

Top Tips for the Ecosystem

When fitting an Eco CANbus System, we hope for a trouble-free installation but if you do come across issues, here are some helpful tips.

Wiring:

- It's easy to overlook the wiring connections. The first step should always be to recheck the wiring, as there is a possibility of a wire breaking off during the installation or wiring incorrectly.
- All AVIRE CANbus product wiring is marked 1 = Supply, 2 = High, 3 = Low and 4 = 0v. This needs to be wired correctly otherwise issues can arise on connectivity between the devices.
- **Connecting Alarm button to a CANbus Digital Audio Unit (DAU):** there are two types of alarm button connection, Normally Open or Normally Closed. Some also have a voltage across these due to the siren being connected. Make sure these are configured/wired correctly as the AVIRE Digital Audio Unit (DAU) uses a voltage free contact with a separate contact for wiring a siren.
- When wiring Pictograms, some switch on a positive and some switch on a negative so it's always worthwhile to check before wiring.
- DAU has a Pictogram option to select 12 or 24vdc output to power the Pictograms.

Programming:

- Keep programming simple - why over complicate it?
- Confirm telephone numbers are programmed correctly as each lift company have their own set of protocols.
- Make changes to settings only if required as any unnecessary changes may affect the way the equipment operates.

2G/4G DCP:

- When using a GSM Digital Communication Platform (DCP) confirm LEDs show correct status; the DCP icons should show: Top power led = Green flashing; Battery = Amber or Green; SIM = Amber or Green; Signal = Amber or Green; and Handset = solid Green.
- When DCP LED status Icons show SIM and signal as red this indicates an issue, either with SIM card activation or poor signal. SIM card can be checked in a mobile phone to confirm connectivity.
- DCP has a phone port which a telephone handset can be connected to, and an outgoing/incoming call can be made.
- DCP has a signal tester built in that can be used to determine signal strength.

Interference:

- Always consider your wiring routing and what consequence it may cause.
- Poor wire routing can be susceptible to electrical interference and can cause a high percentage of poor connection and communication issues i.e., poor two way voice communication. Consideration therefore should be taken when this is being done.
- GSM, Antenna and Autodialler/DAU should be kept around 1.5m apart, in some cases when GSM is placed on top of the lift car it is difficult to find the room, it's best advised to still try and keep a distance between the product to prevent poor communications and interference.

GSM's:

- GSM should be installed in a suitable location to pick up the best signal strength.
- GSM, Antenna and Autodialler/DAU should be kept around 1.5m apart.
- There are sites where a GSM will be installed on top of the lift car, if this will be the case the signal strength should be checked at highest and lowest levels for reliability.
- When deciding on which SIM to use, firstly you should research which SIM provider will give you the best signal coverage. Roaming SIMs are available which are non-steered to give the best connectivity, there are helpful web sites where you can check the area network coverage.
- High strength antennas are available to improve signals.
- 4G provides a wider bandwidth to give the best possible signal connectivity.