

Troubleshooting

If you have problems mounting, wiring, or addressing the I/O Pro 812u, contact OEMCtrl Technical Support.

Communication LED's

The **Module Status** LED can display the following error codes.

Error Code...	Indicates...	Possible solutions
0	The control program or driver has not been downloaded.	Download memory to the I/O Pro 812u.
1	A control program error	Obtain a Module Status Report (Modstat) and look for error conditions. If you cannot determine the error from the Modstat, send a screenshot of the Modstat to Technical Support.
2	The controller's memory is full	In WebCTRL, reduce the amount of trend data being stored in the controller. In SiteBuilder, reduce the amount of control programs.
3	A setup error	Verify: <ul style="list-style-type: none"> • The address has been set on the rotary switches. See <i>Addressing the I/O Pro 812u</i> (page 7). • The address is unique on the network • DIP switches are set correctly
4	A system error	Obtain a Module Status Report (Modstat) and look for error messages. If you cannot determine the error from the Modstat, send a screenshot of the Modstat to Technical Support.
8	The controller is formatting	The number 8 should display only during the short formatting period. If this number displays continuously or flashes intermittently with another number, try each of the following: <ul style="list-style-type: none"> • Turn the I/O Pro 812u's power off, then on. • Restore factory defaults. See Restore factory defaults. • Replace the I/O Pro 812u.

Other LED's show the status of certain functions.

If this LED is on...	Status is...
Power	The I/O Pro 812u has power
Link	The controller is connected to the Ethernet
LAN	The Ethernet port is transmitting or receiving data
100	The connection speed is 100 Mbps. If LED is not lit, the connection speed is 10 Mbps.

If this LED is on...	Status is...
Port 1 transmit	The I/O Pro 812u is transmitting data from Port 1
Port 1 receive	The I/O Pro 812u is receiving data on Port 1
Archive Valid	The controller's memory backup is valid
Port 2a transmit	The I/O Pro 812u is transmitting data from Port 2a
Port 2a receive	The I/O Pro 812u is receiving data on Port 2a
Brownout	Incoming power is low
Battery low	The battery is low

Replacing the I/O Pro 812u's battery

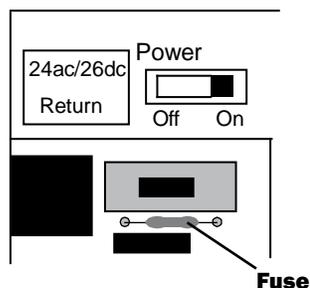
The I/O Pro 812u's 10-year Lithium CR123A battery provides a maximum of 720 hours data retention during power outages. To conserve battery life, battery backup turns off after a specified number of days defined in the driver.

If the I/O Pro 812u's **Battery low** LED is lit or if the I/O Pro 812u sends a **Low Battery** alarm to WebCTRL, replace the battery.

- 1 Using a small flathead screwdriver, pry up each side of the black battery clip until it is free and you can remove it.
- 2 Remove the battery from the controller, making note of the battery's polarity.
- 3 Insert the new battery into the controller, matching the polarity of the battery you removed.
- 4 Push the black clip back onto the battery until you hear both sides click in place.
- 5 Download the I/O Pro 812u.

Replacing the I/O Pro 812u's fuse

If you turn on the I/O Pro 812u's power switch and the Power LED is not lit, use a multimeter to see if the 3 Amp Pico fuse that protects the incoming power is blown.



You can order replacement 3 Amp Pico fuses online or from a local retailer.

Before replacing the fuse, try to determine why the fuse blew.

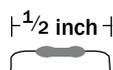
- Check the Power wiring polarity of the I/O Pro 812u, any attached expanders, and any other controllers that share the power supply. Use the same polarity for all of them.
- Verify that outputs are wired to the appropriate types of devices. See *Outputs* (page 16). For example, you cannot wire a 24 Vac device to an output.
- If the **Aux Power Out** port is used, verify that it is wired correctly. See *Wiring inputs and outputs* (page 13).

To replace the fuse:

- 1 Turn **off** the I/O Pro 812u's power.
- 2 Using needle-nose pliers, pull the bad fuse from the controller.
- 3 Cut the wires on the new fuse so that the total length is approximately 1 inch and the fuse is centered.



- 4 Bend the wire ends so that the length is approximately 1/2 inch.



- 5 Use the pliers to grip one wire end of the fuse and push into a fuse socket on the controller.
- 6 Grip the other wire end of the fuse and push into the other fuse socket.
- 7 Turn on the power and verify that the Power LED is lit.

Serial number

If you need the I/O Pro 812u's serial number when troubleshooting, the number is on:

- a sticker on the back of the main controller board
- a Module Status report (modstat) from WebCTRL