Receiver Troubleshooting
Computer Failure

1.   Check the Following:
   a. Is **Cable** Connected? If So…..
   b. Is 685 Programmed for **ACK/NACK**, or is 685 looking at the Ready Line on Pin 20?
      1. **Ready Line**: A +V (High) on Pin 20 indicates that the computer is ready for data. If so, replace CPU board; if Not, the computer is actually in fault. You can verify this by putting a +V (+3VDC) on pin 20 at the 685. The computer fail LED should go out.
      2. **ACK/NACK**: This means the computer must send an ACK (^F) character within 2 seconds after a message is received. If not the 685 will repeat the same message and wait another 2 seconds. If after the second time an ACK (^F) is not received, the 685 will show computer fail. Ack/Nack is programmed in 685 prom chart 7. If this option is programmed, the 685 will NOT look at pin 20 for a ready signal, but will expect an Ack (^F) from the computer.
      3. **Test Computer**: This is an option that is highly recommended. It is also programmed in Prom Chart 7. If no messages come in within a 30 second period, the 685 sends this test message to the computer just to make sure it's still "Alive". The sequence is the same as with Ack/Nack. If the 685 does not receive an "S" from the computer within 2 seconds the Test Message (00 OKAY @) is sent again. If the "S" is not received this time, a computer fail will come up.
      4. **Check for 691 Prom**: Make sure the Memory board has a 691 Prom chip installed. If this chip is not installed the 685 will display a constant computer fail.

2. Misc. Computer Information:
   a. **Alert Tone Silence**: This option is programmed in prom chart 7 on the English language prom. If enabled, the Off/Com dip switch must be in the COM position. This will suppress the alert tone for all normal reports such as alarms, restores, open/close reports, etc, as long as the computer is not in fault. All system reports, such as power loss, line fault, transmission errors, etc.. will sound the alert tone.
   b. **Computer Cable**: The cable used is a standard RS232 cable and should be shielded. Since the data is serial the length is of little consequence.
   c. **Computer Data**: Input on Pin-3; Output on Pin-2; (ASCII).