

COMMUNICATION TROUBLESHOOTING

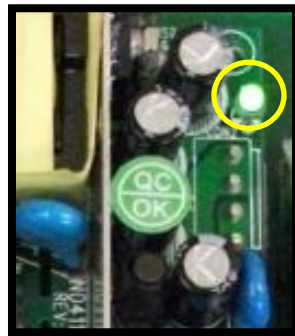
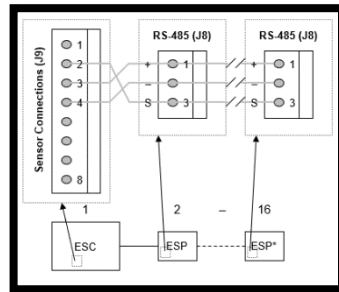
Perform the following steps when a “Comm Error” or “Validation” message is associated with any sensor or when a “No Sensors Found” message appears.

IMPORTANT: If the listed alarm appeared only after removing or replacing a sensor, please refer to the Replacing a Sensor document for resolution steps.

Hard-Wired Networks

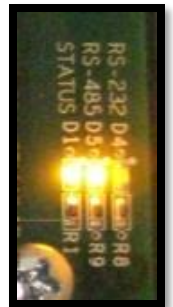
If there is only one connected sensor or all the sensors are connected via RS-485 cabling:

1. Verify the sensor showing the error or message is powered and that all terminal connections are secure.
2. For wired networks, ensure the communication cables are connected to the 3-pin RS-485 connectors on each Power Supply unit and terminate at the white and brown sensor connections of the 8-pin sensor terminal strip of the Controller. For more details on these connections, refer to the “Wired RS-485 Field Network” section of the manual. A “daisy-chain” method of interconnection between units is the only configuration that is recommended.
3. If the sensor showing the error is connected to a Power Supply unit, verify the green LED in the upper left corner of the unit is illuminated constantly.



- If the green LED is OFF, restore power to the unit and/or verify that power is getting to the unit.
 - If power has been verified and the LED is not illuminated, check the fuse (F1).

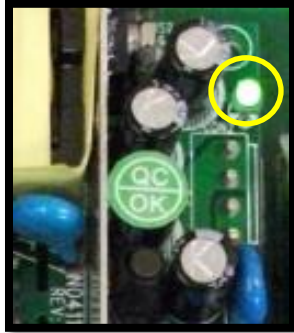
4. Check the amber RS-485 LED in the lower right corner of the Power Supply unit. This LED will flash with every message that is transmitted via the RS-485 cabling.
 - If the RS-485 LED is *not* flashing, double-check all interconnecting cables.
 - If no cabling issues were found, there may be a problem with the Power Supply unit.
 - If the RS-485 LED is flashing and there is still no communication from the sensor, there may be a problem with the sensor.



Wireless Networks

If the sensors are connected via wireless radio communication:

1. Verify the sensor showing the Comm Error or Validation message is powered and that all terminal connections are secure.
2. If the sensor showing the error is connected to a Power Supply unit, verify the green LED in the upper left corner of the unit is illuminated constantly.
 - If the green LED is OFF, restore power to the unit and/or verify that power is getting to the unit.
 - If power has been verified and the LED is not illuminated, check the fuse (F1).
 - If power and the fuse have been verified and the LED is still not illuminated, there may be a problem with the Power Supply unit.
 - If the green LED is FLASHING, power down the unit and remove the red and black wires from the sensor. Power the unit up once again.
 - If the LED is still flashing, there may be a problem with the Power Supply unit.
 - If the LED is on solid with the red and black sensor cables removed, there may be a problem with the sensor.



3. Check the amber RS-485 LED in the lower right corner of the Power Supply unit. This LED will flash with every message that is transmitted via the wireless radios.
 - If the RS-485 LED is *not* flashing, ensure the radio module in the upper right corner is fully seated. Additionally, try powering the unit off and back on.
 - If none of these steps resolve the issue, there may be an issue with the radio module.
 - If desired, the module could be swapped with another radio module to see if the problem stays with the unit or transfers to the other unit.
 - If the RS-485 LED is flashing and there is still not communication from the sensor, there may be a problem with the sensor.

