

Frequently Asked Questions for Control Equipment Legacy Products

Voyager / Discovery

Why am I unable to communicate with the panel via my computer?

This is because you are

1. using the wrong version of the software;
2. the wrong type of lead; or
3. there could be an issue with your USB serial port.

Why are new call points not responding?

Newer type call points from Apollo are not supported by CEL panels. This is the same with EN54 part 23 beacons.

Why is the sounder I've added not responding to fires?

You need to assign cause and effect to the output please refer to the manual

How do I edit device text from the panel?

This isn't possible, a laptop or cherry keyboard is required. You can use HyperTerminal or another serial tool, the settings are as follows:

1200 or 4800 baud rate, 8,N,1 no handshaking

If using putty, no settings to change, just set baud rate & port number.

I've revisited a site but why can I no longer communicate with the Voyager / Discovery panel?

Press the processor reset button. If unsure refer to the manual.

Why can't I reset the panel? It seems as though the buttons aren't working.

Check if the keyswitch is turned and check that the button on the PCB hasn't become detached. You may need to replace the front door assembly.

How do I get into walk test?

From the front door login select as follows: 1. User, 5 Test, 2. one person tests, 1. point walk test set zone 1 zone? 2. test either 1. Silent or 2. with sounders.

Where do I get the software from?

Please download the software from

<https://fireclass.co.uk/en/emea/Pages/NewsDetail.aspx?Code=Technical%20Support%20for%20Control%20Equipment%20Legacy%20Products>

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Please be aware of the following -

The download lead required is a standard RS232 Null modem 9 way (9-pin) female to female available from all good computer stores such as Maplin, RS or Farnell.

To use the software for the Control Equipment panels there are 2 versions of software:

- 1. Network Design Software for panel firmware version 8557xxxx or*
- 2. Fusion Software for panel firmware 9557xxxx.*

Note: The software above can only be used on Windows XP or 7 32Bit operating systems.

Why am I unable to access the panel with the default user code 8812?

The code may have been changed by the previous maintenance company. Unfortunately there is no alternative code and you are unable to reset it to factory default

I have a CB200 with “Proc Fault”. How do I clear it?

1 & 2 Zone Panels:

If the processor stops, the “Proc. Fault” LED will illuminate. Press the “Processor Reset” button (top right hand corner of the PCB) to re-start the processor. To clear the processor fault LED, press the “Proc. Fault Reset” button adjacent to the “Processor Reset button (make sure controls are enabled).

4 & 8 Zone Panels:

If the processor stops, the processor will be re-started automatically and the “Proc. Fault” LED will pulse. To clear the LED indication, first enter the engineer’s access code (5324) and then press 4.

I have platform sounders. How do I make them work?

The platform sounder will need to be configured in the software.

I see power up delay and the display never clears, what is the cause?

This could be a faulty configuration chip. Please order 3100133A which is a completely blank configuration chip which will need your configuration reloading.

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How do I get replacement keys for a Voyager / Discovery panel?

The keys required are as follows:

| Panel | Spare key for <u>door lock</u> | Spare lock barrel + keys | Spare controls enable key only |
|-----------|---------------------------------|--------------------------|--------------------------------|
| Discovery | 2501051 (was sold 10pk -801) | 2000682 | 2501059 |
| Voyager | 2501051 (was sold 10pk -801) | 2000682 | 2501059 (was sold 10 pk -901) |

On a voyager panel I get an input 1, 2 or 3 fault. What is this?

The panels have various inputs on the motherboard, the fault refers to one of them missing the EOL.

What does an ALM fault mean?

Alarm fault refers to the sounder circuits on the motherboard not being able to monitor the EOL. This could be a cable fault find the cable / circuit.

Precept EN

I'm adding expansion boards. Why don't they work and show comms fault?

To drive the boards you will need a C1630 expansion board part number 2605060.

Can I make a zone non-latching?

Yes you can, please refer to the manual.

CB200

How do I put the panel into walktest?

This can depend on the number of zones, please refer to the manual.

What is the code for the CB200 panel?

Please refer to the engineer manual.

USER CONTROLS ACCESS CODE: 5 1 4

ENGINEER'S ACCESS CODE: 5 3 2 4