

Symptom:

The QD/QWL Series device is not online with www.ubiquitysystems.net or the device cannot communicate with the local RS485 controller network.

Cause:

There are many possible reasons for why the device is not communicating, please use the trouble shooting guide below.

Solution:

Verify the unit has power and is turned on.

1. Check that the power LED on the front of the device is lit



2. If not lit check the power cord on both ends to ensure it is plugged in tight and correctly to a working outlet, if plugged into a UPS (TCS Model PK3000 or PK3100) make sure that the UPS is powered on.



3. If the power LED still does not come on, try unplugging the unit and wait 10 seconds, then plug the unit back in.

Check the local RS485 controller network to verify local communications are working. If unable to communicate locally, see Technical Bulletin 1007.

If the power LED is lit AND you are able to communicate locally, confirm that the Ethernet line or phone line (if ISP) is plugged in on both ends.

Ethernet:

1. Ensure that the link light is lit and the activity light is blinking (Link light is the orange LED on the right, the activity light is the green LED on the left) if so "ping" the device, or call the IT Department to have them "ping" the device.



2. Determine the port that the device is plugged into and verify with your IT Department that this is the correct port.
3. If the device is "pinging" verify the Network setting and IP address (please verify this with your IT Department). If everything is working, your IT department will need to take over trouble shooting the issue.

Dial up ISP (Modem)

1. Determine the phone number the device is calling from, and to. Verify whether 7 or 10-digit dialling should be used.
2. Test the phone line to ensure that it is working.

Another action that you may want to try or that may be requested by TCS Technical Support is to reboot the QD/QWL. Although there are multiple flavors of the product, the way in which you reboot one is the same for all models. Press and hold the Power button for 2 seconds to tiger a reboot. Press and hold the power button for 5 seconds to power down the unit. (See pictures below for various flavors of QD/QWL devices).



The QD2040-MAX has two buttons -- a reset and a power button. The reset button is the left button and the power button is the right button.



If the power LED is lit PLUS you are able to communicate locally AND to the Internet, run diagnostics on the QD/QWL device using the USB diagnostic tool (TCS Part Number PI4000).

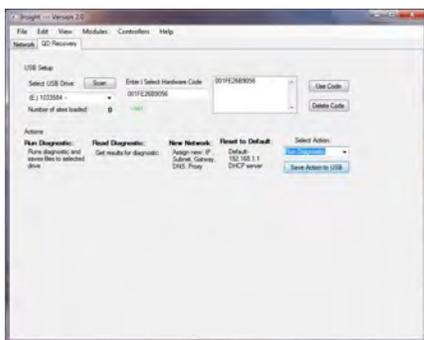
1. Plug in the PI4000 or any USB memory drive to your laptop or desktop computer.



2. Run Insight, then select Modules>QD2040>Recovery.



3. Select the QD Recovery Tab; enter in the MAC or Hardware Code for the device (this code can be found on a sticker on the back of the device), select the use code button, and select Action of: Run Diagnostics, click Save Action to USB.



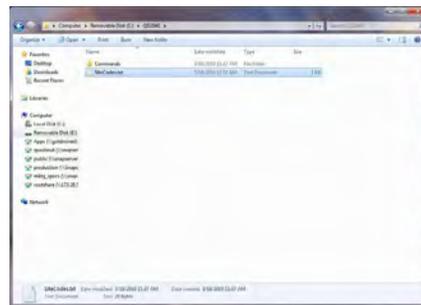
4. Plug the PI4000 into the QD/QWL Series, it will run the diagnostics and turn off the device.



5. Remove the PI4000 and plug back into your laptop or PC.



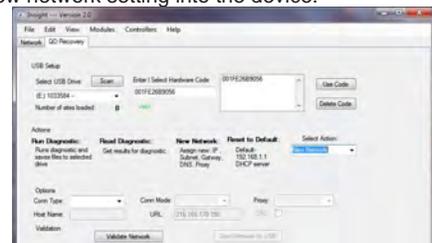
6. Open Windows Explorer and browse to the USB memory drive (it is Drive Letter E: in the picture below). Select all files and email to TCS Basys Controls Technical Support. TCS Basys Controls will examine the files and create you a new file (if needed) and email it to you. Then you can program back down to the QD/QWL Series Device simply by inserting the PI4000 into the device and letting it run, the device will turn itself off when complete.



The Insight QD/QWL Series recovery tab and PI4000 can be used for a number of other things as well. Such as resetting the QD/QWL Series to Factory default:



Or programming new network setting into the device:



Or running a scan on the serial ports:

