

Section 7

Troubleshooting

This section contains a list of possible error messages and a troubleshooting process for each.

7.1 Error Messages

Table 7-1 lists the error messages that are displayed on the LCD of the receiver as well as the message sent to the printer. There are two types of error messages that are displayed and printed, line card communication errors, and system event errors. Line card communication errors relate specifically to how the receiver communicated to an incoming call. System event errors relate specifically to the system and the performance of its peripheral devices such as the automation software, printers, etc. In Table 7-1, heading “LC Error” indicates that the error message was a line card communication error and “SYS Error” indicates any system event related error messages.

Table 7-1: Error Messages

LC Error	Sys Error	LCD Messages	Printer Message	Description	What to Do
4		No Data Received	No Data Received	On an incoming call no data was sent to the receiver after the receiver gave its handshake tones.	Usually a wrong number.
4		0 Length Block	0 Length Blk	One of the message blocks received contained no data.	Possibly a call with caller ID information but no data from a control panel.
4		No Ack	No Ack	Receiver was unable to acknowledge the call.	Check the line card setup and retest the panel.
4		Time Out	Time Out	The incoming call timed out and the phone line was released.	1. Retest Panel.
4		Corrupted Data	Corrupted Data	Bad or corrupted data was sent to the receiver.	2. Replace panel.
4		Illegal Specifier	Illegal Specifier	An error occurred in the look-up table for this call message.	3. Replace line card.
4		Undefined Event	Undefined Event	The panel communicating to the receiver sent an event code that the receiver does not recognize.	Call Technical Support.
4		Unsupported Event	Unsupported Event	The panel communicating to the receiver sent an event code that the receiver recognized but does not support.	
4		Unsupported Format	Unsupported Fmt	The calling panel communicated in a format not supported by the receiver.	Program the panel to a different reporting format.

Table 7-1: Error Messages

LC Error	Sys Error	LCD Messages	Printer Message	Description	What to Do
4		Communication Error	Communication Error, Panel Requested Re-send	There was a communication error between the panel and the receiver and the receiver asked the panel to re-send the message.	If it continues test the panel.
4		Possible Incomplete	Possible Incomplete Call	The receiver missed information in the call sequence.	Retest the panel.
	4	System Power Up	System Power Up	Indicated that the receiver powered up.	
	4	Expander Trouble	Expander Trouble	Trouble with a device connected to the SBUS.	Check the connection of that device on the SBUS. If connection OK replace SBUS device (line cards and touchpads).
	4	Expander Trbl Rst	Expander Trouble Restore	The trouble condition of a SBUS device was corrected.	
	4	AC Trouble	AC Trouble	AC power failure.	Check AC outlet and AC power cord.
	4	AC Trouble Rst	AC Trouble Restore	AC power was restored.	
	4	Battery Low Restore	Battery Low Restore	The backup battery power supply trouble has been corrected.	Restores at 12VDC after a low battery condition.
	4	Battery Low	Battery Low	The backup battery is checked continually every second. This message would be displayed if the backup battery were set to "Battery Bkp". See Section 5.3.4. Indicates a low battery when the voltage drops to 10.2 VDC or lower.	Check battery cables. If they are OK replace backup battery.
	4	Local Program Begin	Local Program Begin User #	This message indicates the time a system "installer" entered program mode.	
	4	Local Program End	Local Program End User #	This message indicates the time a system "installer" exited program mode.	
	4	Local Program Fail	Local Program Fail User #	The receiver will stay in program mode for 15 minutes without any activity, then it will time out and go back to normal mode. This message indicates that an installer entered programming and did not exit programming before it timed out.	
	4	Listen-in End	Listen-in End	A listen-in session completed	
	4	Listen-in Begin	Listen-in Begin	A listen-in session started.	
	4	System Date Changed	System Date Changed User #	An installer changed the system date.	
	4	System Time Changed	System Time Changed User #	An installer changed the system time.	

Table 7-1: Error Messages

LC Error	Sys Error	LCD Messages	Printer Message	Description	What to Do
	4	Msg Queue Full	Message Queue Full	Messages can be sent to automation computer, a printer or can be manually acknowledged. If one or more of these devices does not respond to messages being sent or manually acknowledged, the message queue will fill up. When the message queue is full the receiver will no longer accept incoming calls.	Verify that messages are acknowledged to any printers, automation software, and while in manual mode.
	4	Msg Queue Full restore	Message Queue Full restore	Indicates that the message queue full error has been corrected.	
	4	Main Computer Trbl	Main Computer Trouble	A communication problem exists between the automation software and the receiver.	Check cable connections. Verify that the port is configured properly.
	4	Main Computer Rst	Main Computer Restore	The communication error between the receiver and the automation software has been corrected.	
	4	Bkup Computer Trbl	Bkup Computer Trouble	A communication problem exists between the backup automation software and the receiver.	Check cable connections. Verify that the port is configured properly.
	4	Bkup Computer Rst	Bkup Computer Restore	The communication error between the receiver and the backup automation software has been corrected.	
	4	Main Prn Off Trbl	Main Printer Off Line	The port programmed as the primary printer port is off line.	Check cable connections. Verify that the port is configured properly. Check power to printer.
	4	Main Prn Paper Out	Main Printer Paper Out	The port programmed as the primary printer port is out of paper.	Replace paper in printer.
	4	Main Prn Restore	Main Printer Restore	The error on the primary printer has been corrected.	
	4	Bkup Prn Off Trbl	Bkup Printer Off Line	The port programmed as the backup printer port is off line.	Check cable connections. Verify that the port is configured properly. Check power to printer.
	4	Bkup Prn Paper Out	Bkup Printer Paper Out	The port programmed as the backup printer port is out of paper.	Replace paper in printer.
	4	Bkup Prn Restore	Bkup Printer Restore	The error on the backup printer has been corrected.	
	4	DC Input Low Rst	DC Input Low Restore	The backup DC power supply trouble has been corrected.	Restores at 12VDC after a low battery condition.


Table 7-1: Error Messages

LC Error	Sys Error	LCD Messages	Printer Message	Description	What to Do
	4	DC Input Low	DC Input Low	The backup battery is checked continually every second. This message would be displayed if the backup battery setting were set to "DC Bkp". See Section 5.3.4. Indicates a low when the voltage drops to 10.2 VDC or lower.	Check the connection to the DC power supply. Verify the output from DC power supply.
	4	Msg Que > Warning	Message Queue Warning	When the message queue reaches the programmed level mark, this message is given as a pre-warning to "Message Queue Full". See Section 5.3.5.1 to program the % level at which the receiver will indicate the warning.	Verify that messages are acknowledged to any printers, automation software, and while in manual mode.
	4	Msg Que < Warning	Message Queue Warning Restore	This message is given when the message queue drops below the programmed level after a message queue warning indication has displayed. See Section 5.3.5.2 to program the % level.	
	4	LC Run in ROM	Linecard Running ROM Code	The line card is not running the application code.	Replace the line card.
	4	Line Fault	Line Fault	The phone line voltage has dropped below the threshold voltage as programmed. (See Section 5.4.2.3.)	Check phone line outlet and phone cord.
	4	Line Fault Restore	Line Fault Restore	Phone line voltage has been restored to normal parameters.	
	4	Line Card Deleted	Line Card Record Deleted	A line card has been deleted.	
	4	Line Card Added	Line Card Record Added	A line card has been added.	
	4	User Log In	User Log In: User #	A user has logged on to the receiver.	
	4	User Log Out	User Log Out: User #	A user has logged off of the receiver.	

7.2 Troubleshooting Process

Before you call Technical Support you may be able to solve the problem yourself by following these procedures.

1. Verify that a problem exists.
2. Check Fault Status.

This can be done by pressing the . If the system fault LED in on the display will read:



Press the down arrow to view fault messages.

3. Check the manual for suggestions or solutions.
4. Check connections.
5. Isolate the problem. Remove other devices that may be interfering.
6. Try swapping devices to isolate the problem.
7. Try to replace the problematic device.
8. Document the failures and the steps used to resolve them.

7.3 Safe Mode

Safe mode can be used to reset User #01 access code back to default of 9500 regardless of its present setting.

For Example, if the code for the installer (User #01) is lost and additional programming is required the receiver can be restarted in safe mode to return User #01 to an access code of 9500.




Follow these steps to initiate Safe Mode and default User code #01:

1. Follow the steps in Section 4.6.7 to restart the receiver.

Note: All messages must be acknowledged before a system restart procedure can be performed. If all messages are not acknowledged, cycle the receiver's power to restart the system. If the power is cycled all unacknowledged messages will be lost.

2. When the display Shows

Model 9500 Receiver	
Silent Knight	

3. Press the  button, then the  button.
The display will read  Safe Mode Activated

4. Press  .
5. Enter the default Installer code or 9500.

7.4 Updating the Receiver Software

Silent Knight will continue to test reporting formats with the 9500 receiver. As additional reporting formats become available it may be necessary to update your receiver. This can be done from your own PC, using a null modem cable (see Figure 3-14 and Figure 3-15). Any software upgrades will be sent to you on a 3.5 inch floppy disk and will come with downloading instructions.