
Troubleshooting QD2020i

Step 1

CONDITION

Power LED is OFF

CAUSE

Unit is not receiving 24V power

SOLUTION

Check 24V +/- wiring from 24V transformer is properly attached to terminal block of QD2020i, and terminal block is properly plugged in to the 24VAC port of the QD2020i



Use volt meter to confirm 24V is present at the 24V terminals



Use volt meter to confirm wiring from transformer to QD2020i is receiving 24VAC power



Check for proper polarity from transformer to QD2020i



Check polarity with dedicated 24V power throughout system to confirm proper polarity has been maintained throughout



Confirm that proper A-to-A and B-to-B communication wiring is maintained throughout the system



(Call TCS Support)

Step 2

CONDITION

Processing LED is NOT BLINKING

CAUSE

QD2020i is not processing it's internal programming

SOLUTION

- Confirm power light is on. If not, go to Step 1 of this document and follow procedures to power the unit.

- If power light is on



Confirm power subsystem to insure proper 24 VAC power and polarity



Confirm that proper A-to-A and B-to-B communication wiring is maintained throughout the system



Press Reset button on QD2020i as device may be in an "invalid" state



(Call TCS Support)

Step 3

CONDITION

QD2020i cannot be contacted by connecting to the device as detailed in "Initialization Procedures"

CAUSE

QD2020i is not able to connect with the Ubiquity server

SOLUTION

- Confirm that the Processing LED is blinking. If not, go to step 2 of this document.
- If Processing LED is blinking



Confirm that standard phone cord is plugged into the RJ-11 phone jack of both the QD2020i and a dedicated phone line for the building. If not plugged in properly, correct problem and attempt placing call to the device as detailed in "Initialization Procedures"



Confirm that phone cord used is undamaged by detaching RJ-11 plug from QD2020i and plugging in to working phone, then confirming you are receiving a dial tone. If no dial-tone is received, change to a known working cord and try again.

If dial tone, plug working cord into QD2020i and attempt to contact the device as detailed in "Initialization Procedures"



If no dial tone, confirm device is plugged into proper socket intended for the QD2020i.

If it is not, plug device into correct socket and attempt to contact the device as detailed in "Initialization Procedures"

If the QD2020i is plugged into the proper socket, and still no dial tone



Call phone company to have phone line initiated. Once that has been done, recheck to insure dial tone then attempt to contact the device as detailed in "Initialization Procedures"



If contact with the QD2020i can still not be accomplished by attempting to contact the device as detailed in "Initialization Procedures"



(Call TCS Support)

Step 4

CONDITION

Ck Alarm LED is ON

CAUSE

QD2020i is unable to connect to the Ubiquity server

SOLUTION

Confirm Power LED is ON

If not *(Go to Step 1 of this document)*

Confirm Processing light is BLINKING

If not *(Go to Step 2 of this document)*

Confirm QD2020i can be contacted

(Follow Step 3 of this document)

Plug a phone into the buildings phone socket and dial in to the ISP to verify connection and signal



If no answer, confirm the ISP phone number and confirm if the phone must dial 9 to first get an outside line, or if 10 digit dialing is required to reach the ISP. Try again using phone to see if contact is made with the ISP to verify connection and signal.

If still can't connect



Call ISP to verify that account has been established. Also verify

- The phone number for ISP is correct
- If 10 digit dialing is required
- The user name and password on file with the ISP

- If account has not been established
- If account has been established



If account has been established and "9" is needed to get an outside phone line, or 10 digit dialing is required, use Ubiquity Connection Utility* to reprogram QD2020i.

- Prefacing the phone number with "9" if required.
- The "," will create a pause to access an outside line before proceeding with the rest of the phone number.
- Type in area code if 10 digit dialing is required.
- Verify that the user name and password in the QD2020i match those of the ISP.
- After reprogramming the QD2020i, plug it back in to see if it accesses the Ubiquity server



Plug in a laptop with a modem to the building's phone socket and try to connect with ISP.

Procedure: Using Windows 95/98 or ME

- On laptop, Press Start Key
- Select Settings
- Select Dial-up Network
- Click on "Make New Connection" This will only make a temporary change to your PC
- If a "wizard" appears, cancel it

- Use "temp" for connection name, and make sure "Select Device" is the laptop's modem
- Click "Next" button
- Type in area code, phone number
- Click "Finish"
- Once completed, click the "New Connection" in the dial-up networking folder
- Enter user name and password for ISP. Remember this can be case sensitive.
- Change to 9 if needed, and confirm if 10 digit dialing is needed.
- Click "Connect " button

Laptop should now connect with ISP

If it does not connect (*Call TCS Support*)

If it does



Disconnect from ISP, plug in QD2020i so it can connect with ISP

If it does not connect (*Call TCS Support*)