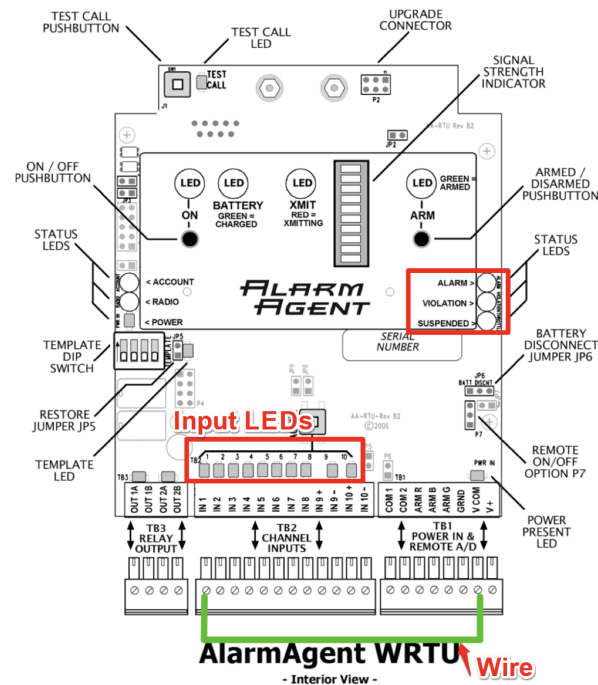# HOW TO TEST ALARMAGENT INPUT CHANNELS

Before testing please be sure you are testing a digital input which is configured for normally open.

When a power cycle of the AlarmAgent.com is necessary:

1. Disconnect any wires connected to the channel input you want to test.
2. Connect a wire from any channel input (configured for normally open), i.e. IN 1 to V COM (You can also use COM1 or COM2).
3. The LED on top of the TB2 channel input will turn RED. This indicates that the circuit is CLOSED. It does not necessarily mean it is in alarm.
4. By default, a channel input is set to "Digital, Normally Open (NO)"
5. When the LED turns RED: Closed Circuit, the RTU will go into alarm after the indicated "Channel Trip Delay" by default, it is set to 2 seconds.
6. The "Violation" LED will turn ORANGE when the channel input is "CLOSED".
7. The "Alarm" LED will turn RED when the 'Channel Trip Delay' is satisfied.
8. If the "Suspended" LED is Orange you may need to clear it before any new alarms can be created. This can be done by cycling the Arm / Disarm Button.

Overview of the AlarmAgent WRTU circuit board's components and functions. Described in detail later in the manual.

FIELD TROUBLESHOOTING GUIDE

RACO offers support 24 x 7 through the following channels

WEB:
www.askraco.com – to initiate question
www.RACORMA.com – to initiate an RMA request
www.RacoMobileSupport.com - for mobile optimized view of FAQs

RACO offers support M – F 7:30AM – 3:30PM Pacific through the following channels

TELEPHONE: 800-449-4539 ext 235
SMS: Send a text to 510-422-1974.
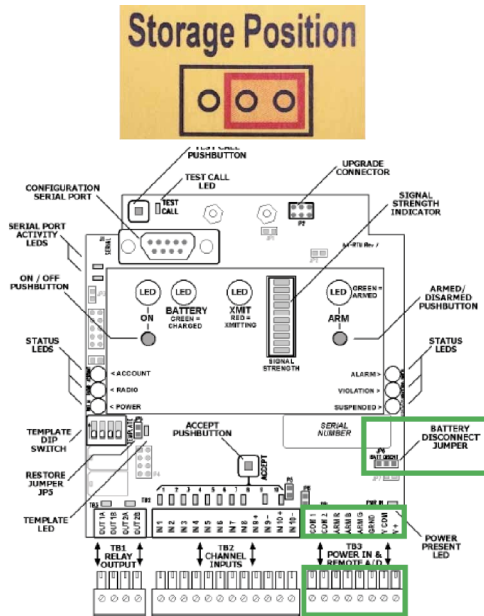**This will start a Live Support session via SMS.**

SINCE 1948

RACO
REMOTE ALARMS AND CONTROLS

POWER CYCLING THE ALARMAGENT

When a power cycle of the AlarmAgent.com is necessary:

1. When unit is not behaving properly, i.e. low or no signal strength.
2. When changing or re-attaching the antenna.
3. When you are getting watchdog notifications from the Website.
4. When the unit is first installed sometimes you will need to cycle power to force a connection.

How to Power Cycle the AlarmAgent.com Unit:

• Disconnect the battery backup by moving the Red Jumper to the Storage position.

• Disconnect the Input Power by removing the green power terminal block located on the lower right of the board. Wait for at least 30 seconds for power to dissipate.
• Reconnect the Backup Battery by moving the Red jumper into the Operating position.

• Reconnect the Input Power by connecting the green power terminal block located on the lower right of the board.
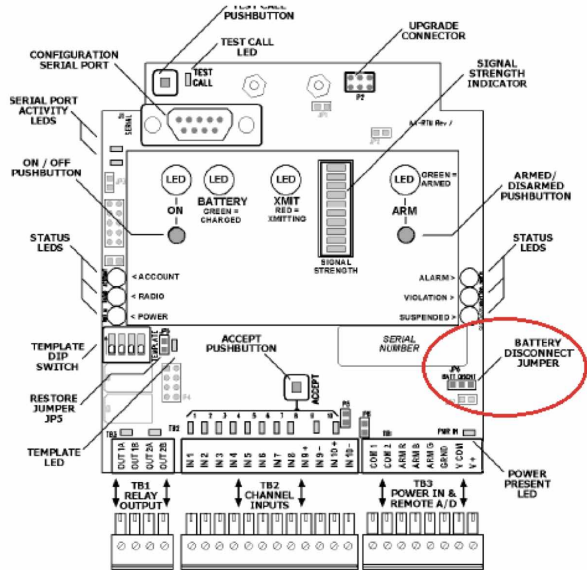

DISCONNECTING THE BATTERY

When the Battery disconnect should be in the Storage Position:

1. While Power cycling the AlarmAgent.
2. When storing or shipping the AlarmAgent unit.
   How to Disconnect the Battery:
   Located on the lower right-hand side of the circuit board.

• Battery Disconnect Jumper - Labeled as "JP6 BATT DISCNT"
• Battery is disconnected, when jumper is moved to the Right two pins:

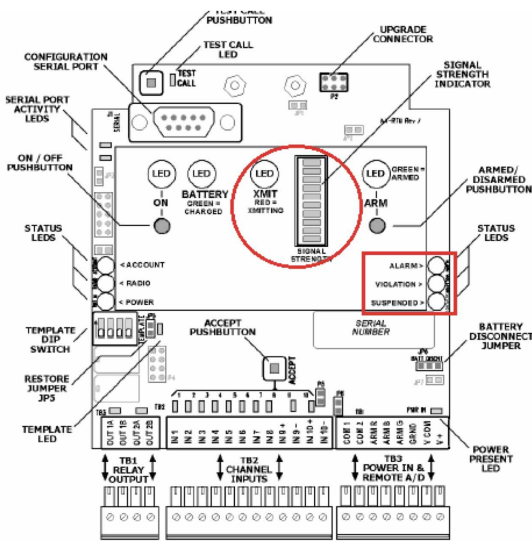• Battery is connected, when jumper is moved to the Left two pins :

CHECKING ALARMAGENT RADIO LIGHTS

When to check the XMIT and Signal Bar LED:

1. Website is sending watchdog notifications.

Check for the XMIT and Signal Bar:

•If XMIT (transmit) LED is GREEN or flashing orange and Signal Strength Bar LED is OFF. Check the antenna connection and cycle the power to the unit. If this doesn't correct the XMIT issue test using a different antenna.
• The XMIT and signal bar may go off for short periods and come back. This is OK.
• If the XMIT LED is OFF and / or the Signal Strength Bar is OFF, please request an RMA for further troubleshooting.

Signal Strength Bar is good but you are not getting alarm calls:

• Check to see if the "suspended" light is on. To reset the suspension press the ARM button twice (once to disarm it, wait 2 seconds and then once again to re-arm it). The "suspended" light should go out and alarms will then be reported.
• Check field Wiring. LEDs above the inputs should light up red whenever the inputs are closed (shorted to common). Whenever the inputs are open the LEDs should shut off.
• Check alarm sequence. Yellow violation light should turn on right away when you are in alarm, then after the trip delay (set on the web site) has been expired, the alarm light should turn on. The AlarmAgent should then begin to transmit. The XMIT light (left of the Strength bars) should began to blink orange and red.