Trouble Shooting URC Two-Way Modules

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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.

1. 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)

2. **Step 11: 3rd 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.

3. 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.

1. 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.
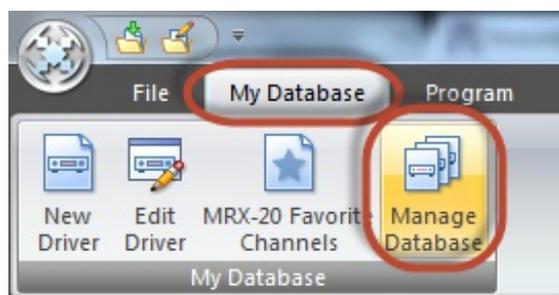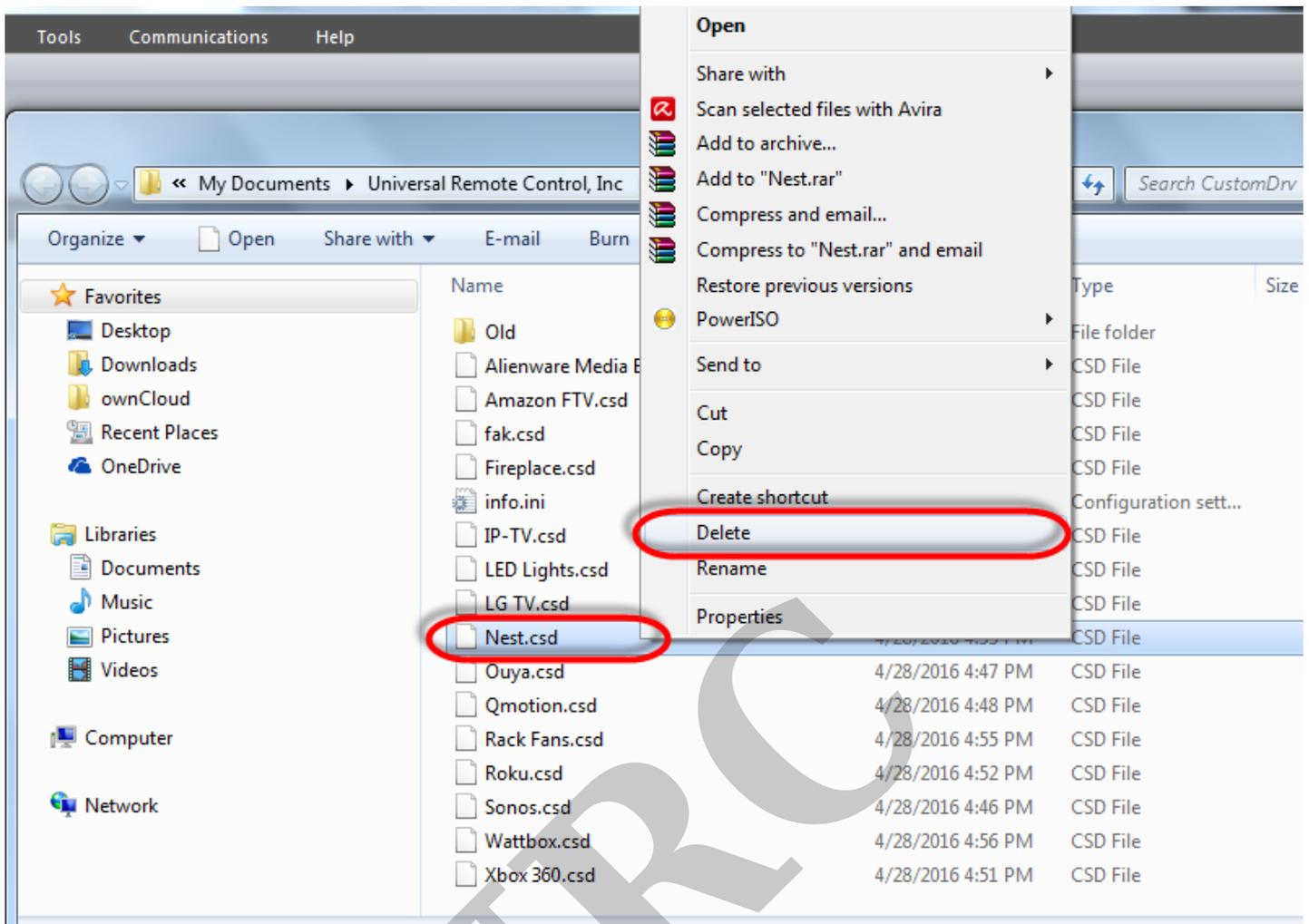
2. Once the **TCM file** has been deleted, go to www.urccontrolroom.com and **re-download** the latest version of the module.

3. **Re-import** the new TCM file and **restart Accelerator**.

4. **Re-download** to the **base station** and test the module.

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