

Tangent Devices

CP200 Troubleshooting Check Points

- Make sure the external power supply is plugged into the panel and mains supply. The green light on the external power supply should be on.
- Check that the Ethernet cable is plugged into a known good network and Ethernet socket. The green Lnk light should be on.
- With Apple Color, make sure you have the panel connected to Ethernet 1 (primary Ethernet port).
- Go through the **Trouble-shooting** section in the **CP200 User Manual**. This will help you to provide information in the fault description.
- Make sure the software you are using the panel with supports the panel.
- Make sure you have configured your software to use the CP200 panel – this will most likely involve supplying the software with an IP Address for the panel and the panel ID number.
- Ensure each of the items connected to the same network as the panel have a unique IP Address.
- Test that you are using a known good Ethernet cable. If you have your panel connected directly to your computer you **may** need a cross-over cable.
- If you are using an Ethernet switch to connect the panel to your computer, make sure the switch does not block broadcast packets.

If none of the above fixes resolves your problem please complete the Return Material Authorisation sheet below. **Please note returns will not be accepted unless this process has been correctly followed and an RMA number obtained.**

Company Name:	
Contact Details: (phone and e-mail):	
Serial No. of panel:	
Date of purchase:	
Detailed fault description:	
Customer Signature: (confirming that the above fixes have been tried)	
Date:	