Changing an incorrect communication address

Purpose

This instruction explains how to identify and change an incorrect address programmed in a Phason device. The symptom of a device with this problem will be that it does not communicate.

Identify the problem

There are many reasons that a device will not communicate. To check if the problem is caused by an incorrect address, follow these steps:

1. Open ToolKit and click Auto Search.
   This will search for all devices connected to Omni Select, regardless if they were added in the software.

2. If there is an address that doesn't match with the device address label, one or more devices have an incorrect address.

NOTE: *If no incorrect address appear, the communication problem is not caused by an incorrect address. Use the Omni Select communication troubleshooting guide to determine the problem.*

Identify which devices are at fault

Devices that you suspect have an incorrect address need to be addressed one at a time. Unplug the communication cable from all devices that you suspect have a changed address except one.

1. Open ToolKit and click Auto Search.
   This will search for all devices connected to Omni Select, regardless if they were added in the software.

2. Write down the address that does not match the label on the device.

3. Close the Auto Search window and write down the correct address (the one that matches the device label) as you will need this later.

Change the address

1. Right-click on the device that needs its address changed.

2. Choose *Change Device's Address* from the menu, click through the warning messages and enter the incorrect address that you found in Auto Search.

3. Select the device and click *Check Selected Device* and confirm that there is communication - a time should appear in the *Last Response* column.

You now need to change the address back to the one that matches the device label. Repeat the above three steps but enter the address from the device label when prompted in step 2.

Reset the power to the ProSort-Touch when complete and confirm that the address is correct by going to the *About* section on the scale head.

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