



## Apex Communication Troubleshooting Guide

*First verify that serial cable is securely connected to both PC and Controller. Ask them if they have made any changes to the system (i.e. new pc, upgraded or reinstalled software). If they have, it could just be a configuration problem. I suggest you walk them through installing or reinstalling the software, making sure that they answer the installation question correctly. If they have not made any changes, begin with step 1 to troubleshoot the problem.*

*Also verify the Operating System they are using. AMC 1 controllers are not compatible with Windows NT or Windows 2000. AMC 2 are compatible with NT and 2000 but require the WinAMC interface and JLS version 1.12.09 or higher (See WINAMC.doc in the AMC folder in the HOTFAX).*

Step 1- Verify set-up in JLS: With a job open click on **Execute** then **Setup**. Verify that the correct controller is set up as the default machine (i.e. AMC on Com x or HPGL on Com x). **If the default machine is correct go on to Step 2.** If the correct machine is listed under **Installed Machines** highlight the correct machine and click on **Set As Default Machine**. If the correct machine is not listed under installed machines click on **Add** then type in the appropriate machine name (i.e. AMC or HPGL). Highlight the machine you just add and click on **Set As Default Machine**. If this does not take care of the problem move on to Step 2.

Step 2- Verify com port settings: From the Machine Setup screen click on **Setup**. Below is a list of COM port settings for each machine:

AMC 1- Baud Rate=115200

AMC 2- Baud Rate=115200

HP 1- Baud Rate=19200 Data Bits=8 Parity=Even Stop Bits=1

Flow Control=Hardware Resolution=1/1000 Accuracy=0.5

HP 2/3- Baud Rate=38400 Data Bits=8 Parity=Even Stop Bits=1

Flow Control=Hardware Resolution=1/1000 Accuracy=0.5

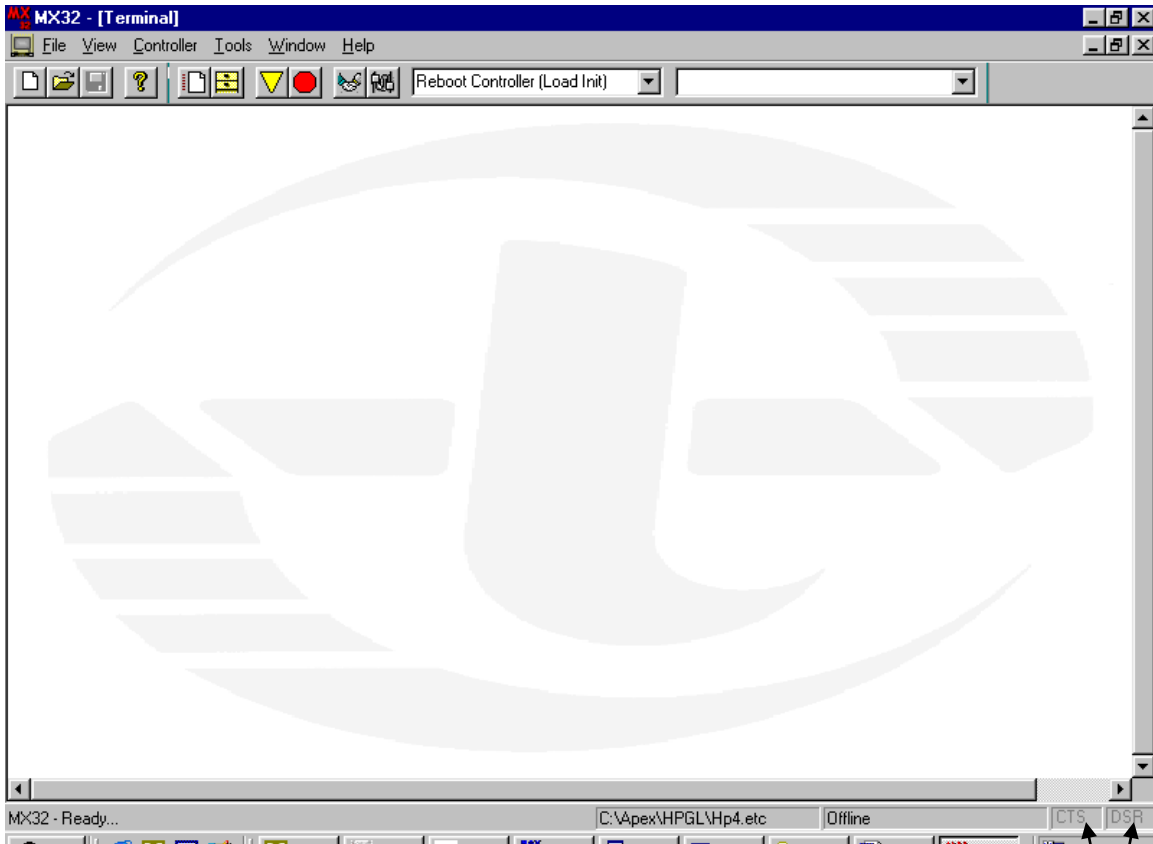
Step 3- Reboot the controller. Verify that the controller responds to face plate functions and that the drives are enabled.

Step 4- (**AMC controllers**) Switch COM ports on the pc or try a different pc.

Step 5- (**HPGL controllers**) Close JLS and open MX32. (Verify that the controller is on). Verify that the **Terminal** applet is running (“MX32 – Terminal” displayed in the title bar). ). If not, click on **Tools** then **Terminal**. In the bottom right corner of the screen you will see **CTS** and **DSR**, if one or both are grayed out and not in bold black, (see

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figure 1) switch COM ports or pc. If you have the same problem on another COM port or pc, the problem is most likely the controller and will need to be sent in for repair.



(Figure 1)

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Out