# 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.

| Communication Settings   |   |  |  |  |
|--|---|--|--|--|
| Port COM9  | Misc<br>SPABUS mode   |  |  |  |
| Local Speed: bps   | ✓ Enable fast reading mode  |  |  |  |
| Network         Address:       192.168.0.1         Port:   | Disconnect after     15     min     Refresh view after writing changes      Modem      Use modem connection |  |  |  |
|  | Modern init: ATx3   |  |  |  |
| Response timeout: 5000 ms  | Call command:   |  |  |  |
| Silence timeout:     10     seconds       Message timeout:     100     seconds       SPABUS transmit delay:     0     ms | Phone number: 132   |  |  |  |
| (Remember to change device speed also)   |   |  |  |  |
| Apply  | Restore Defaults  |  |  |  |

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.

## [Application note]



Figure 3. Changing relays communication speed



If you haven't set the configurators password following text will appear:



In case shown above:



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





#### 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.

| 🚇 Device Manager  |                                      |                  | Advanced Settings for COA      | 126  |                                | ? 🛛      |
|---|--------------------------------------|------------------|--------------------------------|--|--------------------------------|----------|
| File Action View Help   |                                      |                  |                                |  |                                |          |
|   |                                      | COM Port Number: | СОМ26                          | •  | СК                             |          |
| AMP138      Amp138      Added a straight of the straighto | USB Serial Port (COM26) Properties   | ?                | USB Transfer Sizes             | COM1 (in use)<br>COM2 (in use)                     |                                | Cancel   |
| Bluetooth Devices     Computer  | General Port Settings Driver Details |                  | Select lower settings to corre | COM5 (in use)<br>COM5 (in use)<br>COM5 (in use)    | trates.                        | Defaults |
| Disk drives     Display, adapters   |                                      |                  | Select higher settings for ras | COM6 (in use)<br>COM7 (in use)                     |                                |          |
| DVD/CD-ROM drives   | Bits per second:                     | 9600             | Receive (bytes):               | COMB (in use)<br>COM9 (in use)<br>COM10 (in use)   |                                |          |
| General Controllers     General Controllers   | Data bits:                           | 8 💌              | Transmit (Bytes):              | COM11 (in use)<br>COM12 (in use)                   |                                | J        |
| Keyboards     Magang devices  | Parity:                              | None 🔽           | BM Options                     | COM13 (in use)<br>COM14 (in use)                   | Miscellaneous Options          |          |
| Modems  | Stop bits:                           | 1 💌              | Select lower settings to corre | COM15 (in use)<br>COM16 (in use)<br>COM17 (in use) | Serial Enumerator              |          |
| Monicors     Monicors     Monicors     Monicors   | Flow control:                        | None 💌           | Latency Timer (msec):          | COM18 (in use)<br>COM19 (in use)                   | Serial Printer                 |          |
| PC/ICLA adapters     Personal Identification Devices  |                                      | ment Defent      | Timeouts                       | COM20 (in use)<br>COM21<br>COM22                   | Event On Surprise Removal      |          |
| Bluetooth-tietolikenneportti (COMS)   | Adv                                  | ancea            | Minimum Read Timeout (mse      | COM23<br>COM24 (in use)                            | Set RTS On Close               |          |
| Bluetooth-tietolikenneportti (COM6)   |                                      |                  | Minimum Write Timeout (mse     | COM25<br>COM26<br>COM27                            | Disable Modern Ctrl At Startup |          |
| OSB Serial Port (COM26)     Processors  |                                      |                  |                                | COM28<br>COM29                                     |                                |          |
| SCSI and RAID controllers Secure Digital host controllers   |                                      |                  |                                | COM30  |                                |          |
| <ul> <li>SM Driver</li> <li>Sound, video and game controllers</li> </ul>  |                                      |                  |                                |  |                                |          |
| E - System devices E  |                                      |                  |                                | VAMP   |                                |          |

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



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

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

### [Application note]



Figure 7. How to update USB-Serial adapters driver.

| Hardware Update Wizard |  |
|------------------------|--|
|                        | This wizard helps you install software for:<br>USB Serial Port (COM25)<br>If your hardware came with an installation CD<br>or floppy disk, insert it now.                                    |
|                        | What do you want the wizard to do? <ul> <li>Install the software automatically (Recommended)</li> <li>Install from a list or specific location (Advanced)</li> </ul> Click Next to continue. |
|                        | Cancel   |

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.
- 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).

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