

# Appendix A: Weekly Testing Procedure

We recommend that you test your RIM-600 system weekly to be sure it is functioning properly. This will ensure that when a problem arises the RIM-600 will be ready to alert the appropriate personnel. A test log template is included at the back of this manual.

There are several tests that can be performed:

- 1) Call the unit and listen to the Status Report. This will test the unit's ability to answer the phone and speak a message. It will also verify that all of the inputs are reading properly, the alarm conditions are OK, the electricity is on, the microphone is functioning, and the batteries are OK.

- 2) Create an alarm on each input by tripping all connected sensors.

Temperature sensors: Heat or cool the sensor.

Motion sensors: Have someone walk in front of the sensor.

Door/window sensors: open the door/window.

Water sensors: Apply a small amount of water beneath the sensor or use a wet towel and touch it to the sensor probes.

Humidity sensors: Raise the humidity around the sensor by holding a cup of very hot water beneath the sensor.

Smoke detectors: Hold magnet near test area on smoke detector, or make smoke.

Allow the unit to contact all programmed telephone numbers. This will make sure that the RIM-600 is programmed properly. It will also prepare personnel to respond appropriately when they receive a call from the unit.

- 3) Test the batteries in any RIM-600 unit by unplugging the AC power and making sure that the RIM-600 continues to function.
- 4) If you are using your RIM-600 to listen for a smoke alarm, then be sure to test the smoke alarm to make sure that the RIM-600 picks up the audible signal and triggers a high-sound-level alarm. Allow the unit to dial all programmed telephone numbers.
- 5) If you require assistance, call CPI Technical Support at 800-834-4969.



# Appendix B: Troubleshooting

## Software

### Why does my RIM-600 Host begin dialing as soon as I turn it on?

- RIM-600 will only dial to deliver an alarm message. An unacknowledged alarm exists, and RIM-600 is trying to deliver an alarm message.

### Why can't I connect with my RIM-600 using my Ethernet network?

- The RIM-600's Host or Node network settings may be incorrect. Verify the IP address, Gateway, DNS, and Subnet mask settings.
- There may be a network IP address conflict. The RIM-600 Host or Node's IP address may be the same as another device on your network.

### Why can't I connect with my RIM-600's (Host or Node) serial port?

- A NULL RS-232 serial cable is required to perform the local configuration of a RIM-600 Host or Node. Verify that you are using a NULL cable. A Null modem serial cable is available for purchase from Chatsworth Products as an accessory (part number 60071-006).
- Make sure that your cable is connected to a serial (COM) port on your PC, not a parallel (LPT) port.
- Your PC's terminal emulation program settings may be incorrect. The serial Port settings should be as follows:
  - Bits per second: 9600
  - Data Bits : 8
  - Parity: None
  - Stop bits: 1
  - Flow control: None

### Why can't I connect with my RIM-600 Host using a PPP dial-up connection?

If your modem won't dial at all:

- Make sure that your Windows Dial-up Network connection is properly set up. Check that the telephone number is properly programmed.
- Make sure that your modem is connected to a serial COM port on your PC, not a parallel (LPT) port.

If your modem dials but you can't connect with the RIM-600 Host:

- Verify the User Name and Password settings on the Windows Dial-Up Network connection match the settings programmed in your RIM-600's Profile Setup.
- Make sure that your modem is turned on and plugged into a working telephone line.

**Will RIM-600 retain its programming if there has been a long power failure and the backup battery dies?**

Yes. When all power is removed from the RIM-600, voice messages and unit programming are retained in a nonvolatile solid-state flash disk.

**My RIM-600 unit got damaged and had to be replaced. Can I use the original unit's saved programming to quickly program the replacement unit?**

Yes.

**Why won't my RIM-600 Host dial out?**

- Check that you have a Touch-Tone telephone line. The RIM-600 Host will not be able to dial out if it's on a Pulse telephone line.
- The Contact telephone number may be incorrectly programmed. Verify the telephone numbers. Is a '1 +area code' prefix required? Does your telephone line require a '9' prefix to reach an outside line?
- Each Contact telephone number has a programmable call schedule. It may not be the programmed time of day, or day of week for the RIM-600 Host to call a particular contact. Verify the call schedule for each contact.
- Recognition time may be set too long for an alarm condition to become a valid alarm. Shorten the Recognition time for the alarm or increase the amount of time that the monitored condition exists.
- The wrong Alarm Class has been assigned. For each environmental or IP alarm, you may specify an Alarm Class. Check the Alarm Class assigned to the environmental or IP channel.
- The user Profile has not been programmed to receive calls for a particular alarm Class. When an alarm occurs, the RIM-600 checks its list of User Profiles to see who should be contacted. Only users whose class list includes the class of the alarm will be contacted.
- 'Dial Out Attempts' might be set to zero. If this is the case, the RIM-600 Host will make zero attempts to call the programmed Contacts. Increase 'Dial Out Attempts' to a number greater than zero.

**I keep getting a busy signal when I call my RIM-600 Host.**

The RIM-600 Host may be trying to deliver an alarm message.

**Why does RIM-600 call again with the same alarm after I just acknowledged it?**

- The alarm is clearing and quickly re-tripping. If this occurs, and the Alarm Recognition time is very short, the result will be another call for the re-tripped alarm. Increase the Alarm Recognition time to avoid rapid callbacks for the same alarm.

**Why won't the RIM-600 Host communicate with one or more Nodes?**

Every RIM-600 expansion Node is an IP device with a unique address. Check to make sure that the Host IP address is programmed correctly in the Node(s).

## Appendix C: RIM-600 Accessories

The accessories listed below are available from Chatsworth Products, Inc. and our authorized distributors. Other dry contact sensors, designed for more specialized applications, may also be used. Commercial/ industrial electrical supply houses can provide devices to monitor virtually any condition. For further information, contact CPI Customer Service at 800-834-4969.

<u>Part Number</u>	<u>Description</u>
60000-001	Host
60001-001	Node
60001-002	Node (220VAC 50Hz)
60045-001	PowerGate
60046-001	PowerGate2
60065-001	Axis® Network Camera
60070-007	7' CAT5 Patch Cable
60070-014	14' CAT5 Patch Cable
60070-025	25' CAT5 Patch Cable
60074-001	RJ-45 F/F Coupler Kit (4)
60075-001	Wall Mount Kit
60071-006	Null Modem Cable
60087-001	Solution Manual (complete)
60088-002	ConsoleView Software CD
60010-001	Room Temperature Sensor
60011-001	Room Temperature Sensor w/Display (Fahrenheit)
60012-007	Mini-Temperature Sensor
60013-001	Room Temperature Sensor w/Display (Celsius)
60030-001	Humidity Sensor
60031-001	Humidity Sensor w/Display
60032-010	Water Sensor w/10' Water Detection Rope
60072-001	10' Water Detection Rope
60040-001	Power Sensor
60050-001	Dry Contact Bridge
60051-001	4–20mA Bridge
60052-001	Door Switch
60061-007	Passive Infrared Motion Detector w/7' RJ-45 Cable

60062-007	Smoke Detector w/7' RJ-45 Cable
60078-010	Right-angle cable for PowerGate2

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# Appendix E: Returning a RIM-600 Unit for Repair

In the event that any of your RIM-600 units do not function properly, we suggest that you do the following:

- 1) Record your observations regarding the individual unit's malfunction.
- 2) Call the Technical Service Department at 800-834-4969 prior to sending the unit to Chatsworth Products, Inc. (CPI) for repair and obtain a Customer Return Authorization (CRA) number.

If the unit must be sent to CPI for Servicing, please do the following:

- 1) Turn the power switch on the rear of the unit Off.
- 2) Disconnect all cables, inputs and wiring, and unplug the unit.
- 3) Carefully pack the unit to avoid damage in transit. Use the original container (if available) or a sturdy shipping box.
- 4) To avoid shipping delays, you must include the following information :
  - a) Your name, address and telephone number.
  - b) A note explaining the problem.
  - c) Write the CRA number prominently on the outside of the shipping container.
- 5) Ship your package to the address below:

SERVICE DEPARTMENT  
**Chatsworth Products, Inc.**  
**701 Industrial Drive**  
**New Bern, NC 28562**  
**800-834-4969**  
**Fax: 252-514-2977**

- 6) Ship prepaid and insured via UPS or US Mail to ensure a traceable shipment with recourse for damage or replacement.

## Notice on Returns and Repairs

No products or part thereof shall be returned to CPI unless the customer first obtains a Customer Return Authorization (CRA) number from a CPI customer service representative. This number must appear clearly and prominently on all shipping containers. Containers without the labels will not be accepted.

Products returned for warranty repair shall be shipped prepaid to CPI. Said products are subject to handling charges if no defects are found during inspection. All products returned to CPI shall be packaged to prevent damage during shipment. Any damage that occurs during shipment is the responsibility of the customer and the shipping company. CPI will send back repaired products freight prepaid.

If CPI finds that products returned for repair, whether in or out of warranty, have failed due to misuse or negligence or have components removed, CPI will repair the product in accordance with “out-of-warranty” charges. If CPI finds products, in or out of warranty, to be damaged beyond repair, the customer can choose to have the product sent back “as is” or scrapped by CPI.





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