

Supervisaire Touch Display



User Manual



USER MANUAL



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Introduction

The Touch Display is used to communicate to Supervisaire control board as local and/or remote operator panel.

Touch display features:

- Large, easy to use color display with touch screen interface
- SD card for storing menu structure and backup files
- Easy firmware and menu upgrades
- Backup/restore system configuration data to/from the SD card
- Save system log files to the SD card when not connected to WebSentry®

Installation

The Touch Display communicates over a RS-485 serial port. The display is equipped with a RJ-45 socket so it is recommended to use a CAT5 or CAT6 cable between display and control board.

Supervisaire hardware has a dedicated RJ-45 socket intended for connecting the touch display to the board. If the display is mounted in or near the system, all you need is a standard Ethernet cable with RJ-45 plugs on both ends. If you want to add a second display in a remote location, you must use header J8 for this purpose (see page 5).

Below is a description of different ways to wire the touch display to the Supervisaire control board.



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Using the RJ-45 socket

Use a regular Ethernet cable and plug one end into the back of the display and the other end into the socket on the board. If you build your own network cable, crimp a RJ- 45 plug onto each end using the T568-A wiring standard described on page 6.

WARNING! Do NOT connect another serial port device, including another touch display, to the port C terminals on header JCOM when the RJ-45 socket is used!

RJ-45 socket and header JCOM share communication port C.



Figure 1. RJ-45 socket on Supervisaire board

Using Port D on J8

If you want to connect a second display you must use Port D on header J8.

If you have a premade cable, cut off one connector. The other connector should be plugged in to the display. If building your own cable, use the T568-A wiring standard described on page 6

The wires on the cut end are wired to header J8 as follows:

- Pin 1 Solid and striped blue wire
- Pin 2 Solid and striped brown wire
- Pin 5 Striped green wire
- Pin 6 Solid green wire



Using Port C on JCOM

Since port C is shared by header JCOM and RJ-45 socket, JCOM header could be used for communication only if RJ-45 is not in use.

As for header J8, use either a premade Ethernet cable and cut one end or build your own cable using T568-A for the display plug.

JCOM is wired as follows:

- Pin 4 Solid and striped brown wire
- Pin 5 Solid and striped blue wire
- Pin 6 Striped green wire
- Pin 7 Solid green wire

Attaching a RJ-45 Using the T569-A Wiring Standard

When attaching a RJ-45 connector to the end of a CAT5 or CAT6 cable, use the T568-A wiring standard. This applies to both ends if you plan to use the RJ-45 socket on a Supervisaire control board.

With the connectors on the plug facing towards you (see Figure 2), the order of the wires from left to right are:

- Striped Green
- Solid Green
- Striped Orange
- Solid Blue
- Striped Blue
- Solid Orange
- Striped Brown
- Solid Brown



Figure 2. RJ-45 Connector

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Starting Up

When the display is powered up, it will try to communicate with the Supervisaire control board. During this time, a Start page is displayed. If no connection is established within a few minutes, the display will proceed to the Home Page where you will have access to some functionality. You will have access to display settings like serial port configuration and a serial port status page for troubleshooting purposes. In event of other communication issues (like missing SD card or display calibration loss), respective message would be displayed – refer, as needed to Troubleshooting (page 26).

If you just have started or restarted the commissioned Dectron system, you should see a page with two buttons where you can choose to start the system in *Normal* mode or *Service* mode (Figure 3). After selecting *Normal* mode, or if the system is already in *Normal* mode, the normal home page should be displayed. After selecting *Service* mode, or if the system is already in *Service* mode, or if the system is already in *Service* mode (just delivered from factory and/or Non-Commissioned system), the service home page should be displayed.



Figure 3. Normal/Service Mode selection page.

- **Normal** Mode allows for system automatic operation, based on system control algorithm, configurations and setpoints. It is standard operational mode, that does not require operator interference or control.
- **Service** Mode allows for manual control over the system operation. Service mode is intended for system initial start up and troubleshooting purposes – it must be used only by trained professionals.
 - To facilitate troubleshooting process, some safeties/alarms (except for major ones), as well as some "Normal Mode" control sequences are omitted in Service mode.



Touch Display - Layout and Navigating

The default page after starting up or rebooting the display is the home page.

Normal Mode. Home Page layout and navigating

Unless you navigate to other pages, the home page is displayed when system is in *Normal* mode. It focuses on displaying critical system operation information.

Home	Logs	User	Advance	ed Help
Temp	Humidity			Comm WebSentry
10°	28%	0		Alarms Blower
Pool				Dehum
100				A/C
10				Space Heat
				Pool Heat
Jan 1, 2011	12:06 pm		ſ	Notes

Figure 4. Normal Mode home page (NE/NP series with one pool).

Some information, displayed on Normal mode home page, would be available on Normal mode home page only (Readouts), while the rest (Date&Time, Status and Menu) would be displayed Service mode home page also.

Readouts

Home page will always show the room air temperature (**Temp**) and relative humidity (**Humidity**) sensor readings. For systems, configured for pool water heating, it will also show the pool water temperature (**Pool**), including *pool 2* if configured to heat two pools.

Temperatures, room air and pool water, could be displayed in either Fahrenheit (default) or Celsius (optional) degrees.

Date&Time

At the bottom of the page, you will see the current date and time.



Status

To the right of the page you have the following system's status indicators:

Comm	Green indicates successful SuperviseAir® board to
	touch display communication. White otherwise
WebSentry	Green indicates successful WebSentry [®] communication.
	White otherwise
Alarms	Red indicates that there are active alarms. Yellow
	indicates that there are active alerts but no alarms. White
	indicates that there are no alarms or alerts.
Blower	Green indicates that the main blower is running. Since all
	other components of the system requires the blower to
	run, white indicates that system is off but not powered off.
	Indicator will be displayed only on Normal mode home
	page
Dehum	Mode status. Green indicates that there is a mode
	demand and white that there is no demand.
A/C	These indicators will be displayed only on Normal mode
	home page; whether indicator is displayed or not is
Space Heat	dependent on system configuration (e.g. Pool Heat
-	indicator would not appear on the page, if system is
Pool Heat	configured to not have pool heating

Notes button is also located on the home page below the status indicators. See *Leaving Notes* on page 18 for more information.

Menu

At the top of each page there are five menu buttons which grant quick access to following features/pages from any page:

Home	Opens/returns to the home page
Logs	Access to system's logs and log-related features
User	Access to user settings and commands
Advanced	Access to advanced settings and features
Help	Context sensitive help presenting information related to
	the viewed page

While Home button function is simple and rather straight forward, other buttons are multi-layered and more complex.





Logs

Logs page allows to access system logs and perform some log related tasks:

Current Alarms	This button displays a list of all active alarms (ones that					
Current Alarins	This button displays a list of all active alarms (ones that					
	may lock/disable certain devices/features). Some alarms					
	can be manually cleared (which would unlock said					
	device/feature) – to do so tap the <i>Clear</i> button, shown next					
	to the alarm. Cleared Alarms recorded in Alarm Log.					
Alarm Log	This button displays a history list of all alarms (not more					
	than ~ 20 pages). For each alarm, there is a <i>Help</i> button.					
	Press the <i>Help</i> button to learn more about the alarm.					
Reset Unit	This button clears all system logs on the					
Logs	SuperviseAir [®] board. This will not clear the alarms you see					
-	when pressing the Alarm Log button.					
Reset SD Logs	This button clears all logs saved on the SD card, including					
	the alarm log					
Backup All	If backing up logs is enabled under the touch display					
Logs	settings (see Advanced), the display will automatically					
-	save system log data to the SD card at regular intervals					
	when the display is not being used. Pressing this button					
	will force a full backup of all log data to the SD card					



Figure 5. Logs page



User

The User Settings page consists of two menus selection columns.

From the left column (dark-blue buttons), you can access user settings like set points and schedules. You also have the *System Information* button with critical system control software information that may be required for troubleshooting.

The right column shows you user command options (light-blue buttons), allowing to start/stop main blower, set and trigger Purge and Spectator modes and, finally, restart the system or reboot/restart touch display.





Parameter Adjustment and Command Execution – EXAMPLE.

To adjust desired parameter/user setting or execute command, simply press respective button. Figures 7 and 8 (below), as an example, illustrate the navigation process for adjusting Room temperature set point; similar navigation and adjustment procedure could be used for most settings and parameters:

- On User page, press Setpoint button you'll be prompted to User-Setpoint page (Figure 7):
 - Parameters buttons and their respective current setpoints value will be displayed (per system current configuration);
 - You can press Back button at any time to return to previous (in this case User) page.

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Home	Logs	User	Advance	d Help
User - Setpoi	nts			
Room Temp	erature (°F)			86
Humidity (%		50		
Pool Temperature (°F)				84
				Back

Figure 7. User - Setpoint page

- Press Room Temperature button to access pool room air temperature current setpoint (Figure 8):
 - On the left side of the page some additional info is displayed yellow text will state current parameter range (default, max and min value), area below it will provide selected parameter definition ("Help")
 - Keypad on the right side allows to select, enter or correct the value.

Home	Logs	User	Adv	anced	Help
Room Temp	erature (°F)				75
Room tempe	s5, Max: 94 Frature setpoi	nt.	1	2	3
			4	5	6
			7	8	9
				0	
			Del	Enter	Close

Figure 8. Room Temperature setpoint adjustment page.

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System Restart and Display Restart

One of the most often used user command option is System Restart. It allows for two separate commands:

System Restart

This command is used to stop the system and to switch, if needed, between Normal and Service mode.

 Once system is restarted and Normal/Service mode selection screen is displayed (as shown on Figure 3), you'll have 60 seconds to decide what mode to select – if nothing is selected, system will automatically assume Normal mode operation.

It is also recommended to restart the system after Advances settings (see below) adjustment (to ensure these adjustments are taken by system control in timely manner).

To restart the system, tap the *User* button and then *System Restart*. Next, tap the *System Restart* button to initiate a system restart. The touch display will display a Shutting Down page until it loses communication with the SuperviseAir[®] board. At this point, it will reboot the display. The normal display start-up sequence will then commence.

Restart Display

To reboot (restart) the display, tap the *User* button and then *System Restart*. Next, tap the *Restart Display* button to initiate a reboot of the display itself. Use this feature if it seems like the display has lost communication with the SuperviseAir[®] board but you still can navigate the menu system. You will always be able to reach the *System Restart* menu selection unless the display is completely frozen.

One other time when you need to do this is if you take out the SD card. After plugging in the SD card again you must restart the display before it can be read again.

Advanced

The *Advanced* page allows to view and adjust system's control settings and configurations.

CAUTION! Improper/incorrect Advanced settings may cause system malfunction and premature failure! Once you click Advanced button, before allowing to proceed, touch display will issue respective warning.



The Advanced page consists of two button groups, arranged into three columns (see below):

Home	Home Logs		Advanced Help
Advanced			
Environment		Ventilation	Sensors
Compressors		Sensors	Control Status
Controls	l/C) Assignment	ts System Status
Network		FouchScreen	Tools

Figure 9. Advanced page

The first two columns (left and center, dark-blue buttons) show *Factory Settings* menus (same as displayed in WebSentry®). These settings would define system operation and would include following:

Environment	Dehumidification, heating, cooling, and pool heating				
	controls settings (space heater type, deadbands, space				
	heating/cooling control type etc.)				
Ventilation	Ventilation control settings (blowers' speeds, economizer				
	and purge parameters, timers etc.)				
Compressors	Compressors control settings (number of compressors,				
_	refrigerant type, alarm and operational pressure and				
	temperatures levels, timers, other operational settings)				
Sensors	Sensors parameters (calibration, type, usage etc.)				
Controls	Inputs/outputs configuration (limits, polarity, availability)				
I/O Assignments	Sensors and Inputs/Outputs control board assignment				
Network	Communication settings (TCP/IP, BACnet, other com				
	protocol configurations, serial ports settings etc.)				
TouchScreen	Touch display settings (temperature degrees' type				
	preference, date and time format, display password etc.).				
	Settings are stored only on the SD card and are unique				
	for each display.				



Finally, when system is set in *Service mode*, Factory Settings group, in addition to listed above, would have Service button (see Service Mode on page 18 for details).

The last column (right, light-blue buttons) shows menu selection for *Advanced Troubleshooting* features such as viewing all system sensors' readouts, current controls and sub-systems' statuses etc.

In addition, this group has *Tools* menu selection with the following advanced features (mostly – for communication/IT or touch display-related troubleshooting):

Ping Network	Ping network address. Use this feature when troubleshooting a WebSentry® [®] connection
Serial Stats	Serial port counters are used for troubleshooting serial port communication interface. For a robust and stable connection, you want to see most error counters at 0 or a very low number compared to the total number of messages
System Backup	Use this feature to backup all control settings to the SD card. You can also use it to restore settings from a backup.
Factory Default	Use this feature to reset settings to factory default. All current settings will be lost. Use this feature as a last resort only, when experiencing strange system behavior. This can be the result of corrupt control module (sub- board) memory and restoring to factory defaults should resolve most memory corruption issues.
Firmware	Use this feature to update touch display firmware. See
Update	Updating Firmware on page 24 for more information.

Navigating Advanced page and adjusting Advanced settings is similar to described above User setting adjustments (see page 11-12).

Note. Displayed content depends on the system's series software, configurations and settings (Advanced). For example, if system is not configured to have a pool heating, all pool heating related features would not be shown (pool water temperature setpoint in User menu, Pool water temperature sensor reading in Readouts, Pool Heat status indicator in Status etc.)



Help

The touch screen display comes with built-in help. Help information can be divided into three types:

Context Sensitive Help

You can select the *Help* button (from Menu at the top of the page) from any page. The help file displayed is related to the page you are viewing.

Settings Help

When editing any setting, there is a brief help text displayed to the left of the screen along with the factory default value and, if applicable, the min/max values (as shown on Figure 8). If the help text does not fit in the screen, you will see *Up* and *Down* scroll buttons. This help text describes the selected setting.

Alarm Help

When browsing the Alarm Log, you can tap the *Help* button to the right of each alarm entry to get a description of the alarm (see Figure 10 below):



Figure 10. Alarm Log with Help feature



Notes

From the home page, you can access the *Notes* button. Use this feature to leave or look at notes left by other users of the display – it could be useful maintenance team as well as for service technicians.

You can leave more than one note. Each note consists of two fields. A name and a message. Use the name to indicate the name of the person leaving the note and possibly a contact number. Use the message area for the note itself.

The main notes page shows a list of names of people that have left a note. Tap on the *View* button to read the note.

Home	Logs	User	Advanced	Help
Notes Message 1			View	Del
New				Back

Figure 11. Notes page





Service Mode. Home page layout and navigating

When starting the system in service mode, the touch display home page looks slightly different (see Figure 12):



Figure 12. Service mode home page

- There are no sensors displayed Readouts are replaced with a SERVICE MODE warning to use caution while in service mode.
- There are no mode status indicators.
- Service mode menu buttons are shown on the bottom of the display (under the Time&Date).

Service mode menu buttons allow for manual access and control of respective system's components to facilitate testing and/or troubleshooting of these components.

The components are divided into groups: *Ventilation* (main blower, exhaust fans, outdoor air dampers and heat recovery), *Heating* (both space heating and pool water heating), and *Compressor* (one menu button for each compressor circuit, if current system is configured for two compressors).



Components control page layout (see Figure 13) and navigation example below is shown for Ventilation group; same would apply to other Service mode group(s).



Figure 13. Service mode control page - Ventilation.

Service mode control page provides following:

- <u>Readouts</u> (left column) displays sensors readings pertinent to current group (in this case air temperatures, humidity etc.)
- <u>Control buttons</u> allow to manually operate/control respective component/device. Green button indicates that given device control is engaged/active; white – otherwise. Control buttons are segregated horizontally (by slightly wider gap – see red line) into two groups:
 - <u>Digital Outputs</u> (TOP group) engages or disengages on/off controlled devices (as shown on Figure 13 - RA Damper is engaged (ON), and Exhaust Fan 2 start signal is engaged (ON) also). Simply press respective button to engage or disengage
 - <u>Analog Outputs</u> (BOTTOM group) sets/adjusts modulating (0-10 VDC) control signal. Press respective button to select desired device and adjust value of modulating signal. Figure 14 shows main blower speed signal being set to 35%; if needed, this value could be increased (by pressing" +") or decreased (by pressing "-"). Pressing "Reset" will set it to zero.



Again, note that Service mode menu (as well as each service mode control page content) is also depends on the system's configuration, e.g. Compr 2 button is not shown on Figure 13, since system is configured for one compressor only.



Figure 14. Adjusting Analog Output signal in Service mode

Service Mode – Commissioning.

Advanced settings in Service mode, in addition to ones, listed in Normal mode, would also include Service button. It allows for access to following features:

- Commission allows to commission/de-commission the system.
 - Systems, delivered from Dectron Company are set to be Noncommissioned (decommissioned) – this ensures that system would not convert to Normal mode after restart or power up without being commissioned by start up agent. Once system is successfully started up, it must be Commissioned to allow for Normal Mode operation.
 - Commission feature also displays Tested feature; it's used at the factory testing facility and is not revertible, once set to yes.
- Core Config allows to adjust system serial number (rarely used) and control board version (in case of board replacement with one of different version)



Touch Display – SW Update, Calibrating and Troubleshooting

SD Card - Removing and Installing

The SD card contains touch display communication software, as well as system operational logs records etc. It is located inside the touch display case. Remove the front cover to see it. The front cover is clipped into place and easy to remove. The SD card slot is clearly labelled with a white label (see Figure 2 below). When a SD card is installed you can see it protrude below the label.

To remove the SD card, push it in slightly to release it. It will pop out further so that you easily can remove it.

To install the SD card, insert the card into the slot with the contacts facing towards you (see Figure 15 below). Insert the SD card until you hear a click and it locks into place.



Figure 15. SD Card Orientation



SD card - File Structure

The SD card contains a normal file structure using the 8.3 filename convention (8 characters for name and 3 characters for extension, spaces not allowed).

You can put any files on the SD card. The touch display will only read and look at files and folders known to the firmware.

At the root level, there are only two files used by the touch display. TSCALIB.BIN is the display calibration file discussed in further detail under touch display calibration on page 25.

The file FIRMWARE.BIN is a temporary file that will trigger the touch display to do a firmware update. The touch display will automatically delete the file when the update has completed successfully.

These are the folders used by the touch display:

DATABASE

Contains all files required to display menus, settings, settings help text, etc. These files are a text version of the database used by WebSentry®.

For this reason, it should be very easy to find settings on the touch display if you are familiar with where to find it in WebSentry®. The structure and order of settings are the same between WebSentry® and the touch display.

HELP

Contains all context sensitive help files as well as alarm information help files.

DISPLAY

Contains a file named CONFIG.DAT with all saved Display settings. If you delete this file, the touch display will return display settings to defaults on reboot.

It also contains an optional NOTES folder where all notes are stored (if you have saved any notes).

BACKUP

This is where all system backups are stored. Backups are saved with the filename YYYYMMDD.BAK where YYYY is year, MM is month and DD is day.





LOGS

Contains all log files. At the main folder level, you will see log data files containing information about the last fetched log entry. One file for each log type.

The log entries are stored in separate files in time stamped sub folders. Contents of these sub folders can be saved to your PC and sent to Dectron for analysis.

FIRMWARE

Contains all saved firmware files accessible from the Firmware Update page.

Updating the Firmware

Most of the menu and help system displayed on the touchscreen is controlled by files stored on the SD card. However, as for most devices, there is also a piece of software installed on the displayed referred to as firmware. Firmware updates are required to resolve software faults and when improvements are made to the display interface

Follow these steps to update the firmware:

- 1. On a PC, download the firmware file from WebSentry® using the *Download* toolbar button
- 2. Remove the SD card from the touch display and plug it into the SD card reader of your PC
- 3. Save the firmware file in the FIRMWARE folder on the SD card
- 4. Reinstall the SD card in the touch display and from the *User* settings menu, select *System Restart* and then *Restart Display*
- 5. Select the Advanced menu, then Tools and finally Firmware Update
- 6. Select the firmware file from the list on the left. The files are named FW010203 where the number indicates the firmware version. In this example, the version would be 1.2.3.
- 7. Tap the *Install* button and the firmware update process will start. Please do not unplug the display or shutoff the power to the system while the firmware is updating. The display will show a large progress bar while updating the firmware

If the new firmware is not installed, you can try a second method to update firmware. Follow these steps if above process did not work:



- 1. Remove the SD card from the touch display and plug it into the SD card reader of your PC
- Copy the firmware file from the FIRMWARE folder to the root folder (e.g. D:\)
- 3. Rename the file to FIRMWARE.BIN
- 4. Reinstall the SD card in the touch display and, from the User Settings menu, select System Restart and then Restart Display
- 5. The firmware will now be updated and, when finished, the display will continue with the normal start-up sequence
- 6. The FIRMWARE file will be saved to the FIRMWARE folder on the SD card with the proper filename structure and removed from the root folder
- 7. WARNING! If the firmware file is corrupt, the update will not complete and the file not be removed. This will result in cyclic restarts and never getting to the *Home* page. Delete the FIRMWARE.BIN file if this happens

Updating the Menu and Help Files

Most of the menu and help system displayed on the touchscreen is controlled by files stored on the SD card. As Dectron releases new versions of the control software, new settings will be added and other ones will be removed. There will be improvements to the help system based on feedback from users. To apply these changes to any touch display is as simple as replacing the menu and help system files on the SD card.

These updates will be prepared as update packages with a menu version number. You can see the currently installed menu version from the *Firmware Update* page.

To install updates, follow these instructions:

- 1. Download the menu update package from WebSentry® using the *Download* toolbar button on your PC
- 2. Remove the SD card from the touch display and plug it into the SD card reader of your PC
- 3. Copy the package file (ZIP file) to the root folder of the SD card
- 4. Delete the DISPLAY and HELP folders
- 5. Unpack the ZIP file. Typically, you can do this from Windows by right clicking the file and selecting *Extract Here* from the menu
- 6. Delete the ZIP file
- 7. Reinstall the SD card in the touch display and, from the User Settings menu, select System Restart and then Restart Display

You should now see all menu and help file changes.



Touch Display Calibration

It is critical that the touch screen is calibrated so that the hardware can properly translate a physical interaction to a visual object representing, for instance, a button. If not calibrated correctly, pressing a button might not trigger an event or trigger the wrong event by executing the press of a different button.

Normally, touch display comes pre-calibrated from the factory, yet in some cases you may need to perform the calibration:

- If touch display is started up for the very first time, or
- If touch display does not respond correctly to the touching of the buttons (pressing button does not trigger respective/correct event), which could be a result of corrupted calibration file.

To initiate touch display calibration, you could do following;

- Manually delete the calibration file TSCALIB.BIN, located at the root level on the SD card.
 - Calibration parameters are saved in a calibration file; once file is deleted, on the power up of the touch display you'll be prompted to calibration.
- Manually "force" the touch display calibration:
 - While pressing with your finger on the touch display (anywhere on the display), unplug the touch display for couple seconds, then, still pressing your finger, plug/power up touch display back. This should prompt the calibration also.



Figure 16. Touch display calibration.

When asked to calibrate the display, follow the instructions on the display (see Figure 16). You will be asked to tap the four corners and then one more time anywhere on the screen to save the calibration data. Please take your time and tap right in the center of each circle to get the most accurate calibration.



Touch Display Troubleshooting

Screen Stuck at Start page

Display should always change to home page even if there is no communication. You just need to give it some time. Wait at least a minute before disconnecting and reconnecting wire again.

Use Serial Stat Information to Determine Communication Issue

From the TouchScreen display, select Advanced, Tools and then Serial Stats.

The Sent status counts up every time a message is sent from display to Supervisaire board. Received counts up when a message is received from Supervisaire board.

Sent and Received numbers should roughly be the same. If Received is 0, it means no messages are returned at all. The cause can be misconfigured serial port, faulty serial port or a wiring issue.

If messages are being received but you have a lot of lost messages (Received much lower than Sent), this suggests a non-robust connection. Same thing if you have a lot of fault messages, other stats not being 0 and having high numbers.

In unlikely event of non-robust connection, you can try changing baud rate and timers:

- Start with changing baud rate to a lower speed. For instance, 19200 or 9600. You need to make the change both from TouchScreen Display and Supervisaire board. See verify port configuration descriptions above for how to access configuration pages.
- On the TouchScreen you can also try changing the Response Timer and make it a little bit longer.
- For TouchScreen display, select Advanced, TouchScreen and then Serial Interface.
 - You may need to verify and/or adjust certain parameters in the system software via direct communication via Supervisaire control board you'd need special communication operator panel for that (contact Dectron Service group for support).

Verify TouchScreen Port Configuration

Select Advanced, TouchScreen and then Serial Interface. Default configuration is baud rate 57600 and response time 1000 ms. Ensure this has not been changed.



Try Connecting to Supervisaire Board at the System (for Touch Display Remote Installations)

If you are installing TouchScreen display as a remote panel, try using a short patch cable and connect directly to the board to determine if there is a fault with the long wire between Supervisaire board and remote location. If you get a connection locally, replace or troubleshoot wiring between system and remote location.

Try Connecting to Different Port

Try connecting to a different port. Port D instead of port C or vice versa. If you now have a connection, the other port is faulty. If you only need to use one port, you can leave it this way. Otherwise, order a replacement control board.

If neither port works, order a replacement control board. Both ports are most likely faulty.

Port C Only Used by RJ-45 Socket or JCOM

Pin 6 & 7 on JCOM share the same comm port (port C) with the black RJ-45 socket on the control board (Figure 1), therefore only one device could be connected to these two terminals (JCOM and RJ-45 could NOT be used simultaneously for two different devices) because of a very high risk of producing communication conflict over the port.

If JCOM (6 & 7) is being used, remove wires before using the RJ-45 socket. You can also wire TouchScreen display to J8 using port D.