Description of Normal Operation for the Sign’s Internal Power Supply

Diagnostic LEDs are included on the internal power supply to aid in verifying that input power is present and is being transferred to the sign face through the output connectors.

**V Out LED**
This LED illuminates Green when 120-277VAC power is applied to the internal power supply’s input power pigtail. **Note:** The transformer on the power supply converts 120-277VAC power to +12V.

**Output Connectors**
These connectors transfer power from the internal power supply to the sign face to illuminate the individual message(s).

For signs with one message and one power supply, the V Out LED should illuminate green when the message is powered. For signs with multiple message and/or multiple power supplies, the V Out LED on each power supply of the energized message should illuminate. **Note:** A longer single message may require multiple power supplies to illuminate the entire message.

Tools Needed:
- Philips head screwdriver
- Multi-meter

Always turn off the power to the sign prior to opening the cabinet. Disconnect the power wires going to the sign.

- Note: Clear all metal chips created by drilling into sign cabinet.
- Note: Do not overtighten fasteners or distort back panel.
- Note: Make appropriate wiring connections per local codes.

Diagnostic LEDs are included on the internal power supply to aid in verifying that input power is present and is being transferred to the sign face through the output connectors.

**Single Message with Multiple Power Supply Example**

```
<table>
<thead>
<tr>
<th>Power Supply</th>
<th>Neutral</th>
<th>120-277VAC</th>
<th>SPST On/Off Switch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Power Interconnect (Factory installed)</td>
<td>V Out LED</td>
<td>Message A Lead (Black Wire)</td>
<td></td>
</tr>
<tr>
<td>Output Connector</td>
<td>Neutral (White Wire)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```
Problem: Dark band or area when message is illuminated

PHX(F) Series 120-277VAC

There is a dark band or dark area when message is illuminated

Do some areas of the sign face appear dark when illuminated?

YES

Entire sign needs replaced

Contact sales with the serial number of the sign, and be prepared with other relevant information:

- Input voltage reading from multimeter.
- Output voltage of power supply.
- Photos/video showing the issue/damage.
- Photos of the inside of the sign, showing the wiring and power supplies.

Please refer to the diagrams on page 1.
Problem: A message is lit that shouldn’t be

PHX(F) Series 120-277VAC

Contact sales with the serial number of the sign, and be prepared with other relevant information:

- Input voltage reading from multimeter.
- Output voltage of power supply.
- Photos/video showing the issue/damage.
- Photos of the inside of the sign, showing the wiring and power supplies.

Please refer to the diagrams on page 1.
Problem: Display is flickering

PHX(F) Series 120-277VAC

Display is flickering

Is the V Out LED illuminated steady?

NO -> Check incoming voltage, power source, switches and wiring

YES -> Is the output connector secure?

YES -> Supply is defective and needs replaced

NO -> Re-attach connector

Contact sales with the serial number of the sign, and be prepared with other relevant information:
- Input voltage reading from multimeter.
- Output voltage of power supply.
- Photos/video showing the issue/damage.
- Photos of the inside of the sign, showing the wiring and power supplies.

Please refer to the diagrams on page 1.
Entire message is out

Is the V Out LED illuminated on the affected power supply?

Is the output connector secure?

Can you measure the correct incoming voltage at the sign?

Are the input connectors and pigtail secure?

Supply is defective and needs replaced

Contact sales with the serial number of the sign, and be prepared with other relevant information:

- Input voltage reading from multimeter.
- Output voltage of power supply.
- Photos/video showing the issue/damage.
- Photos of the inside of the sign, showing the wiring and power supplies.