How to get communication working between the relay and VAMPSET

There are few things which should be checked if there are any problems in communication between relay and PC (VAMPSET).

1. VAMPSET version

- Download latest version of VAMPSET-tool from our website.

Figure 1.Your current VAMPSET version can be checked from-> Help->About..

Link to latest VAMPSET:

http://www.vamp.fi/In_English/Products/Softwares/VAMPSET setting and configuration tool/Default.aspx

2. VAMPSET and relay settings

2.1 Communication speed

- Communication speed should be same in VAMPSET and in relay

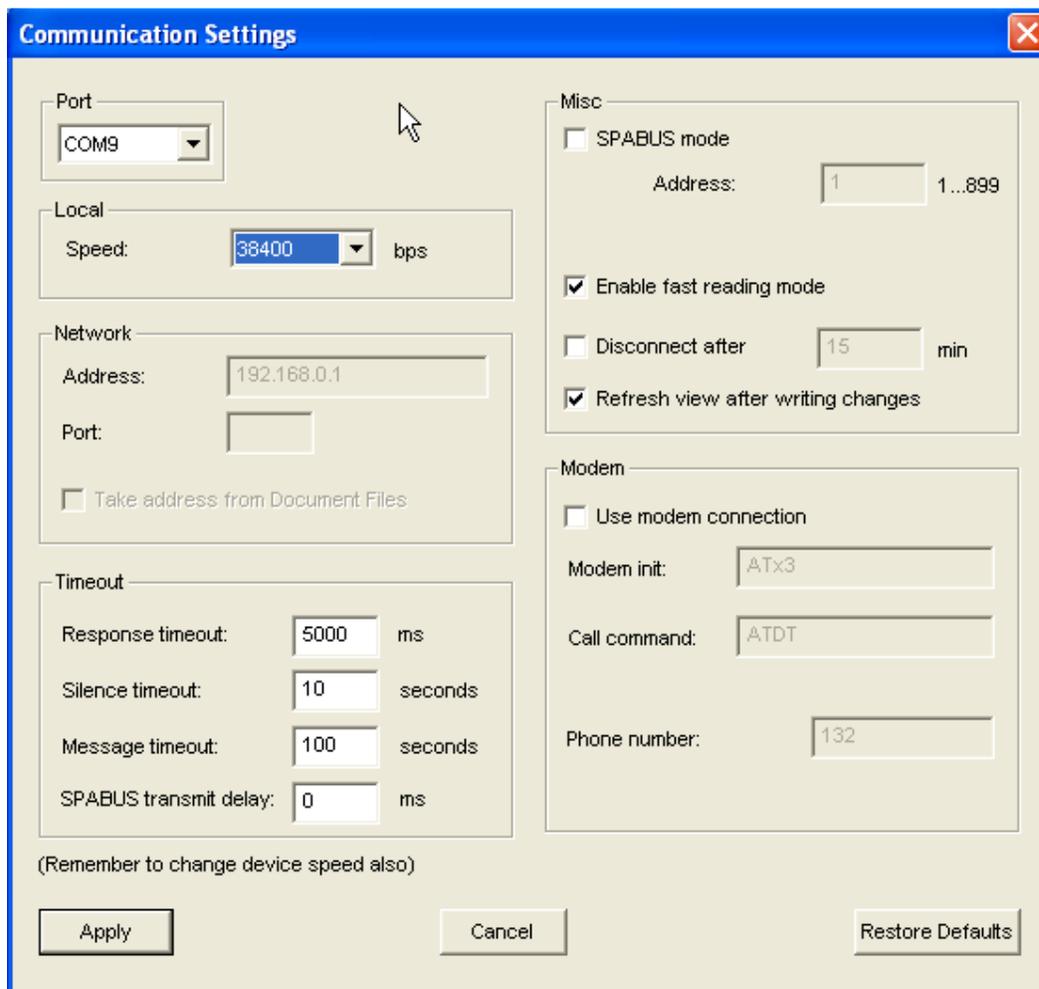- Communication speed can be changed in VAMPSET->Settings->Communication settings as shown in picture 2.

Figure 2. Setting the communication speed in VAMPSET.

- Relays default communication speed is 38400bps.

- Communication speed can be changed in relays HMI or if connection is already working between VAMPSET and relay then from: Mimic->local panel display->CONF.
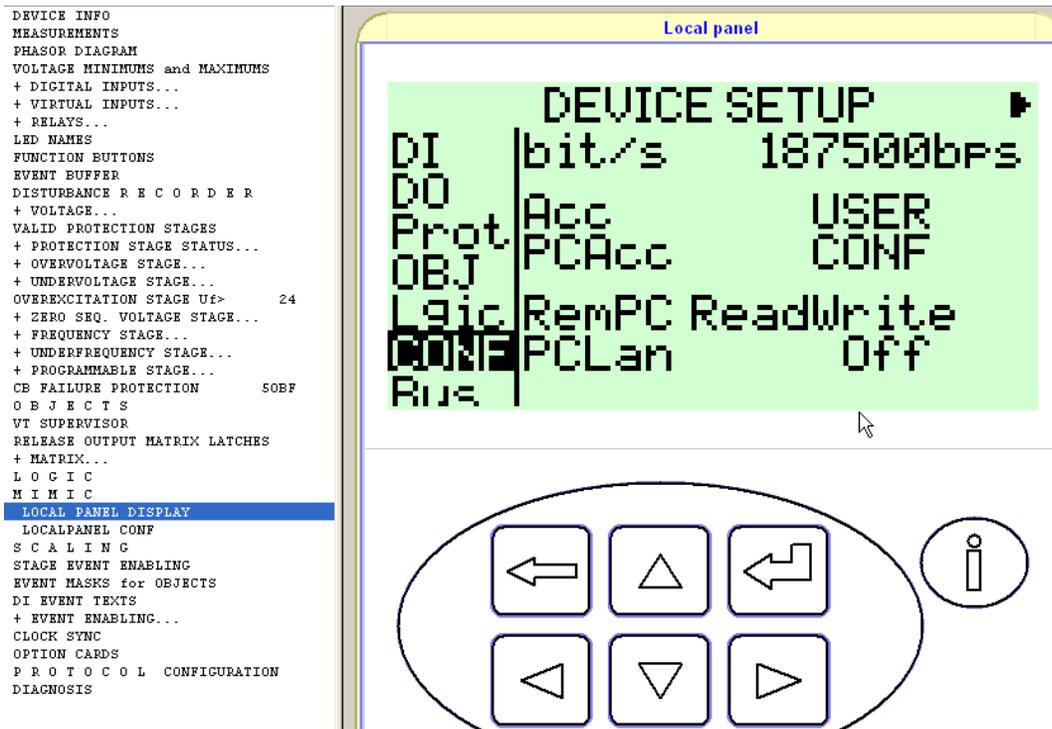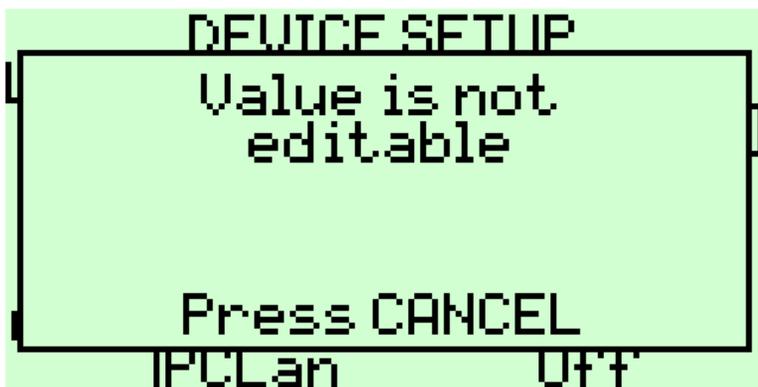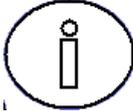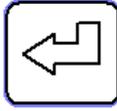
Figure 3. Changing relays communication speed

> **NOTICE**

If you haven't set the configurators password following text will appear:
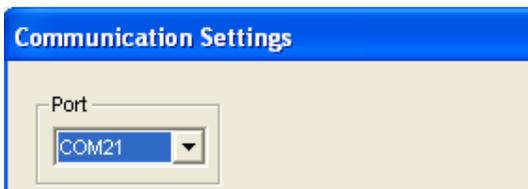
In case shown above:

- Press info button: and then enter

- Set configurators password by using arrow buttons(default is 0002):

- Press enter again

2.2 Communication port

- VAMPSET's communication port can be set in ->Settings-> Communication settings

- If there is lots of options and you don't know which is the right one, you could disconnect the cable from PC and open the Communication settings again and check

which COM-port disappeared from the menu or you could go windows ->Control panel-> System-> Hardware -> Device manager-> Ports (COM&LPT) as shown in picture 4. If computer gives a very high com-port number for you then you may have the change it manually to some lower because VAMPSET doesn't support COM-port numbers above 25. Changing COM-port number is shown in picture 5.
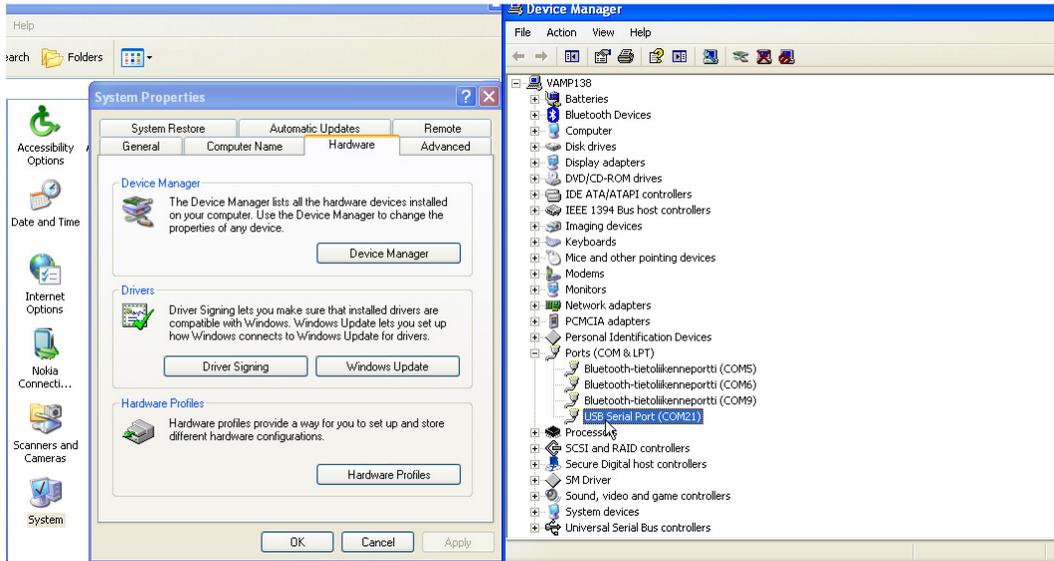

Figure 4. Communication port settings.
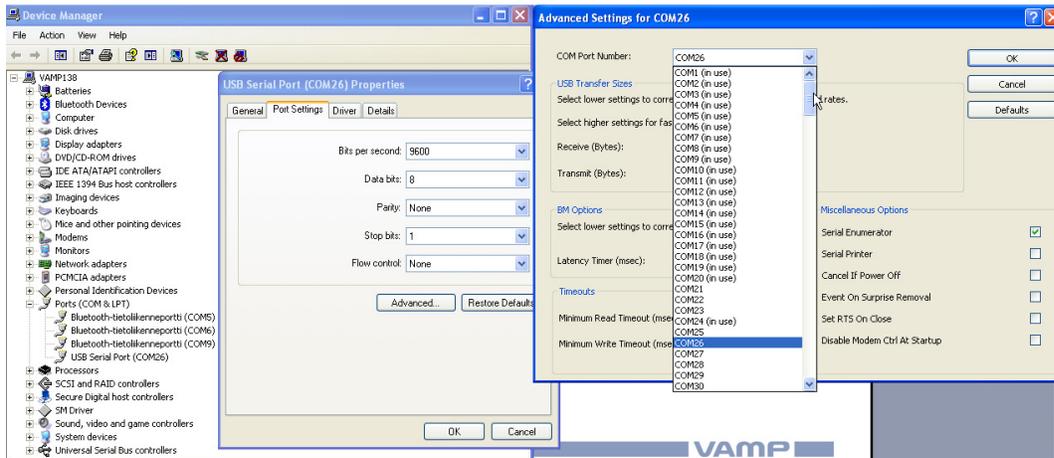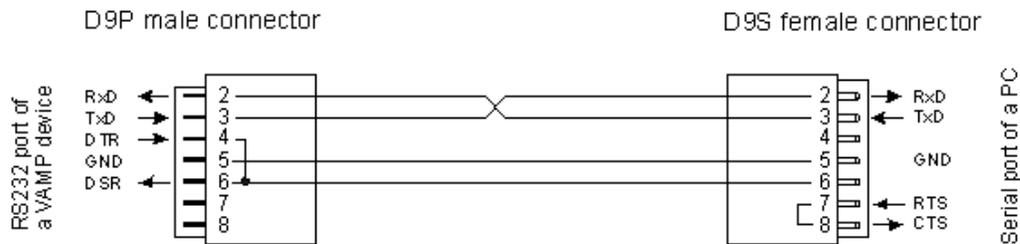

Figure 5. How to change communication port number.

3. Connection cable and adapters

- There is special RS-232 serial cable between PC and relay: VX-003. (connection diagram in picture 6.)
- VAMP 50-series uses standard: USB A-B cable.

RS232 Cable

PC cable for RS232 port of VAMP relays

D9P male connector   D9S female connector

```
RS232 port of          RxD ←    2 ─────────╲ ╱──────── 2 →  RxD       Serial port of a PC
a VAMP device          TxD →    3 ─────────╱ ╲──────── 3 ←  TxD
                       DTR →    4                       4
                       GND      5 ─────────────────────5     GND
                       DSR ←    6 ──┘                   6
                                7                       7 ←  RTS
                                8                       8 →  CTS
```

Ordering code: VX003 - ☐

└─────── Cable length in metres 3 or 4

Example:
Specified cable length is three metres.   Ordering code: VX003 - 3

Figure 6. The cable between PC and VAMP relay (40-,100-,200-series).

- If USB-Serial adapter is used, there are only 2 adapters which are tested and proven good by VAMP Ltd.
   1. FTDI CHIP ES-U-1001-R100/ US232R-100

   2.ATEN USB-to-Serial (RS-232) Converter Model: UC-232A

- USB-Serial adapters driver should also be up to date. Driver can be updated according picture 7 and 8 if you have internet connection available.
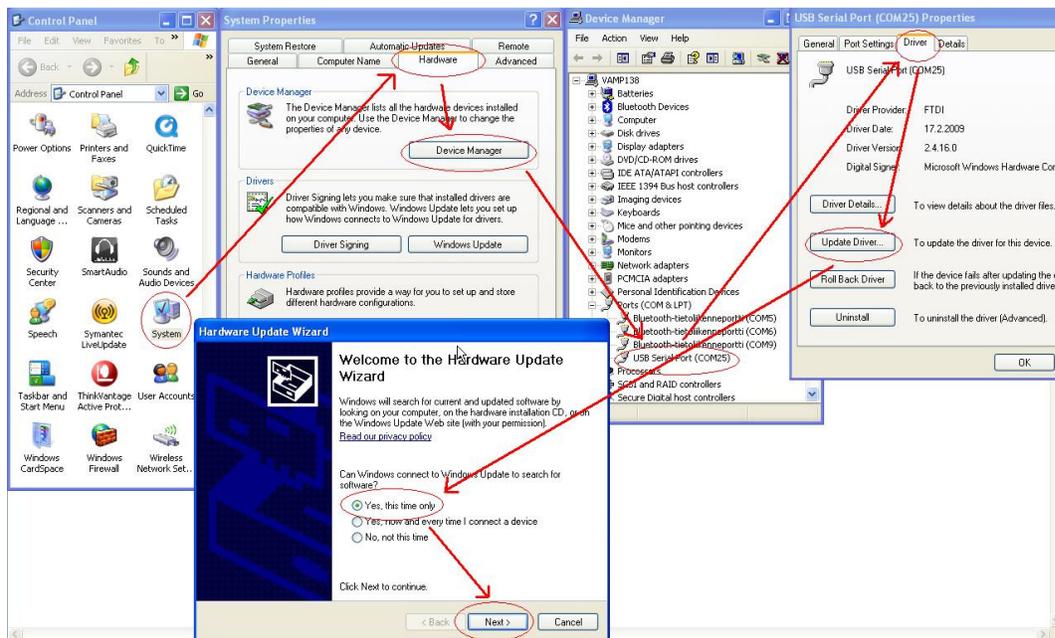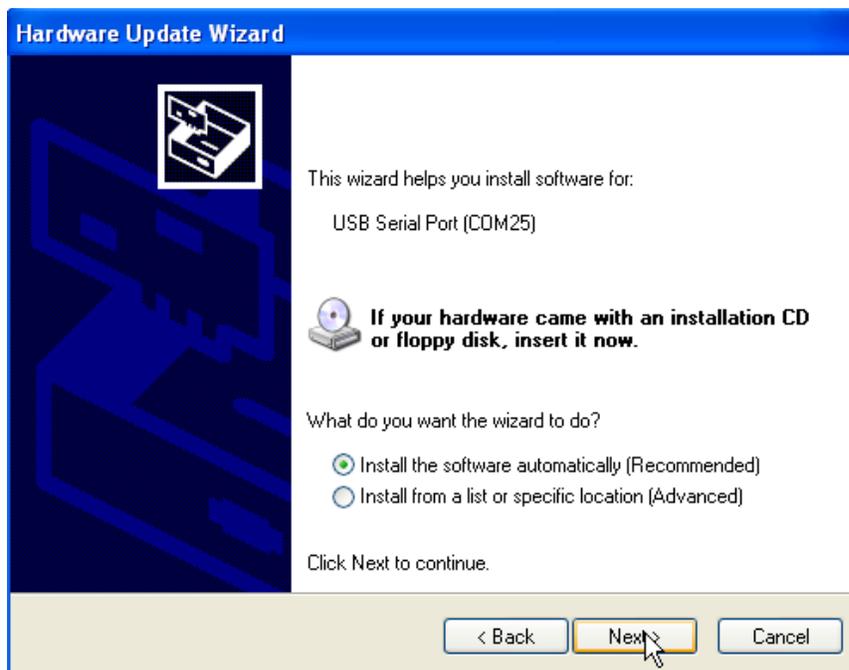
Figure 7. How to update USB-Serial adapters driver.

Figure 8. After clicking "Next>", the updating should begin.

4. Connection is working but password isn't accepted

- **-** Sometimes might happen that connection is successful but for some reason VAMPSET isn't accepting any password:

    ->Try to restart VAMPSET and connect to relay again.

    ->Try to boot relay (if incorrect password is tried three times-> relay locks itself and you will have to wait 30 min or boot the relay).

5. "File is incompatible with the device. Cannot connect..."- message on screen

1. Device type is different. For example a file from VAMP260 cannot be sent to VAMP265. If VAMP260 file is open, VAMPSET cannot connect to VAMP265.

2. The major version number is different. For example V6.21 file cannot be sent to device, which has V10.55 firmware, because the major version numbers are different (6<-->10). Version number can be checked from the DEVICE INFO view.

3. The minor version number of the file is greater than the version on device. For example V6.46 file cannot be sent to device, which has V6.21 firmware, because the minor version of the file is greater (46 > 21).