

GOLD BRIC TROUBLESHOOTING

Date:9/27/2004

Version: 2.0

1. DOES UNIT POWER ON

N No.....GOTO 3

Y Yes.....GOTO 2

2. DOES UNIT WORK FLAWLESSLY,

Y YES, GOTO END

N NO, GOTO 3

3. SELECT SYMPTOMS

- a. BRIC does not power up—GOTO POWERUP TROUBLESHOOTER
- a. Motor works sporadically, moves just a few inches before stopping—GOTO ENCODER TROUBLESHOOTER
- b. Motor goes wrong direction—GOTO ENCODER TROUBLESHOOTER
- c. Motors work correctly but no serial communication, GOT SERIAL TROUBLESHOOTER
- d. Door doesn't close, GOTO DOOR TROUBLESHOOTER
- e. Serial works but 11 button and IR does not work, --check keypad wiring
- f. Keypad works but IR does not—GO IR TROUBLESHOOTER
- g. Dual BRIC system, one BRIC works and second BRIC does not—GOTO DUAL BRIC TROUBLESHOOTER
- h. STI does not work-GOT STI TROUBLESHOOTER
- i. BRIC displays flashing LEDs (error condition)-Determine Fault and Remedy

DOOR TROUBLESHOOTER

-Check encoder wires (loose miswired, or broken)

-Make sure power wires and encoder wires are plugged into channel "C"

-Check read switch connection and make sure when door closes, reed switch energizes

-Remedy and go back to 3

DUAL BRIC TROUBLESHOOTER

-If first BRIC works and second one does not, check wiring between the two.

Is there a good connection between each BRIC's printed circuit board and each BRIC's metal chassis?

-If master and slave BRIC work using combination of 11 and 5 button keypad, but IR cannot control slave BRIC, follow proper steps to toggle Ctrl 1 and 2 to Ctrl 3 and 4 using * key

-remedy and go back to 3

ENCODER TROUBLESHOOTER

- Check connections (loose or incorrect) from encoders to BRIC. Are they plugged in tightly?
- Check for cuts in cable.
- Check for extended length of wire necessary to connect BRIC to encoders (pigtailed and extended wiring not acceptable)
- If encoder amplifier present, make sure it is plugged in
- Check dip switches on BRIC
- Remedy (and repower unit and go back to 3)

IR TROUBLESHOOTER

- Check for batteries in device, replace batteries
- Make sure IR receiver not flooded (fluorescent, neon, or direct sunlight)
- remedy and GOTO 3

POWER-UP TROUBLESHOOTER

- Is BRIC plugged in?
- Check circuit breaker driving BRIC
- Check fuse in BRIC
- Are there any flashing LEDs on BRIC?
- Remedy and GOTO 3

SERIAL TROUBLESHOOTER

Select symptom:

- Microsoft Hyperterminal works, however, Crestron (or 3rd party Automation System) does not—check wiring to Crestron, check baud rate, software commands. Make sure no line feeds exist at end of command sequence.
- Hyperterminal does not work, AND, Home Automation software does not either—check serial wire connections between BRIC and third party system, check length of serial wire, did you wait 120 seconds after a power up condition?
- Remedy, reboot and go back to 3

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STI TROUBLESHOOTER

- Make sure 1st and 2nd preset already set via keypad, ir or serial command
- Make sure that appropriate STI input to gold is connected to correct STI (and proper polarities are observed)
- If two STIs are being used, make sure the initial STI activated is connected to BRICs STI port #1, and second STI is connected to port #2.
- Check all wiring and proper polarities
- Remedy and GOTO 3

END

-You have completed this troubleshooting process and your BRIC is working well.

PROGRAMMING THE BRIC

1)Keypad.

- move screens to appropriate position
- depress and hold the desired PRESET button
- depress and release the * button
- release the selected PRESET button

2) IR REMOTE

- Move screen to appropriate position
- depress momentarily the PROGRAM button
- depress momentarily (within 5 seconds) the desired PRESET button

TURNING ON/OFF LEDS ON 11-BUTTON KEYPAD

- 1) Increase Brightness. Press the Channel A UP button, then press and release the * button
- 2) Decreases Brightness. Press the Channel A DOWN button, then press and release the * button

UNDERSTANDING AND USING THE * BUTTON

- 1) Homing Device. * retracts all screens
- 2) Non-Homing Devices. * button toggles vertical mask
- 3) Dual BRIC System. * toggles functionality of Ctrl 1/2 to Ctrl 3/4
- 4) Other Devices. * stops the motion of the motor that is moving