

Troubleshooting - Havis Integrated Control System for Ford Police Interceptor Sedan & Utility

www.havis.com
1-800-458-3410

ICS-B-FXX-XXX-Troubleshooting_11-09-17

The Havis ICS Support and Repair Policy can be found on the Integrated Control System FAQ webpage.
<http://customers.havis.com/index.php/faqs-products/integrated-control-system>

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
ICS Issues		
When I follow the Software Update section of the manual, the ICS doesn't perform the update procedure.	Your USB Memory stick may not be setup/ configured properly.	Confirm the vehicle key is in the ACC or RUN position to turn system power on.
		Confirm the firmware file you downloaded is not placed in a sub-folder. The system will only recognize files saved at the top level.
		Confirm there is only (1) downloaded firmware version saved on the USB Memory Stick.
		Do <u>NOT</u> unzip the P8500-dcm-Lectronix-P3.x.x.zip file
		Confirm the firmware file was not renamed and follows the format: P8500-dcm-Lectronix-P3.x.x.zip
		Confirm the USB Memory stick is working by plugging it into an external device, such as a laptop or tablet.
		Reset the ICS by holding the power button for more than (6) seconds.
		Your USB stick may not be formatted correctly. Check on PC to ensure the USB stick is formatted as FAT 32.
	Not all USB sticks will be supported. Try a different USB stick.	
HVAC Control Buttons don't appear to be working.	Vehicle Power may not be on.	Confirm the vehicle key is in the RUN position to turn the HVAC system on. If the Vehicle key is in ACC mode, the ICS will power the Touch Screen Display Controls buttons only. HVAC Control will not operate unless vehicle key is in the RUN position.
	Your HVAC System may not be on.	Fan Speed and Temperature Buttons will not turn the HVAC system on. Click on the Fan icon or any other HVAC button to turn the HVAC system on.
	Need to reset the ICS.	Press and hold the Power button on the HVAC Control panel for 7 seconds or until the display goes blank. If problem persists, disconnect the vehicle battery for 2 minutes.
	HVAC not at latest firmware revision.	Update the ICS to latest firmware revision. Follow instructions under Software Update .
I cannot control the rear vents with the HVAC Controls.	HVAC not at latest firmware revision.	Update the ICS to latest firmware revision. Follow instructions under Software Update .
	Vehicle was not equipped with rear vent control option.	See HVAC Controls Overview on page 6 for details.
	Rear Climate Control not enabled.	See HVAC Controls on page 7 for instructions to enable rear vents.
I see a "No Video" message displayed when running the NTSC Camera Application .	Your NTSC Camera may not be setup properly.	Confirm the NTSC Camera is connected to the RCA Jack on the Vehicle wire harness (GSM70076 or GSM70111). See Wiring Diagram for more details. Check to ensure the NTSC camera installed has the proper power.
The ICS is frozen or locks up during operation.	Your system may need to be restarted.	Reset the ICS by holding the power button for more than (6) seconds.
		Disconnect the Vehicle Battery for more than (5) minutes.
		Update the ICS to the latest firmware revision. Follow instructions under Software Update .
		Perform a Factory data reset. See page 11 for instructions.
ICS lost the Date and Time.	Vehicle power may have been absent for over (30) days.	The Date and Time will need to be reset. See page 23 for instructions.

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
ICS Issues (continued)		
Event Log Export fails during processing.	Event Log Export fails during processing.	Verify the USB stick is formatted to FAT 32.
		Verify the USB stick has at least 100 MB of available space.
		Try a different USB stick.
My laptop displays a pop-up window for a new Drive (E:)	The ICS software creates this drive to allow software updates via the laptop instead of a USB stick (see page 21).	Disable "Autoplay" on your laptop's operating system.
Incompatible HVAC Cable warning message.	The HVAC Cable is not compatible with this revision Embedded Processor in this vehicle.	Capture an event log (see page 11 for details) and email the log files to RMA@havis.com .
Incompatible Embedded Processor warning message	This revision Embedded Processor is not compatible with this vehicle.	Capture an event log (see page 11 for details) and email the log files to RMA@havis.com .

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
Audio Issues		
I cannot hear my externally connected computer, laptop, or tablet's audio through the vehicle speakers.	AM/FM/WB Radio Volume may be too high.	Check the MUTE button on the AM/FM/WB Radio Application. A gray line under the icon will be present when the system is muted. Lower the volume of the AM/FM/WB Radio Application
	The PC Audio Input Gain is set too low.	Increase the PC Audio Input Gain: 1. Select the Settings icon from the "Tab Selection" area at the top of the screen when using the Video Display Mode 1 displaying the ICS Applications. 2. Select Audio Input Gain 3. Select PC 4. Use the screen to increase the PC Audio Input Gain <i>NOTE: Depending on your ICS Settings, you may need to log on as the Administrator to perform the above steps. See page 9 for these instructions.</i>
	Your externally connected device's audio may not be setup/configured correctly.	GSM70074: The PC audio interface is set to USB Audio by default (no audio cable required). If the audio is not working properly, you can change the PC audio interface to Analog. See page 19 for details.
		Confirm the audio cable (GSM70074) is connected to your device and the A/V Extender. See Wiring Diagram on page 41 for details. <i>NOTE: The ICS A/V Extender HDMI port does not support audio.</i>
		Increase the audio level on your device: 1. Open Audio in Control Panel . Adjust the audio level as needed.
		While the computer is docked, ensure the correct playback device is configured/enabled on the computer. Control Panel > Device Manager > Audio Outputs > High Definition Audio Device (or similar)
		Restart your externally connected computer, laptop, or tablet.
Known CF-19 Driver issue	Panasonic FAQ: http://pc-dl.panasonic.co.jp/dl/docs/060222?no=9&trn_org=3	

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
<i>Audio Issues (continued)</i>		
I hear my externally connected computer, laptop, or tablet and either the AM/FM/WB audio or the AUX INPUT audio simultaneously.	By design, the externally connected computer, laptop, or tablet's audio is mixed with either the AM/FM/WB or the AUX INPUT.	<p>MUTE the AM/FM/WB Application or the AUX INPUT. Adjust the volume control found on the externally connected computer, laptop, or tablet.</p> <p>Adjust the mixer settings:</p> <ol style="list-style-type: none"> 1. Select Settings from the "Tab Selection" area at the top of the screen when using the Video Display Mode 1 displaying the ICS Applications. 2. Select Sound 3. Select Mixer 4. Adjust the PC, AM/FM Radio and Aux Input relative audio levels.
I cannot hear the AM/FM/WB Audio through the vehicle speakers.	Your AM/FM/WB Radio Application may be muted.	Check the MUTE button on the AM/FM/WB Radio Application . A blue line under the icon will be present when the system is not muted.
	ICS Application Setting may not be configured appropriately.	<ol style="list-style-type: none"> 1. Select the Settings icon from the "Tab Selection" area at the top of the screen when using the Video Display Mode 1 displaying the ICS Applications. 2. Select Admin Ops 3. Select System I/O 4. Select Two way radio squelch input pull-up if you do not have the two way radio option for the ICS. This setting allows the AM/FM/WB Radio to utilize the in-vehicle speaker system. <p><i>NOTE: Depending on your ICS Settings, you may need to log on as the Administrator to perform the above steps. See page 9 for these instructions.</i></p>
Externally connected computer, laptop, or tablet's audio is distorted through the vehicle speakers.	Th PC Audio Input Gain is set too high.	<p>Decrease the PC Audio Input Gain:</p> <ol style="list-style-type: none"> 1. Select the Settings icon from the "Tab Selection" area at the top of the screen when using the Video Display Mode 1 displaying the ICS Applications. 2. Select Audio Input Gain 3. Select PC 4. Use the screen to decrease the PC Audio Input Gain <p><i>NOTE: Depending on your ICS Settings, you may need to log on as the Administrator to perform the above steps. See page 9 for these instructions.</i></p>

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
Audio Issues (continued)		
I cannot hear the Aux Audio through the vehicle speakers.	Your Aux Audio may be muted.	Check the MUTE button on the AM/FM/WB Radio Application. A blue line under the icon will be present when the system is not muted.
	The Aux Audio player level may need to be adjusted.	Adjust the volume on the device connected to the Aux port.
	Aux Input Audio Input Gain is set too low.	<p>Increase the Aux Input Audio Input Gain:</p> <ol style="list-style-type: none"> 1. Select the Settings icon from the “Tab Selection” area at the top of the screen when using the Video Display Mode 1 displaying the ICS Applications. 2. Select Audio Input Gain 3. Select Aux Input 4. Use the screen to increase the Aux Input Audio Input Gain <p><i>NOTE: Depending on your ICS Settings, you may need to log on as the Administrator to perform the above steps. See page 9 for these instructions.</i></p>

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
Video Issues		
ICS Touch Screen Display does not come on after turning the vehicle key to the RUN position.	Need to reset the ICS.	Press and hold the Power button on the HVAC Control panel for 7 seconds. If problem persists, disconnect the vehicle battery for 2 minutes.
	Brightness too low.	Press the Illumination Intensity button on the HVAC Control panel to increase brightness.
	The ambient temperature of the cabin may be too cold.	When the ambient temperature of the cabin is below -20C, the ICS Touch Screen Display heater is activated and will take up to 2 minutes before the screen is turned on. When the heater is activated, an audible message will be played over the system speakers, “Display warming up, please wait”.
ICS Touch Screen Display is cut off on the left side.	Your externally connected device doesn’t perform automatic video alignment.	<ol style="list-style-type: none"> 1. Select the Settings icon from the “Tab Selection” area at the top of the screen when using the Video Display Mode 1 displaying the ICS Applications. 2. Select Admin Ops 3. Select PC video alignment 4. A window will appear “PC video alignment.” Select PC does not perform automatic alignment (some tablet docks). <p><i>NOTE: Depending on your ICS Settings, you may need to log on as the Administrator to perform the above steps. See page 9 for these instructions.</i></p>



ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
<i>Video Issues (continued)</i>		
ICS Touch Screen Display does not show my externally connected device.	Your externally connected device's video may not be setup/configured correctly.	<p>Confirm the vehicle key is in the ACC or RUN position to turn system power on.</p> <p>Select SYSTEM application at top of ICS display and confirm the Audio/Video Extender 1 has a green oval for LINK. See System Application on page 29.</p> <p>Confirm the video cable is connected to your device and the A/V Extender. See Wiring Diagram on page 41 for details.</p> <p>Confirm your externally connected device is powered on.</p> <p>See Configure Computer, Laptop or Tablet on page 31 for detailed instructions on how to configure your device.</p> <p>Reboot your externally connected device and then reboot the ICS by pressing and holding the Power button on the HVAC Control panel for 7 seconds or until the display goes blank.</p>
	Your externally connected device may have been undocked and then re-docked.	Certain externally connected devices don't retain video settings when they are removed from docking stations. In the event the device is re-docked and the settings are lost, see Keyboard Shortcuts to activate External Monitor section of the Configure Computer, Laptop or Tablet .
My externally connected device's image is upside-down on the ICS Touch Screen Display.	Your externally connected device's video orientation may not be setup/configured correctly.	<p>Certain Video Cards have keyboard shortcuts to rotate the screen:</p> <ol style="list-style-type: none"> 1. While holding down <Ctrl> & <Alt> press the <Up Arrow> to rotate your screen to the (0) Degree setting. 2. While holding down <Ctrl> & <Alt> press the <Left Arrow> to rotate your screen to the (90) Degree setting. 3. While holding down <Ctrl> & <Alt> press the <Down Arrow> to rotate your screen to the (180) Degree setting. 4. While holding down <Ctrl> & <Alt> press the <Right Arrow> to rotate your screen to the (270) Degree setting. <p>Certain Video Cards have specific Display Settings to rotate the screen that are accessible through Windows:</p> <ol style="list-style-type: none"> 1. Right click on the desktop and select Graphic Options. 2. Then select Rotation. <p>Certain Devices have specific Display Rotation Buttons physically on the device:</p> <ol style="list-style-type: none"> 1. Press the Screen Rotation button on the device until the desired screen orientation has been met.
My externally connected device doesn't fill the entire ICS Touch Screen Display.	Your externally connected device's screen resolution may not be setup/configured properly.	Your ICS Touch Screen Display optimal resolution is 800 x 1280. See Configure Computer, Laptop or Tablet section for detailed instructions on how to configure your device.
The ICS Touch Screen Display doesn't wake up my externally connected device.	Your externally connected device power settings may not be setup/configured properly.	See Configure Computer, Laptop or Tablet section for detailed instructions on how to configure the power settings of your device.

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
<i>Video Issues (continued)</i>		
<p>The ICS Touch Screen Display's touch feature isn't performing well with my externally connected device .</p>	<p>Your externally connected device's touch screen settings may not be setup/ configured properly.</p>	<p>Confirm the USB cable (GSM70087) is connected to your device and the A/V Extender. See Wiring Diagram on page 41 for details.</p> <p>Touch Screen Settings for the laptop can be edited through the Windows Registry. Please contact your System Administrator prior to making any Windows Registry changes.</p> <ol style="list-style-type: none"> 1. Go to Start and select Run 2. Type in regedit and press enter 3. Click HKEY_CURRENT_USER, then click Control Panel and then click Mouse 4. On the right hand side of the window you will see the following settings: <ol style="list-style-type: none"> a. DoubleClickHeight b. DoubleClickWidth c. DoubleClickSpeed 5. The default setting for DoubleClickHeight & DoubleClickWidth is (4). We recommend a setting of (64) for both of these settings, which provides a touch area of roughly 1/2" margin between successive touches. 6. The default setting for DoubleClickSpeed is (500ms). We recommend a setting of (900ms), which provides more time between double clicks. 7. Reboot your externally connected device for these changes to take effect. <p>See Configure your Touch Settings on page 36 for details.</p>
<p>My externally connected device's image has vertical black lines or other video disturbances.</p>	<p>Your externally connected device's video adapter could be causing video sync issues.</p> <p>The ICS CAT6A cable between the Embedded Processor and A/V Extender may be damaged.</p>	<p>Havis recommends an active adapter for mini-DP to HDMI adapters (similar to Star Tech's MDP2HD4KS). DVI to HDMI adapters can be passive or active.</p> <p>Select SYSTEM application at top of ICS Display and confirm the Audio/Video Extender 1 has a green oval for LINK. If this LINK has a red oval, then the red CAT6A cable must be replaced via the Havis RMA process.</p>

ISSUE	POSSIBLE CAUSE(S)	POSSIBLE SOLUTION(S)
Keyboard Issues		
My Bluetooth keyboard won't connect with the ICS Applications.	N/A	A Bluetooth keyboard will not control the ICS applications, but can connect and control your laptop applications.
My externally mounted USB keyboard is not working.	Your keyboard may not be connected properly.	Confirm the vehicle key is in the ACC or RUN position to turn system power on.
		Select SYSTEM application at top of ICS display and confirm the Audio/Video Extender 1 has a green oval for LINK . See System Application on page 29.
		Confirm the Keyboard is securely connected to USB Cable inside the console. <i>NOTE: A Keyboard ICON will appear on the Status and Notification Bar of the ICS Application if the keyboard is securely connected.</i>
		Confirm the USB Cable is connected between your externally mounted computer, laptop or tablet and the A/V Extender.
	Confirm your externally connected device is powered on.	
	PS2 keyboards are not supported.	Use a USB keyboard.
My externally mounted keyboard remains illuminated when putting the ICS into "Lights Out" state.	Your keyboard may not be connected to the appropriate USB port on the Embedded Processor.	Connect the externally mounted keyboard to the appropriate Keyboard Port. See Wiring Diagram on page 41.
Keyboard, Mouse or Touch not working.	The ICS may not be connected properly.	Select the SYSTEM application at top of ICS Display and confirm all the ovals are green. If not, contact Havis Technical Support.
	Your externally connected device may need to be reset.	Reboot your externally connected device.
	The ICS may need to be reset.	Press and hold the Power button on the HVAC Control panel for 7 seconds or until the display goes blank.
	Your power settings may need to be changed.	See page 36, Configure your device to remain on while docked and follow steps 1-15.