

## Crucible Technologies Meteor Plus FAQ



Q: What does the red LED indicate?

A: *If the unit is connected to a computer (and COM port opened) then the red LED should always be on to show connection.*

Q: What does the green LED indicate?

A: *The green LED flashes when data is being transmitted from the Meteor to the computer. This could be either a caller ID information or dialled digits.*

Q: What should I do if I think my Meteor Plus is broken?

A: *Before returning your Meteor Plus, please do the following:*

1. *If you have access to another Meteor Plus which is known to be working correctly, exchange the suspect unit and re-test. If the problem persists, it is not the Meteor Plus that is the cause.*
2. *If the results of 1. above show that the Meteor Plus is not the cause of the problem and you have access to an alternative Meteor-to-computer connection cable, try changing the cable and re-testing.*
3. *Confirm that it is not a software problem. As we only support the Meteor Plus hardware and not any third party software, it is important to check if the unit is faulty or if the software is not working correctly. To perform this test, you will need to run a terminal emulator software package. We recommend RealTerm (available from <http://realterm.sourceforge.net/>) however other packages, such as Hyperterminal or Teraterm, can also be used.*
  - a. *The correct COM port parameter settings for a Meteor Plus connected to the serial port are listed below:*

*Baudrate = 1200*

*Data Bits = 8*

*Parity = None (N)*

*Stop Bits = 1*

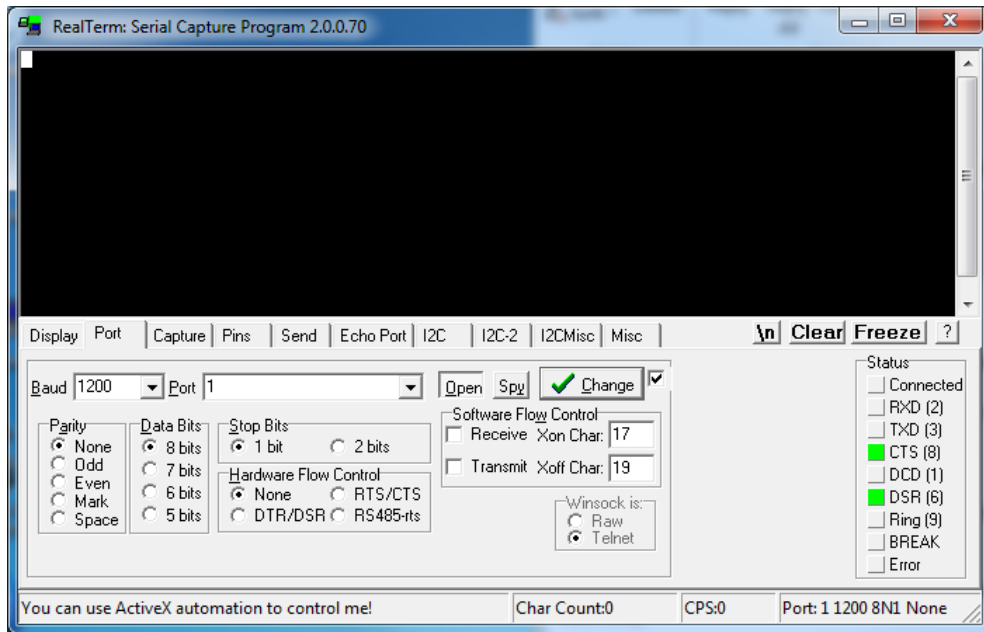
*Flow Control = None*

# Crucible Technologies

## Meteor Plus FAQ

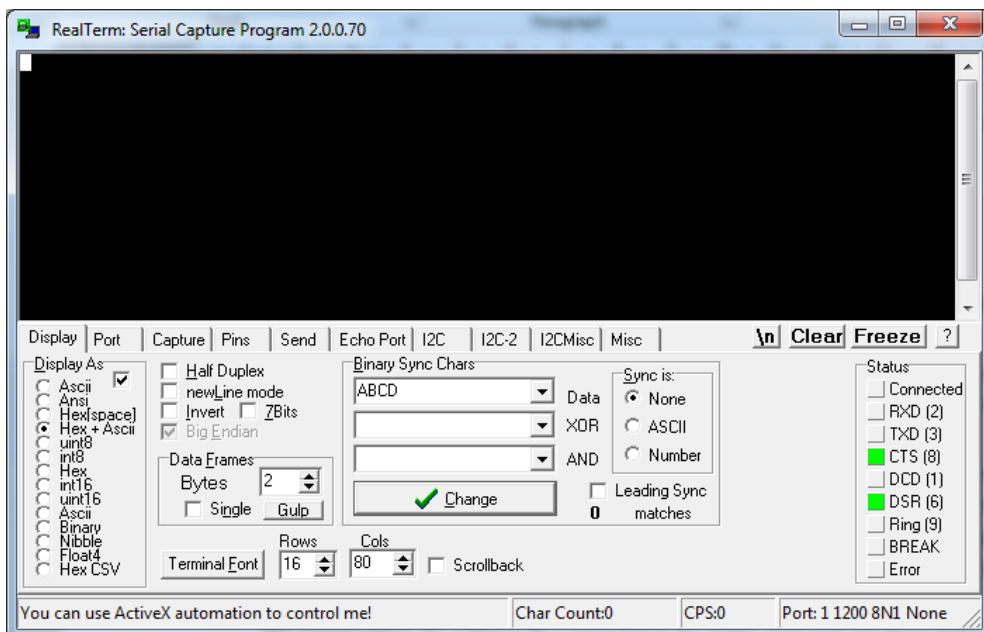


These are set via the Port tab of RealTerm and the correct settings are shown in the image below:



Remember to click the "Change" button (the one with the green tick) to activate any parameter changes.

- b. To allow our technical staff to analyse any problem, on the Display tab of RealTerm select the "Hex + Ascii" option of the "Display As" parameter as shown below:

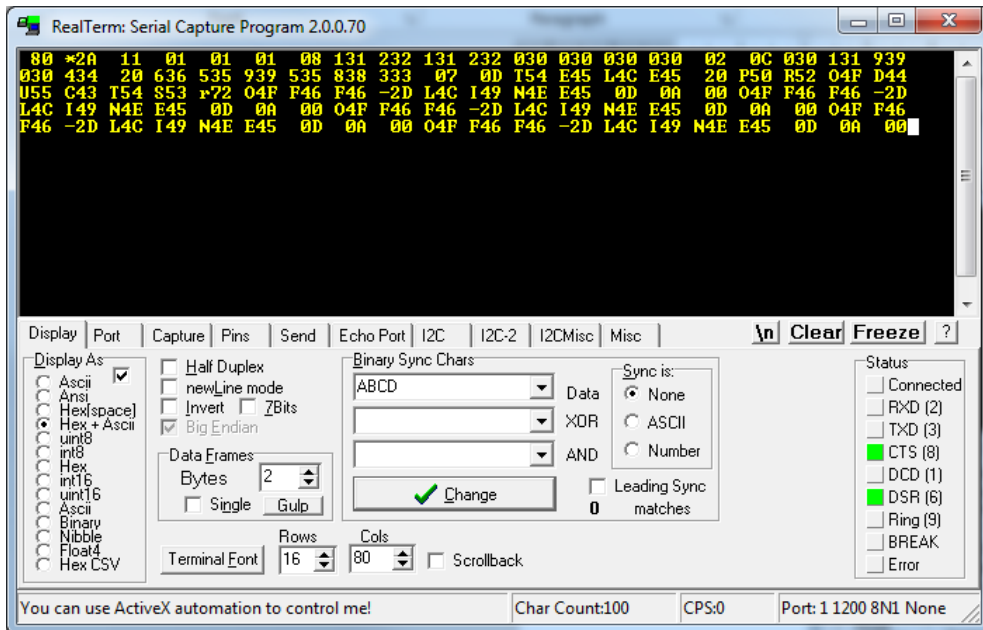


# Crucible Technologies

## Meteor Plus FAQ



- c. Initiate a telephone call to the line to which the Meteor Plus is connected. A series of letters and numbers should be displayed on RealTerm. An example is shown below but the exact content will not be the same.



- d. Perform a screen grab of the RealTerm display by typing Alt+PrtScn. Paste the screen grab into an e-mail, add a description of the problem, the serial number of the Meteor Plus (printed on a label on the bottom of the unit and starts with MP) and send to [sales@crucible-technologies.co.uk](mailto:sales@crucible-technologies.co.uk). Do not return the unit until authorised to do so and provided with a returns number. If your unit is less than 12 months old then our warranty applies. Repair of units out of warranty is chargeable.