



## Quick FAQ

Looking for that quick answer? It may be here! Below are the most frequently asked questions to technical support. Still looking for an answer? We are here to help!

**800-229-7256**

### Thermostats

- ❑ Thermostat is working but will not communicate with the controller.
  - Is the thermostat enabled in setup?
    - Enable thermostats in 'Setup', 'Installer', 'Temperatures'
  - Are the thermostats addressed properly?
    - Consult the thermostat installation manual 'Installer Setup' – Option 00.
    - All thermostats must have a separate address.
    - An outdoor temperature sensor address is determined by the zone number assignment. A thermostat address and outdoor temperature sensor address can not be shared. It is recommended to use zone 15 for the outdoor temperature sensor to avoid conflict.
- ❑ The controller can communicate with the thermostat to change modes but can not request status or vice versa.
  - The red and black data connections MUST be tied together. See the 'Remote System Diagram' in the thermostat installation manual.
- ❑ Thermostats communicate properly but change settings on their own.
  - When communicating with a controller it is recommended to turn off the internal scheduler in the thermostat.
    - Thermostat installation manual 'Installer Setup' – Option 03, Value 05
- ❑ The thermostat resets any time it engages heat or cool.
  - The 'power stealing' function in thermostats are designed to draw current from the heat or cooling relays when the opposing system is engaged. This can only function in systems that have a common transformer for heating and cooling. For a heat only or cool only system it is necessary to connect the 24 volt common from the transformer to the thermostat.

### Consoles

- ❑ Consoles will not stop beeping when the controller is powered up.
  - Set console addresses.
    - Hold 4 and the ↑. All consoles must have a separate address.
- ❑ The display is hard to read.
  - Is the protective film removed?
  - Is the viewing angle set?
    - Hold 4 and the ↑. Press ↓ until 'viewing adjustment'.
    - Most installations use a value of 20.

### Controller Connections

- ❑ The system is powered up but is displaying 'low battery'. The battery is brand new.
  - All controllers require a 24VAC 40VA transformer.
- ❑ The phones in the house are working and the phone line is correctly wired to the control panel using a RJ-31x. The console says 'no phone line' and the system can not be accessed by phone.
  - All controllers are polarity sensitive. Reverse the phone line conductors (tip and ring) feeding the controller.
- ❑ The system is powered but nothing is happening.
  - Too much current consumption on an output. Check the following:
    - 1 amp total between internal AND external siren driver.
    - 1 amp total between switched auxiliary, auxiliary, console +/-, and trigger outputs. Too much current (100 mA max) through a trigger will damage the UDN2981A (U31) chip.

## PC Access

- ❑ The serial board is connected to the PC with a null modem cable. The software says 'On-Line' but the software will not communicate.
  - Confirm the 'modem' setting is the correct serial port and the baud rate is set to 9600 baud (serial board only, modem connections use 300 baud).
  - Many custom cables are incorrectly made. It is recommended to purchase a 9 pin female – 9 pin female NULL serial cable. This eliminates the cable from being an issue when troubleshooting.
  - Module 3 in the controller must be set to OmniLink. No other serial board mode will support PC Access communication.
- ❑ Trouble connecting to the controller with a modem.
  - Modem Connection – code set in 'configure modem', 'local access command'. Default is 'ATS11=150DT###11111'. Change '###1xxxx'. The xxxx must match one of the following:
    - User Code #1 currently in the controller memory.
    - Any Master Code currently in the controller memory.
    - PC Access Code currently in the controller memory.
  - Serial connection
    - User Code #1 MUST match User Code #1 in the controller.
- ❑ Everything is communicating correctly over a serial connection. The PC Access file is downloaded to the controller. The 'setup' is just about complete and the system hangs. The controller no longer communicates.
  - Module 3 was correctly set to OmniLink via the console. The PC Access file was based on a default file (Module 3 – Not Used). As the file was downloaded the serial board was turned off.
    - Module 3 must be set to OmniLink via the 'Setup', 'Installer', 'Expansion' menu on the console.
    - Module 3 must be set to OmniLink in the PC Access file BEFORE downloading the program.

## Expansion Enclosure / Hardwire Zone Expander

- ❑ The hardwired zone expander (10A06) zones are not showing up.
  - The hardwire zone expander must be enabled in 'Setup', 'Installer', 'Zone', 'Hardwired Expander = Yes'.
  - The hardwire zone expander begins on zone 17.
- ❑ The zones on the expansion enclosures are not showing up.
  - The expansion enclosure (17A00) is only compatible with 96 zone controllers.
  - The expansion enclosure must be enabled in 'Setup', 'Installer', 'Zone', 'Number of expansion enclosures = 1-4'. When using more than 1 enclosure verify the dip switch settings in the expansion enclosure installation manual.
  - Expansion enclosure zones start on zone 33.

## Power Line Carrier (X-10)

- ❑ X-10 response very slow.
  - X-10 transmissions are roughly 2/3 of a second per transmission. For a complete breakdown of X-10 transmissions and retry time calculations consult the dealer section of the web site.
  - Watch the TW-523 LED. The LED should blink each time a transmission is made. If the LED dims set the X-10 transmission mode to single phase (controller firmware revision 1.8 or higher).