



cincinnati time systems

## Model 2000 Series Troubleshooting Procedures

### Description

The following is a guide to some basic troubleshooting procedures. Once the problem has been determined, go to the pertaining area to try to resolve it. Please note that the term “Terminal” refers to Time Clock. For any Equipment that may need to be sent in for repair, customers need to obtain an RMA number from the ADI Support Technician. The format for the RMA is to use the current day’s date with the Support Technician’s initials at the end (ex. 62104ME) and to provide a brief explanation of the problem in the box with the equipment.

### Problem:

- 1) Terminal display problems (no display, broken display, etc.)
- 2) Badge swipe problems (no reads, bad reads, intermittent reads, etc.)
- 3) Keypad problems (no response, some response, intermittent response, etc.)
- 4) Communication problems Local, Network and Remote (intermittent or no communication, etc.)

**Note: For Biometric Reader problems (verification, placement, enrolling, template management, etc.). Refer to the Model 2000 Biometrics Enrollment Procedure, Using the BioScan Terminal and Using the BioScan II Reader Documents.**

### 1) Terminal Display Problems

#### A. No Display on Terminal.

1. At the Terminal, check that there is power at the A/C outlet and that the Terminal’s power pack is plugged in.
  - A. For Local Terminals, if there is no power pack at the Terminal, then at the PC, check that the Converter’s power pack is plugged in and that there is power at the A/C outlet. There should be a red light on most Converters that will be on if it is getting power. The light is located on the opposite side to where the plug from the power pack goes into the Converter. If the light is not on and all cables are plugged in, then the power pack and / or the Converter may be bad. Contact ADI Hardware Support Department.
  - B. Check that the Comm / Power Cable is plugged into the NET (network) modular jack on the Converter. (For location of the NET (network) modular jack, go to page 2 figure 2 in the Model 2000 RS-485 Direct Installation Instructions).
  - C. For all Terminals with its own power pack, check that the DC plug from the power pack is plugged into the Power connector jack on either the RS-485 Module, LINC Ethernet Module or the Modem Module. (For the location of the Power connector, go to page 6 figure 9 in the Model 2000 RS-485 Multi-drop Installation Instructions, or to page 4 figure 7 in either the Model 2000 Ethernet Installation Instructions or the Model 2000 Remote Installation Instructions).
2. Unplug the Terminal’s power pack and press the Operational Battery Module’s disconnect button (if applicable), wait 5 seconds and plug it back in.
3. Check that there is power actually getting to the Terminal. If not, the Terminal’s power pack or the cable may be bad. Contact ADI Hardware Support Department.
4. For all Terminals check that one end of the 8 Conductor Comm / Power cable is plugged into the Snap Term Port on the back Terminal and the other end is plugged into the Snap Port of RS-485 Module, LINC Ethernet Module or the Modem Module.

5. Attempt to communicate to the Terminal:
  - A. Poll the Terminal
  - B. Download to the Terminal
6. If steps 1-5 do not resolve the problem the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.

B. The Display has black bars across it.

1. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in.
  - A. If there is no power pack at the Terminal, unplug the Comm / Power Cable from the RS-485 Host Port on the RS-485 Module. Wait 5 seconds and plug it back in. (For the location of the Host Port on the RS-485 Module, go to page 4 figure 6 in the Model 2000 RS-485 Direct Installation Instructions).
2. Attempt to communicate to the Terminal:
  - A. Poll the Terminal
  - B. Download to the Terminal
3. If steps 1-2 do not resolve the problem the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.

C. The Display on the Terminal has been cracked and / or the LCD has black spots on it.

1. The Terminal needs to be repaired. Contact ADI Hardware Support Department.

## 2) Badge Swipe Problems

A. There is no response from the Terminal when badges are swiped.

1. If this is a new install, download to the Terminal and retry.
2. If this is a new install and the Terminal has a barcode reader make sure that barcode badges are being used. If the Terminal has a magnetic stripe reader make sure that magnetic stripe badges are being used.
3. If this is a new install and the Customer is using their existing badges (barcode or magnetic stripe) and this is the only Terminal, the Customer should send a badge to ADI to test.
4. If other Terminals are accepting badge swipes and this Terminal did accept badge swipes but no longer does, then unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in and retry.
  - A. If there is no power pack at the Terminal, unplug the Comm / Power Cable from the RS-485 Host Port on the RS-485 Module. Wait 5 seconds and plug it back in and retry. (For the location of the Host Port on the RS-485 Module, go to page 4 figure 6 in the Model 2000 RS-485 Direct Installation Instructions).
5. If steps 1-4 do not resolve the problem the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.

B. The Terminal is intermittently accepting badges.

1. If the problem is only with some of the badges (barcode or magstripe) and all other badges work ok then issue new badges to those employees, download to the Terminal(s) (if applicable) and retry.
2. If the problem is with many of the badges on an intermittent basis then the reader may need to be cleaned. For magnetic stripe readers, run a PRESAT Cleaning Card up and down the reader slot removing any dirt and dust build up on the read head. For barcode readers, use a can of compressed air and blow the air into the reader slot removing any dirt and dust build up inside the reader.
3. If steps 1-2 do not resolve the problem the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.

- C. When badges are swiped the badge is not accepted.
  1. If the message on the Terminal is "NOT IN DATABASE". Then the badge number(s) has not been downloaded into the Terminal.
    - A. Check that the Download Employee and Download Supervisor boxes are checked.
      1. Download to the Terminal and retry.
  2. If the message on the Terminal is "LOCK OUT". Then the schedules have not been downloaded into the Terminal for those badges.
    - A. Check that there is a schedule to download and the Schedule Restrictions download to Clock box is checked.
      1. Download to the Terminal and retry.
  3. If steps 1-2 are not the problem, contact ADI Hardware Support Department. If other messages are being displayed, contact ADI Software Support Department.

### 3) Keypad Problems

- A. There is no response at all on the Terminal when any number keys are pressed on the keypad to pin entry in badges.
  1. The Terminal may not be set up to accept keypad entry.
    - A. In the Labor Configuration, go to the User Parameters then to Clock Parameters. Click on the Time Clock button and use the browse button to select the correct Clock Location. Go to the Function tab. For any Keys that have the Mode set to "On", go to each one and click on Edit Data Entry. Make sure the Input Method is set to either "Both" or "Key".
      1. Download to the Terminal and retry.
- B. There is no response at all on the Terminal when any key is pressed on the keypad.
  1. Download to the Terminal and retry.
  2. Using the keys provided, unlock the Terminal. On the RS-485, LINC Ethernet or Modem Module, move the either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 1 figure 1 in the Model 2000 Series Setup Procedure).
    - A. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line of the display.
    - B. Press the "down arrow" key 4 times on the keypad and the prompt "Quick Check?" will be on the top line of the display. Press the "E" key on the keypad and the prompt "QUICK CHECK" will be on the top line of the display.
      1. If the keypad does not respond when the down arrow key is pressed move the switch back to the Use position and power down the Terminal for 5 seconds. When the Terminal powers back up, poll the Terminal and go to the "Model 2000 Series Re-initialization Procedure" then retry.
      2. If the keypad still does not respond, then the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.
  - C. Press any number key on the keypad and it should show on the Terminal's display. Pressing the Function or Arrow keys will display a corresponding letter on the display.
    1. If the keypad still does not respond, then the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.
  - D. Move the either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and the date & time will be on the bottom line of the display. Retry the keypad.
    1. If there is no response by pressing the keys on the keypad then poll the Terminal and go to the "Model 2000 Series Re-initialization Procedure" then retry.
    2. If the keypad still does not respond, then the Terminal may need to be sent in for repair. Contact ADI Hardware Support Department.

- C. When keys are pressed on the keypad, only some of the number and function keys seem to work or they respond intermittently.
  - 1. If this Terminal has been working fine, then the keypad is probably wearing out and the Terminal needs to be sent in for repair. Contact ADI Hardware Support Department.
- D. The F1-F9 function keys do not seem to be working correctly.
  - 1. Download to the Terminal and retry.
  - 2. If this is a new install, contact ADI Software Support Department and have a Support Technician check to make sure that the Software has been setup correctly.
  - 3. If the Terminal was working fine, then the keypad is probable wearing out and the Terminal needs to be sent in for repair. Contact ADI Hardware Support Department.

#### 4) Communication Problems

**Note:** The first step in solving communication problems is to ask the Customer the question “Has anything happened or changed?” For example: any power outages, anyone working in areas where the cable is run, changes to the PC, new PC, has PC and / or wires been moved, problem with phone line(s) etc... Many times a problem can be solved by asking these types of questions, which can lead directly to the area where the problem is.

- Note:**
- 1) Follow Section “A” for Customers that have only one Local Terminal.
  - 2) Follow Sections “B” and “C” for Customers that have Multiple Local Terminals.
  - 3) Follow Section “D” for Customers that have only one Remote Terminal Site.
  - 4) Follow Section “E” and “F” for Customers that have Multiple Remote Terminal Sites.
  - 5) Follow Section “G” for Customers that have one Network Terminal per IP Address.

**Additional Note:** Customers with only one Local Terminal were most likely installed using the Model 2000 RS-485 Multi-drop Installation Instructions. This will allow the ability to easily install additional Terminals if needed.

##### A. Cannot Download or Poll. (One Local Terminal)

- 1. Log off of Network (if applicable), shut down Windows and power down PC. Wait 30 seconds and power up the PC. Go back into Labcom and try again to either download or poll to the Terminal.
- 2. Check that the 9 or 25 pin Comm Cable Adapter from the Converter is connected securely into the correct comm. port on the back of the Computer. Check that one end the 6 conductor comm cable is connected to the Comm Cable Adapter and the other end is connected to the Host modular jack on the Converter. (For location of the Host modular jack go to page 2 figure 2 of either the Model 2000 RS-485 Multi-drop or Model 2000 RS-485 Direct Installation Instructions).
- 3. Check that the Converter’s power pack is plugged in and that there is power at the A/C outlet. There should be a red light on most Converters that will be on if it is getting power.
  - A. The red light is located on the opposite side to where the plug from the power pack goes into the Converter.
  - B. If the red light is not on and all cables are plugged in, then the power pack and / or the Converter may be bad. Contact ADI Hardware Support Department.
  - C. Also, check that the Comm / Drop Cable is plugged into the NET (network) modular jack on the Converter. (For location of the NET (network) modular jack, go to page 2 figure 2 of either the Model 2000 RS-485 Multi-drop or Model 2000 RS-485 Direct Installation Instructions).
  - D. If applicable, the other end of the Comm / Drop Cable from the Converter should be connected to the modular jack on the Cable Adapter Box. (Reference page 2 figure 2 in the Model 2000 RS-485 Multi-drop Installation Instructions).
- 4. Check that the Software is configured correctly (Comm. Port, Baud Rate, Parity, Data Bits, Stop Bits, Terminal Address and the Terminal is checked as active).

5. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Series Setup Procedure.
6. Perform a Network Test
  - A. On the back of the RS-232 / RS-485 Converter move the Use / Test switch to the Test position. (For location of the Use / Test switch, go to page 2 figure 2 of either the Model 2000 RS-485 Multi-drop or Model 2000 RS-485 Direct Installation Instructions).
  - B. Using the keys provided, unlock the Terminal. On the RS-485 Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For location of the Online / Offline or Use / Test switch, go to page 6 figure 9 in the Model 2000 RS-485 Multi-drop or page 5 figure 8 in the Model 2000 RS-485 Direct Installation Instructions).
  - C. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
  - D. Press the "down arrow" key 3 times on the keypad and the prompt "Diagnostics?" will be on the top line of the display.
  - E. Press the "E" key once on the keypad and the prompt "DIAGNOSTICS" will be on the top line of the display and "Network test?" on the bottom line.
  - F. Press the "E" key on the keypad. The prompt on the bottom line of the display should now read "Switch to use".
  - G. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the RS-485 Module back to the Use position. The prompt on the bottom line of the display will either read "NET PASSED" or NET FAILED" for approximately 2 seconds and will read "Enter to retest".
    1. If the message was "NET PASSED", then press the "HOME" key on the keypad of the Terminal. The prompt of the top line of the display will read "SWITCH TO TEST MODE".
      - A. Move either on Online / Offline switch back to the Offline position or the Use / Test switch on the RS-485 Module back to the Test position. The prompt on the top line of the display will again read "Setup Mode?" and the current settings of the Terminal on the bottom line.
      - B. Move the either on Online / Offline switch back to the Online position or the Use / Test switch on the RS-485 Module back to the Use position. The Terminal will run a self-test and exit the setup mode.
      - C. Move the Use / Test switch on the RS-232 / RS-485 Converter back to the Use position. Proceed to step 7.
    2. If the message was "NET FAILED", then press the "E" key on the keypad to re-test.
      - A. If the message is still "NET FAILED", then press the "HOME" key on the keypad of the Terminal. The prompt of the top line of the display will read "SWITCH TO TEST MODE".
      - B. Move either the Online / Offline switch back to the Offline position or the Use / Test switch on the RS-485 Module back to the Test position. The prompt on the top line of the display will again read "Setup Mode?" and the current settings of the Terminal on the bottom line.
    - C. Perform a Auto Test
      1. Press the "down arrow" key 3 times on the keypad and the prompt "Diagnostics?" will be on the top line of the display.
      2. Press the "E" key once on the keypad and the prompt "DIAGNOSTICS" will be on the top line of the display and "Network Test?" on the bottom line.
      3. Press the "down arrow" key once on the keypad and the prompt "Auto Test?" will be on the bottom line of the display.
      4. Press the "E" key once on the keypad and the Terminal will run a series of self-tests. Make sure that all of the tests pass, especially the "COMM TEST".
        - A. If any of the tests failed, then either the Terminal or RS-485 Module may be bad. Contact ADI Hardware Support Department.

- D. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the RS-485 Module back to the Use position. The Terminal will run a self-test and exit the setup mode.
  - E. Move the Use / Test switch on the RS-232 / RS-485 Converter back to the Use position.
7. If the Terminal was polling and / or downloading ok, but now doesn't, check that the Terminal is still functioning ok. If it is, then it may be necessary to have the communication cable that goes from the Cable Adapter Box at the PC to the Cable Adapter Box at the Terminal checked for either opens or shorts. (Go to page 4 figure 4 in the Model 2000 RS-485 Multi-drop Installation Instructions to reference the Cable Installation diagram).
  8. If this is a new installation and the Terminal has never been downloaded and polled, then it may be necessary to have the communication cable that goes from the Cable Adapter Box at the PC to the Cable Adapter Box at the Terminal checked for incorrect wiring, opens or shorts. (Go to page 4 figure 4 in the Model 2000 RS-485 Multi-drop Installation Instructions to reference the Cable Installation diagram).
  9. If steps 1-8 do not resolve the problem, contact ADI Hardware Support Department
- B. Cannot Download or Poll to all Local Terminals. (Local Multi-drop setup)
1. ADI Log off of Network (if applicable), shut down Windows and power down PC. Wait 30 seconds and power up the PC. Go back into Labcom and try again to either download or poll to the Terminals.
  2. Check that the 9 or 25 pin Comm Cable Adapter from the Converter is connected securely into the correct comm. port on the back of the Computer. Check that one end the 6 conductor comm cable is connected to the Comm Cable Adapter and the other end is connected to the Host RS-232 modular jack on the Converter. (For location of the Host RS-232 modular jack go to page 2 figure 2 of the Model 2000 RS-485 Multi-drop Installation Instructions).
  3. Check that the Converter's power pack is plugged in and that there is power at the A/C outlet. There should be a red light on most Converters that will be on if it is getting power.
    - A. The red light is located on the opposite side to where the plug from the power pack goes into the Converter.
    - B. If the red light is not on and all cables are plugged in, then the power pack and / or the Converter may be bad. Contact ADI Hardware Support Department.
    - C. Also, check that the Comm / Drop Cable is plugged into the NET (network) modular jack on the Converter. (For location of the NET (network) modular jack, go to page 2 figure 2 of the Model 2000 RS-485 Multi-drop Installation Instructions).
    - D. The other end of the Comm / Drop Cable from the Converter should be connected to the modular jack on the Cable Adapter Box. (Reference page 2 figure 2 in the Model 2000 RS-485 Multi-drop Installation Instructions).
  4. Check that the Software is configured correctly (Comm. Port, Baud Rate, Parity, Data Bits, Stop Bits, Terminal Address(es) and the Terminals are checked as active).
  5. Check that the Terminals have been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Series Setup Procedure.
  6. If the Terminals were polling and / or downloading ok, but now don't, check that the Terminals are still functioning ok. If they are, then it may be necessary to have the communication cable that goes from the Cable Adapter Box at the PC to the Cable Adapter Boxes at the Terminals checked for either opens or shorts. (Go to page 4 figure 4 in the Model 2000 RS-485 Multi-drop Installation Instructions to reference the Cable Installation diagram).
  7. If this is a new installation and the Terminals have never been downloaded and polled, then it may be necessary to have the communication cable that goes from the Cable Adapter Box at the PC to the Cable Adapter Boxes at the Terminals checked for incorrect wiring, opens or shorts. (Go to page 4 figure 4 in the Model 2000 RS-485 Multi-drop Installation Instructions to reference the Cable Installation diagram).
  8. If steps 1-7 do not resolve the problem, contact ADI Hardware Support Department

C. Cannot Download or Poll to a single Terminal. (Local Multi-drop setup)

1. Check that the Terminal is powered up.
  - A. If it is not, at the Terminal check that there is power at the A/C outlet and that the Terminal's power pack is plugged in.
  - B. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in. If power comes back on try again to download and poll to the Terminal.
  - C. Check that the DC plug from the power pack is plugged into the Power connector on the RS-485 Module. (Go to page 6 figure 9 in the Model 2000 RS-485 Multi-drop Installation Instructions).
  - D. If the power at the A/C outlet is ok and all connections are plugged in and the Terminal still does not power up, then contact ADI Hardware Support Department.
2. Check that the Software is configured correctly (Comm. Port, Baud Rate, Parity, Data Bits, Stop Bits, Terminal Address and the Terminal is checked as active).
3. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Series Setup Procedure.
4. Perform a Network Test
  - A. On the back of the RS-232 / RS-485 Converter move the Use / Test switch to the Test position. (For location of the Use / Test switch, go to page 2 figure 2 of the Model 2000 RS-485 Multi-drop Installation Instructions).
  - B. Using the keys provided, unlock the Terminal. On the RS-485 Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For location of the Online / Offline or Use / Test switch, go to page 6 figure 9 in the Model 2000 RS-485 Multi-drop Installation Instructions).
  - C. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
  - D. Press the "down arrow" key 3 times on the keypad and the prompt "Diagnostics?" will be on the top line of the display.
  - E. Press the "E" key once on the keypad and the prompt "DIAGNOSTICS" will be on the top line of the display and "Network test?" on the bottom line.
  - F. Press the "E" key on the keypad. The prompt on the bottom line of the display should now read "Switch to use".
  - G. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the RS-485 Module back to the Use position. The prompt on the bottom line of the display will either read "NET PASSED" or NET FAILED" for approximately 2 seconds and will read "Enter to retest".
    1. If the message was "NET PASSED", then press the "HOME" key on the keypad of the Terminal. The prompt of the top line of the display will read "SWITCH TO TEST MODE".
      - A. Move either the Online / Offline switch back to the Offline position or the Use / Test switch on the RS-485 Module back to the Test position. The prompt on the top line of the display will again read "Setup Mode?" and the current settings of the Terminal on the bottom line.
      - B. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the RS-485 Module back to the Use position. The Terminal will run a self-test and exit the setup mode.
      - C. Move the Use / Test switch on the RS-232 / RS-485 Converter back to the Use position. Proceed to step 5.
    2. If the message was "NET FAILED", then press the "E" key on the keypad to re-test.
      - A. If the message is still "NET FAILED", then press the "HOME" key on the keypad of the Terminal. The prompt of the top line of the display will read "SWITCH TO TEST MODE".
      - B. Move either the Online / Offline switch back to the Offline position or the Use / Test switch on the RS-485 Module back to the Test position. The prompt on the top line of

the display will again read “Setup Mode?” and the current settings of the Terminal on the bottom line.

C. Perform a Auto Test

1. Press the “down arrow” key 3 times on the keypad and the prompt “Diagnostics?” will be on the top line of the display.
2. Press the “E” key once on the keypad and the prompt “DIAGNOSTICS” will be on the top line of the display and “Network Test?” on the bottom line.
3. Press the “down arrow” key once on the keypad and the prompt “Auto Test?” will be on the bottom line of the display.
4. Press the “E” key once on the keypad and the Terminal will run a series of self-tests. Make sure that all of the tests pass, especially the “COMM TEST”.
  - A. If any of the tests failed, then either the Terminal or RS-485 Module may be bad. Contact ADI Hardware Support Department.
- D. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the RS-485 Module back to the Use position. The Terminal will run a self-test and exit the setup mode.
  - E. Move the Use / Test switch on the RS-232 / RS-485 Converter back to the Use position.
5. If the Terminal was polling and / or downloading ok, but now doesn't, check that the Terminal is still functioning ok. If it is, then it may be necessary to have the communication cable that goes from the Cable Adapter Box at the PC to the Cable Adapter Box at the Terminal checked for either opens or shorts. (Go to page 4 figure 4 in the Model 2000 RS-485 Multi-drop Installation Instructions to reference the Cable Installation diagram).
6. If this is a new installation and the Terminal has never been downloaded and polled, then it may be necessary to have the communication cable that goes from the Cable Adapter Box at the PC to the Cable Adapter Box at the Terminal checked for incorrect wiring, opens or shorts. (Go to page 4 figure 4 in the Model 2000 RS-485 Multi-drop Installation Instructions to reference the Cable Installation diagram).
7. If steps 1-6 do not resolve the problem, contact ADI Hardware Support Department

D. Cannot Download or Poll (One Remote Terminal)

1. Log off of Network (if applicable), shut down Windows and power down the PC. Wait 30 seconds and power up the PC. Go back into Labcom and try again to either download or poll to the Terminal.
2. If the Local Modem is external to the PC, then power the Modem off for 10 seconds. Power the Modem back on.
  - A. Attempt to communicate to the Terminal:
    1. Poll the Terminal
    2. Download to the Terminal
3. If there is no dial tone.
  - A. Check that one end of the phone cable is plugged into the phone jack and the other end is plugged into the line jack on the back of either the internal or external Modem.
  - B. Check that the Local phone line is active. Simply plug a standard phone into the phone jack to see if there is dial tone or have a phone technician check the jack.
4. If there is a dial up timeout message.
  - A. Check in the Software that it is configured correctly (Comm. Port, Baud Rate, Parity, Data Bits, Stop Bits, Terminal Address, Remote phone number, Modem Type and the Terminal is checked as active).
  - B. If the Modem is external, check that the 9 or 25 pin cable is securely connected to both the back of the Modem and to the correct comm. port on the PC.
5. If the Local Modem dials out but the Terminal does not answer.
  - A. Check that the Remote Terminal is powered up.
    1. If it is not, at the Terminal check that there is power at the A/C outlet and that the Terminal's power pack is plugged in.
    2. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in. If power comes back on the

- Terminal it will go through a series of tests and the message “Modem Initialized!” will briefly show on the display. Try again to download and poll to the Terminal.
3. Check that the DC Plug from the Terminal’s power pack is plugged into the Power connector on the Modem Module. (For location of the Power connector, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
  4. If the Terminal still does not power up then either the power pack and / or the Terminal may be bad. Contact ADI Hardware Support Department.
- B. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Setup Procedure.
- C. Check that the Remote phone number is working correctly. Simply plug a standard phone into the Remote phone jack to see if there is dial tone or have a phone technician check the jack.
- D. Find out if the phone line is dedicated to the Terminal or is it being shared.
1. If the phone line is dedicated to the Terminal.
    - A. Re-initialize the Terminal’s Modem.
      1. Using the keys provided, unlock the Terminal. On the Modem Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
      2. The Terminal will prompt “Setup Mode?” on the top line of the display, and the current settings of the Terminal on the bottom line.
      3. Press the “down arrow” key 2 times on the keypad and the prompt “Utilities?” will be on the top line of the display.
      4. Press the “E” key once on the keypad and the prompt “UTILITIES” will be on top line of the display and “Wiegand analysis?” on the bottom line.
      5. Depending on the Flash Program in the Terminal, press the “down arrow” key 2 or 3 times on the keypad and the prompt “UTILITIES” will be on the top line of the display and “Modem Utilities?” on the bottom line.
      6. Press the “E” key on the keypad and the prompt “MODEM UTILITIES” will be on the top line of the display and “Switch to use” on the bottom line.
      7. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the Modem Module back to the Use position.
        - A. The Terminal will beep 2-3 times and the display will prompt “Modem Initialized!” on the top line of the display for 1 second. The prompt on the top line of the display should now read “MODEM UTILITIES” and “Init. Modem?” on the bottom line.
          1. If the Terminal did not prompt “Modem Initialized!” then press the “E” key on the keypad to initialize the Modem again. If the Terminal still did not prompt this message then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
      8. Move either the Online / Offline switch back to the Offline position or the Use / Test switch back to the Test position. The display will again prompt “Setup Mode?” on the top line of the display and the current settings of the Terminal on the bottom line.
        - A. Again move either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and exit the setup mode.
        - B. Try again to download and poll to the Terminal.
    9. If steps 1-8 do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
  2. If the phone line is being shared with the Terminal.
    - A. Find out what is sharing the phone line.
      1. If they are using a LS-3 Line Share Device, then proceed to the LS-3 3 Port Line Sharing Processor Installation Instructions to check the setup.
      2. If they are using another type of sharing device, then the customer needs to have the person who installed it to make sure it is working properly. Also check that the codes

needed to be put in after the phone number to switch the sharing device to the Terminal port is setup correctly in the Software.

3. If the customer is not using a line sharing device, but shares the line with a phone, fax or another PC's modem, then unplug that device and try again to download and poll to the Terminal.
  
4. Re-initialize the Terminal's Modem.
  - A. Using the keys provided, unlock the Terminal. On the Modem Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
  - B. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
  - C. Press the "down arrow" key 2 times on the keypad and the prompt "Utilities?" will be on the top line of the display.
  - D. Press the "E" key once on the keypad and the prompt "UTILITIES" will be on top line of the display and "Wiegand analysis?" on the bottom line.
  - E. Depending on the Flash Program in the Terminal, press the "down arrow" key 2 or 3 times on the keypad and the prompt "UTILITIES" will be on the top line of the display and "Modem Utilities?" on the bottom line.
  - F. Press the "E" key on the keypad and the prompt "MODEM UTILITIES" will be on the top line of the display and "Switch to use" on the bottom line.
  - G. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the Modem Module back to the Use position.
    1. The Terminal will beep 2-3 times and the display will prompt "Modem Initialized!" on the top line of the display for 1 second. The prompt on the top line of the display should now read "MODEM UTILITIES" and "Init. Modem?" on the bottom line.
      - A. If the Terminal did not prompt "Modem Initialized!" then press the "E" key on the keypad to initialize the Modem again. If the Terminal still did not prompt this message then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
  - H. Move either the Online / Offline switch back to the Offline position or the Use / Test switch back to the Test position. The display will again prompt "Setup Mode?" on the top line of the display and the current settings of the Terminal on the bottom line.
    1. Again move either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and exit the setup mode.
    2. Try again to download and poll to the Terminal.
  - I. If steps A-H do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
  
6. If the Local Modem dials out but the Terminal has a busy signal.
  - A. If this is a new install, go to the Configuration Manager in the Software. Select User Parameters then select Clock Parameters. Click on the Time Clock button, then on the Browse button and select the Remote Site. Go to the Dial Up tab and make sure that the phone number is correct.
  - B. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in. The Terminal will go through a series of tests and the message "Modem Initialized!" will briefly show on the display. Try again to download and poll to the Terminal.
  - C. Find out if the phone line is dedicated to the Terminal or is it being shared.
    1. If the phone line is dedicated to the Terminal.

- A. Either unplug the phone line from the wall jack or using the keys provided, unlock the Terminal and unplug the phone line from the Modem Host port on the Modem Module. Leave the phone line unplugged for now.
  1. Dial the phone number for the Terminal and make sure the phone line is no longer busy. If it is, then there could be a problem with the phone line and a phone technician should check the line.
  2. If the phone line is no longer busy, plug the phone line back in and try again to communicate to the Terminal.
  3. If steps 1-2 do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
2. If the phone line is being shared with the Terminal
  - A. If they are using a LS-3 Line Share Device, then proceed to the LS-3 3 Port Line Sharing Processor Installation Instructions to check the setup.
  - B. If they are using another type of sharing device, then the customer needs to have the person who installed it to make sure it is working properly. Also check that the codes needed to be put in after the phone number to switch the sharing device to the Terminal port is setup correctly in the Software.
  - C. If the customer is not using a line sharing device, but shares the line with a phone, fax or another PC's modem, then unplug that device and try again to download and poll to the Terminal.
  - D. If steps A-C do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
7. If the Local Modem dials out and the Terminal answers, but is unable to download or poll.
  - A. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Setup Procedure.
  - B. Go to the Configuration Manager in the Software. Select User Parameters then select Clock Parameters. Click on the Time Clock button, then on the Browse button and select the Remote Site. Go to the Dial Up tab and select a different Modem Type and try again to download and poll the Terminal. Repeat this step until all Modem Types have been tried.
  - C. Re-initialize the Terminal's Modem.
    1. Using the keys provided, unlock the Terminal. On the Modem Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
    2. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
    3. Press the "down arrow" key 2 times on the keypad and the prompt "Utilities?" will be on the top line of the display.
    4. Press the "E" key once on the keypad and the prompt "UTILITIES" will be on top line of the display and "Wiegand analysis?" on the bottom line.
    5. Depending on the Flash Program in the Terminal, press the "down arrow" key 2 or 3 times on the keypad and the prompt "UTILITIES" will be on the top line of the display and "Modem Utilities?" on the bottom line.
    6. Press the "E" key on the keypad and the prompt "MODEM UTILITIES" will be on the top line of the display and "Switch to use" on the bottom line.
    7. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the Modem Module back to the Use position.
      - A. The Terminal will beep 2-3 times and the display will prompt "Modem Initialized!" on the top line of the display for 1 second. The prompt on the top line of the display should now read "MODEM UTILITIES" and "Init. Modem?" on the bottom line.
        1. If the Terminal did not prompt "Modem Initialized!" then press the "E" key on the keypad to initialize the Modem again. If the Terminal still did not prompt this message then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.

8. Move either the Online / Offline switch back to the Offline position or the Use / Test switch back to the Test position. The display will again prompt "Setup Mode?" on the top line of the display and the current settings of the Terminal on the bottom line.
  - A. Again move either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and exit the setup mode.
  - B. Try again to download and poll to the Terminal.
9. If steps 1-8 do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.

E. Cannot Download or Poll. (To all Remote Terminal Sites)

1. Log off of Network (if applicable), shut down Windows and power down the PC. Wait 30 seconds and power up the PC. Go back into Labcom and try again to either download or poll to the Terminals.
2. If the Local Modem is external to the PC, then power the Modem off for 10 seconds. Power the Modem back on.
  - A. Attempt to communicate to the Terminals:
    1. Poll the Terminals
    2. Download to the Terminals
3. If there is no dial tone.
  - A. Check that one end of the phone cable is plugged into the phone jack and the other end is plugged into the line jack on the back of either the internal or external Modem.
  - B. Check that the Local phone line is active. Simply plug a standard phone into the phone jack to see if there is dial tone or have a phone technician check the jack.
4. If there is a dial up timeout message.
  - A. Check in the Software that it is configured correctly (Comm. Port, Baud Rate, Parity, Data Bits, Stop Bits, Terminal Addresses, Remote phone numbers, Modem Type and the Terminals are checked as active).
  - B. If the Modem is external, check that the 9 or 25 pin cable is securely connected to both the back of the Modem and to the correct comm. port on the PC.
5. If the Local Modem dials out but the Terminals do not answer.
  - A. Check that the Terminals have been setup correctly (Baud Rate, Parity, Host Delay, Address(es) and Terminal App. Type). Use the Installation Instructions that were provided on how to setup the Terminals or go to the Model 2000 Setup Procedure.
  - B. Check that the Remote phone numbers are working correctly. Simply plug a standard phone into the Remote phone jacks to see if there is dial tone or have a phone technician check the jacks.
6. If steps 1-5 do not resolve the problem then contact ADI Hardware Support Department.

F. Cannot Download or Poll. (To one or more Remote Terminal Sites)

1. If the Local Modem dials out but the Terminal does not answer.
  - A. Check that the Remote Terminal is powered up.
    1. If it is not, at the Terminal check that there is power at the A/C outlet and that the Terminal's power pack is plugged in.
    2. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in. If power comes back on the Terminal it will go through a series of tests and the message "Modem Initialized!" will briefly show on the display. Try again to download and poll to the Terminal.
    3. Check that the D/C Plug from the Terminal's power pack is plugged into the Power connector on the Modem Module. (For location of the Power connector, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
    4. If the Terminal still does not power up then either the power pack and / or the Terminal may be bad. Contact ADI Hardware Support Department.

- B. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Setup Procedure.
- C. Check that the Remote phone number is working correctly. Simply plug a standard phone into the Remote phone jack to see if there is dial tone or have a phone technician check the jack.
- D. Find out if the phone line is dedicated to the Terminal or is it being shared.
  1. If the phone line is dedicated to the Terminal.
    - A. Re-initialize the Terminal's Modem.
      1. Using the keys provided, unlock the Terminal. On the Modem Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
      2. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
      3. Press the "down arrow" key 2 times on the keypad and the prompt "Utilities?" will be on the top line of the display.
      4. Press the "E" key once on the keypad and the prompt "UTILITIES" will be on top line of the display and "Wiegand analysis?" on the bottom line.
      5. Depending on the Flash Program in the Terminal, press the "down arrow" key 2 or 3 times on the keypad and the prompt "UTILITIES" will be on the top line of the display and "Modem Utilities?" on the bottom line.
      6. Press the "E" key on the keypad and the prompt "MODEM UTILITIES" will be on the top line of the display and "Switch to use" on the bottom line.
      7. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the Modem Module back to the Use position.
        - A. The Terminal will beep 2-3 times and the display will prompt "Modem Initialized!" on the top line of the display for 1 second. The prompt on the top line of the display should now read "MODEM UTILITIES" and "Init. Modem?" on the bottom line.
          1. If the Terminal did not prompt "Modem Initialized!" then press the "E" key on the keypad to initialize the Modem again. If the Terminal still did not prompt this message then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
      8. Move either the Online / Offline switch back to the Offline position or the Use / Test switch back to the Test position. The display will again prompt "Setup Mode?" on the top line of the display and the current settings of the Terminal on the bottom line.
        - A. Again move either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and exit the setup mode.
        - B. Try again to download and poll to the Terminal.
    9. If steps 1-8 do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
  2. If the phone line is being shared with the Terminal.
    - A. Find out what is sharing the phone line.
      1. If they are using a LS-3 Line Share Device, then proceed to the LS-3 3 Port Line Sharing Processor Installation Instructions to check the setup.
      2. If they are using another type of sharing device, then the customer needs to have the person who installed it to make sure it is working properly. Also check that the codes needed to be put in after the phone number to switch the sharing device to the Terminal port is setup correctly in the Software.
      3. If the customer is not using a line sharing device, but shares the line with a phone, fax or another PC's modem, then unplug that device and try again to download and poll to the Terminal.
      4. Re-initialize the Terminal's Modem.
        - A. Using the keys provided, unlock the Terminal. On the Modem Module, move either the Online / Offline switch to the Offline position or the Use / Test switch

- to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
- B. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
  - C. Press the "down arrow" key 2 times on the keypad and the prompt "Utilities?" will be on the top line of the display.
  - D. Press the "E" key once on the keypad and the prompt "UTILITIES" will be on top line of the display and "Wiegand analysis?" on the bottom line.
  - E. Depending on the Flash Program in the Terminal, press the "down arrow" key 2 or 3 times on the keypad and the prompt "UTILITIES" will be on the top line of the display and "Modem Utilities?" on the bottom line.
  - F. Press the "E" key on the keypad and the prompt "MODEM UTILITIES" will be on the top line of the display and "Switch to use" on the bottom line.
  - G. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the Modem Module back to the Use position.
    1. The Terminal will beep 2-3 times and the display will prompt "Modem Initialized!" on the top line of the display for 1 second. The prompt on the top line of the display should now read "MODEM UTILITIES" and "Init. Modem?" on the bottom line.
      - A. If the Terminal did not prompt "Modem Initialized!" then press the "E" key on the keypad to initialize the Modem again. If the Terminal still did not prompt this message then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
  - H. Move either the Online / Offline switch back to the Offline position or the Use / Test switch back to the Test position. The display will again prompt "Setup Mode?" on the top line of the display and the current settings of the Terminal on the bottom line.
    1. Again move either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and exit the setup mode.
    2. Try again to download and poll to the Terminal.
  - I. If steps A-H do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
2. If the Local Modem dials out but the Terminal has a busy signal.
    - A. If this is a new install, go to the Configuration Manager in the Software. Select User Parameters then select Clock Parameters. Click on the Time Clock button, then on the Browse button and select the Remote Site. Go to the Dial Up tab and make sure that the phone number is correct.
    - B. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in. The Terminal will go through a series of tests and the message "Modem Initialized!" will briefly show on the display. Try again to download and poll to the Terminal.
    - C. Find out if the phone line is dedicated to the Terminal or is it being shared.
      1. If the phone line is dedicated to the Terminal.
        - A. Either unplug the phone line from the wall jack or using the keys provided, unlock the Terminal and unplug the phone line from the Modem Host port on the Modem Module. Leave the phone line unplugged for now.
          1. Dial the phone number for the Terminal and make sure the phone line is no longer busy. If it is, then there could be a problem with the phone line and a phone technician should check the line.
          2. If the phone line is no longer busy, plug the phone line back in and try again to communicate to the Terminal.
          3. If steps 1-2 do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
      2. If the phone line is being shared with the Terminal

- A. If they are using a LS-3 Line Share Device, then proceed to the LS-3 3 Port Line Sharing Processor Installation Instructions to check the setup.
  - B. If they are using another type of sharing device, then the customer needs to have the person who installed it to make sure it is working properly. Also check that the codes needed to be put in after the phone number to switch the sharing device to the Terminal port is setup correctly in the Software.
  - C. If the customer is not using a line sharing device, but shares the line with a phone, fax or another PC's modem, then unplug that device and try again to download and poll to the Terminal.
  - D. If steps A-C do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
3. If the Local Modem dials out and the Terminal answers, but is unable to download or poll.
- A. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address and Reader Type). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Setup Procedure.
  - B. Go to the Configuration Manager in the Software. Select User Parameters then select Clock Parameters. Click on the Time Clock button, then on the Browse button and select the Remote Site. Go to the Dial Up tab and select a different Modem Type and try again to download and poll the Terminal. Repeat this step until all Modem Types have been tried.
  - C. Re-initialize the Terminal's Modem.
    1. Using the keys provided, unlock the Terminal. On the Modem Module, move either the Online / Offline switch to the Offline position or the Use / Test switch to the Test position. (For the location of the Online / Offline or Use / Test switch, go to page 4 figure 7 in the Model 2000 Remote Installation Instructions).
    2. The Terminal will prompt "Setup Mode?" on the top line of the display, and the current settings of the Terminal on the bottom line.
    3. Press the "down arrow" key 2 times on the keypad and the prompt "Utilities?" will be on the top line of the display.
    4. Press the "E" key once on the keypad and the prompt "UTILITIES" will be on top line of the display and "Wiegand analysis?" on the bottom line.
    5. Depending on the Flash Program in the Terminal, press the "down arrow" key 2 or 3 times on the keypad and the prompt "UTILITIES" will be on the top line of the display and "Modem Utilities?" on the bottom line.
    6. Press the "E" key on the keypad and the prompt "MODEM UTILITIES" will be on the top line of the display and "Switch to use" on the bottom line.
    7. Move either the Online / Offline switch back to the Online position or the Use / Test switch on the Modem Module back to the Use position.
      - A. The Terminal will beep 2-3 times and the display will prompt "Modem Initialized!" on the top line of the display for 1 second. The prompt on the top line of the display should now read "MODEM UTILITIES" and "Init. Modem?" on the bottom line.
        1. If the Terminal did not prompt "Modem Initialized!" then press the "E" key on the keypad to initialize the Modem again. If the Terminal still did not prompt this message then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
    8. Move either the Online / Offline switch back to the Offline position or the Use / Test switch back to the Test position. The display will again prompt "Setup Mode?" on the top line of the display and the current settings of the Terminal on the bottom line.
      - A. Again move either the Online / Offline switch back to the Online position or the Use / Test switch back to the Use position. The Terminal will run a self-test and exit the setup mode.
      - B. Try again to download and poll to the Terminal.
    9. If steps 1-8 do not resolve the problem then the Terminal and / or Modem Module may be bad. Contact ADI Hardware Support Department.
- G. Cannot Download or Poll. (One Network Terminal per IP Address)

1. Log off of Network, shut down Windows and power down PC. Wait 30 seconds and power up the PC. Log back into the Network. Go back into Labcom and try again to either download or poll to the Terminal.
2. Check that the Terminal is powered up.
  - A. If it is not, at the Terminal check that there is power at the A/C outlet and that the Terminal's power pack is plugged in.
  - B. Unplug the Terminal's power pack and press the Operational Battery Module's disconnect button (if applicable), wait 5 seconds and plug it back in. If power comes back on try again to download and poll to the Terminal.
  - C. Check that the DC plug from the power pack is plugged into the Power connector on the LINC Ethernet Module. (Go to page 4 figure 7 in the Model 2000 Ethernet Installation Instructions).
  - D. If the power at the A/C outlet is ok and all connections are plugged in and the Terminal still does not power up, then contact ADI Hardware Support Department.
3. Check that the Software is configured correctly (Terminal Address, IP Address and the Terminal is checked as active).
4. Check that the Terminal has been setup correctly (Baud Rate, Parity, Host Delay, Address, IP Address etc.). Use the Installation Instructions that were provided on how to setup the Terminal or go to the Model 2000 Series Setup Procedure.
5. For both new installs or existing ones where the Terminal was polling and / or downloading ok, check that one end of the Network cable is plugged into the Network jack and the other end is plugged into the Ethernet port on the LINC Module. (For location of the Ethernet port, go to page 3 figure 5 in the Model 2000 Ethernet Installation Instructions).
6. Have the Customer's MIS Dept. check the Network connections wiring and have them "PING" the LINC Ethernet Module.
7. If steps 1-6 do not resolve the problem, contact ADI Hardware Support Department.