

# Sensaphone 2000 Troubleshooting Guide

In the event that a problem is encountered, this guide will assist you in determining the cause, so that you can return the unit to its usual monitoring routine with minimal interruption.

Most problems with the Sensaphone 2000® are easy to identify and can be quickly corrected, and are found under the following general headings:

- Data Communications
- Dial-Out
- Temperature Monitoring
- General Problems

If you have tried the solutions outlined in this guide and are not satisfied with the results, call Phonetics Customer Service at (610)558-2700, or follow the guidelines for shipping the Sensaphone 2000 to Phonetics for service (see Appendix H).

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<b>I. DATA COMMUNICATIONS</b>		
1. The Sensaphone 2000 won't communicate with my computer through the RS232 port.	The wrong Comm Port may be selected in Manager 2000  The cable is connected to your computer's parallel port.	Change the Comm Port in the Communications Setup screen.  Connect the cable to one of your PC's serial ports.

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
	<p>The slave ID in the unit does not match the Slave ID in Manager 2000.</p> <p>The Sensaphone 2000 is on the phone communicating with someone else.</p>	<p>On the “Open Connection” screen, click on the EDIT button. On the left corner click on the box labeled “Recover from Unit Reset.” Click OK and then try to connect again.</p> <p>Wait until the phone LED goes off or turn the Power switch OFF and then ON.</p>
<p>2. The Sensaphone 2000 won't communicate with my computer using the modem.</p>	<p>The wrong Comm Port is selected for your modem.</p> <p>The Sensaphone 2000 is connected to an incompatible telephone line.</p> <p>The unit is on-line with a computer through the RS232 port and therefore</p>	<p>Change the Comm Port setting on the Communications Setup screen. On the “Open Connection” form, click on MODEM and then SETUP.</p> <p>The Sensaphone® must be connected to a standard (2-wire Analog) telephone line, and not to a digital extension to a phone system.</p> <p>Close the on-line session through the RS232 port.</p>

won't answer a call.

The Rings Until Answer is set too high. As a result, the Manager 2000 software is timing out before the 2000 answers the call.

Increase the Dial Time Out on the Communications Setup form or reduce the number of Rings Until Answer in the 2000.

## II.DIAL-OUT

1. The Sensaphone 2000 fails to dial out.

The unit will not dial out if you are logged on through the RS232 port.

Close the on-line session through the RS232 port.

The telephone number may be incorrectly programmed.

Verify destination telephone numbers: Is a "1+area code" required? Does your telephone line require a "9" to reach an outside line?

A call zone may not be selected or the alarm may have occurred outside the selected call zone.

Check call zone programming for your destinations.

The Alarm Call Mode may be disabled for this destination.

Enable the Alarm Call Mode.

Recognition time is too long. An alarm condition does not remain in

Shorten the recognition time for the alarm or extend the amount of time the

Problem	Cause	Solution
	<p>effect long enough to become a valid alarm.</p> <p>“Max Calling Rounds” is set to “zero.”</p>	<p>alarm exists. An unacknowledged alarm exists only when the red LED blinks on the front panel.</p> <p>Increase calling rounds to a number greater than zero.</p>
<p>2. The Sensaphone 2000 continues to dial out and I can't get on-line because it's always busy.</p>	<p>The destination intercall times are programmed too short. The unit will wait the intercall time between calls and then dial the next number. If this value is too short, the opportunity to call in will be very short.</p>	<p>Extend the length of the intercall time for each destination.</p>
<p><b>III: TEMPERATURE MONITORING</b></p>		
<p>1. The temperature reading is -58° F or -50° C.</p>	<p>The temperature sensor has become disconnected or has broken wires.</p>	<p>Examine the wires to the temperature sensor and connect or replace the wiring.</p>

<p>2. The temperature is reading 176° F or 80° C.</p>	<p>The temperature sensor wires are touching or have shorted.</p> <p>The shunt for setting the input type is not installed in the TMP/DRY position.</p>	<p>Verify and correct wiring.</p> <p>Move the shunt to the correct position.</p>
<p>3. The temperature reading is incorrect when using a 10K thermistor.</p>	<p>The Sensaphone 2000 is compatible with a specific type of 10K thermistor. Since there are several types available, you must make sure that you are using the correct type. Otherwise incorrect readings will occur. The table in Appendix C shows the temperature vs. resistance curve for acceptable models.</p>	<p>Verify the temperature vs. resistance curve of your sensor and/or replace the sensor as necessary.</p>
<p><b>IV. GENERAL PROBLEMS</b></p>		
<p>1. The alarm status of an input is incorrect.</p>	<p>Incorrect input normality.</p>	<p>Change the input normality on the input configuration form.</p>

<b>Problem</b>	<b>Cause</b>	<b>Solution</b>
<p>2. The Sensaphone 2000 starts dialing as soon as I turn it on.</p>	<p>The shunt for setting the input type is in the wrong position.</p> <p>The unit has an unacknowledged alarm and is still trying to deliver its message. Even if the alarm condition no longer exists, the unit will continue to dial and deliver its message until it is finally acknowledged.</p>	<p>Confirm that the input shunt is in the correct position for your sensor.</p> <p>Acknowledge the alarm by: a) Going on-line with a PC and clearing the alarm; b) Calling the unit back with a telephone and giving the Touch Tone acknowledgement code; or c) Plugging a telephone into the Local Voice jack and giving the Touch Tone acknowledgement code.</p>