

Crucible Technologies

Comet FAQ

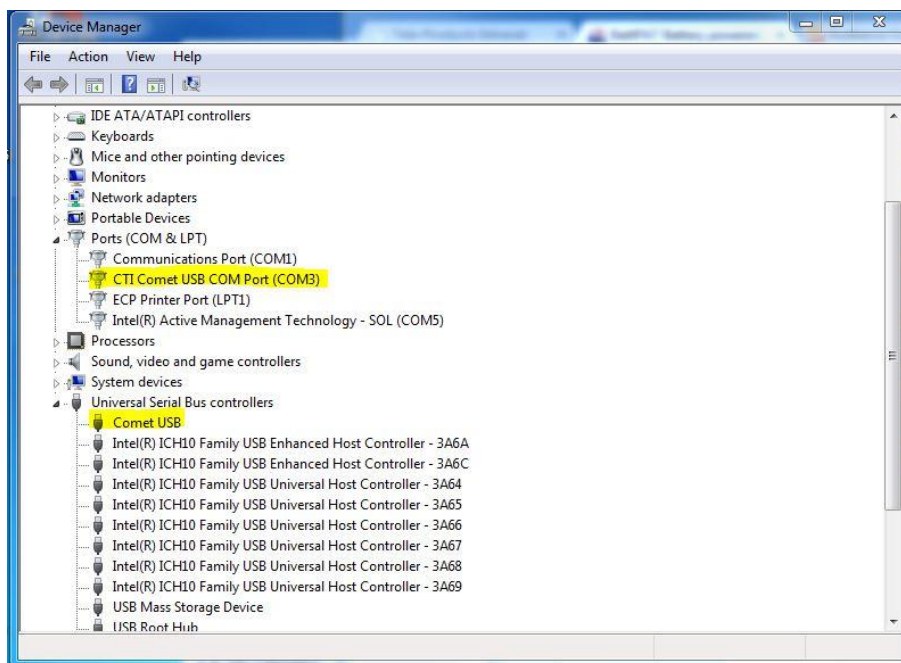


Q: How does the Comet connect to my PC or EPOS terminal?

A: *The Comet has a USB interface and so connects to a USB port.*

Q: Do I need to install any software?

A: *Yes, you will need to download and install the Comet device drivers. These are available from the Crucible Technologies website at <http://www.crucible-technologies.co.uk/products/WEB-COMET>. Make sure that you choose the appropriate download for your operating system. When the device drivers are correctly installed and the Comet connected, you should see two entries in Device Manager as highlighted in the picture below (Note the COM number will depend on the specifics of your hardware configuration so may not be COM3):*



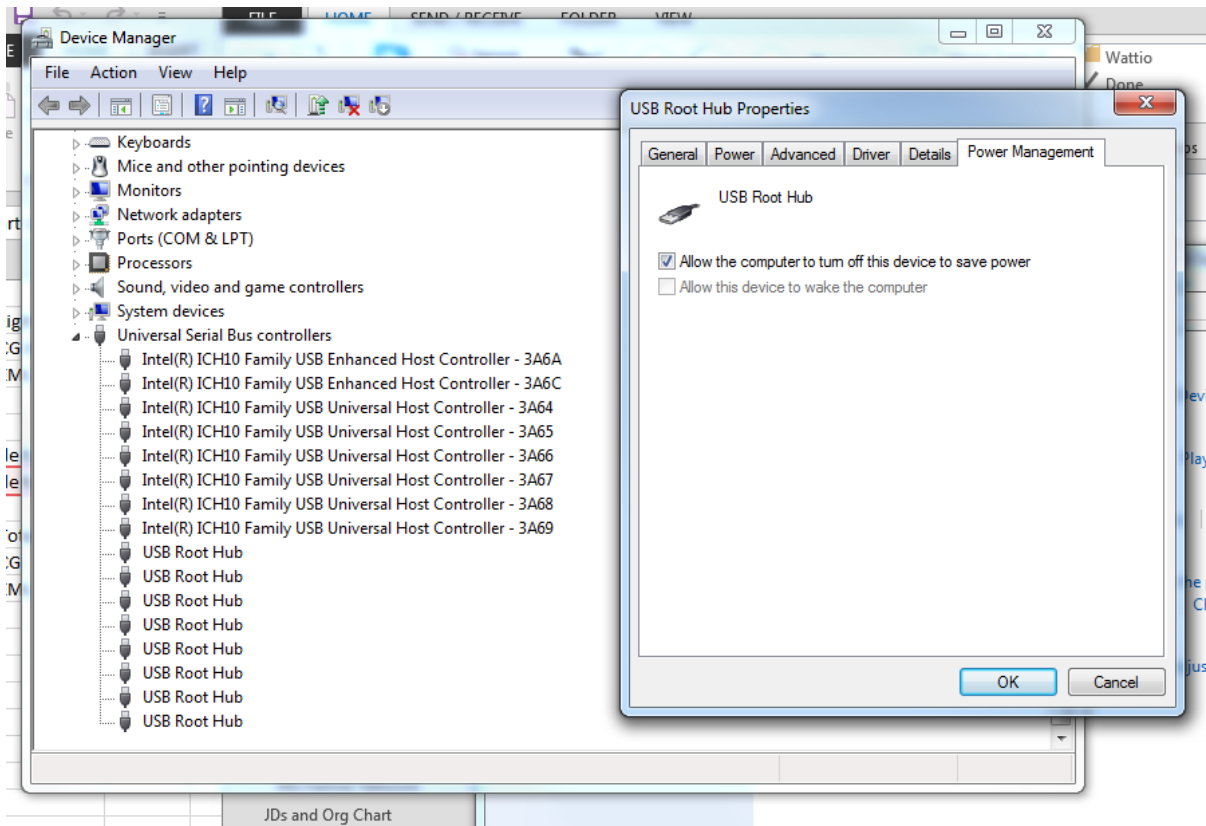
Q: Are there any other configuration requirements for my PC or EPOS terminal?

A: *You should disable power management for the USB Root Hub to which the Comet is connected. A common intermittent fault with Comet units is caused when a terminal has power management enabled to the USB Root Hub. If the USB Root Hub is allowed to power down when not in use, as is selected in the illustration below, then that will stop the Comet working at random intervals as it will shut the power off to it, and the Comet has no way of turning the power back on.*

You can check this in your terminal's Device Manager, and then uncheck the box that allows the terminal to turn off power to the device by unchecking the box in USB Root Hub properties.

Crucible Technologies

Comet FAQ



Q: What does the red LED indicate?

A: *If the unit is connected to a computer, device drivers properly installed 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 Comet to the computer.*

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

A: *Before returning your Comet, please do the following:*

- 1. If you have access to another Comet which is known to be working correctly, exchange the suspect unit and re-test. If the problem persists, it is not the Comet that is the cause.*
- 2. If the results of 1. above show that the Comet 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 Comet 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*

Crucible Technologies

Comet FAQ



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 Comet connected to the serial port are listed below:

Baudrate = 1200

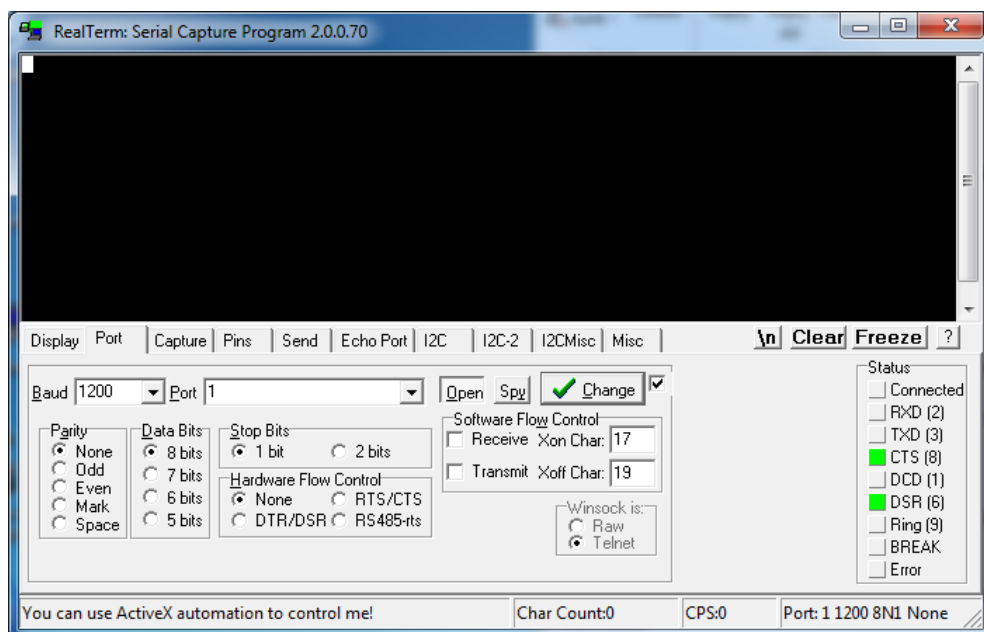
Data Bits = 8

Parity = None (N)

Stop Bits = 1

Flow Control = None

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

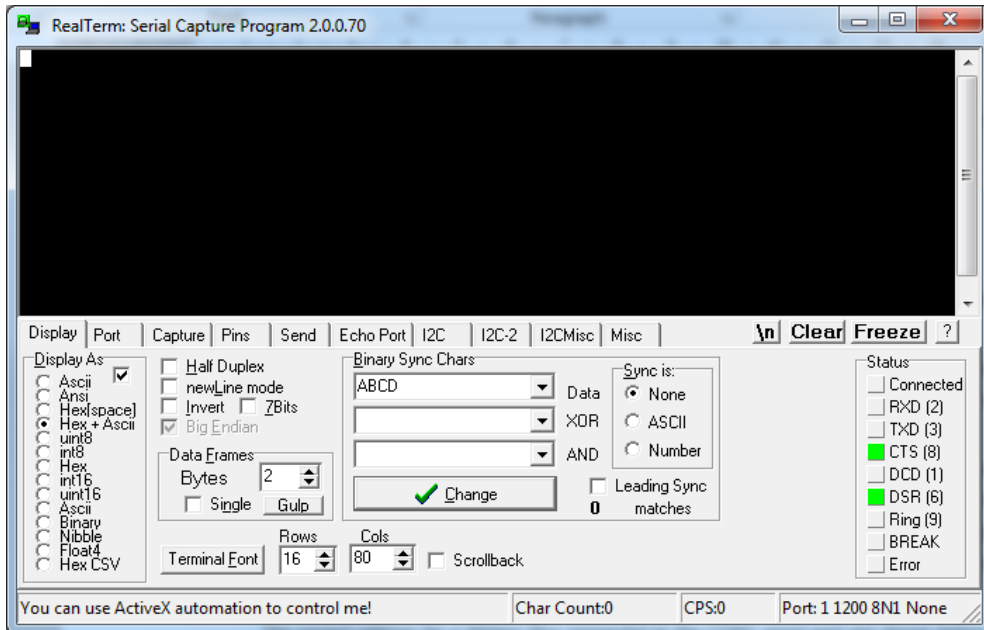


Remember to click the "Change" button (the one with the green tick) to activate any parameter changes.

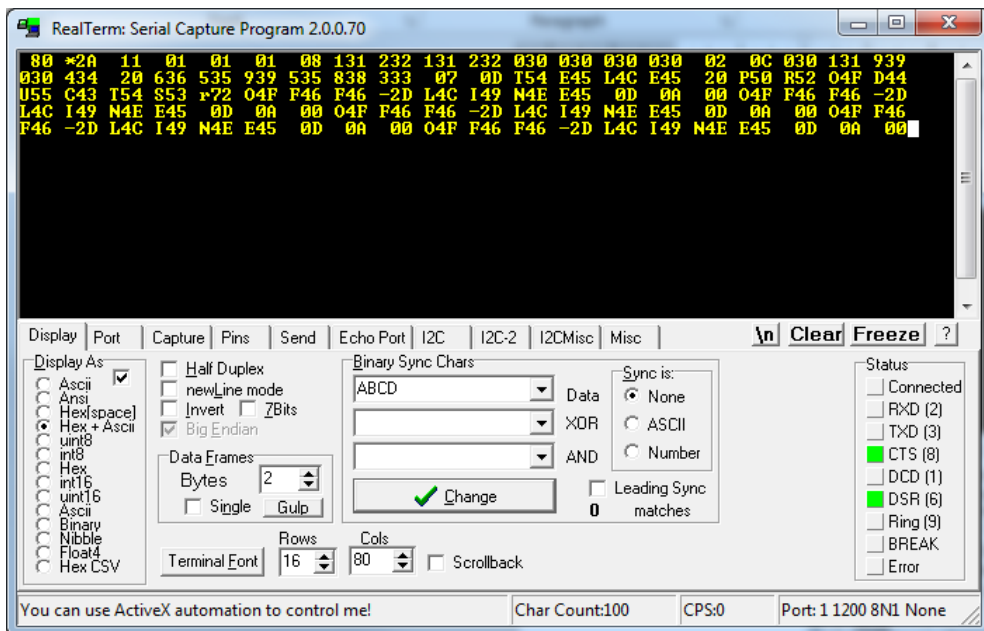
- b. To allow our technical staff to analyse any problem, on the Display tab of RealTerm select the "Hex + Ascii" option of the "Display As" parameter as shown below:

Crucible Technologies

Comet FAQ



Initiate a telephone call to the line to which the Comet 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.



- c. 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 Comet (printed on a label on the bottom of the unit and starts with MP) and send to 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.