

Rapidlogger Systems

Tech Note #105 - Quick FAQ: LCD Display Problems at Power-On / Startup

This tech note is a short, quick-reference companion to Tech Note #47 (full LCD troubleshooting guide) for customers who see a display problem specifically at power-on or boot, before the unit has finished starting up.

Quick Triage

- Screen stays completely blank at power-on, no backlight at all -- check the main fuse and LED status first (Tech Note #32), then see the Basic section of Tech Note #47 for backlight/connector checks.
- Backlight is on but no text appears, or text is garbled/incomplete during boot -- see the Advanced section of Tech Note #47 for display connector and module checks.
- Unit appears to freeze on a boot/logo screen and never finishes starting -- this can indicate a firmware or CPU module issue rather than a display issue; verify firmware version (Tech Note #3) and consider whether a CPU module swap (Tech Note #44) is needed.
- Display works fine once fully booted but was briefly garbled only during the boot sequence -- this is often cosmetic and related to the display initializing before the processor finishes loading; if it clears up and stays clear, no action is needed.

If the Basic Steps in Tech Note #47 Do Not Resolve It

Contact support with the unit serial number (Tech Note #2), the exact point in the boot sequence where the problem appears, and whether the issue happens every power-on or only intermittently.