

## **TECHNICAL SUPPORT AND TRAINING QUARTERLY INFORMATION REVIEW**

### **CIS Technical Call Centre**

The CIS Technical Support & Training Call Centre Help Desk was set up in early July to offer customers one phone number for all CIS technical questions.

The telephone number is **1300 722 247**.

The operating hours are:

**7:00am to 6:00 p.m. Monday - Friday** (S.A. time).

The Call Centre/Help Desk provides technical assistance to customers experiencing difficulties in Installing or Programming CIS products.

Products supported are:

- C-bus
- Home Minder
- Homesafe, Keyless entry, Video Intercom, and C.C.T.V.
- StarServe
- Infrascan
- Dimmers
- Fan controller's

### **Support personnel:**

**General inquiries:** Ryan Allen, Brett Coppins

**Homeminder:** Colin Conrick

**C-Gate / C-Lution:** Cliff Shirra

We do not have access to **new product release/stock availability inquiries**, please refer these inquiries to (08) 8269 0653 speak to Linda Mackenzie or Neil Kinder.

Every CIS product supplied now includes documentation for the Tech Help Line number in its packaging.

Please note that Rodney Taylor is no longer part of the Training and Technical Support Department.

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## C-BUS

### Burden Issue

The increased use of Din units, including the new 5500PC has prompted many comments on activating the Network Burden. The Network Burden on the standard 5100PC is not compatible with Din units and a 5500PC needs to be connected to a working network before its own on board Burden can be selected.

The standard Leaded Burden as supplied with 5100B Network Bridges can be used but often in a switch board/consumer unit containing the Din units, there are no convenient terminals to attach the Leaded Burden.

These Burdens are suitable for permanent connection to a Din unit if that is preferred over the software selectable on board Burden.

Currently the DIN 5500PCI, and the 5500CNI leave the factory with a default unit address of 255 (FF) and the software Network Burden that can only be enabled if the Unit address is 001 (01).

There are at least two situations where this can cause difficulties when programming a C-bus installation.

1. The DIN PCI or CNI fresh from the factory is taken on site and connected to the C-bus network in order to program units. To successfully program the Burden must be enabled, to enable the Burden the Group address must be 001, to change the unit address the network must be scanned, cannot scan the network without the network burden!
2. On a programmed network, I want to remove the PCI and leave the Burden and clock pulse duties to a DIN relay or dimmer or PRO dimmer. For this the relay or dimmer must have a unit address of 001 but there can only be one unit 001 on a network and that's already on the PCI so how do you enable the burden on the relay or dimmer?

We are putting 2x Hardware network burdens, attached to a RJ plug, in with the PCI and CNI units. This can be used permanently or temporarily for the burden duties by plugging it in to any spare C-bus RJ socket on any DIN unit.

By mounting the Burden on an RJ45 plug, it can be conveniently added (and then removed if required) from a Din unit mounted in a consumer unit.

To avoid conflicts it is best to make the PC interface the lowest unit address on the network it may be easier to have the PC interface set to group address 000 and leave the burden capabilities to one of the output units. All Din Rail Dimmers, Din Rail relays pro series Dimmers, and C-Touch units have Burden and clock capabilities.

## **5104D5 - Potential problem with Pro 4 Channel Dimmer**

In most cases, C-Bus units will tolerate their positive and negative terminal being connected to the wrong polarity. If a 5104D5 manufacture before the end of March 2001 or with a batch number lower than 63904\* is incorrectly wired so that the + 36 V wire goes to the negative terminal and the 0V wire goes to the positive terminal then damage will occur to the On-Board Network Burden Circuit. This damage will only be significant if that unit is required to have a unit address of 001 and have its on-Board Network Burden enabled. In this case, the damaged Network Burden will not be effective. The unit will operate as normal in all other respects only its ability to act as the Network Burden.

This problem is not considered to be severe and will only occur if the product is incorrectly wired. Any product manufactured after March 2001 or with a batch number of 63904\* or higher will have circuitry that protects the Burden Network against incorrect polarity connection. The 5102D10, 5101D20 Pro Dimmers and the C-Bus Din range of products are not effected by this problem.

Should you experience a problem with a 5104D5 Network Burden after having incorrectly wired the C-Bus connection, either re-assign the unit address to allow another unit to have an enabled Network Burden or return the unit to CIS via your local branch for repair.

## **Application Addresses**

In the past, the C-Bus application address has been open as to which address you could choose to use. The default application address for Lighting is HEX 38 and for Heating is HEX 88.

Most installations even multi network can be programmed using one application.

With the release or future release of more sophisticated C-Bus products ie. Scene Master, Touch Screen, IR Transmitter etc. the use of application address's will be come more pre Defined/restricted as they are use for special functions on these units. Of the 255 Application Address's available we intend to reserve sections for various pre-defined functions.

The final list is not yet available; it will be issued when complete. In the meantime, to make sure that projects that you are currently working on are able to fully work with any of these products, please ensure that any lighting applications you use fall between HEX 30 and HEX 5F.

Heating will remain at HEX 88.

## **DIN Output units and incorrect "power Fail" settings after a power failure**

There is an issue with **ALL** of the Din Rail output units regarding the output channels not conforming to the "power fail" settings when power is reinstated after a power failure.

### Symptom:

The concern is that any output channel programmed as "Unused" or Group Address "FF" will normally default to ON regardless of the "Power Fail" programming.

### Result:

One option is to create another Group Address "Unused 2" and use any address except "FF", then program this Unused 2 Group Address to all unused channels. The "Power Fail" programming will then function as desired.

## **5751L & 5750WPL ( software templates & Burden problems)**

We have received calls regarding suspect / faulty PIR's.

The queries relate to:

- Unit installed and works initially, after performing a "down-load" from database ⇒ network; the PIR fails to switch its associated group address. (Internal LED of the PIR may also be affected)
- Unit fails to operate at all.
- PIR "Offkey" expiry time varies (ie: set for 5mins only runs for 2mins)

Currently there are two (2) issues:

1. Compatibility between software / hardware versions and the firmware in the current units.
2. Burden issues on network.

### **Issue 1:**

Depending on your firmware and software configuration alternate versions of default PIR, database templates are being downloaded to the unit. This can result in the PIR literally "locking up".

**NOTE:** We have seen that down-loading the template using V2.0.0 will re-enable the V2 learning mode capabilities even if they were previously disabled with the V2.1.5.

Please ensure your software is the latest build version 2.1.5.

I have tried altering the "Short Release" etc settings for these "locked up / faulty" units, but in some cases they still would not respond.

To re-enable the PIR try the following method:

- Record the programming details of PIR ( GA's and so forth )
- Delete the PIR from your database
- Create a new record in database for PIR ( software V2.1.5)
- Download from database to network.

**5751L & 5750WPL ( software templates & Burden problems)  
(Continued)**

We have had success using this method here.

The obvious parameters that change are in the “Advanced Screen” under the “Dark” & “Sunset” settings.

V2.1.0. PIR Detector Default Template

Press	Dark	Sunset
Short Press	Start	Start
Short Release	Retrig	Offkey
Long Press	Idle	Retrig
Long Release	Idle	Offkey

←
←

Changed
changed

V2.1.5. PIR Detector Default Template

Press	Dark	Sunset
Short Press	Onkey	Onkey
Short Release	Retrig	Offkey
Long Press	Retrig	Retrig
Long Release	Idle	Offkey

←

Changed

If your PIR is set up the same as one of these screens and not working:

- Create and down-load a new V2.1.5 template from the database to network
- If it still does not respond then try the alternate settings listed.

**Issue 2:**

Network burden effect on PIR's

Some of the CIS rep's have informed us of a further problem with PIR's not working or more oddly *failing to time out for the correct time they set in the "EXPIRY" command box.*

One site in particular would not support an expiry time above 2minutes regardless of any greater time setting.

The problem was resolved by putting in a Network burden (hardware type).

## DIN Units- Patch Leads

We have had reports from a couple of sites in NSW that the 300mm Patch Lead supplied with Din units that they have had supplied recently have a high proportion of bad connections or faulty plugs. In testing we found that the leads were not the problem but it was found that the RJ45 sockets had contacts that were bent.

The reason for the problem seems to be that people are using excessive force when plugging the leads into the RJ45 sockets which in turn bends the contacts in the socket and make communication intermittent.

## Troubles Re-Installing C-BUS Service Packs

When **RE-INSTALLING** C-Bus service packs 2.13, 2.14, 2.15 you may experience an error message that requests you to install Service Pack "2.1.1" or "2.1.2"

When you uninstall C-Bus software some of the software components can be left on the hard-drive resulting in the "installer/version checker" software misinterpreting what version you have on your computer.

To remove the "offending" components.

- 1/ Backup your projects first.
- 2/ Un-install C-Bus.
- 3/ If this is not successful delete the CbusV2 directory.
- 4/ Delete the "CBus.ini" file located in "WINDOWS" or "WINT" directory depending on your operating system.

## TOUCH SCREEN

### Programming Leads

There is an intermittent problem with some of the RS232 programming leads supplied with the units, resulting in the message "**CANNOT CONNECT TO TOUCH SCREEN**" when attempting communications.

It is was initially thought to be due to a faulty RJ45 connector on the programming lead; however, there have been some reports of mis-aligned pins in the touch panel causing the same problem.

The quickest fix is to cut the connector off the programming lead and re-terminate a new one in its place, otherwise return the lead to CIS for replacement.

We will pursue the matter with the lead supplier, however, in the mean time note that any product supplied thus far may suffer the problem.

Colin Conrick has advised of an unknown communications problem with the C-Touch unit where it fails to program, as the C-Touch panel but will still function as a C-BUS PC Interface.

We will forward any findings on these issues as soon as more is known.

## **C-Touch Ramp On Times**

The current C-Touch firmware/software has an issue with "Ramp On " times of 3 minutes or greater, where the Group Address switches on or off unexpectedly.

With current "scene programming" the following occurs:

1. The Scene initiates
2. The Group Address is held to "Off" for an extended period (Ramping On)
3. Output unit is still "Off" for a short period of time
4. During this short period the "MMI" (network status) detects a Group Address status conflict and tries to resolve, hence unexpected On/Off switching.

Ramp times less than 3 minutes are not affected. This error is specific to the C-Touch only and does not concern other input units.

To fix the problem you would program similar to example where you first set group address to level 1 then ramp the Group Address to its final level:

- Example Scene Entry:
  - Ramp Local Network, Lighting ,01 to 1% over 0 seconds
  - Ramp Local Network, Lighting ,01 to 65% over 5 minutes

This Issue will be resolved in the C-touch software update due in 2002.

## **Programming of C-Touch touchscreen**

Please note that the programming of C-Touch panel is not able to be uploaded.

We recommend that all installers keep back up copies of the ".xml" project file and to leave a copy with the enduser.

The upload function within the C-Touch software acts as a remote terminal/control over a touchscreen and not as a page/project saver.

## **MINDER**

### **Siren Driver for 5200CU/2**

Since JUNE 2001 CIS developed, a new on board Siren Driver for the Home Minder Controller 5200CU/2.

The new driver is suitable for use with the same 4-8Ω speakers that the existing on board driver can be connected too.

There are two tones to select which are slightly different from the two tones available on the existing product.

This new driver gives a clearer loader tone than before.

All 5200CU/2 units built from 19/05/01 with a shop order number of 64978 will have the new driver.

Any 5200CU/2 units returned for repair or rework will automatically have the new driver fitted.

## MISCELLANEOUS

### RCD's On Lighting Circuits

As you will all be aware the Wiring rules changed recently with regards to the fitting of RCD's on lighting circuits. RCD's are now required to be fitted to lighting circuits where before the requirement was only for Power circuits.

Why is this of interest to us? Well, with conventional lighting circuits the Active and Neutral is usually looped around to all the switches and lights to be powered on that circuit and it is a straight forward job to make sure that the return Neutral goes back to the correct RCD.

However with C-Bus, recent phone calls suggest that some Installers are getting confused. Often C-Bus Dimmers and Relays are connected to separate combined MCB/RCD's.

Suppose half the circuits from a Dimmer supplied from one MCB/RCD go to lights in the front of a house and half to the back.

Say half of the circuits from a relay supplied from another MCB/RCD also go to other lights in the front of the house and half to the back.

If the Electrician loops a common Neutral to all the lights in the front half of the house and loops a second Neutral to all the lights in the back half and then brings one back one of the MCB/RCD's and the other Neutral back to the second MCB/RCD then every time he tries to turn on any light in the house one or other (and sometimes both) MCB/RCD's will trip off.

Obviously where only one RCD is being used to protect all lighting circuits, this is not a problem. But as I have received a number of calls on this subject over the past month it would appear that it is common for individual light circuits to have their own RCD or combined MCB/RCD's.

## Communications from new Laptop to C.I.S products

We have had some difficulties in the release of Laptop's without any RS232 ports. The best solution that we have found is a single port PCMCIA toRS232 card that will suit any type II PCMICA slot. It will operate under all operating systems, it worked well with both C-Bus and Home Minder, and it is easy to install and appears to have no conflicts. On most Laptop configuration's it will install as COM 2 to COM 4 as long as nothing else is using these settings. Details of this device are

Manufacture: **Quatech**

**Outlets:** Interworld Electronics  
Phone (03) 9563 5011 Attn Brendan for enquires or sales

**Cost:** \$298.00 plus G.S.T and Delivery

Configuration: **Available in single (SPP100) Dual Port (DPP100) and Quad Port (QPP100)**

Portability: **Unit is the size of a credit card and comes with a protective casing.**

Reliability: **Excellent**



## CHART: Dimmer Loading with Electronic Transformers 20/03/02

Below is the current list of Electronic Transformer and their compatibility with our standard Dimmers and C-Bus Dimmers.

Electronic Transformer Type		Transformer Input Capacitance	Maximum Number Of Electronic Transformers For											Recommended	
			Standard Range Dimmers						C-Bus Range Dimmers						
			32E 400 LVM #	32E 400 M#	32E 300 LV#	32/100 0	32/240 0	31V 500 LV	510 4D7 50	510 4D 5	510 2D1 0	510 1D2 0	550 8D1 A#		550 4D2 A#
Manufacturer	Model		#1	#1	#1										
Vossloh Shwabe	EST70/12.480	150nF	2	2	2	10	24	4	5	7	7	7	2	2	
Vossloh Shwabe	EST105/12.481	150nF	2	1	1	10	24	4	5	7	7	7	2	2	
Osram	HTM70	100nF	3	2	2	10	24	6	8	10	10	10	3	3	
Osram	HTM105	100nF	2	2	2	10	24	4	7	10	10	10	2*,**	3	
Osram	HTM150	100nF	1	1	1	10	24	3	4	8	10	10	1*,**	3	
Atco	TEC70	0nF	6*	6*	4*	10	24	7	11*	18*	34*	68*	3*	6*	★
Atco	TEC105	0nF	4*	4*	3	10	24	5	7*	12*	22*	45*	2*	4*	★
Atco	TED070	33nF	5*,**	5*,**	4*,**	10	24	5	7	17	30	30	3*,**	6*,**	★
Atco	TED105	100nF	2	2	2	10	24	4	7	10	10	10	3	3	
Clipsal	770TEC105	0nF	4*	4*	2*	10	24	5	7*	12*	22*	45*	2*	4*	★
Hunza	SP50RIP	100nF	3	2	0	10	24	4	7	10	10	10	3**	3**	
Belltec	BT60E	100nF	3	2	2	10	24	4	7	10	10	10	3**	3**	
Knobel	TE-WX105	150nF	2	1	1	10	24	4	5	7	7	7	2	2	
IBL	4211.00 50-200VA	150nF	1	1	1	10	24	2	3	5	7	7	1	2	
IBL	4209.00 50-150VA	150nF	1	1	1	10	24	3	5	7	7	7	1	2	
IBL	4351.00A 35-105VA	100nF	2	2	2	10	24	4	7	7	7	7	2*,**	3	
IBL	4350.00A 20-60VA	47nF	5*,**	5*,**	4*,**	10	24	6	7	17	20	20	3*,**	6*,**	★
IBL	4610.00A 20-60VA	47nF	5*,**	5*,**	4*,**	10	24	6	7	17	20	20	3*,**	6*,**	★
IBL	4616.00A 20-60VA	47nF	5*,**	5*,**	4*,**	10	24	6	7	17	20	20	3*,**	6*,**	★
Nelson	Fox 60	100nF	3	2	2	10	24	4	7	10	10	10	3**	3**	
Nelson	Fox 105	100nF	2	2	2	10	24	4	7	10	10	10	3**	3**	
Expo light	Ex EL60VA	100nF	3	2	2	10	24	4	7	10	10	10	3**	3**	
Eurolite	WT-60L-75	22nF	5	4	4	10	24	6	7	17	30	30	3	6	★
Expo Light	WT-105L	22nF	3	2	2	10	24	4	7	10	10	10	2	4	★

Note\*\*\* Irrespective of the number of transformers attached to the dimmer the load must not exceed the maximum load for that dimmer.

#1 Note for 32/1000,32/2400, 31V500LV when using these dimmers with electronic transformers the minimum load must be 90% or greater.

( ie: load to be 90-100% of dimmers max capacity )

\* A Higher number of electronic transformers can be used providing the total lamp wattage does not exceed the dimmers maximum load rating.

\*\* It is recommended that the total transformer input capacitance does not exceed 300nF for these dimmers. Unless a 32EIND is fitted.

# The use of a 32EIND on each channel of these products will allow the product to be loaded up to its maximum Rating