

Titan2 Remote Troubleshooting Manual (Updated 24 Jan 2018)

	COMMON SYMPTOMS	REMEDIAL ACTION
A	SOLAR MODULE	
1	New solar module, when connected to the Titan2 system, only provides enough power for 2 to 3 hours only.	For safety reasons, we ship our batteries at 30% capacity. Charge the system continuously for 8 hours with the provided AC lithium charger.
2	The Titan2 system is not functioning after connecting the solar module.	Open up the remote module and turn on the red switch. Then, turn on the Titan2 miniPC. A green LED light will appear. If the light is red, the Brain is off.
3	Unsure if the solar battery is fully charged.	You can also use the AC charger to charge the system. The AC charger LED will turn green when the solar battery is fully charged.
4	Unsure if the solar charger is charging the battery.	You may purchase a battery tester from Tbox which can provide information of the charging status and capacity of the battery.
5	The solar battery is not charging even though the system is under direct full sunlight.	Check that the solar cable is connected properly and then re-charge the system.
6	I over-tightened the connector and damaged it.	You can purchase a new replacement connector from us with a supporting photograph of the damaged part.
7	The Titan2 Solar System has been running continuously for 18 months and the battery life seems to run out more quickly.	The average lifespan for the lithium ion battery is 500 charging cycles or around 18 to 24 months of usage. You can purchase a new replacement lithium ion battery from us.
8	The Titan2 Remote is not running, though its LED indicator light is lit.	Connect to a HDMI monitor. If nothing appears on screen, restart the red switch. Then, turn on the Titan2 miniPC. A green LED light will appear.
B	CAMERA MODULE	
1	Camera is working properly, but the Titan2 Remote is not functioning. The LED indicator light on the mini PC is "off"	If the miniPC LED does not "light up", change the power converter in the Titan2 Remote.
2	The camera does not capture	Make sure the photo folder location is properly

	any photographs when it is triggered from the software.	set so that the photos can be saved in the right folder.
3	Condensation on the inside of the front lens on the camera housing.	You may place some of the silica gel inside the Titan2 case to reduce water condensation.
4	Rainwater enters the Titan2 Remote.	Install the air vent provided if the angle of the mounting is more than 45 degrees upwards or downwards.
5	Rainwater enters the camera casing even when the backpack is dry.	Check the 'O' ring seal around the opening of the Titan2 case. Get a replacement 'O' ring if it is worn out.
6	Camera is non-responsive.	Turn off and on the camera. Check for the camera error code, if any.
7	Camera does not power up.	Check the power supply to the unit and the cables. Then check the battery adapter, it may be a faulty.
C	SOFTWARE RELATED	
1	Digicam cannot detect the camera	The camera is likely to be non-responsive. Restart the DSLR. Check for the camera error code, if any.
2	Digicam connection to the camera is intermittent	This is likely due to a faulty USB cable or USB hub. Change them if necessary
3	Digicam software hang	Clear the USB storage if its full. It is likely that cache memory is full. Restart the system.
4	Allway software is not syncing	Check the status bar if there is any movement. Restart software, click "Analyze", then "Synchronize".
5	Teamviewer is not working	Check the data network. This may be due to slow or weak network signals.
6	The Titan2 stopped taking photos in the middle of the night.	Windows 10 automatic update usually happens in the middle of the night. Unfortunately, the update will stop the Digicam software. Go to Digicam and restart the time-lapse.