

Application Guide

Troubleshooting a Connection Issue



Before you contact Oxmoor technical support to report a ZON Router connection issue, you can use Hyper Terminal (a communications application that is installed on most all computers running the Windows operating system) to help troubleshoot your connection to a ZON Router.

Getting Started

1. Verify that you have and are using the proper connection accessories. An RJ-11 telephone cable and RJ-11 to DB-9 adapter is provided in each ZON router box. If you don't have these accessories, it may be possible to build your own serial communications cable in the field. Please see the "Serial Communications Cable Pinouts" Application Guide for more details. If the supplied RJ-11 cable does not suit your particular application (e.g. it's not long enough), you should use a known working, 4 conductor RJ-11 cable. A 6 or 2 conductor cable will not work with the ZON adapter and will result in a connection failure.
2. Verify that your computer is capable of serial communications via an active COM port on your computer. Please read and follow the directions listed in the "Serial Communications Loop-Back Testing" Application Guide.

Hyper Terminal Test

1. With the AC power disconnected on the ZON router, connect your computer to the router.
2. Launch Hyper Terminal on your computer. This is typically found under the COMMUNICATIONS menu in the ACCESSORIES main menu of your operating system.
3. When prompted, provide a name for the new connection and click OK to continue.
4. In the "Connect To" screen, use the pull-down menu to select the COM port you have determined is assigned to your serial port. (The correct port is determined in the loop-back test procedure. For more information refer to the "Serial Communications Loop-Back Testing" Application Guide for more information.)
5. In the "COM Properties" dialog box set the following:
 - Bits Per Second: 9600
 - Data Bits: 8
 - Parity: None
 - Stop Bits: 1
 - Flow Control: None
6. Click "OK". You should now see the terminal screen. Reconnect the AC power to the ZON router. If the COM port you used in the connection is working, you should see a block of data from the router that begins with "MOTHERBRAIN...".

Once you see a response from the ZON router on the terminal screen, you have confirmed that the connection is successful and the ZON router is capable of serial communications.

If you do not see any data on the terminal screen, try disconnecting and reconnecting the AC power to the ZON router. In the event that this does not provide you with desired results, please contact Oxmoor technical support for assistance.

Note: When you call Oxmoor technical support, you will need to have component serial numbers and a listing of any/all error messages that you have received.