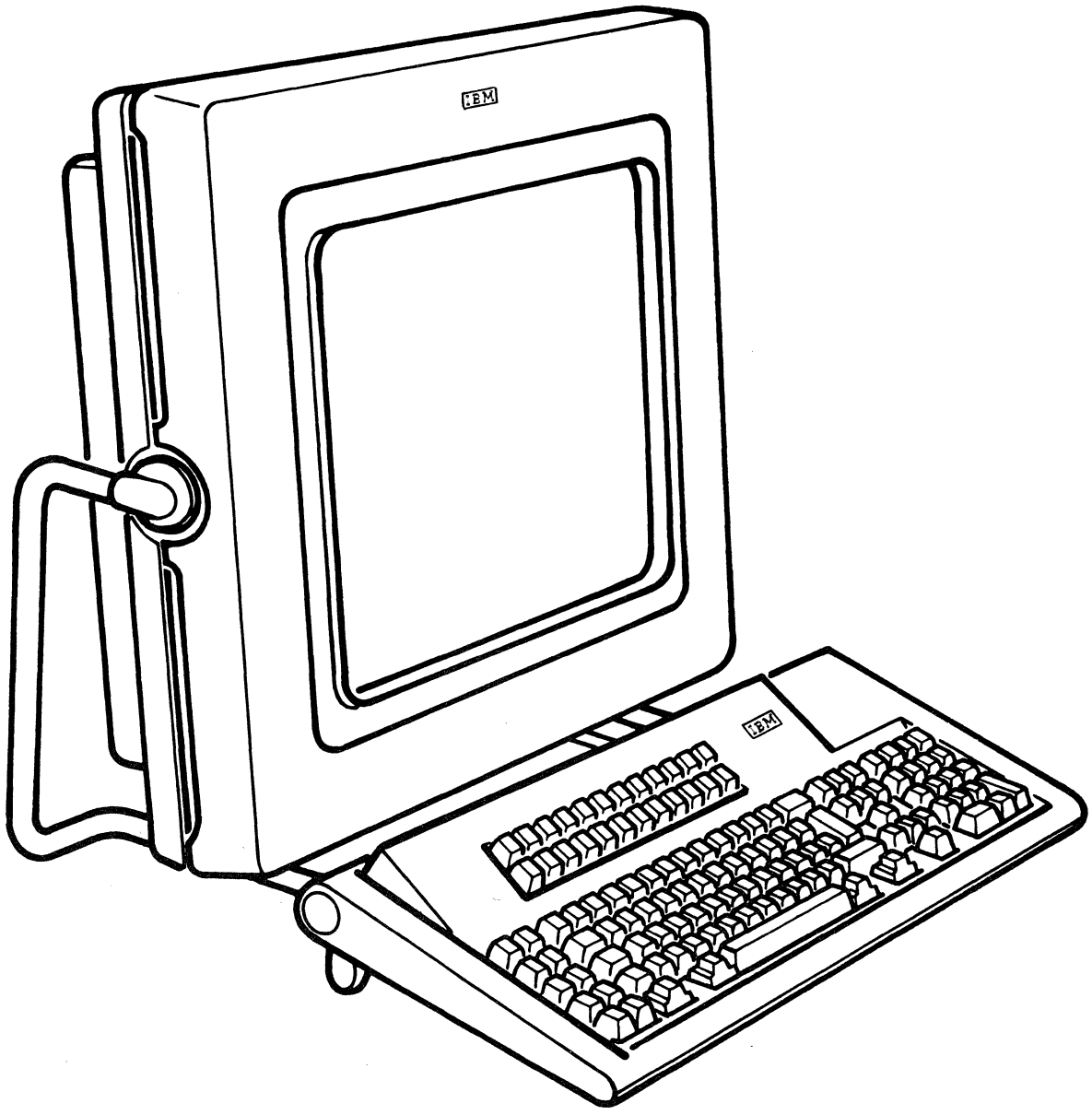
3290 T Information Panel

Installation and Problem Determination Guide



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Preface

This manual contains information to help you install or set up your IBM 3290 T Information Panel and determine whether a problem exists within the 3290 T or elsewhere. It has two sections. Section 1 provides information on how to install the 3290 T. Section 2 is a problem determination guide.

How to Use This Manual

- To set up your 3290 T, go to Section 1 for instructions.
- If your 3290 T is not operating properly, go to "Section 2 Problem Determination."
- Save this manual for future reference.

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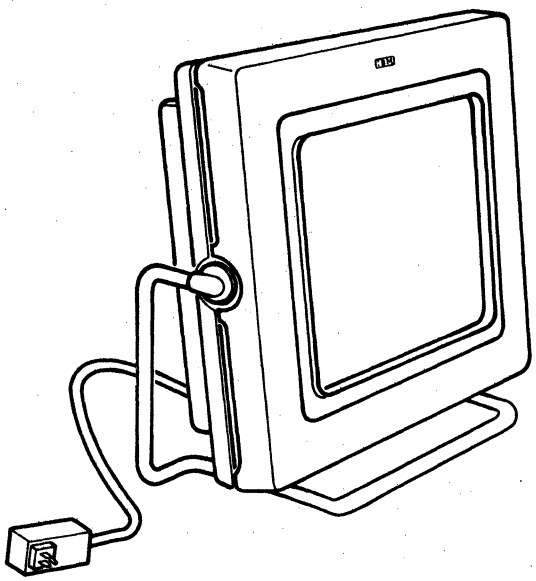
Section 1: Installing Your 3290 T

Follow the provided instructions to set up your 3290 T. Do the steps in sequence, starting with the checklist. Each step contains a check box ☐ and the action that you must perform. Put a (√) in the box as you finish each action or step. This will indicate your last completed action or step in case of interruption during set-up. There are ten steps.

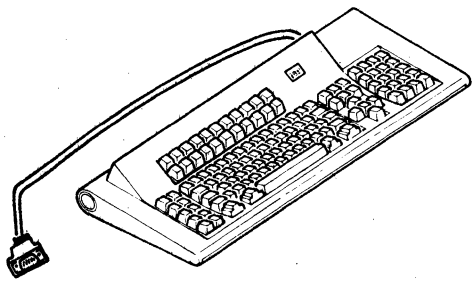
Warning: Use caution when moving the display unit. Be careful not to locate fingers between the stand and the unit. Improper handling of the unit may cause you to pinch your fingers.

Checklist

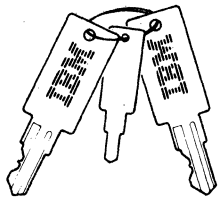
Look over the items you have received in connection with the 3290 T and check them off in the appropriate boxes below.



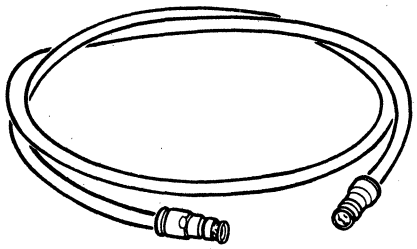
☐ Logic/Display Unit



☐ Keyboard with Keypad



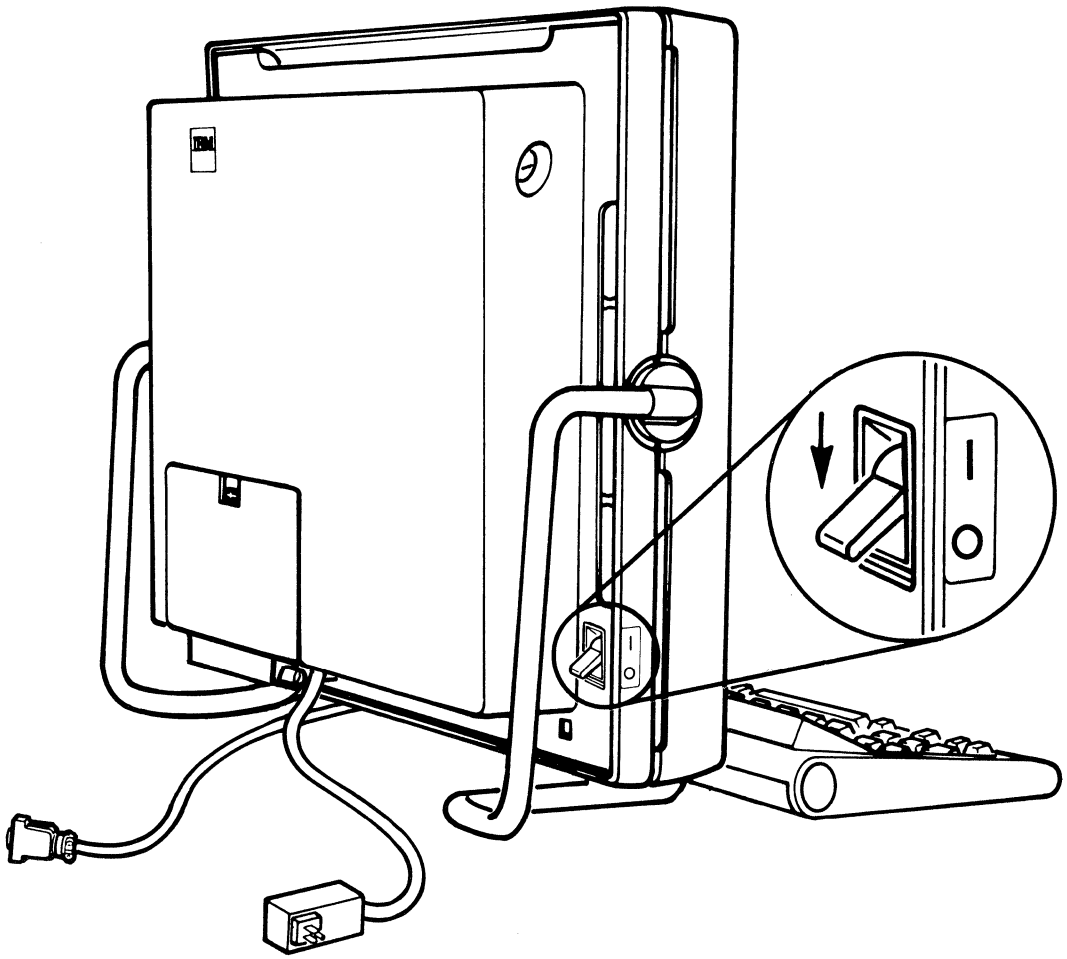
☐ Security Keylock Keys



☐ Signal Cable

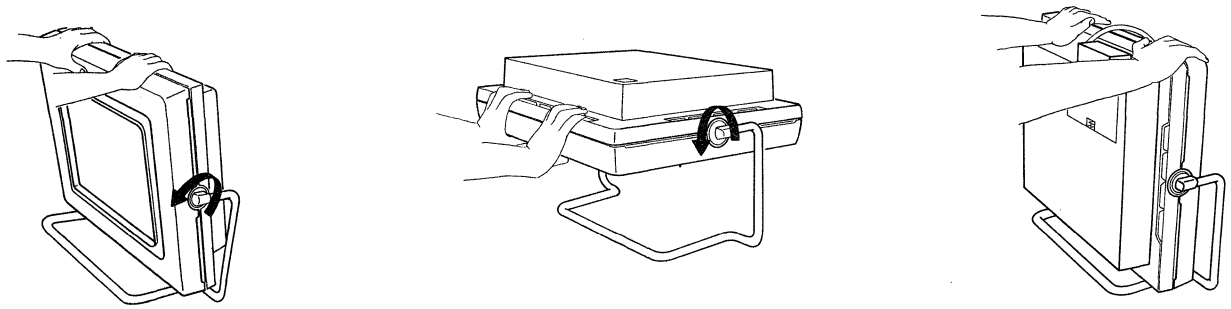
☐ Step 1 Setting the Power Off

Set the power switch off. Push it down to **(O)**.



☐ Step 2 Rotating the Display Unit

Rotate the display unit toward you until it is upside down.

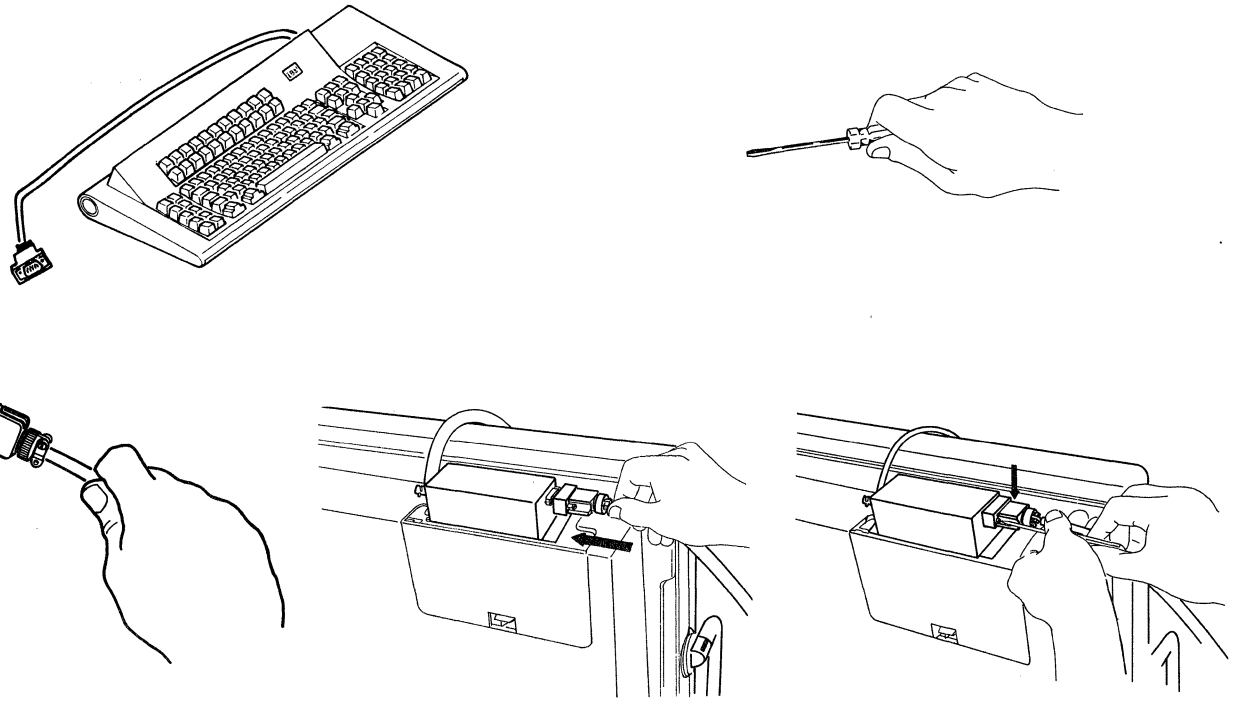


Steps 3 and 4 Plugging the Cables

CAUTION
DO NOT connect or disconnect any cables during an electrical storm.

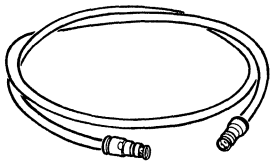
☐ Step 3 Keyboard Cable

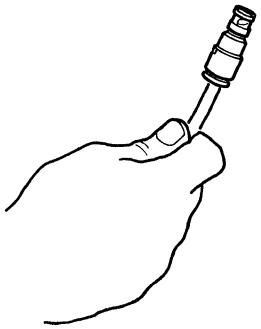
Route the keyboard cable under the display unit. Use a screwdriver or screwdriver type device to firmly attach the fastening screws on both sides of the keyboard cable connector to the socket in the upper right hand corner of the panel.

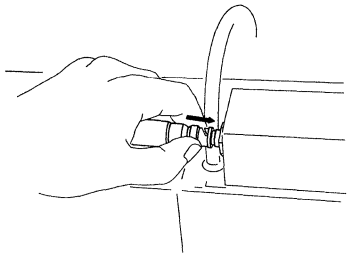


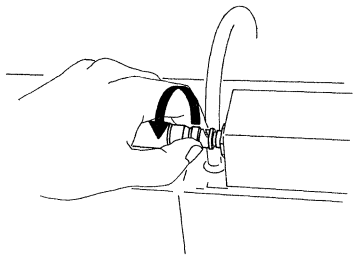
☐ Step 4 Signal Cable

Connect one end of the signal cable to the connector on the display unit and twist firmly.

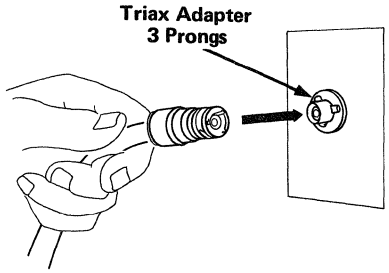




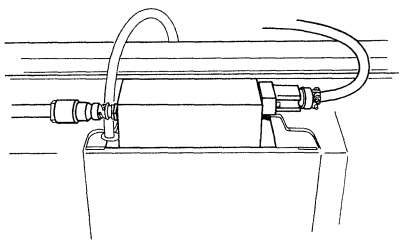




Connect the other end to an outlet within the wall that has a Triax Adapter. This adapter should have three prongs instead of two.

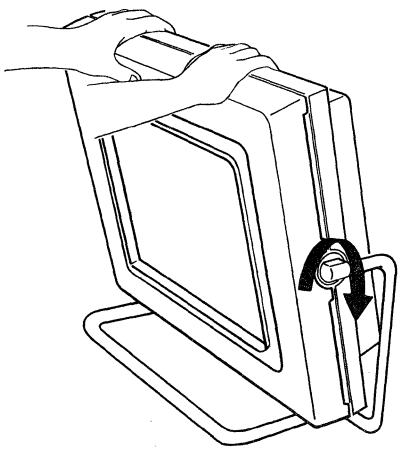


Steps 3 and 4 Completed



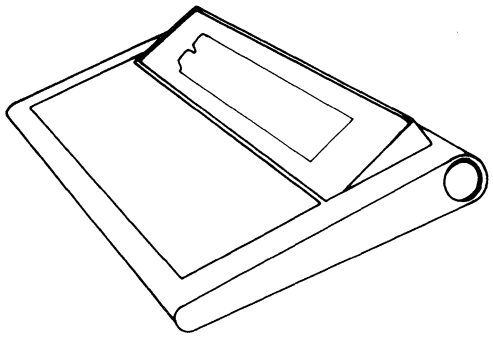
☐ Step 5 Rotating the Display Unit to Its Original Position

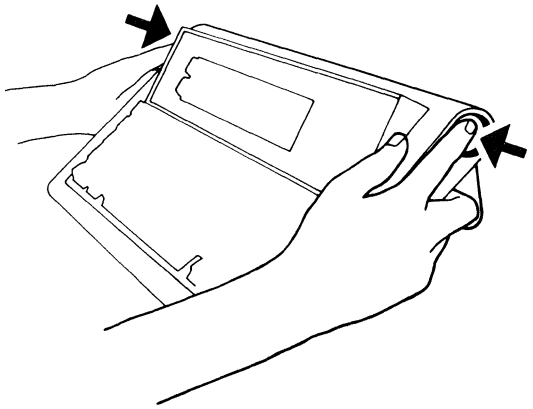
Rotate the display unit to its original position.

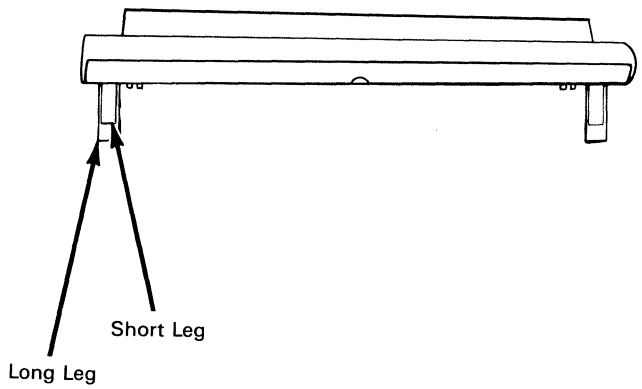


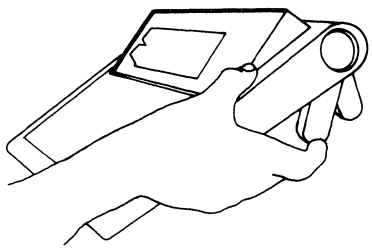
☐Step 6 Adjusting the Keyboard

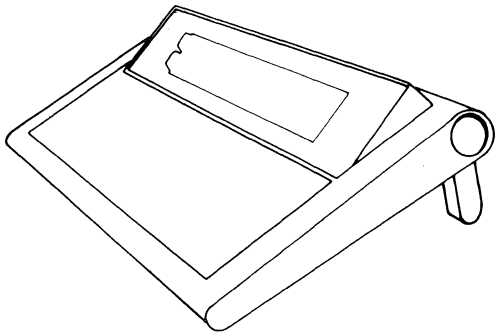
1. To release the keyboard legs, press the button on each side of the keyboard.
2. Adjust the height by selecting the short or long legs.
3. Set the short legs by pushing the long legs on the bottom back into the keyboard.





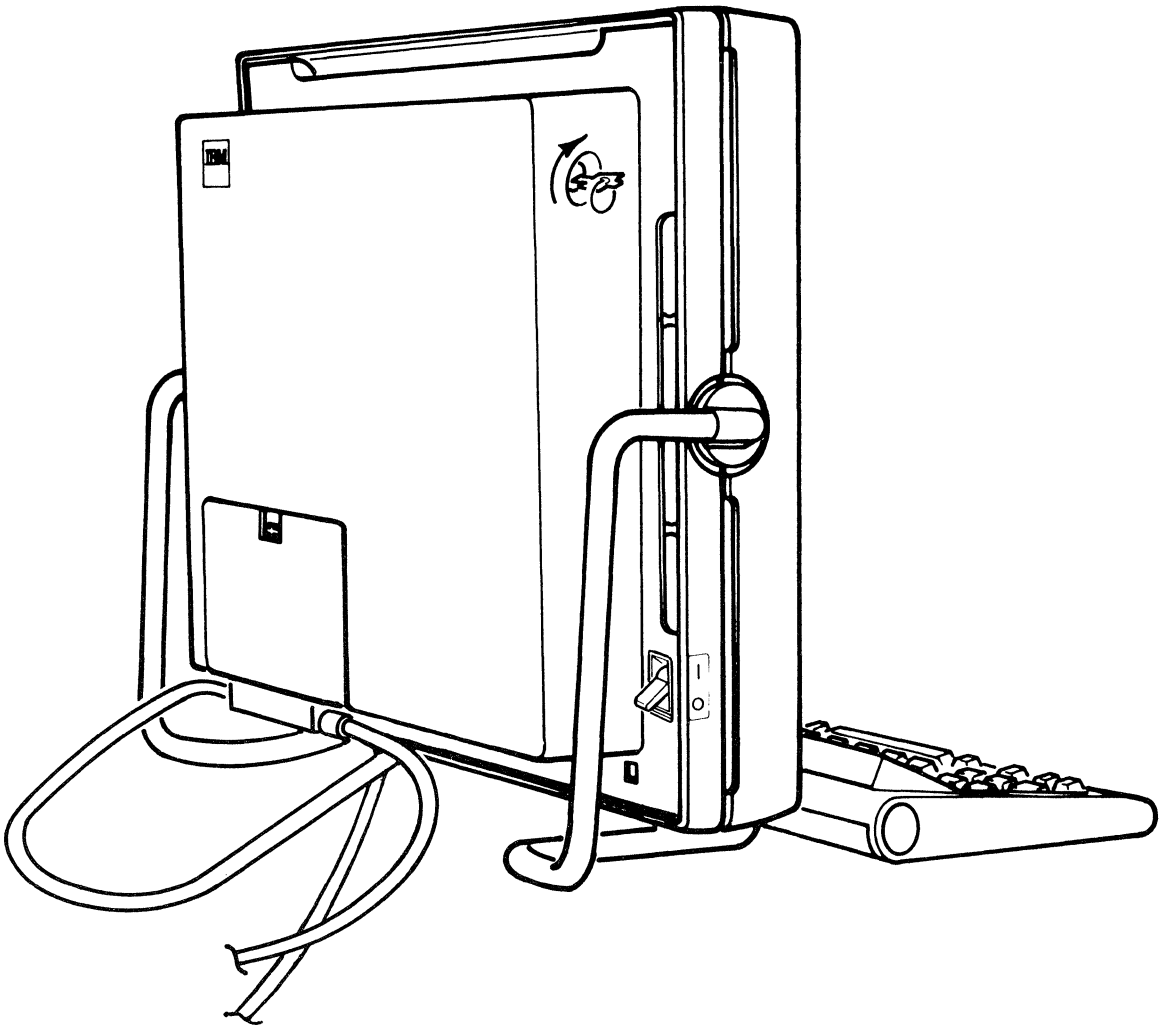


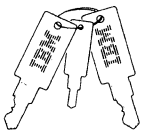




☐Step 7 Installing and Operating the Security Key

Insert the key. Turn it **clockwise**.



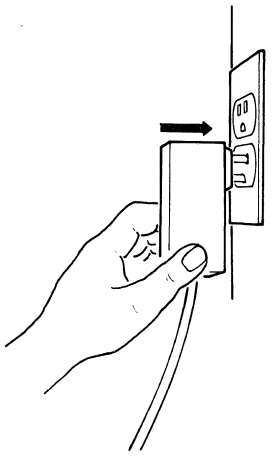


Note: Replacing the Security Key

The 3290 T is shipped with two keys and a security key tag. Write down the security key tag identification number. Put one of the keys along with the security key tag and its recorded number, in a safe place. The other key is to be used with your 3290 T.

☐ Step 8 Plugging the Line Cord

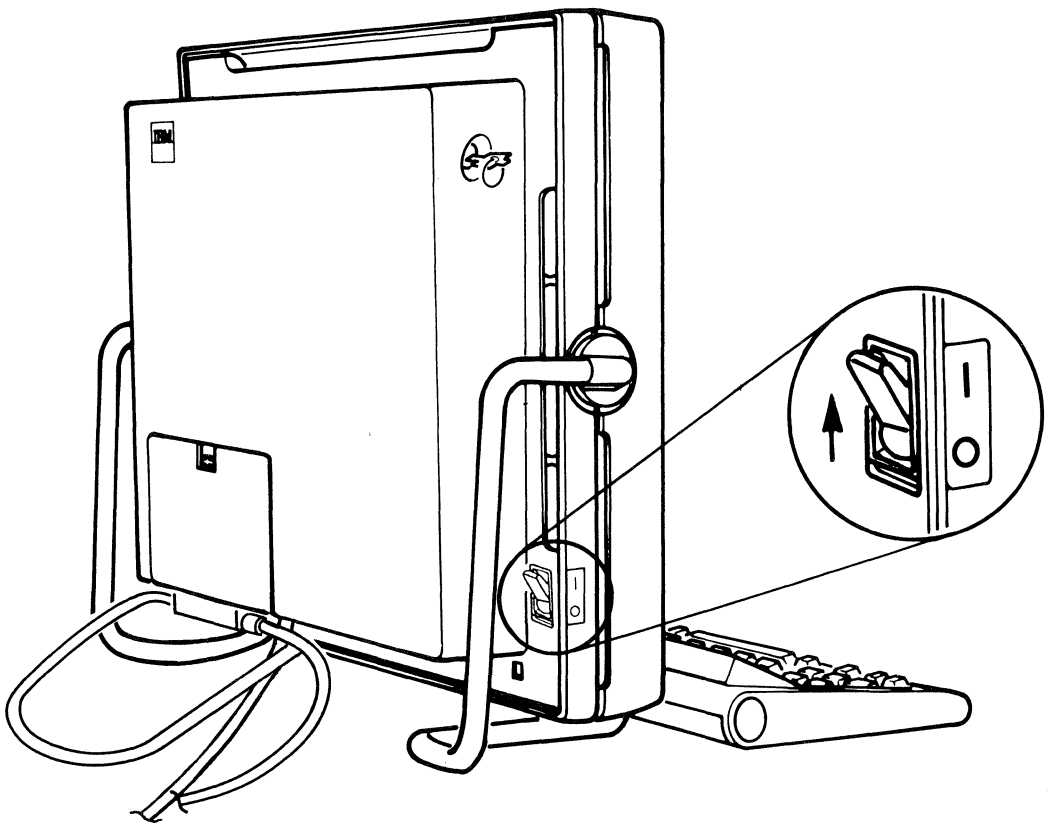
Plug the line cord into a grounded power outlet.



☐ Step 9 Setting the Power On

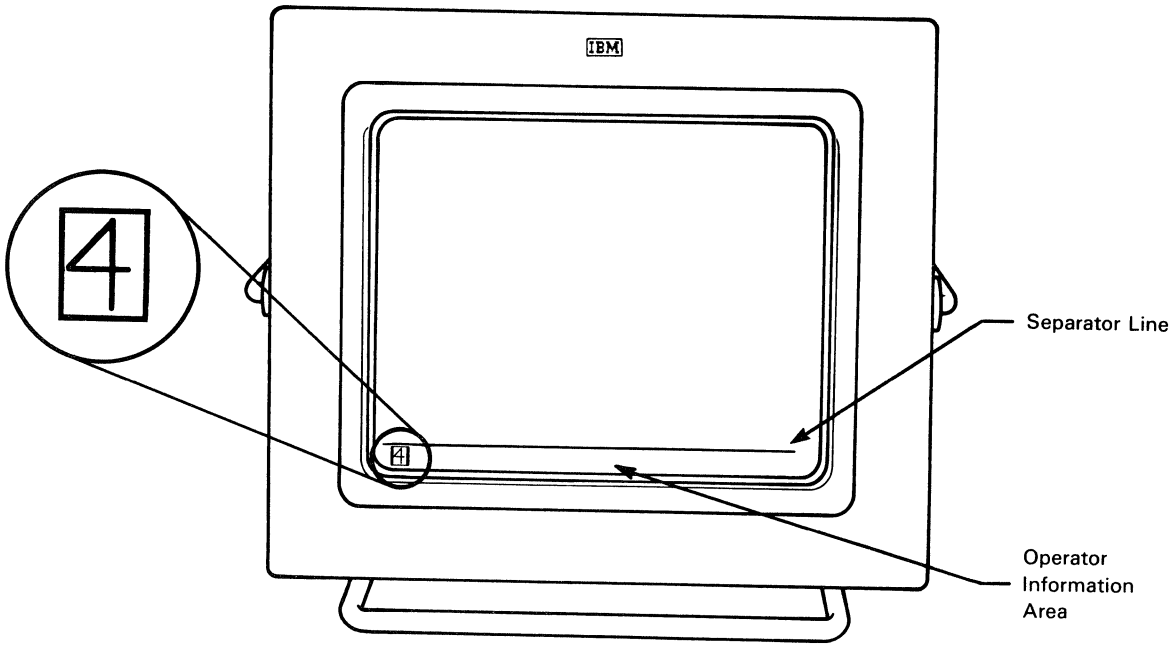
Set the power switch on. Lift it up to (|).

Note: When the power is on, a broad horizontal bar momentarily appears at the top of the screen and descends to the bottom.



☐Step 10 Checking the Indicators

When the display station on/off (|/O) switch is set to on (|), the display station performs a sequence of checks. These checks should be completed in less than 2 minutes.



SETUP IS COMPLETED when one of the following indicators is displayed on the left side of the Operator Information Area:

INDICATOR	MEANING
000	The signal cable is not attached, or communication with the control unit has not been established.
<2>	The display station is in Setup Level 2. Refer to either "Setup Mode Function" in the *IBM 3290-2 Information Panel Description and Reference*, GA23-0241 or "Setup Mode" in the *IBM 3290-2 Information Panel Operator's Guide*, GA23-0242, for further instructions.
4	The display station is attached to a control unit.

If you did not receive one of the above indicators, refer to Section 2, "Problem Determination," within this manual.

Note: **Save this manual for future reference.**

Section 2: Problem Determination

- **If your symptoms change, always return to Step 1 of "Problem Determination Procedures" on page 11 and start again.**
- **Leave the 3290 T exactly as it was when the problem occurred.**
- **Do not turn off power or change anything unless directed to do so by these instructions.**
- **Answer the questions in sequence and take the required action.**
- **If you have already turned off power, turn it back on before proceeding in these instructions.**
- **Go to Step 1 of "Problem Determination Procedures" on page 11.**

Problem Determination Procedures

1. DID YOU JUST TURN THE POWER ON?

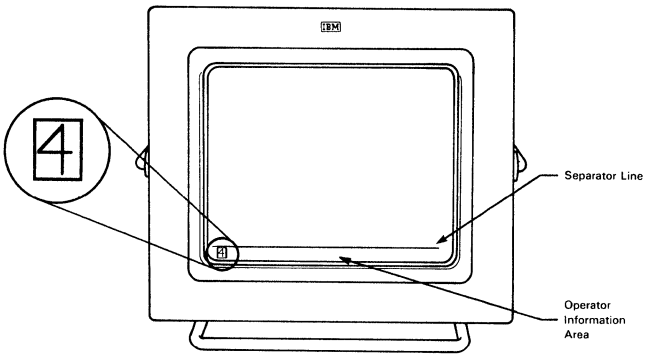
Yes No

|

Go to "Problems That Occur While Using the 3290 T" on page 14.

Normally, when the power is turned on, a broad horizontal bar momentarily appears at the top of the screen and descends to the bottom.

Wait 2 minutes for the power-on sequence to complete.



2. DOES THE PROBLEM STILL EXIST?

Yes No

|

Continue with your work.

Does the screen show 4 in the operator information area below the separator line?

Yes No

|

Record any numbers in the left corner of the operator information area. Look under the SYMPTOM column for "Problems That Occur During Power-on Sequence" on page 12.

Record any numbers in the left corner of the operator information area. Look under the SYMPTOM column for "Problems That Occur While Using the 3290 T" on page 14.

Problems That Occur During the Power-On Sequence

Match your symptom with one of the symptoms in Figure 1 and take the action specified. For each symptom, the most probable cause is listed first.

Symptom (See note)	Probable Cause	Action
Blank screen (No separator line)	3290 T	See "Blank Screen Problem" on page 18.
nnnn 1110 1111	1. Keyboard cable not plugged in	Check the keyboard cable. Refer to page 4 for the proper instructions.
	2. Defective 3290 T	Contact your local IBM representative.
0001 0010 0011 0100 0101 nnnn 0110 0111 1000 0001 □ 0001 □ nnnn 0001	Defective 3290 T	Contact your local IBM representative.
1000	1. Control unit not ready or signal cable not connected or damaged	Make sure the signal cable is properly connected. Refer to page 5 for the proper instructions. If the problem still exists, follow the local procedures for reporting problems with the control unit.
	2. Defective 3290 T	Contact your local IBM representative.
□ □ nnnn	1. Control unit communication interrupted during downstream load	Follow the local procedures for reporting problems with the control unit.
	2. 3290 T microcode	Follow the local procedures for reporting 3290 T microcode problems.
	3. Defective 3290 T	Contact your local IBM representative.
1000 0010 □ nnnn 0010	Control unit diskette not ready	1. Ensure that the correct diskette is in the control unit, that it is properly inserted, and the diskette drive door is closed. 2. Turn the 3290 T power off and then on. 3. Wait 2 minutes (testing). 4. If the problem still exists, follow the local procedures for reporting problems with the control unit.
Note: n = 0 or 1		

Figure 1 (Part 1 of 2). Problems That Occur During the Power-On Sequence

Symptom (See note)	Probable Cause	Action
1000 0011 □ nnnn 0011	Requested file cannot be found	1. Turn the 3290 T power off and then on. 2. Wait 2 minutes (testing). 3. If the problem still exists, follow the local procedures for reporting problems with the control unit.
1000 0100 □ nnnn 0100	Control unit failure	
1000 0101 □ nnnn 0101	Control unit machine check	
1000 0110 □ nnnn 0110	Sync Check - failure to execute microcode	
Any other problem	3290 T	See "Problem Analysis Procedures" on page 17.
Note: n = 0 or 1		

Figure 1 (Part 2 of 2). Problems That Occur During the Power-On Sequence

Problems That Occur While Using the 3290 T

Match your symptom with one in Figure 2 and take the action specified.

Symptom	Probable Cause	Action
Blank screen (No separator line)	3290 T	Go to "Blank Screen Problem" on page 18.
Keyboard problem	3290 T	Go to "Keyboard Problem" on page 19.
Audible alarm problem	3290 T	Go to "Audible Alarm Problem" on page 19.
204 207 208 211	3290 T	1. Press reset and retry the operation. 2. If the problem still exists, turn the power off and then on again. If the symptom changes, go back to step 1 of "Problem Determination Procedures" on page 11. 3. If the problem still exists, contact your local IBM representative.
209	3290 T	1. Make sure the signal cable is connected. Refer to page 5 for the proper instructions. Press reset and retry the operation. 2. If the problem still exists, turn the power off and then on again. If the symptom changes, go back to step 1 of "Problem Determination Procedures" on page 11. 3. If the problem still exists, contact your local IBM representative.
240 242 243	3290 T	1. Press reset and retry the operation. 2. If the problem still exists, turn the power off and then on again. If the symptom changes, go back to step 1 of "Problem Determination Procedures" on page 11. 3. If the problem still exists, contact your local IBM representative.

Figure 2 (Part 1 of 3). Problems That Occur While Using the 3290 T

Symptom	Probable Cause	Action
590	Control unit not responding to device request	1. Press reset and retry the operation. 2. If the problem still exists, turn the power off and then on again. If the symptom changes, go back to step 1 of "Problem Determination Procedures" on page 11. 3. If the problem still exists, follow the local procedures for reporting problems with the control unit.
200 to 599 (NOT LISTED ABOVE)	Control Unit/Host	1. Press reset and retry the operation. 2. Refer to *3274 Control Unit Description and Programmer's Guide,* Appendix A, GA23-0061. 3. If the problem still exists, follow local the procedures for reporting problems with control unit/host.
620	3290 T	1. Press reset and retry the operation. 2. If the problem still exists, turn the power off and then on again. If the symptom changes, go back to step 1 of "Problem Determination Procedures" on page 1. 3. If the problem still exists, contact your local IBM representative.
630	Unknown diskette or hardware error	1. Press reset and try again. 2. Check that the correct diskette is in the control unit. 3. If the problem still exists, follow the local procedures for reporting problems with the control unit.
631	Diskette file not found	
632	Diskette media error	1. Press reset and try again. 2. Replace the diskette. 3. If the problem still exists, follow the local procedures for reporting problems with the control unit.
633	Diskette overrun	1. Press reset and try again. 2. If the problem still exists, follow the local procedures for reporting problems with the control unit.

Figure 2 (Part 2 of 3). Problems That Occur While Using the 3290 T

Symptom	Probable Cause	Action
634	Unable to write to diskette file	1. Check that the correct diskette is in the control unit. Press reset and retry the operation. 2. If the problem still exists, follow the local procedures for reporting problems with the control unit.
635	Diskette not ready	
636	Diskette file locked (File is being used by another operator.)	1. Press reset and wait until the other operator is finished before trying again.
637	Diskette file overflow	1. Press reset and try again. 2. If the problem still exists, follow the local procedures for reporting problems with the control unit.
638	Not able to read the diskette file	
639	Diskette file not locked	
640	Wrong diskette in control unit	1. Check that the correct diskette is in the control unit. Press reset and retry the operation. 2. If the problem still exists, follow the local procedures for reporting a problem with the control unit.
641	Error queue overflow	1. Press reset and try again. 2. If the problem still exists, follow the local procedures for reporting a problem with the control unit.
650 to 654	3290 T	1. Turn the power off and then on again. 2. If the problem still exists, contact your local IBM representative.
657 to 699	3290 T	1. Turn the power off and then on again. 2. If the problem still exists, contact your local IBM representative.
PROG700 to PROG799	Host	1. Press reset and retry the operation. 2. If the problem still exists, contact your host support programmer.
Any other problem	3290 T	Go to "Problem Analysis Procedures" on page 17.

Figure 2 (Part 3 of 3). Problems That Occur While Using the 3290 T

Problem Analysis Procedures

Do you have a blank screen (no separator line)?

No Yes
| |
| Go to "Blank Screen Problem" on page 18.
|

Do you have a problem with the keyboard?

No Yes
| |
| Go to "Keyboard Problem" on page 19.
|

Do you have a problem with the audible alarm?

No Yes
| |
| Go to "Audible Alarm Problem" on page 19.
|

Do you have any of the following symptoms?

1. Nothing displayed below the separator line
2. Distorted display of characters or data
3. Missing characters or data
4. Keyboard clicker inoperative
5. Security keylock inoperative.

No Yes
| |
| Contact your local IBM representative.
|

Your problem is not in the 3290 T. Follow the local procedures for reporting problems.

Blank Screen Problem

Turn the power off and then on.
Wait 2 minutes for the power-on sequence to complete.

DOES THE PROBLEM STILL EXIST?

Yes No

No:

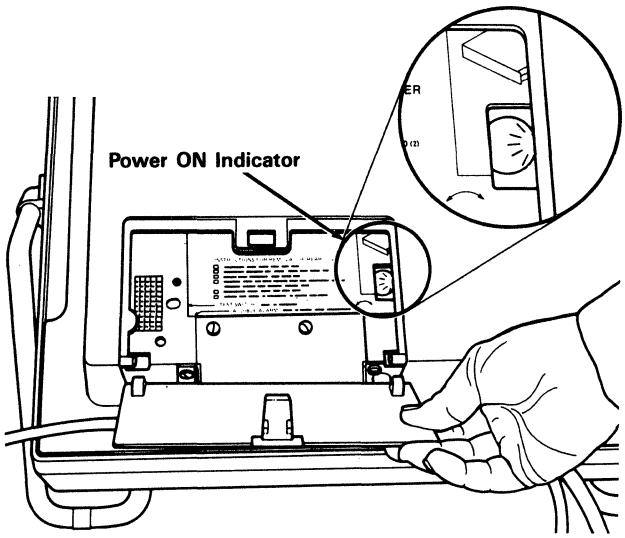
The problem is resolved.
Continue with your work.

Yes:

IS THE POWER-ON INDICATOR ON?
(A red light should be visible through the hole in the cover where indicated.)

Yes No

No:



Turn the power off.
Ensure that the line cord is plugged in and there is power at the outlet.
Turn the power on.

DOES THE PROBLEM STILL EXIST?

Yes No

No:

The problem is resolved.
Continue with your work.

Yes:

Contact your local IBM representative.

Yes:

Contact your local IBM representative.

Keyboard Problem

1. Turn the power off.
2. Ensure that the keyboard cable is plugged in. Refer to page 4, Steps 2 and 3, for the proper instructions.
3. Turn the power on. Wait 2 minutes for the power-on sequence to complete.
4. Retry the operation that failed.

DOES THE PROBLEM STILL EXIST?

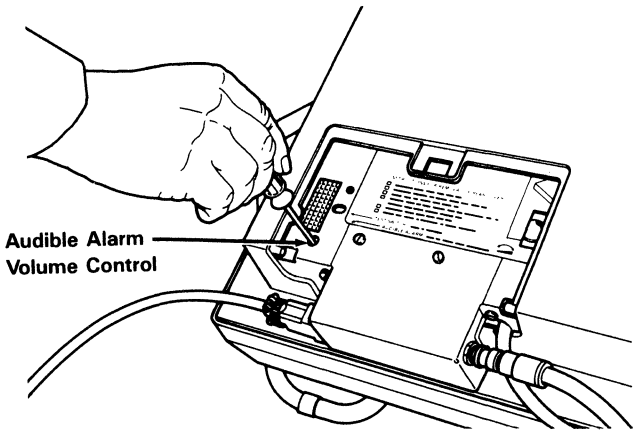
Yes No

The problem is resolved.
Continue with your work.

Contact your local IBM representative.

Audible Alarm Problem

Turn the volume control fully clockwise with a screwdriver or screwdriver type device.



Perform a procedure that sounds the audible alarm.

DID THE ALARM SOUND?

Yes No

Call your local IBM representative.

The problem is resolved. Continue with your work.

IBM 3290 T
Information Panel

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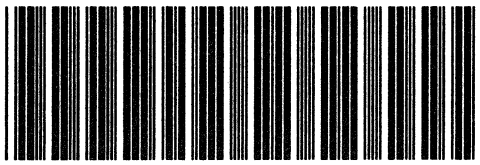

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