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Problem: DM-2 Keypad Buttons are not working.

Hardware: Retrotec DM-2 *mark I* and DM-2 *mark II*

Symptom: DM2 will power on but one or more buttons do not work.

Cause: Dislodged cables

Solution:

1. Remove AC power adapter and USB cable
2. Remove battery compartment cover
3. Remove lower battery to reveal ribbon cables connection the keypad to circuit board
4. With a small screwdriver, ensure that back cable connectors are properly seated –note that there are two ribbon cables back to back.
5. Reapply the AC power adapter
6. DM-2 will power on.
7. Press the [Exit] button to display the main operating screen.

Note that there are TWO physically separate connectors that need to be connected. The one in the rear can be quite difficult to physically connect, and care should be taken to ensure that both of these connectors are firmly depressed.

If this does not work the keypad may be defective. Contact Retrotec for further assistance.