

## **Revenue Control Systems Trouble shooting Guide:**

If you are having problems with the keypad system do the following checks:

- Make sure the settings In the KP-Control program setup are correct.
- Close out of the KP-Control program and then re-start the KP-Control Program.
- After the program loads, watch in the lower left hand side of the program window. You should see the program looking for the system manager on the computer COM ports. If the SM does not come online, check that the SM has power and all the cables are plugged in properly, then check in windows device manager there is a COM Port for the USB cable that runs to the SM. While in device manager, unplug the USB cable, you should see that one of the COM ports is removed from the list. Then Plug it back in after a few seconds and you should see the COM port return. If this does not happen, the USB cable needs to be replaced (contact RCS for parts).
- If the Com port is good and still the SM is not online, reset the SM power. If it still is not online, you can do a “loopback” test on the USB cable as follows”. In the center of the SM control board there are two “dip” switches, for normal operation they should be off (down position). For this test turn both switches “on” (up). In the KP-control program, if the USB cable is good, you should see a message come up that says that the Loopback test has passed. If you don’t see it after a minute, the USB cable is bad (may happen from storms). If the test passes, there is something wrong with the SM control board (call RCS).
- If the SM is online go to setup in kp-control and press the “DL configuration” button. Watch for error messages in the event log.
- If one or more of the keypads is offline, check the RS485 lights on the SM controller board, they should be flashing. Check the power 12-24 ac/dc volts at each kp. Also confirm that each kp has an address that corresponds to the configuration in kp-control boards setup. If kp’s are still offline, disconnect (the RS485 connector) all but one kp from the RS485 network and see if that kp comes online. Do this for each kp. If none come online there could be a wiring problem or some IC’s need to be replaced in the SM and or the kp’s (call RCS)
- Check the address, relay activation time, keypad enter button and other settings in the kp as follows: Hold down the ‘\*’ key until the display says “Enter Setup code” . The default code is ‘012345’ ( contact RCs if this does not work). Press ‘#’ to move forward and ‘\*’ to move backward in the menus. Check and set the options as needed on the screen. Each menu item prompts you with the required information.