Resetting the Single Port DeviceMaster

Figure 1: Single Port DeviceMaster

1. Locate the JB20 junction box. It's typically behind, underneath, or adjacent to the RIH3000R, and connected to the RIH3000R with three (or four) octopus cables. See Figure 2. The Single Port DeviceMaster is usually located inside the JB20.

Figure 2-RIH3000R and JB20 Junction Box

2. Ensure CB1 (RIH Power) inside the JB20 is in the ON (or UP) position. If CB1 is not on, turn it on, and then check communication status again before proceeding. If CB1 is on and the DeviceMaster has LEDs lit up, proceed to step 3.
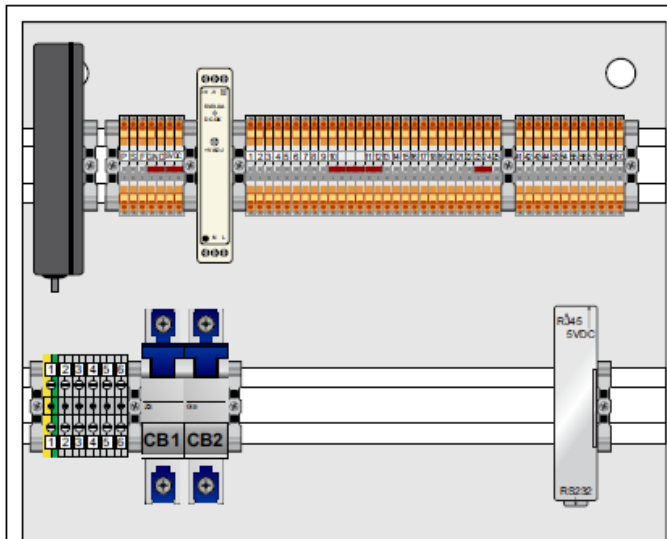

Figure 3- Turn on CB1, Power to the RIH and peripherals, if CB1 is off

3. Locate the power plug on the Single Port DeviceMaster. See Figure 4. It's usually a black plug marked by the +5VDC on the DeviceMaster. Pull the power plug out of the DeviceMaster and proceed to step 4.
4. Wait at least 30 seconds before plugging the power plug back into the DeviceMaster. Proceed to step 5 after at waiting at least 30 seconds with power disconnected from the DeviceMaster.
5. Plug the power plug in again. With the power plug back in, verify you see red LEDs for 100, Duplex, and Link/Act, and an amber or yellow LED for Status. Check communication status again.

Figure 4- Locate and pull the power plug from the DeviceMaster (+5VDC)

6. To check communication status, log into Data Tools, go to the Service Activity Monitor (SAM) utility, and check the comm status LEDs and messages for the affected RIH(s). You should see three solid green status LEDs and the "Communication Established" message. If you see alternating or solid red LEDs, or "RIH is Not Responding" messages, further troubleshooting will be necessary.
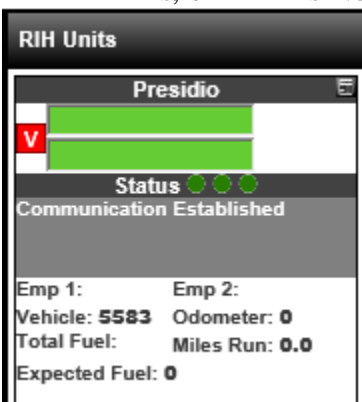

Figure 5 – RIH and DeviceMaster status in SAM utility in Data Tools

Please call S&A Systems, Inc. at (972) 722-1009 x32 for system validation or if you have any questions.