

Communication with SIGMAGYR DIALOG®

Supplements to the Reference Guide U2641en

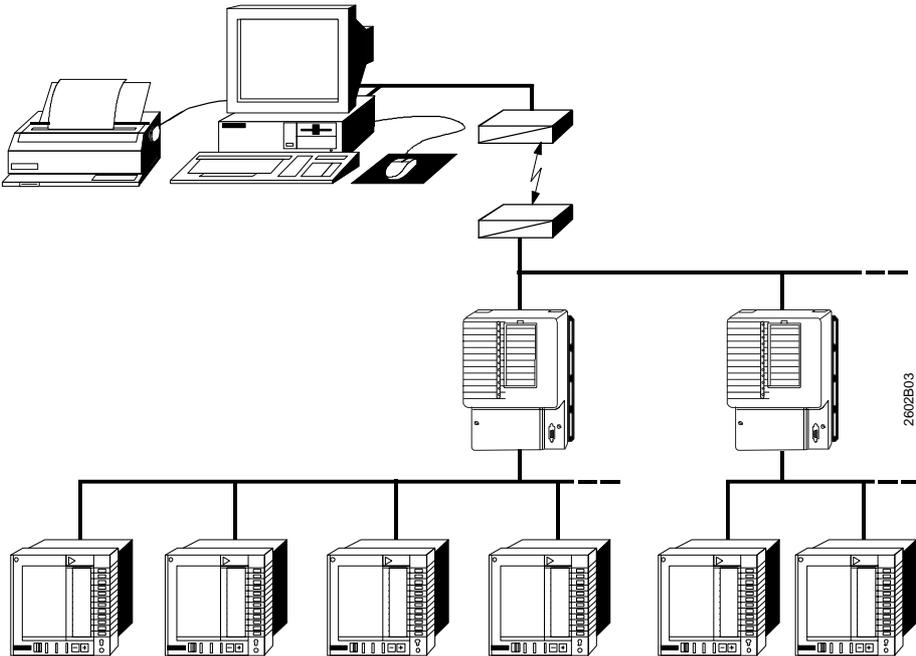


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1. Introduction

1.1 About this document

This document offers the user of SIGMAGYR DIALOG support when installing, commissioning and using the system components. Parts of the instructions are complementary to existing documentation.

»»»» Keep in mind that ACS55 offers you a direct help function that provides useful information, no matter where you are in the program.

Installation Here, you will be guided step by step through the installation procedure for ACS55 while giving consideration to the various operating systems in use. Also, valuable tips on the installation of OCI55 will be provided.

Commissioning Here, you find support for commissioning OCI55 and ACS55 and the associated pieces of equipment such as PC, modem, alarm printer, pager and cable. Also, you can make use of the complementary help function offered by ACS55.

Diagnosis In this chapter, you will be offered support for making diagnostic checks with regard to application and for the rectification of faults.

Important notes This chapter contains information about certain subjects in connection with SIGMAGYR DIALOG, which makes system operation more straightforward and more efficient.

1.2 System overview

PC central station ACS55 is a Windows application and serves as a user interface for the OCI55 communication interface. It provides data acquisition and data handling in connection with the RVL55 heating controller and visualizes OCI55 functions such as alarms, status indication, and time and pulse acquisition.

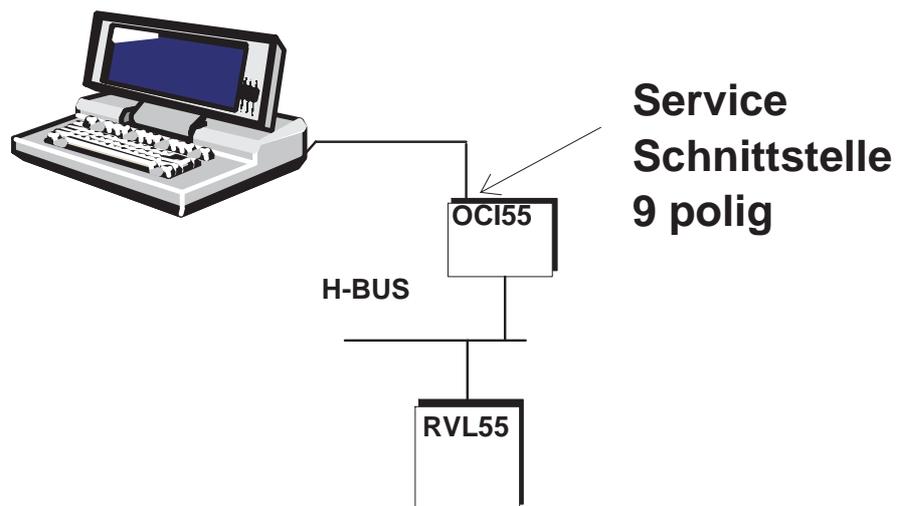
Examples of plant

In general, SIGMAGYR DIALOG systems can be classified based on the following features:

1. Connection to the PC central station:
 - Direct cabling (with converter: current loop, RS-422...)
 - Telephone
2. OCI55
 - Individual unit
 - Interconnected with OCI55-LAN (Local Area Network)
3. Alarm output (combinations possible)
 - ACS55 screen
 - Printer directly or via ACS55
 - Pager via ACS55 and UNIGYR Pagerfilter

»»»» The SIGMAGYR DIALOG system is easy to understand when looking at a few application examples:

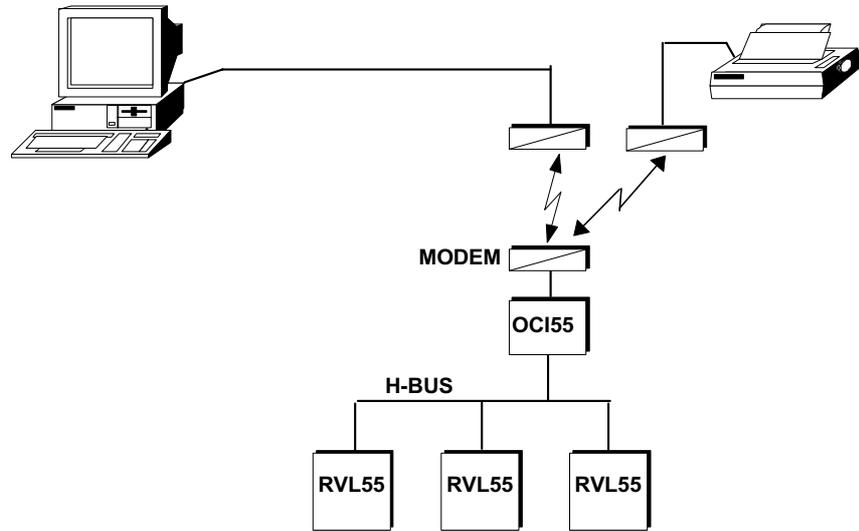
Commissioning via the service port



»»»» Commissioning on site is usually made with a laptop.

Direct alarm output to a printer via modem

In addition to the printer, the alarms can also be delivered to the PC.



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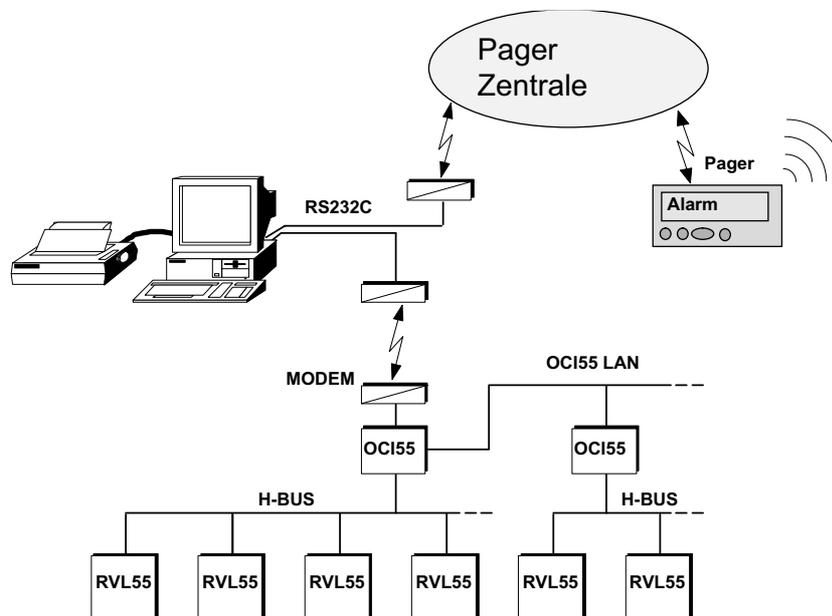
➤ For the connection to the modem, the same cable format (one-to-one) can be used with all pieces of equipment. It is only the connector size that may differ:

PC: 9 or 25 pins / female

OCI55: 25 pins / female

Printer 25 pins / female

OCI-LAN with telephony and alarm output to pager and PC printer



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»»»» Alarm output to a pager necessitates the use of a UNIGYR Pagerfilter which only operates on OS/2. For a detailed description, please refer to "UNIGYR EMS 40", under "Pagerfilter" in chapter "Installation".

2. Installation

2.1 Installing the OCI55

Overview of OCI55

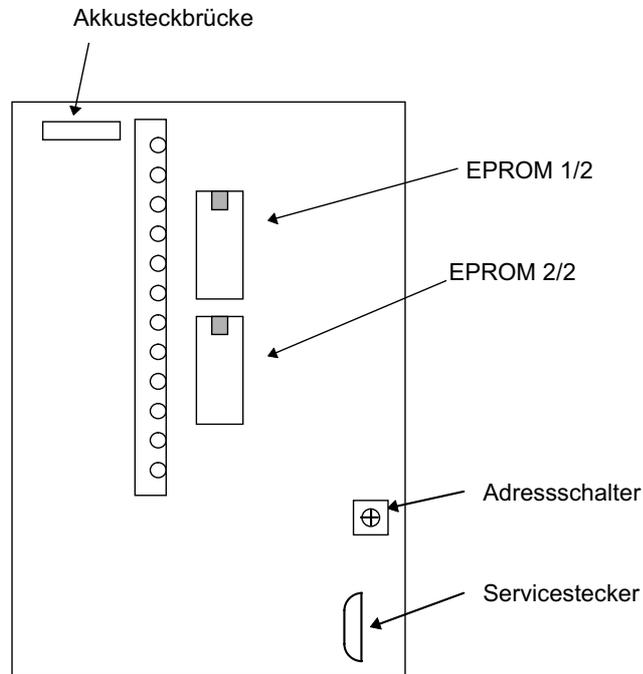


Figure 1

EPROM version check

Remove the ACT55 telephony card (loosen the two Philips screws and remove the bracket). The printed circuit board underneath carries two EPROMs with yellow labels which indicate the software version.

- »»»» The version must be V7053 or higher. If this is not the case, contact your Market Area sales office to get the latest EPROM set.

Changing the EPROMs

Isolate the OCI55 from the power source and set the battery plug to *OFF* to switch buffering off. Then, remove the EPROMs with a pair of chip pliers. If the EPROMs are the latest version, the battery plug can be set to *ON* and power supplied to the OCI55.

- When fitting the new EPROMs, make certain that their order and orientation are correct (refer to Figure 1). Ensure that the connections are correctly made.

Testing the telephone line for the modem

Use a telephone set to check whether the line is switched on by the exchange. Since the cables for modems and telephone sets do not use the same polarity, you require an inverter that interchanges the two wires of the cable. Let somebody call you if you want to check the number.

Fitting the modem to the OCI55

Remove the modem holding device if it is too small for the modem to be used.

If the modem is too large, it can also be placed and connected outside of the OCI55.

- The modem power supply cable is not supplied with the OCI55 and must be ordered separately with the Market Area sales office.
- Cable for one-to-one connection to an external modem.

<u>OCI55</u> weiblich	<u>Modem</u> männlich	
25-pol.	25-pol.	9-pol.
2	2	3
3	3	2
4	4	7
5	5	8
6	6	6
7	7	5
8	8	1
20	20	4

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It is also possible to use an end-to-end (25 <-> 25 or 25 <-> 9) one-to-one cable.

RVL55 addresses

A maximum of six RVL55 can be operated on the same H-bus and connected to an OCI55. The RVL55 addresses must be configured on page 7, on the 12th line, starting with 1 in ascending order, and with no gaps.

- »»»» The basic setting of the RVL55 address is 0. It must be set for each controller, starting with 1 in ascending order as soon as an H-bus connection to the OCI55 is made.

OCI55 addresses

The address of the OCI55 is set with the selector located above the 9-pin service connector. The setting range reaches from 0 to 15, but the scale is marked A - F in place of 10 - 15, since this is a switch with a hexadecimal format.

- »»»» The basic setting of the OCI55 address is 0. If several OCI55 are operated on the same OCI-LAN, addresses must be set on the individual units in ascending order. The OCI55 carrying the address 0 is the communication master, where the ACT55 telephony card for the connection to the PC central station must be located.

Labelling

Under the plastic cover on the unit front, there are labels that you can use for marking every digital input that you want to use.

- »»»» The phone number of the OCI55 modem should be written on an adhesive label that is to be placed in a prominent location.

2.2 ACS55

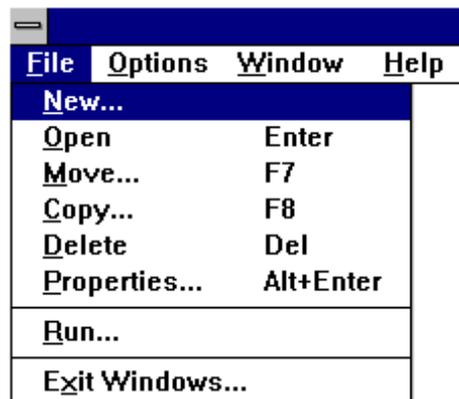
The instructions given below are based on the assumption that one of the following operating systems has been successfully installed on the PC on which the ACS55 will run.

- Windows 3.1
- Windows 3.11
- Windows 95
- OS/2 version 3.0

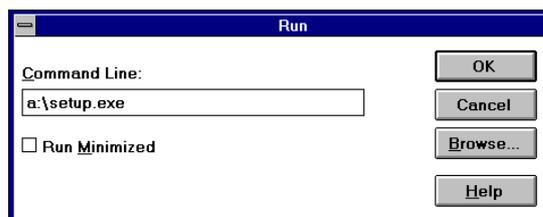
The operating systems Windows 95 and OS/2 are described in somewhat more detail since most users will probably not know them quite as well as they know Windows 3.x.

2.2.1 Installation under Windows 3.1 / 3.11

1. Insert the ACS55 installation diskette in the drive.
2. Use the mouse and choose "File->New -> Run".



3. Type the following Command Line and confirm by choosing "OK":



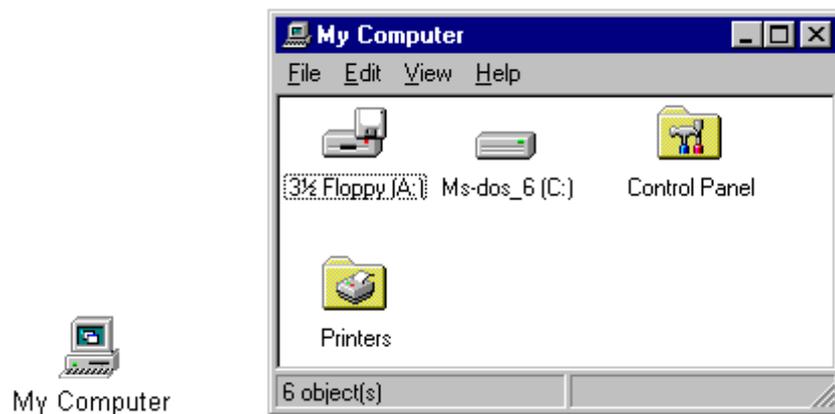
If the installation diskette has been inserted in drive B, type B:\ in place of A:\.

 Installation of ACS55 is started.

4. Make the installation according to the instructions given in the installation dialog.
5. When the installation is completed, a new program group called SIGMAGYR DIALOG is on the Windows desktop. The group contains the ACS55 icon. When you double-click on it, ACS55 is started.

2.2.2 Installation under Windows 95

1. Insert the ACS55 installation diskette in the drive.
2. Double-click on the icon "My Computer".



☞ The drives of your PC appear in a window.

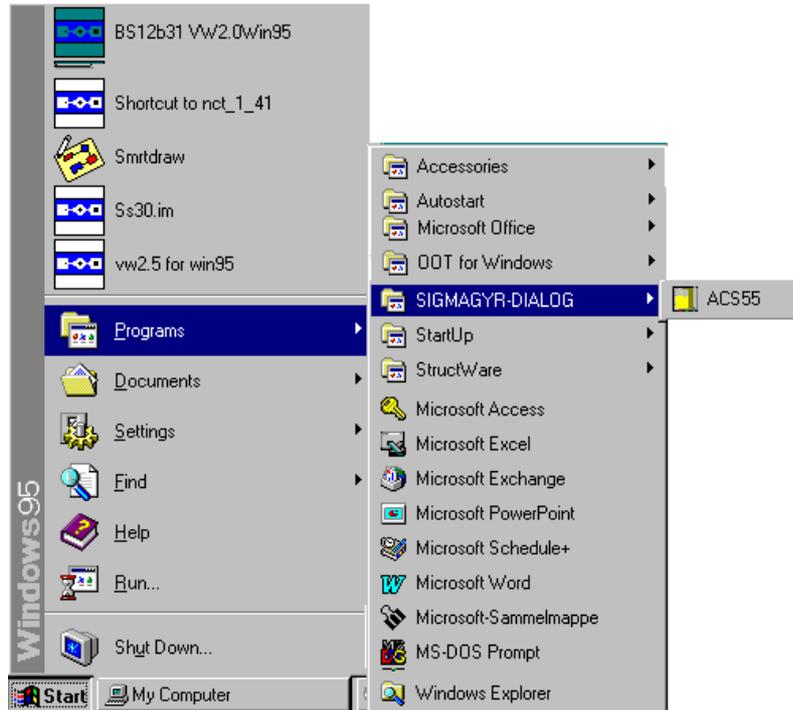
4. Double-click on the icon "Floppy A:".

☞ The files on the installation diskette appear in a window as icons.

5. Double-click on the icon of the Setup.EXE file.

☞ The installation of ACS55 is started.

6. Make the installation according to the instructions given in the installation dialog.



When the installation is completed, ACS55 will be available on the start menu where it can be started up by clicking on "Start" and choosing "Programs -> SIGMAGYR DIALOG -> ACS55".

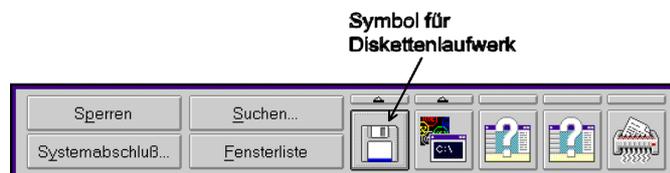
2.2.3 Installation under OS/2

1. Insert the ACS55 installation diskette in the drive.
2. On the click start bar, click on the icon of the diskette drive.

Icon of click start bar:



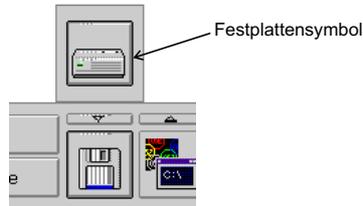
Click start bar opened:



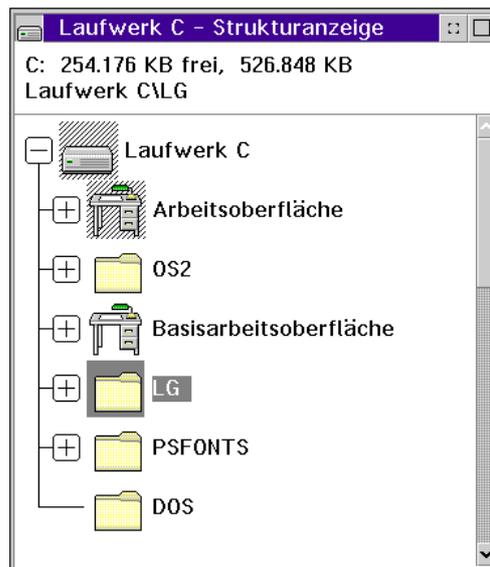
The files on the installation diskette appear as icons in a window.

3. Double-click on the icon of the Setup.EXE file.
- The installation of ACS55 is started.

4. Make the installation according to the instructions given in the installation dialog.
5. When the installation is completed, click on the arrow above the icon of the diskette drive on the click start bar, and then click on the hard disk icon that appears.



👁 The directory structure of your PC's hard disk appears:



6. Change to the directory that contains the ACS55 by double-clicking on the icon with the directory name (e.g. **LG**).
- 👁 The files in the directory appear as icons in a window.
7. Use the right mouse button to click on the icon marked ACS55.EXE.

☞ The context menu appears.



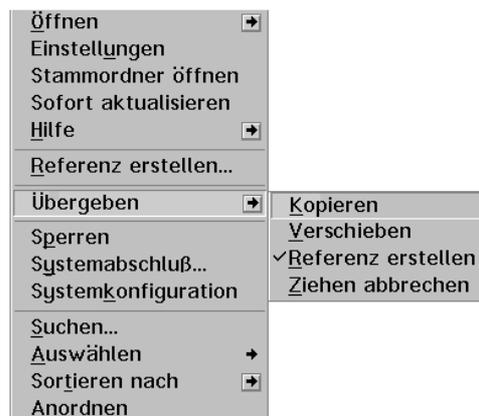
8. Choose the "Aufnehmen" command.

☞ Next to the mouse pointer, a handbag icon appears.

9. Move the mouse pointer to the desktop and then click with the right mouse button.

☞ The context menu appears.

10. Choose from it "Übergeben - Referenz erstellen".



☞ The icon of ACS55.EXE now appears on the desktop.



Pagefilter in UNIGYR EMS 40

»»» If you wish to have alarms from the ACS55 delivered to a pager system, you require the "Pagerfilter" extra program which is part of the UNIGYR Insight EMS40 software package.

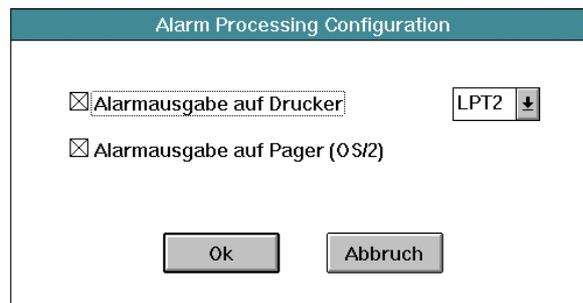
»»» This section mainly deals with configuring and not so much with the installation of the Pagerfilter. However, since Pagerfilter can only be operated under OS/2 and operating system-specific differentiations are not made during commissioning, it has been included in this chapter.

👁 Instructions for installing UNIGYR EMS 40 under OS/2 are contained in the Operating Handbook UNIGYR Insight (CM2B8515E).

For UNIGYR, when starting the communication, it is necessary to define over which interface the pager messages shall be routed (e.g. "PAGER:COM3").

Thus, when starting the communication, Pagerfilter and a pager handler with access to COM3 will be started. In UNIGYR Insight, the pager properties are edited under "Functions -> Pager configuration".

In ACS55, the alarms need to be passed on to the UNIGYR pager system in the dialog "Configuration -> Alarm handling":



This means that alarms that OCI55 receives will automatically be passed on by ACS55 to UNIGYR's Pagerfilter. The filter checks whether an appropriate filter is present and, in the affirmative case, sends the message to the pager handler. The latter automatically contacts the pager centre via modem and transmits the pager message.

UNIGYR Insight need not be enabled (only for configuring!).

Format of SIGMAGYR alarm text

An alarm message that is output to a printer, connected to the OCI55 either directly or via modem, is structured as follows:

```
1. 22-11-1995 16:29 Keller 10 245574
2. Alarm at 22-11-1995 16:24 E9 : Kein
Oel A1A
```

The alarm message is sent directly via a program port to UNIGYR's Pagerfilter. To enable UNIGYR (Pagerfilter) to correctly interpret the alarm message, it must be converted to the "UNIGYR format", however, and then looks as follows:

```
1. ***22-11-1995
16:24+++++++unquittiert
2. LG_Zug.Keller (10).245574
3. E9:Kein Oel.A1A
```

In this form, ACS55 also outputs alarms to the printer by the PC (e.g. via LPT2).

Definition of terms

Contents	SIGMAGYR term	UNIGYR term	Entry in Pagerfilter
***	Priority (always 3)	Priority 3; coming	Priority
22-11-1995	Date of alarm	Date	
16:24	Time of day the alarm occurred	Time of day	
+++++++	Fill character	Fill character	
unquittiert	Fault status	Fault status	Fault status
LG_Zug.	Name of group	Segment	Segment
Keller	Name of plant	Station	Station
(10).	OCI address number	Station address	Station address
245574	Phone no. of OCI	Partition (plant)	Partition (plant)
E9:	Channel number	Block	Block
Kein Oel	Channel name	Type	Type
A1A	Channel type	Pin	Pin

Configuring the pager

The pager's properties are edited exclusively in UNIGYR Insight. For this purpose, the "Pager configuration" function need to be called up. First, pager system, partners and message format must be defined in conformance with the Operating Handbook UNIGYR Insight (CM2B8515E).

The alarm filters can be defined on an individual basis, whereby the SIGMAGYR alarm message will be interpreted according to the following conversion table.

Conversion table SIGMAGYR - UNIGYR:

SIGMAGYR alarm	UNIGYR Pagerfilter
Fault status	Fault status
Name of group	Segment
Name of plant	Station
Phone no. of OCI	Plant (partition)
Channel number	Block
Channel name	Type
Channel type	Pin

Pagerfilter can filter SIGMAGYR alarm messages based on the following entries:

)))➔ OCI55 alarms all have the same priority, which is identified by three asterisks (***). This means that "ANY" in the Pagerfilter's "Priorität" box can be left unchanged.

Tips

It is possible to enter a short-form address, which will then be transmitted as usual, depending on the message format.

The remaining entries relating to the receiver, message format and status have the same meaning as in UNIGYR (for details, please refer to the Operating Handbook CM2B8515E).

In certain or all boxes of the address mask, it is possible to enter an asterisk (*) in place of specific filter criteria. This means that the particular box will then not be checked by the filter.

)))▶ **Note:**

- **Option "Systemalarm" may not be marked.**
- **The channel names in OCI55 may not contain periods.**

3. Commissioning

3.1 Information

Following is a description of the commissioning of the SIGMAGYR DIALOG system components OCI55 and ACS55. This chapter is supplementary to pieces of documentation that already exist and deals with issues that raised questions and caused problems in the past.

3.2 OCI55 configuration with ACS55

3.2.1 Preparation

Checklist

»»» RS-232 interface cable:

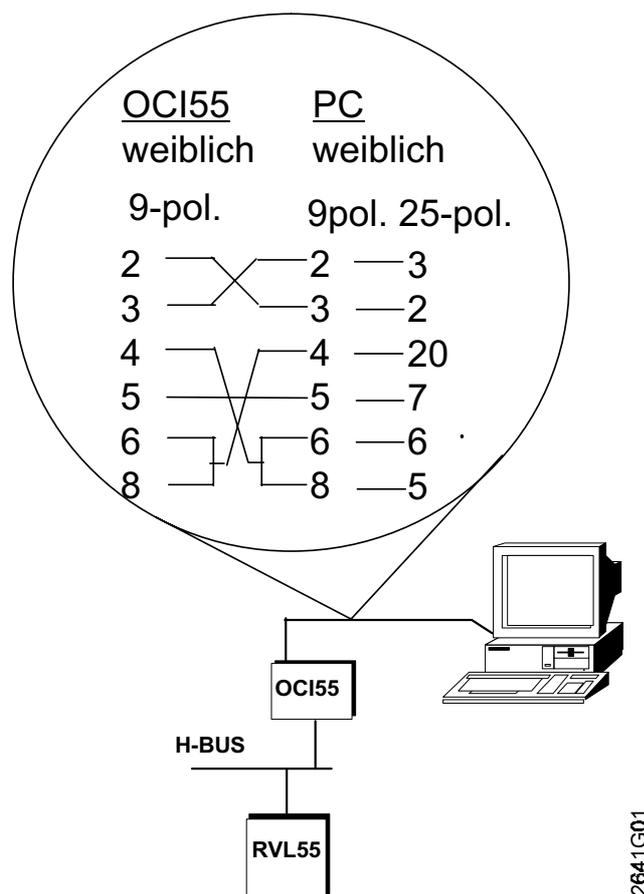


Figure 2

»»» Key diskette or dongle (Sentinel plug).

»»» Modem parameters for OCI55 modem in library files *.OCI or on paper.

- »»»» The ACT55 telephony card must be installed.

Service PC

The OCI55 is configured via the 9-pin RS-232 service port, which has a fixed setting of 1200 Baud. As soon as OCI55 detects a partner at this port, it switches the active communication connection from the 25-pin ACT55 port to the service port.

- »»»» On ACS55, create at least one plant in the plant directory.

In "Configuration -> Communication -> Modify", the communication parameters must be set to "NoModem" and the Baud rate to "1200".

If an OCI55-LAN is used, the plant directory must contain a plant with the respective subaddress for each existing OCI55 address.

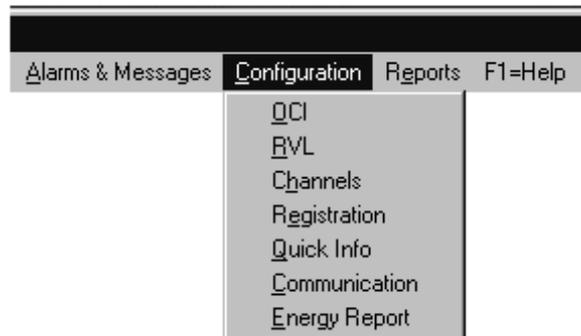
3.2.2 Configuring the OCI55

Connecting the OCI55 to the PC

Use an RS-232 interface cable and plug it into the service connector of the OCI55 to connect the latter to the PC's communication port (refer to Figure 2).

Menu

ACS55 menu for configuring an OCI55:



The configuration of an OCI55 is subdivided into seven sub-menus. Each of these submenus and the modification dialogs offer help for making the various settings, including information about the maximum permitted length of text to be entered.

- »»»» The parameters on the selected menu should be changed only after they have been completely read from the OCI55.

Modified variables that have not yet been written to the OCI55 usually appear in green colour or are marked with a green arrow on the left hand side. Wait until all values have changed to black before taking any other operational action.

➡ Red variables or arrows indicate that the data used cannot be written to the OCI55 because their format is not accepted or because there is a communication problem.

OCI55

Date, time and summertime period

First, you should enter the date, the time of day and the summertime period of the OCI55 to avoid conflicts with time-related functions such as logging, RZ channels (registered channel statuses) or Energy Report.

The screenshot shows a terminal window titled "Configuration - OCI - Büro". At the top, it says "Return! F1=Help". Below that, it displays "COM2: Connected" and "00:49:10". Further down, the following configuration parameters are listed:

```

Name:      Test
Date:      06.12.96      Time:      09:45
Summertime Period:      25.03 - 25.10
  
```

When making entries, observe the PC's time and date format:

- Separator characters (29:2:96 or 29/2/96, etc.)
- Order (day.month.year or month.day.year, etc.)

Phone numbers

➡ The four phone numbers are used for delivering alarms and the system report. When using these functions, all four boxes should contain valid phone numbers.

Phone No.'s:	1	22
	2	22
	3	22
	4	22

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- »»» Selection of the phone number is to be seen in connection with the selected alarm concept. For detailed information, please refer to chapter "Alarms and system reports".

System phone number

The system phone number helps the ACS55 identify a calling OCI55. This is required in connection with alarms, system reports or callbacks. This phone number must be identical to the phone number in the plant configuration in the ACS55 (including the dialling code).

OCI55:

System phone No.:	03334485
-------------------	----------

ACS55:

Phone No.:	03334485
------------	----------

- »»» If phone numbers do not agree,...
1. ...alarms are still accepted, but the >>ALARM<< entry behind the respective plant will not be made.
 2. ...callbacks generate a message which must be acknowledged.
 3. ...Batch Jobs with callbacks will not be executed.

System report

The system report is a "sign of life" of the OCI55. A message is periodically forwarded (every seven days at 23:45 when using the configuration shown below) to the partner with phone number 1. If no modem is used in the plant, all messages will be sent to the connected PC, independent of whether or not phone numbers have been configured.

System Report: Minute:	45	Hour:	23	Check Frequency:	7
------------------------	----	-------	----	------------------	---

Passwords

- »»» When typing passwords, you need to differentiate between uppercase and lowercase letters.

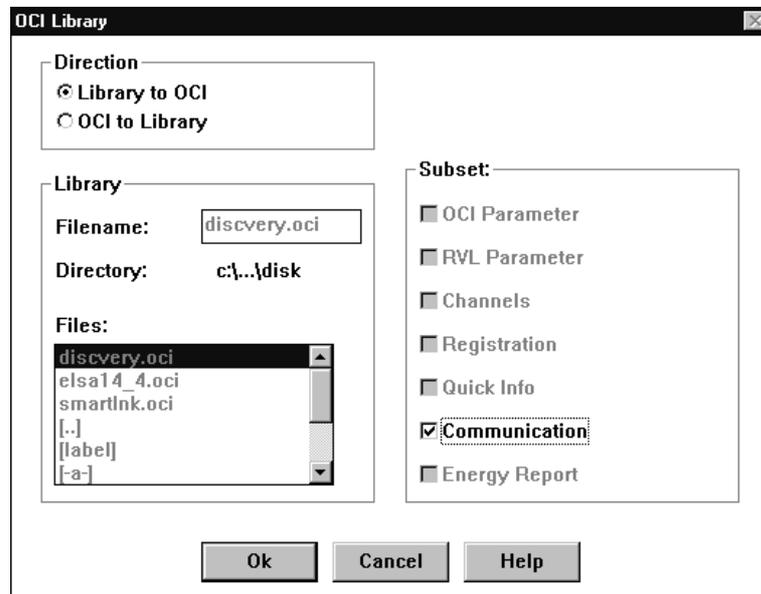
Channels

Please refer to chapter "Alarms and system reports".

Communication

If you have modem parameters available in one of the library files (e.g. Elsa14_4.OCI), you can load them directly to the OCI by proceeding as follows:

1. Wait until all the boxes are filled with data and all the asterisks (*) have disappeared. Then, return to the plant diagram by choosing "Return" and abort the connection by choosing "Cancel".
2. Insert the diskette with the modem configuration files (*.mdm) in the drive.
3. Click on the "OCI-LIB" button to call up the following dialog:



4. Under "Direction", "Library to OCI", on the "File:" list, select the drive in which the diskette with the modem commands is inserted.
5. Click on the required *.OCI file and confirm by choosing "OK".
6. Select "Communication" from the "Subset:" list. Confirm your entry by choosing "OK" and the program will return to the plant overview.
7. Click on the "Update" button and ACS55 will establish a connection to the OCI55 to write the new modem parameters to the OCI55.

- »»» The Baud rates for the host interface (to the PC central station) and the RS-485 LAN are not contained in the library file. This means that the former values will be maintained. Make certain that all partners (OCI55, ACS55 and printer) have the same Baud rates set.

LAN Baud rate

When readjusting the LAN Baud rate, be aware of the following consequences:

- »»» An OCI55 as a LAN partner disappears immediately after adopting the new LAN Baud rate until that of the OCI55 with the address 0 is set to the new value also. To ensure troublefree readjustment of the LAN Baud rate, start with the OCI55 having the highest LAN address and proceed in descending order until the communication master with the address 0 is reached.

RS485 LAN:	
Baudrate:	1200

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3.3 Configuring the ACS55

Interface cable

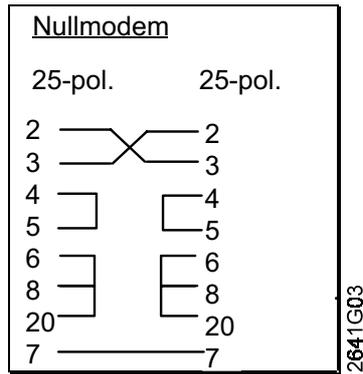
- »»» Cable for a one-to-one connection to an external PC modem:

PC	Modem	
weiblich	25-pol.	9-pol.
2	2	3
3	3	2
4	4	7
5	5	8
6	6	6
7	7	5
8	8	1
20	20	4

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It is also possible to use an end-to-end (25 <-> 25 or 25 <-> 9) one-to-one cable.

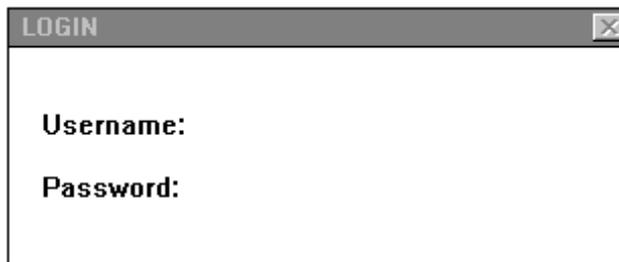
- »»» Interface cable for direct connection PC <-> ACT55 (with the telephone card in OCI55):



A null modem simulates a modem on both the RS-232 ports of the PC and on the ACT55 telephony card. A null modem may also be an RS-232 interface cable prefabricated according to the above diagram.

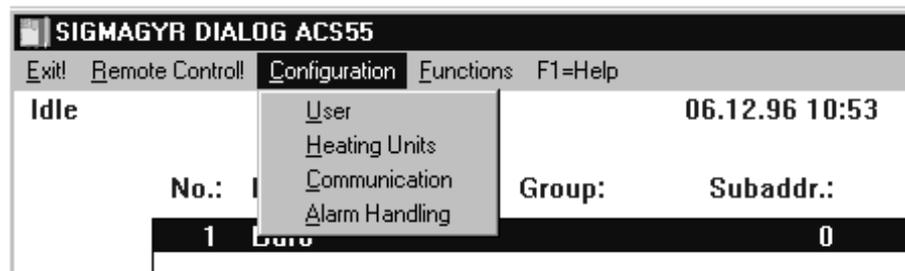
Login

ACS55 starts with an introductory dialog that prompts you to enter username and password. When starting up ACS55 for the first time, you reach it with the highest safety level 4 by pressing the "Enter" key twice.



Menu overview

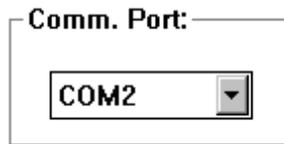
The configuration of the top ACS55 level is subdivided into four menu sections:



User

- Change the standard username "SYSTEM" to your username and the associated password "SYSTEM" to your password.

Heating Units



Assignment of a communication port to a plant is required to make certain that OCI55 with or without modems can be operated from the same central station.

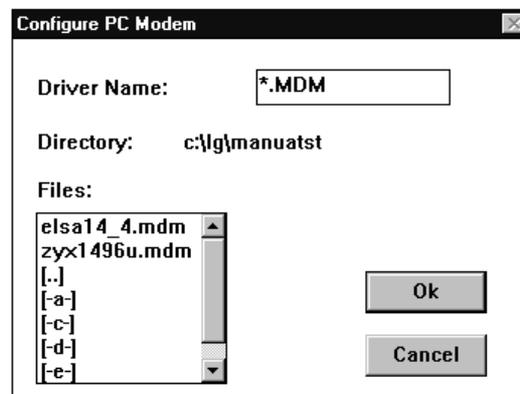
- »»» Configuration of the communication port is made on the menu "Configuration -> Communication".

Communication

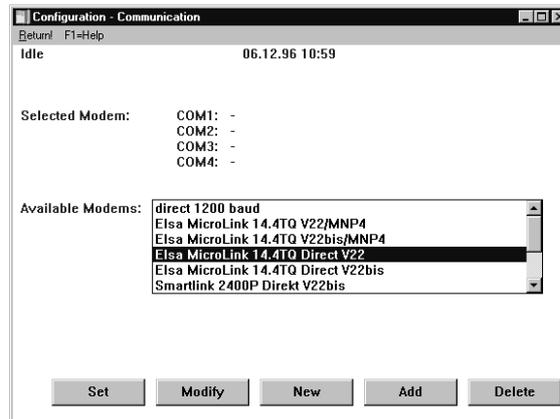
You can enter the modem parameters for the PC communication port via the keyboard, or do it more conveniently by making use of the *.MDM configuration files supplied with the installation diskette.

Procedure:

1. Insert the diskette with the modem configurations in the drive.
2. Choose the "Add" button.



3. Select the required file and choose the "OK" button to confirm that the configurations will be read in from the selected file.



The configurations read in from the *.MDM file now appear, on the "Available Modems:" list.

4. By choosing the "Set" button, you can now assign a configuration to each port. If the respective port shall also accept alarms, select option "Alarm Receiver".

»»»» If you define a port as an "Alarm Receiver", it will be reserved for incoming calls.

Alarm Handling

Alarm printer:

You can test the printer by printing out the ACS55 plant list, for instance.

Pager (OS/2):

For installation and configuration of Pagerfilter, please refer to chapter "ACS55", under "OS/2".

4. Alarms and system reports

4.1 Alarms

Information

If faults are detected, the OCI55 can deliver alarm messages. For this purpose, the OCI55 has four phone numbers that can be used to transmit alarm messages to the PC central station, an alarm printer or a pager centre. The OCI55 stores the last alarm messages until they are acknowledged and deleted.

- »»»» Alarms must be acknowledged either automatically or manually. For the configuration, there are six alarm modes available. Alarms received by the PC central station are presented to the user in a message box and entered on an alarm list. The PC central station can be configured such that alarm messages will automatically be printed out on the PC printer. Using a Pagerfilter (UNIGYR Insight), alarm messages can be passed on from the PC central station to a pager centre.
- »»»» Alarms can also be delivered even if the cause of the alarm no longer exists, but the alarm has not yet been acknowledged.
- »»»» Within the first few minutes after an alarm occurred (up to approx. seven minutes, depending on the alarm mode), it may be difficult to establish a connection to the OCI55 (via modem or service interface).

4.1.1 Application examples

Alarm printer

All OCI55 forward their alarms to an alarm printer that can be reached directly via modem.

Alarm mode 1 (or 6 for printers with no DEC emulation)

Phone number 1: phone no. of printer modem

Phone number 2: phone no. of printer modem

Phone number 3: phone no. of printer modem

Phone number 4: phone no. of printer modem

- »»» In this case, the OCI55 modem and the printer modem should not use the direct mode (with no error correction), since otherwise correct print-out of the alarm messages could not always be assured.

ACS55 with printer

All OCI55 deliver their alarms to the PC central station which prints them out.

Alarm mode 1

Phone number 1: phone no. of PC central station

Phone number 2: phone no. of PC central station

Phone number 3: phone no. of PC central station

Phone number 4: phone no. of PC central station

- »»» Using the menu "Configuration -> Communication", the Comport of the PC central station must be configured as the alarm receiver.
- »»» Using the menu "Configuration -> Alarm Handling", the PC central station must be configured such that alarms will be output to the printer.

ACS55 with Pagerfilter

OCI55 delivers the alarm to the PC central station. ACS55 passes the alarm message to the Pagerfilter which in turn sends it to the pager centre.

Alarm mode 1

Phone number 1: phone no. of PC central station

Phone number 2: phone no. of PC central station

Phone number 3: phone no. of PC central station

Phone number 4: phone no. of PC central station

- »»» Using the menu "Configuration -> Communication", the Comport of the PC central station must be configured as the alarm receiver.
- »»» Using the menu "Configuration -> Alarm Handling", the PC central station must be configured such that alarms will be passed to the Pagerfilter.

- »»»» A printer for alarm outputs can always be connected to the PC central station.
- »»»» It should be noted that an OCI55 always forwards its system reports to phone number 1.

4.1.2 Problems and their solutions

Explanation of symbols

- ☛ Description of a problem.
- X A description is given here as to what has caused the problem.
- ✓ A description is given here as to how the user can rectify the problem.

No reception on ACS55

- ☛ Alarm messages are not correctly accepted by the PC central station.
- X The modems of the PC central station and OCI55 have been configured such that they are incompatible.
- ✓ Test the connection by using the callback option. (For additional notes on modems, please refer to chapter "Modems").
- X The Comport of the PC central station has not been configured as an alarm receiver.
- ✓ Select "Configuration -> Communication". Choose the "Set" button. Mark checkbox "Alarm Receiver" of the respective Comport.

No reception on pager

- ☛ The PC central station does not correctly pass on alarm messages to the pager centre.
- X The syntax of certain alarm channel designations poses problems to the Pagerfilter.
- ✓ Be sure you only use letters, digits and blank characters for the channel names. Avoid periods (e.g. for abbreviations).
- »»»» Alarm messages are repeated within one minute if the terminal of the PC central station is busy.
- »»»» Alarm messages are repeated at intervals of a few minutes if they are not acknowledged (on delivery -> type A, or manually -> type H).

4.2 System reports

Information

OCI55 can be configured such they will forward a system report to the PC central station, either daily or every few days. The following listing contains some typical causes of problems in connection with system reports, and their solutions.

- ▶▶▶▶ When the OCI55 delivers a system report to the PC central station, all alarms that have not yet been acknowledged will be delivered again.

- ▶▶▶▶ System reports are always sent to phone number 1.

4.2.1 Problems and their solutions

Non-appearance

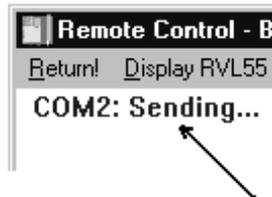
- ☛ Certain system reports are not sent at all.
 - x The phone number is wrong.
 - ✓ Correct the phone number on the OCI55:
 1. Establish a connection to the respective OCI55.
 2. Select "Configuration-OCI".
 3. Enter the phone number of the PC central station in box 1.

- ☛ Certain system reports are only received sporadically.
 - x The telephone terminal of the PC central station was busy because somebody had established a connection to the OCI55.
 - ✓ Arrange for system reports to be sent during the night when nobody is working on the PC central station.
 - x The telephone terminal of the PC central station was busy because various OCI55 delivered system reports at the same time.
 - ✓ Group the system reports such that the OCI55 will forward their system reports at intervals of at least 15 minutes.
 - x The telephone terminal of the PC central station was busy because the OCI55 delivered system reports at the wrong time.
 - ✓ Adjust the clocks on all OCI55 once a year:
 1. Open a connection to the respective OCI55.
 2. Choose "Configuration-OCI".
 3. Enter the current time of day in the "Time" box.

- »»»» System reports need not be acknowledged - in contrast to alarm messages. In case the terminal of the PC central station is busy, the system reports will be repeated once.

5. Diagnostics and remedy

5.1 The status line



The status line provides information about the operational status of the communication port used by ACS55. The following statuses are indicated to the user:

Idle	No operation
Init...	Initialization of communication port including the modem
Connecting...	Opening a connection to the OCI55, requiring the telephone connection and identification of the partner
Connected	Idle status after a connection has been established
Sending...	Sending data to the OCI55
Waiting	Waiting for data from the OCI55
Receiving...	Receiving data from the OCI55
Hanging Up...	This status is only relevant when a telephone connection exists and indicates that the connection will be aborted
Waiting for callback	Waiting for a callback from the OCI55. When in this state, there is a red "CB" (Call Back) at top right and a clock indicates the period of time during which the callback must be received, starting at 300 seconds and running toward 0

- »»»» If problems occur, the status information can help making the diagnosis easier. A few such cases are mentioned in this chapter.

5.2 Screen messages

5.2.1 Explanation of symbols

- ☛ A description is given here as to **where** or **when** the message appears. It may well be that the same message occurs in a number of different situations.
- x A description is given here as to **what** has caused the problem.
- ✓ A description is given as to **how** the user can rectify the problem.

5.2.2 Error messages

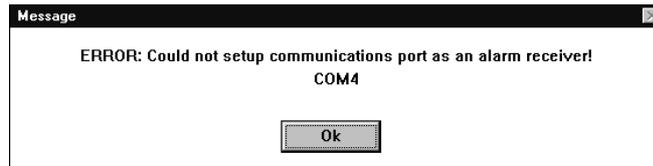
If problems occur, ACS55 informs the user by way of messages on the screen. In certain cases, additional information is required, however, in order to be able to trace the fault.

Password forgotten



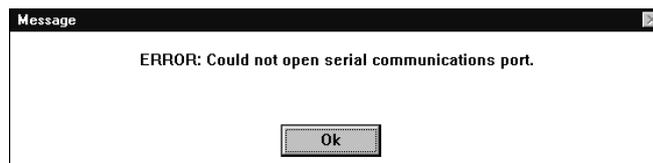
- ☛ After confirmation of username and password when trying to log in.
- x Your entry was wrong. You probably forgot your password.
- ✓ The pcz55.DB4 file contains all usernames with their associated passwords and the plant list in a coded form. You need to delete this file or move it to some other directory, so that ACS55 will create a new pcz55.DB4 file on the next startup. In that case, the entire plant list will be lost.

Comport cannot be configured



- After setting a Comport as an alarm receiver.
- ✗ You selected a Comport that is not supported by the PC.
- ✓ Try to find out which types of Comport (COM1, COM2, COM3, etc.) are available on your PC and select one of them.
- ✗ You selected a Comport that is used by some other application.
- ✓ Close all application programs and restart ACS55.
- After login in ACS55.
- ✗ You have quit ACS55 without having solved the problem described above which occurred after setting a Comport as an alarm receiver.
- ✗ You have quit ACS55 incorrectly, which means that Unicom is in an undefined state.
- ✓ Close both ACS55 **and** Unicom and then restart ACS55. For a detailed description of quitting Unicom, please refer to "Remedy" in this chapter.

Comport cannot be opened



- When attempting to establish a connection.
- ✗ The respective plant has been assigned a Comport that is not supported by the PC.
- ✓ Try to find out which types of Comfort (COM1, COM2, COM3, etc.) are available on your PC and select one of them.
- ✗ You have quit ACS55 incorrectly, which means that Unicom is in an undefined state.
- ✓ Close both ACS55 **and** Unicom and restart ACS55. For a detailed description of quitting Unicom, please refer to "Remedy" in this chapter.

Modem cannot be initialized



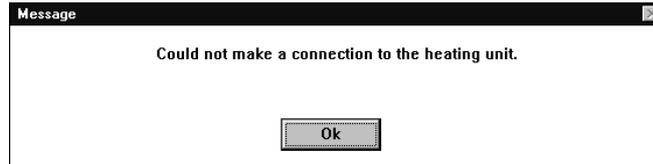
- After login in ACS55.
- After setting a Comport as an alarm receiver.
- When attempting to open a connection to an OCI55.
- ✗ You are not using the correct interface cable.
- ✓ Check the cable based on the diagram under "Configuring the ACS55" in chapter "Commissioning".
- ✗ The PC is connected to the OCI55 directly via an interface cable, but Comport has been assigned a telephone modem.
- ✓ In "Configuration -> Communication", change "Connection mode" to "NoModem" in the selected modem configuration.
- ✗ The modem does not reply to the modem commands selected by you.
- ✓ Check the modem's power supply and the modem's configuration parameters.

Error in initialization

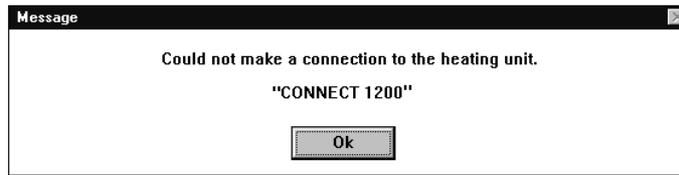


- When attempting to open a connection to an OCI55, immediately after reception of an alarm.
- ✗ Unicom is still in the initialization phase, after alarm reception has been terminated.
- ✓ You can successfully repeat the attempt after about three seconds.

No connection

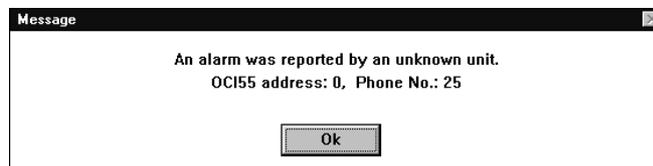


- When attempting to open a connection to an OCI55.
- ✗ You are using the service port, but the OCI55 has no ACT55 telephony card.
- ✓ Install the ACT55 telephony card.
- ✗ A modem is connected to the port, but the connection mode of the selected modem in "Configuration -> Communication" is set to "NoModem".
- ✓ Using the menu "Configuration -> Communication", change the connection mode to "Modem".
- ✗ During a modem initialization phase by the OCI55, a call from the ACS55 is not accepted, which may lead to a maximum of one to two unsuccessful attempts.
In the following, the assumption is made that the above message appeared each time an attempt was made.
In that case, one of the following faults may have occurred:
 - The modem is faulty
 - The OCI55 is faulty
 - The modem's configuration is wrong
- ✓ Replace the modem.
- ✓ Try to open a connection to the OCI55 directly via the service port to find out whether the OCI55 is faulty.
- ✓ Ensure that the correct configuration parameters are used for the modem.
- ✗ You are using the service port which, on the OCI55, has a fixed Baud rate setting of 1200 bps, but in "Configuration -> Communication", the Baud rate is set to 2400 bps.
- ✓ Readjust the Baud rate to 1200 bps.

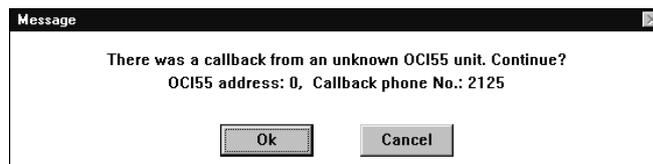


- When attempting to open a connection.
- ✗ OCI55 initializes its modem immediately after the connection to the modem has been established, whereupon the OCI55 modem aborts the connection. Unicom delivers the last modem message which, in this case, is "CONNECT 1200".
- ✓ You can establish a connection to the OCI55 after a waiting time of about 15 seconds.

Unknown OCI55

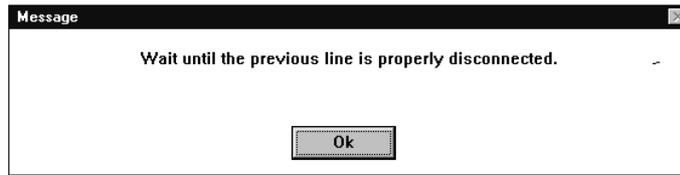


- After an alarm has been received.
- ✗ On the plant list, ACS55 did not find a plant with a phone number identical with the system phone number of the calling OCI55. Also, it may well be that the calling OCI55 is not on the plant list.
- ✓ Check whether the OCI55 is on the plant list. If the associated phone number is correct, make certain that the system phone number configured in the OCI55 is the same.



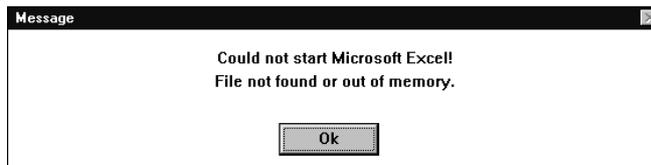
- After a callback has been received.
- ✗ The system phone number of the OCI55 calling back does not agree with the phone number on the plant list.
- ✓ Set the system phone number of the respective OCI55 to the same value as its phone number on the plant list.

"Hangup..." status is maintained



- When attempting to open a connection.
- After clicking the "Set" button in "Configuration -> Communication".
- ✗ ACS55 is in "Hangup..." status and, for this reason, cannot perform the action required by you. Normally, after a maximum period of 10 seconds, this status changes to "Idle", where the aforementioned user actions can be executed with no problem. Here, the assumption is made that ACS55 maintains the "Hangup..." status.
- ✓ Close both ACS55 **and** Unicom and restart ACS55. For a detailed description of quitting Unicom, please refer to section "Remedy".

Microsoft Excel cannot be started



- In "Functions -> Registration Data" after choosing a *.WK1 file.
- ✗ Microsoft Excel is not installed on your PC.
- ✓ Install Microsoft Excel if you want registration data automatically presented in graphic form.
- ✗ In the search path of the Autoexec.bat file, the file in which Microsoft Excel has been installed is missing.
- ✓ Extend the search path in Autoexec.bat.

Example:

Previously:

path C:\DOS;C:\WIN95;C:\LG;

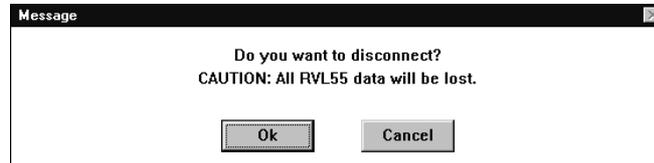
Afterwards:

path C:\DOS;C:\WIN95;C:\LG;C:\MSOffice\Excel;

5.2.3 Warnings

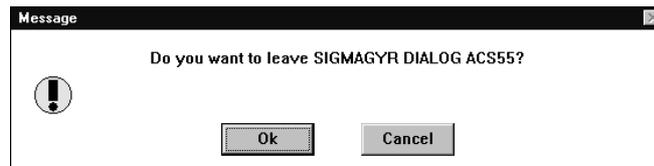
Before executing an action with greater impact, ACS55 informs you about the consequences and prompts you to either confirm or cancel it.

Leaving the action



- »»» If you abort the connection to the OCI55 by selecting menu choice "Return", ACS55 will delete all data read in by the OCI55. However, if you only want to interrupt the connection to save telephone fees, for instance, you can choose the "Cancel" button. In that case, ACS55 will retain all OCI55 data read in, which can then be edited offline and stored in a library file.

Leaving ACS55

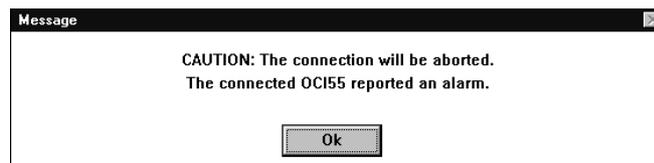


- »»» This message appears if you have selected menu choice "Exit" from the plant list. The exclamation mark shall indicate that, after leaving the ACS55, no more alarms can be accepted either.

5.2.4 User information

Certain information that ACS55 sends you in the form of messages on the screen might somewhat confuse you at first glance. This section explains messages of this type.

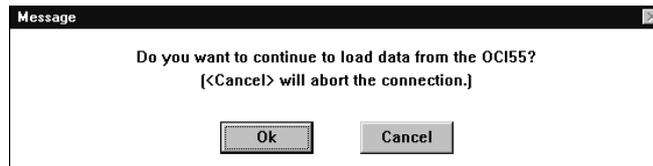
Alarm aborts the connection



- ☛ While a connection to an OCI55 exists.

- x An alarm occurred in the plant with which ACS55 just communicated. It may seem strange that a short time after, OCI55 calls the same PC to deliver the alarm, instead of doing it during the previous connection. The reason is that the OCI55 does not know the phone number of the PC central station connected to it so that a comparison with the alarm phone numbers is not possible.

Automatic abortion of connection



- ☛ After a certain amount of OCI55 data have been read in.
- x ACS55 lets you confirm that you want to maintain the telephone connection. If the message is displayed on the screen for more than 60 seconds without you acknowledging it, ACS55 will automatically abort the connection.

Updating...



- ☛ While writing OCI55 parameters, after having changed and confirmed them by choosing "OK".
- »»» If, at this point, you discover that you have entered the wrong data, you should wait until the message disappears and then correct the data previously entered.

5.3 Remedy

Leaving Unicom

Under certain circumstances, matching problems can occur between the ACS55 and the communication software Unicom. The following symptoms are indications of that:

After starting ACS55 or when attempting to open a connection, an error message appears, indicating that Comport cannot be opened.

In spite of double-clicking on ACS55, there is no start.

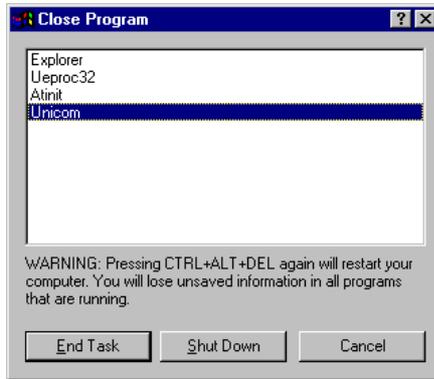
To leave Unicom, a different procedure must be used, depending on the type of operating system:

Windows 3.1 / 3.11:

Often, Windows can be restarted only when pressing the "Ctrl-Alt-Del" keys.

Windows 95:

Press the "Ctrl-Alt-Del" keys and the task list with the Unicom program is displayed.



Choose the "End Task" button to leave Unicom.

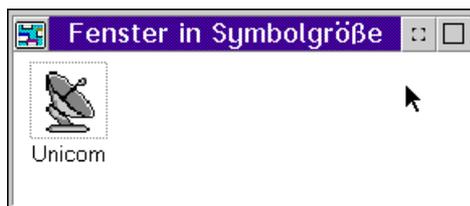
OS/2:

Click on the icon of the window with the icon display.



The window displays Unicom as an icon.

Use the right mouse button to click on the icon and choose "Close" from the context menu.



Warning sign remains

- ☛ The warning sign beside the OCI55 icon does not disappear although the current alarms have been acknowledged and cleared.



- ✗ At the start of a connection, OCI55 informs the central station whether or not an alarm is present. After acknowledging a current alarm, the warning sign is still displayed. It disappears only when opening a new connection to the OCI55.
- ☛ The warning sign beside the OCI55 icon is still displayed after a new connection has been established, although no alarm is present.
- ✗ An alarm channel has been reconfigured while an alarm was present.
- ✓ Configure the respective channel as a status channel and wait at least one minute. Then, you can re-establish the channel's previous configuration.

Entry >>ALARM<< remains

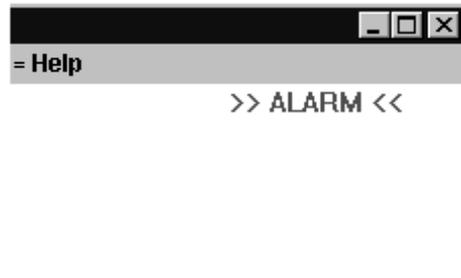
- ☛ Remark >>ALARM<< on the plant list cannot be deleted.

Group:	Subaddr.:	
BOSS	0	
BOSS	0	>> ALARM <<
BOSS	0	
BOSS	0	
BOSS	0	

- ✗ After reception of an alarm, ACS55 enters this remark on the list of the respective plant.
- ✓ Establish a connection to the respective plant and change to the menu "Alarms & Messages -> Current Alarms". In the window at bottom left, the "Cancel" button appears which is to be clicked to cancel the entry.

»»»» By choosing the "Cancel" button, which appears on the menu "Alarms & Messages -> Current Alarms" after acknowledging all current alarms, you only delete the >>ALARM<< entry and not the actual alarm message from the alarm list.

☛ Remark >>ALARM<< in the main window cannot be deleted.



x The "Cancel" button on the menu "Alarms & Messages -> Current Alarms" appears only when, on the plant list, >>ALARM<< is displayed behind the plant currently connected (see above). If the list does not contain a plant with the remark >>ALARM<< (it has perhaps been cancelled by mistake), the remark in the main window can be deleted only after reception of a new alarm.

6. Important notes

6.1 Caution

Locked ACS55

Avoid quickly succeeding user interventions during the time a connection is opened, or more precisely, during the initialization phase of the communication. If, for example, you clicked on the wrong object on the plant list, you should choose the "Cancel" button or the menu choice "Return" only after the entry on the blue status line at top left has changed to "Opening the Connection...". You are thus avoiding congestions in the ACS55.

Forbidden value for baseclock

On the menu "Configuration -> Registration", the baseclock for the registration of RVL55 data may not be set to 0 to avoid resets on the OCI55 at an interval of about five minutes, which is practically identical with a failure of the OCI55. The time between two resets is sufficient, however, to reset the baseclock to a valid value via modem also.

No changes over the telephone line

On the menu "Configuration -> Communication", never change any communication parameters when you communicate with the OCI55 over a telephone line. An incorrect entry would always lead to a service visit since you would not be able to establish a telephone link to the OCI55 in question to correct the wrong entry.

Alarm.dat

All alarms and system reports received are stored in this file. Alarm.dat grows by about 80 byte each time an alarm is entered. Clear old entries from time to time in "Functions -> Alarm List". If you want to archive the alarms received, you can

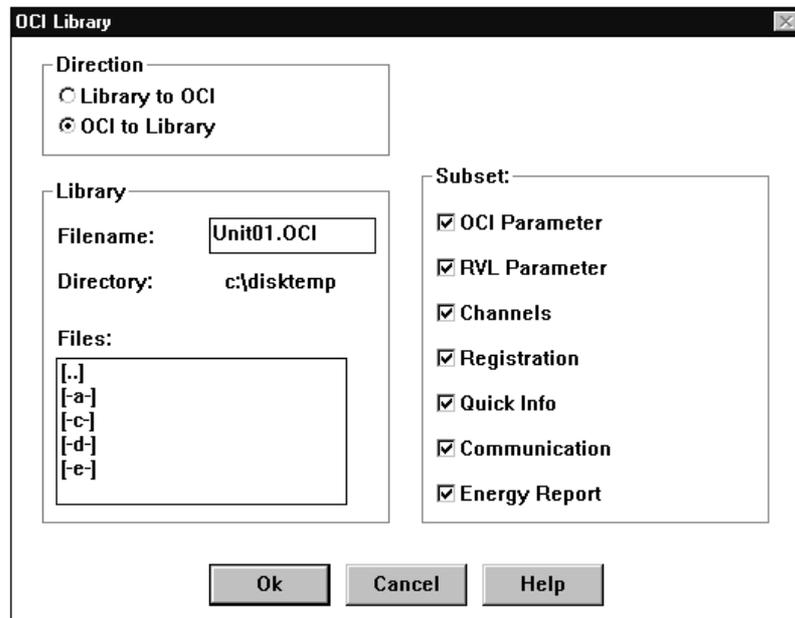
»»» print the alarms in the "Functions -> Alarm List" window.

»»» file copies under different names (e.g. Alarm.001, Alarm.002, etc.) before deleting old entries.

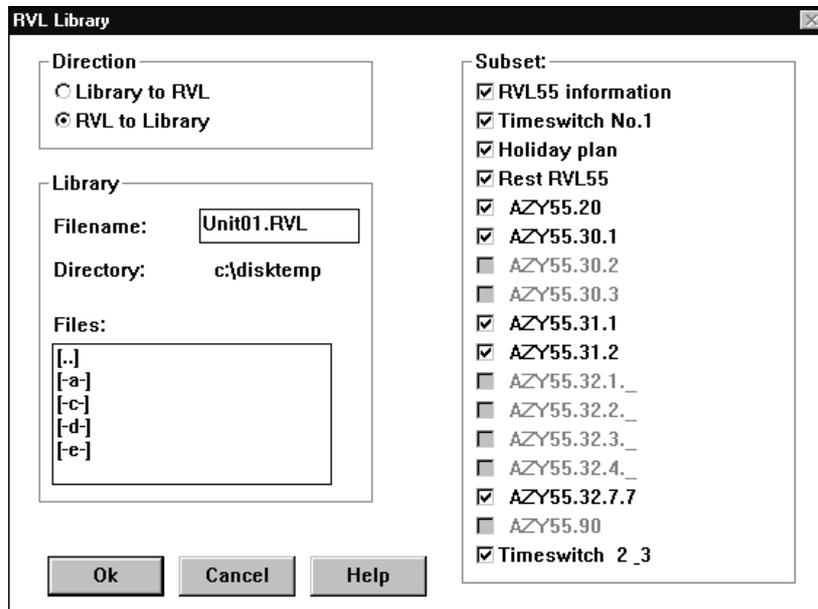
6.2 Creating a plant folder

After having commissioned a plant, use SIGMAGYR DIALOG to create a plant folder with the setting values of OCI55 and RVL55.

1. Establish a connection to the plant and wait until all data of OCI55 and RVL55 have been read into the ACS55. Ensure that on the respective menus and RVL55 pages all boxes are completed.
2. Choose the "Cancel" button to close the connection to the OCI55.
3. Choose the "OCI-LIB" button to store OCI55 data.



3. Select the required RVL55 and choose the "RVL-LIB" button to store its setting variables by means of the following dialog:



»»»» The data thus stored on your PC can be...

- ...loaded to the new unit when replacing the OCI55 or a controller by selecting the reverse direction from "Library to OCI" or from "Library to RVL".
- ...printed out from ACS55 on the respective menu by choosing the "Print" button. You can also have the data printed in a file which can then be integrated in a document created by you. If you want to do this, choose "File" as output device of your printer in the operating system's system control.
- ...changed and used in new plant for configuration purposes during commissioning.

6.3 How to simplify working with the ACS55

6.3.1 Creating a folder

To make working with the ACS55 convenient, create a folder on the user interface of Windows 95. You can include ACS55 in it and create additional folders for other plant in which you can store library files and Excel registration data.

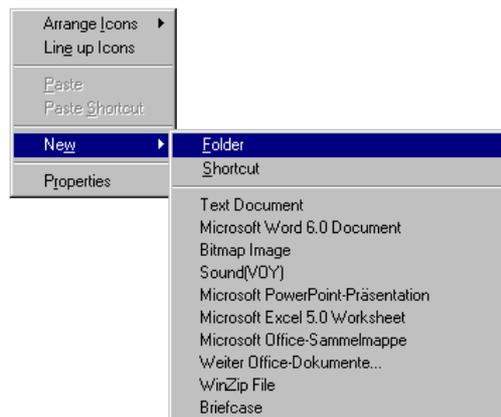
Under Windows 3.1 / 3.11

»»»» The installation program automatically creates a SIGMAGYR DIALOG program group and stores ACS55 in it.

Under Windows 95

1. Use the right mouse button and click on a free area on your screen (desktop).

☞ The context menu appears.



2. Choose "New - Folder".

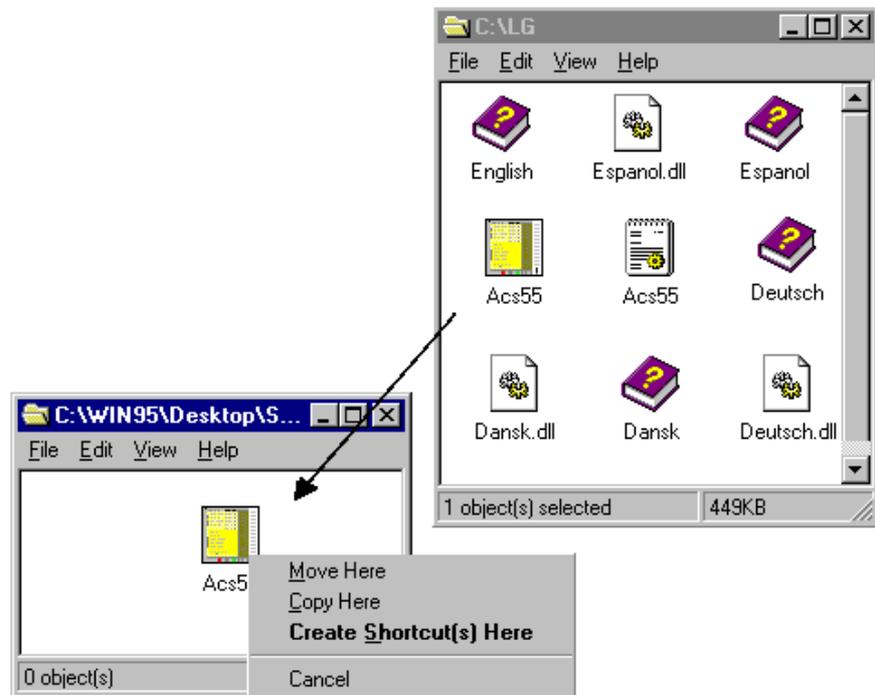
☞ The icon of a folder appears to which a name can be assigned.



3. Open the new folder by double-clicking.

4. Open the window "My Computer" and keep clicking until you reach the directory in which you installed the ACS55.

5. Use the right mouse button and click on the ACS55 icon, drag it to the opened folder and release the button. On the appearing context menu, choose "Create Shortcut(s) Here". From now on, you will find ACS55 in the new folder where you can start it up by double-clicking.



- ☛ Choose neither "Move Here" nor "Copy Here", since otherwise all the files required (Help files, Excel macro, etc.) will not be available to ACS55 and, in the worst case, you would have to install them again.

Under OS/2

1. Use the right mouse button and click on an existing folder.
2. Choose "Erstellen" from the context menu.

☞ A dialog box appears.



3. Enter the folder's label (e.g. SIGMAGYR DIALOG) under "New name". Choose "Arbeitsoberfläche" (default) as the destination folder and confirm by choosing the "Erstellen" button.



SIGMAGYR DIALOG

☞ The new folder is now on the desktop.

If you have the ACS55.EXE icon already on your desktop, you can move it to the folder by using the right mouse button: click - hold - drag - drop.

6.4 Audible signals (sound events)

ACS55 offers the following sound events.

1. **ACSCallback**

When the callback of an OCI55 is received.

2. **ACSAAlarm**

Every 10 seconds after an alarm has been received and the message has not been confirmed by "OK".

You can use "Sysedit" to make the following extension in the "sounds" section of the win.INI file:

```
[sounds]
```

```
ACSAAlarm=,
```

```
ACSCallback=,
```

»»» Remember to enter the commas at the end of the line!

The "Sound" program resides in the "Accessories" group. It can be used to connect any event to a *.WAV file (contains a sound sequence).



