GOOD TO KNOW- TROUBLESHOOTING- FAQ

1. Have you flashed the latest ApolloCore?

2. Do you use the latest ApolloOS distro?

3. When the system powers on it runs through a self-test. Colours change quickly (1. Rainbow, 2. Blue, 3. Green, 4. Grey)
   Test failure will be shown with striped colours. Here is the explanation of what each color means.

Screen colour	Meaning?	What to do?
Rainbow stripes	Card selftest	All good
Blue	Fastmem test	All good
Green	Chipmem test	All good
Grey	Test done	Be happy all is fine 😊
Green stripes	Chipmem/Chipbus test fail	• Verify that the IDE/CF adapter is plugged in correctly. • Contact problem on IDE. Make sure the accelerator is plugged in correctly
Blue stripes	Fast mem faulty	Contact us on discord
Red stripes	Kickstart test faulty	This could indicate a core was not 100% finished flashing before power was switched off. Reflash Core to Fix. Allow at least 10 seconds after the flash completes before switching off and back on

4. For an Amiga Accelerator to run stable, a good and stable power is needed! If you experience crashes then a bad power supply could be the cause. Here are some reasons/solutions:

- The number of connected devices and cards will increase power consumption. This can cause too much of a voltage drop or current draw for the board to function correctly.
- HDMI switches or other devices connected after your accelerator can also cause power problems.
- The capacitors on the Amiga mainboard can go bad over time, causing them to fail to function well. Some can also leak, which can damage traces on the board. Recapping (replacing them) is the fix for this.
- Commodore sold PSUs in different strengths. Some early original A1200 PSUs were weak. The heavy brick A 500 PSU are the strongest Commodore sold.
- An Amiga PSU can grow weaker over the years. Even new or replacement PSUs often do not meet the required specifications. Please make sure that your PSU provides 5.0-5.3 volts to the plugged in accelerator! You can measure this at the USB port for example. **4.8 volts is too little and causes instability.**
- Please use only **one** wall plug for all devices attached to one system (monitor, Amiga, …). Sometimes voltage differences lead to stability problems or even to a short circuit. This applies to all electronic devices. Do you recall problems with HIFI amplifier and turntables not being on the same power, resulting in humming of the speakers?

➔If you suffer from crashes or stability problems, disconnect any extra drives or other devices currently plugged in to see if this resolves the problems.

5. Micro SD slots are spring loaded/removeable. Push the Micro SD card in far enough to feel the spring compress and push back a little against you. Card is held in place when pushed in far enough for the spring latch to engage and hold it in place. To remove the card, DO NOT PULL OUT. Instead, push the card in far enough to compress the spring and release the latch. The spring will push the card back out so it is easier to grab and remove. If you listen

carefully, you may hear a click when the spring latch both grabs or releases the card.

6. **RTC:** To save current system time to V4 RTC use cli command "I2Clock CHIP=DS3231 SAVE".

7. Apollo V4 FireBird pins are tiny and sensitive. Handle with extreme care and do not remove and replace more than absolutely necessary to avoid damaging or breaking them.

8. Some Amiga 1200 mainboards have bad signal quality on some lines of the CPU expansion port. These dirty signals will cause problems with a number of CPU accelerators. These problems can result in crashes. This problem is well known since the 90's and the A1200 mainboard are relatively easy to fix with soldering. The solution is called "timing fix", and requires removing small capacitors or resistors from the bottom of the motherboard. These are SMD components, so require some expertise to remove correctly without potentially damaging the board in the process.

9. If personal help is needed, do not hesitate to contact the Apollo-Team on the discord server.
   Here is the invitation link: https://discord.gg/D9gQpXgE6y