
Time and Date or Configuration Loss

If you experience problems with your CPP 3794 saving Time and Date and or Configuration data you may have a battery failure.

The CPP 3794 is equipped with a Lithium Coin Cell Battery that should have a service or shelf life of 10 years or more. The battery itself is a Panasonic® BR2032-1VB. The BR series is a Ni/Li that provides a more stable voltage across the life of the battery particularly during the last half of discharge. The BR series also performs better at high temperatures than do other batteries.

What follows is a step by step to verify battery backup capabilities:

1. Open the top cover of the CPP 3794 and check the Processor board for the battery. It should be near the back of the CPP 3794 near center. It should be soldered in firmly to the Processor Board with 2 tabs. Also check to see if the jumper "J15" directly adjacent to it is in the BATT position.
2. Turn power off and disconnect power cord.
3. With a DC Voltage Meter check the battery voltage at the battery and at the Static Ram on pins 16 and 30. (16 = Gnd / 30 = +VBATT) This voltage should be in excess of 2.7 Volts DC for the Static Ram to retain memory and the Real Time Clock to retain Time and Date. If the voltage is lower than 2.7 Volts DC then you should contact H2NS for a replacement battery.
4. If your Battery checks out just fine but you still experience memory loss during power fails it could be a faulty circuit and you should contact H2NS Customer Support Department for a replacement part or an R.M.A. number to get your unit returned and repaired.