C5000 Troubleshooting Checklist

December 21,2000

Note: If a defective Controller is suspected, try resetting the Controller. To accomplish this: Power the Controller off; wait 5 seconds; power the Controller on.

Problem	Possible Cause	Solution
1. No power to the Controller.	1. Controller not turned on. 2. Controller power supply not plugged into wall. 3. Controller power supply not plugged into controller. 4. Wall outlet not powered. 5. Local power outage. 6. Power supply is defective.	1. Turn Controller power switch to ON. 2. Plug power supply into powered electrical wall outlet. 3. Plug power supply output into Controller. 4. Test outlet, check circuit breaker. 5. Grab a deck of cards. 6. Test supply, replace if necessary.
2. No power to the Selector.	1. Selector not turned on. 2. Controller has no power. 3. RS-485 cable is not connected to the Controller. 4. RS-485 cable is incorrectly wired. 5. Selector power supply (if used) is defective. 6. Selector is defective. 7. Controller is defective.	1. Turn Selector power switch to ON. 2. Refer to problem #1. 3. Make sure the RS-485 cable eventually connects to the Controller. 4. Re-wire the RS-485 cable: 1) +6.5V, 2) RS485 +, 3) RS485 -, 4) Common. 5. Test power supply, replace if necessary. 6. Repair Selector. 7. Repair Controller.
3. Selector STANDBY light flashes.	1. RS-485 cable is incorrectly wired. (Check Them All!) 2. Selector is defective. 3. Controller is defective.	1. Re-wire the RS-485 cable: 1) +6.5V, 2) RS485 +, 3) RS485 -, 4) Common. 2. Repair Selector. 3. Repair Controller.
4. Selector keypad does not respond or acts erratically.	1. Controller not turned on. 2. Selector not turned on. 3. STANDBY light is flashing. 4. Selector is not properly programmed. 5. Selector keypad is defective (Check ribbon connector crimp). 6. Selector is defective. 7. Controller is defective.	1. Turn Controller power switch to ON 2. Turn Selector power switch to ON. 3. Refer to problem #3. 4. Check for proper channel and confirm that all Selectors have a unique ID #. 5. Replace keypad. 6. Repair Selector. 7. Repair Controller.
5. No outbound audio from Selector.	1. STANDBY light is flashing. 2. A station is not selected. 3. TALK key is not pressed. 4. VOX (if used) is not correctly adjusted. 5. Channel A or B volume is set too low. 6. Selector not programmed correctly for its audio wiring. 7. Selector not wired correctly for its channel programming. 8. There is no speaker wired to the Controller at the station selected. 9. Microphone is defective.	1. Refer to problem #3. 2. Press a valid station key. 3. Press and hold TALK key, then talk. 4. Rotate Left the INCREASE VOX SENSITIVITY on Selector bottom. 5. Adjust TALK A and TALK B pots in Controller (Turn clockwise). 6. Confirm that Selector channel matches audio port on Controller. 7. Confirm that audio port on Controller matches Selector channel and wiring. 8. Confirm that a working speaker is wired to the Controller at the station selected.

	10. Selector is defective. 11. Controller is defective.	9. Replace microphone. 10. Repair Selector. 11. Repair Controller.
6. No inbound audio to Selector.	1. STANDBY light is flashing. 2. A station is not selected. 3. The TALK key is pressed. 4. VOX (if used) is not correctly adjusted. 5. Selector volume is too low. 6. Selector not programmed correctly for its audio wiring. 7. Selector not wired correctly for its channel programming. 8. There is no speaker wired to the Controller at the station selected. 9. Selector speaker is defective. 10. Selector is defective. 11. Controller is defective.	1. Refer to problem #3. 2. Press a valid station key. 3. Release the TALK key to listen. 4. Rotate Right the INCREASE VOX SENSITIVITY on Selector bottom. 5. Rotate Left Selector Volume pot. 6. Confirm that Selector channel matches audio port on Controller. 7. Confirm that audio port on Controller matches Selector channel and wiring. 8. Confirm that a working speaker is wired to the Controller at the station selected. 9. Replace Selector speaker. 10. Repair Selector. 11. Repair Controller.
7. No outbound audio from Wireless base.	1. Wireless unit is not on. 2. Wireless base is not on. 3. Wireless unit not programmed to work with its base. 4. A station is not selected. 5. Wireless TALK key is not pressed. 6. The wireless MENU SIGN AUDIO LEVEL control is too low. 7. Wireless base cable to the Controller is incorrectly wired. 8. There is no speaker wired to the Controller at the station selected. 9. Wireless unit is defective. 10. Wireless base is defective. 11. Controller is defective.	1. Power on the wireless unit. 2. Power on the wireless base. 3. Program the wireless unit to work with its wireless base. 4. Select a station with the wireless unit. 5. Press and hold the wireless TALK key, then talk. 6. Adjust the wireless MENU SIGN AUDIO LEVEL control pot clockwise. 7. Re-wire the wireless base cable to the Controller, confirm that it is connected to the correct channel. 8. Confirm that a working speaker is wired to the Controller at the station selected. 9. Repair the Wireless unit. 10. Repair the Wireless base. 11. Repair the Controller.
8. No inbound audio to Wireless base.	1. Wireless unit is not on. 2. Wireless base is not on. 3. Wireless unit not programmed to work with its base. 4. A station is not selected. 5. Wireless TALK key is pressed. 6. The wireless MENU MIC SENS control is too low. 7. Wireless base cable to the Controller is incorrectly wired. 8. There is no speaker wired to the Controller at the station selected.	1. Power on the wireless unit. 2. Power on the wireless base. 3. Program the wireless unit to work with its wireless base. 4. Select a station with the wireless unit. 5. Release the wireless TALK key. 6. Adjust the wireless MENU MIC SENS control pot clockwise. 7. Re-wire the wireless base cable to the Controller, confirm that it is connected to the correct channel. 8. Confirm that a working speaker is wired to the Controller at the station selected. 9. Repair the Wireless unit.

	9. Wireless unit is defective. 10. Wireless base is defective. 11. Controller is defective.	10. Repair the Wireless base. 11. Repair the Controller.
9. Food calls trigger fuel Selectors/bases.	1. The Controller Call Merge (if used) is activated. 2. The call station button is incorrectly wired to trigger the wrong channel.	1. De-activate the Call Merge function by opening the switch. 2. Re-wire the call station button so that it is correctly wired to the proper channel.
10. A call station is constantly triggering the Controller.	1. There is a short to common in the call switch wiring. 2. There is a Normally Closed switch at the call station. 3. The call switch is defective.	1. Re-wire the call switch so that there is no short to common. 2. Replace the Normally Closed switch with a Normally Opened switch. 3. Replace the call switch.
11. A Station Selector resets itself.	1. There is a "high" impedance connection on the RS-485 buss.	1. Confirm the RS-485 buss wiring is not damaged. Use heavier gauge wire. Decrease the wire length. Another option is to use an additional power supply on the Station Selector.