## **Trouble Shooting URC Two-Way Modules**

Last Modified on 05/10/2016 1:15 pm EDT

Many **URC Two-Way** modules have different requirements when installing but there are some basic troubleshooting steps that apply to **all two-way modules**. These steps should be taken before calling technical support and/or escalating the issue.

- If an IP address is required to communicate with the device, be sure to check Step 6: Non URC devices and assure there is the proper IP address has been entered. Review the integration guide of the module being integrated. Some modules require the actual IP address of the device, while others require a "spoof" IP address (ex. 0.0.0.1)
- Step 11: 3<sup>rd</sup> party Two-Way settings. Be sure all of the System Parameter Information is correct. Once again different modules require different information. Be sure to get the model integration guide of the module being installed.
- If the module relies on RS-232 for communication, be sure to check the connection. Ensure that the pin-out and baud rate is correct, and that a URC serial cable is being used. Also check Step 5: Base Station Setup IR & RS-232 settings are correct.

If the above steps are taken and the module still does not work, try the following.

 Delete the **TCM file** that was downloaded from www.urccontrolroom.com for the module. The default file location can be found under **MyDatabase/Manage**. The .CSD file can be removed by selecting it and deleting it.



Tools Communications Help			Open	
			Share with	
		æ	Scan selected files with Avira	
			Add to archive	
🕥 🗇 🖉 « My Documents 🕨 Universal Remote Control, Inc			Add to "Nest.rar"	Search CustomDrv
			Compress and email	
Organize 🔻 🔄 Open Share with	<ul> <li>E-mail Burn</li> </ul>		Compress to "Nest.rar" and email	
Favorites	Name		Restore previous versions	Type Size
Desktop	DId 🚺	0	PowerISO •	File folder
Downloads	Alienware Media E		Send to	CSD File
wnCloud	Amazon FTV.csd		C.1	CSD File
🕮 Recent Places	fak.csd		Cut	CSD File
🐔 OneDrive	Fireplace.csd		Сору	CSD File
	info.ini	_	Create shortcut	Configuration sett
词 Libraries	📄 IP-TV.csd 🔰		Delete	CSD File
Documents	LED Lights.csd		Rename	CSD File
🎝 Music	LG TV.csd		Properties	CSD File
Pictures	Nest.csd	✐		CSD File
📑 Videos	Ouya.csd		4/28/2016 4:47 PM	CSD File
	Qmotion.csd		4/28/2016 4:48 PM	CSD File
🖳 Computer	Rack Fans.csd		4/28/2016 4:55 PM	CSD File
	Roku.csd		4/28/2016 4:52 PM	CSD File
📬 Network	Sonos.csd		4/28/2016 4:46 PM	CSD File
	Wattbox.csd		4/28/2016 4:56 PM	CSD File
	Xbox 360.csd		4/28/2016 4:51 PM	CSD File

- 2. Once the **TCM file** has been deleted, go to www.urccontrolroom.com and **re-download** the latest version of the module.
- 3. **Re-import** the new TCM file and **restart Accelerator**.
- 4. **Re-download** to the **base station** and test the module.

## as

If you require any additional information or have any questions, please do not hesitate to contact our **technical support** team at **914-835-4484**.