

Data Remote Troubleshooting

Problem	Cause	Solution
<p>1. The Data Remote cannot be programmed from a local computer.</p> <p>2. Data Remote is not responding to the connected equipment.</p>	<p>Your computer is connected to the 'Data In Port' instead of the 'Programming Port'.</p> <p>The data remote is connected to your computer's parallel port instead of the serial port.</p> <p>Your communication software isn't configured properly.</p> <p>Your equipment is connected to the 'Programming Port' instead of the 'Data In Port.'</p>	<p>Check to see which port you're currently plugged into. The Programming Port is located to the right of the Data In Port, next to the Phone jack.</p> <p>Check to be sure that you have plugged into the serial port on your PC. If you're not sure, check the manual for your specific computer.</p> <p>Set your communications software for 9600 baud, (8) data bits, no parity and (1) stop bit.</p> <p>Check the connection at the Data Remote. The Data In Port is the lefthand port, the 'Programming Port' is in the middle.</p>

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	<p>The serial port on your equipment is wired as a DCE device causing a conflict with Data Remote.</p> <p>The communication parameters for your equipment do not match the parameters in data remote.</p>	<p>You will need to insert a null modem cable/adaptor between your equipment and Data Remote.</p> <p>Check the system menu in data remote and make sure the DATA IN PORT Baud rate matches your equipment. Data Remote can receive information at many baud rates but it must be in the format (8) data bits, no parity, and (1) stop bit.</p> <p>To check this problem further: Connect your computer to the programming port and your equipment to the Data In port. Go on-line with Data Remote and type "Diagnostics." Select item (3) Data Port Monitor. You can now view, in real time, the data sent from your equipment to Data Remote. Scrambled data indicates a baud rate or data format problem.</p>

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3. Data Remote is programmed to send reports via e-mail, but the reports are never received.	<p>The phone number that Data Remote is calling from is not registered at Phonetics.</p> <p>The e-mail address is entered incorrectly.</p> <p>The e-mail address is not accessible via the internet.</p>	<p>In order for e-mail to be transmitted you must register the phone number that Data Remote will be calling from and pay a monthly fee for e-mail service through Phonetics.</p> <p>Check the email address as programmed.</p>
4. Data Remote is programmed to send an alarm message when a keyword is detected, but an alarm message is never received.	<p>The keyword is not spelled correctly or has mismatched small-case and capital letters.</p> <p>The keyword does not have a blank space before and after it.</p>	<p>Check, and possibly re-enter, the alarm keyword. At the Data Remote prompt, type “sh al” to see the Alarm settings and keywords list. Make sure the words are entered correctly. Keywords are case sensitive and must be typed as <u>one continuous word</u> or set of numbers (up to 16 characters long).</p> <p>Check the alarm keywords list and insert a blank space before and after all keywords that don’t have one.</p>

Problem	Cause	Solution
<p>5. Data Remote will not accept your password or you have forgotten your password.</p>		<p>Unplug the power supply. Remove the four screws on the sides of the enclosure and lift the cover off. Locate the lithium battery (about the size of a dime). Next to the battery is a four pin header with a black jumper. Remove the jumper for 10 seconds and then put it back. Replace the cover and plug in the power supply. This will clear the password and reset <u>all</u> programming back to the default parameters.</p>