

DCM1 FAQ

1. “Can I alter the LCD display configuration to show the current zone?”

- a) The front panel LCD configuration is not programmable.
- b) For functions where the Zone is selected on the numeric keypad, the Current Zone can be determined by pressing the currently illuminated numbered button and then waiting for approximately 13 seconds. After a short splash screen showing how to control the current function, the Current Zone will be displayed before returning to the control screen.

DCM1e Troubleshoot

1. “I can’t download or run the Discovery Tool on my touch screen device”

- a. Download an IP scanning application on to your device. These are freely available for most handheld touch screen devices from the appropriate App Store. Such as: <http://www.overlooksoft.com/fing> or <http://www.eznetscan.net>
- b. Run the scanning application.
- c. DCM1e hardware will show as a “Microchip Technology Inc.” MAC address registration and a MAC address beginning with 00:04:A3.
- d. Browse to the IP address which corresponds to the MAC address matching the above pattern.

2. “The Discovery Tool is not recognised as an application on my Windows® device”

- a. To run the Ethernet Discovery Tool requires a Java Runtime environment on the computer. You can download the Java Runtime from www.java.com

3. “I want to connect to the DCM1e directly from a PC or Mac”

- a. The DCM1e should first be connected to a DHCP serving router to then configure a static IP address for direct communication.
- b. Once the static IP address is set on the DCM1e, the PC or MAC should be configured for a static IP in the same subnet.
- c. You can then connect directly between the computer and the DCM1e.

4. “I can’t browse to the DCM1e on my network”

- a. Check all settings on the client device to ensure that you are on the same network. Check instructions on how this can be done by using the IP configuration help on your device.
- b. Run the Discovery Tool on a computer connected to the same network. The DCM1e may change IP address if DHCP is enabled.
- c. If the entry in your Discovery Tool declares the unit with a “- Bootload” suffix, the unit is expecting a firmware update. You can exit this mode in three ways:
 - i. Apply a firmware update to the unit. Utilities and details of how to do this are on our website.
 - ii. Use the firmware update utility to find the unit and force application mode.
 - iii. Turn the DCM1e off, and then hold the front panel “Next Function” down while turning the DCM1e back on. If you do this, you will need to reset the “Update Firmware” setting on the DCM1e from the front panel.

5. “Web pages don’t display correctly or run slowly”

- a. See the compatibility section of this sheet for details on how to check whether the client is suitable for use with the DCM1e web pages.
- b. If using Internet Explorer®, make sure that “Compatibility mode” is turned off. Details of how to do this will be in the Internet Explorer Help options.

<http://windows.microsoft.com/en-gb/internet-explorer/use-compatibility-view#ie=ie-11>

- c. The pages rely on javascript and browser history in order to operate. Please ensure that you are not operating in a private browsing session and that javascript is enabled.

6. “I can’t swipe/drag the level controls”

- a. These controls are button activated. There is no drag or swipe feature.

7. “I have configured my network settings, but it still continues to use DHCP”

- a. Check the Power On Mode from the front panel of the DCM1e. If this is set to “Factory”, user configured settings will be ignored.

8. “I can’t remember the settings for my DCM1e!! How do I connect now?”

- a. Run the Ethernet Discovery Tool on a computer connected to the same network. This should provide an IP address at which the DCM1e can be found.
- b. Change the “Power On Mode” to Factory from the front panel of the DCM1e. This will then revert the network settings to their defaults until this setting is changed or new network settings are applied.
- c. Reset the DCM1e to ensure the unit is in DHCP mode. Use the Ethernet Discovery Tool to find the device on your network.

9. “Labels on my touch screen browser don’t match those on the DCM1e”

- a. Log in as Installer
- b. Browse to the Config->Labelling page
- c. Click Refresh (at the bottom of the page)
- d. The browser will then fetch labels from the server.
- e. If any labels look incorrect, repeat the Refresh.