

Cycling Presets in APTools

Problem:

In APTools, the preset tabs continuously cycle through on their own.

Reason:

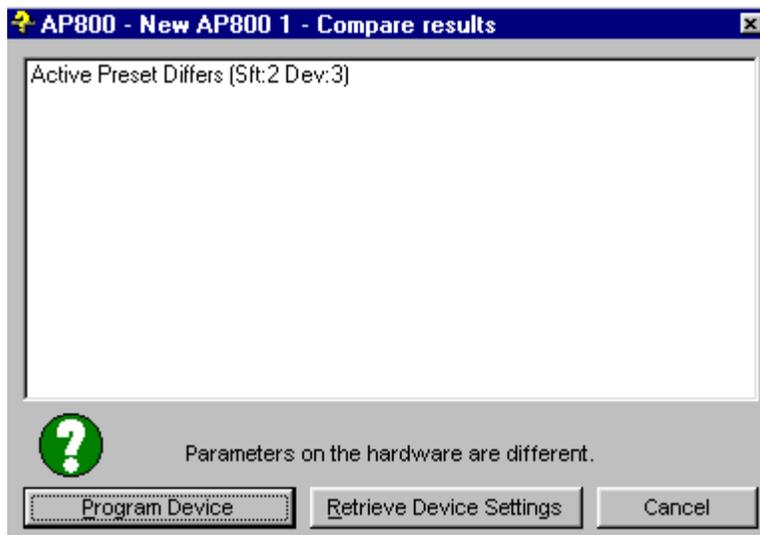
When APTools is open and connected to the AP product, switching between presets quickly will cause the presets to cycle. This is due to APTools reading the Contact Closure/Status port(s) and reading the Preset status commands.

Solution #1:

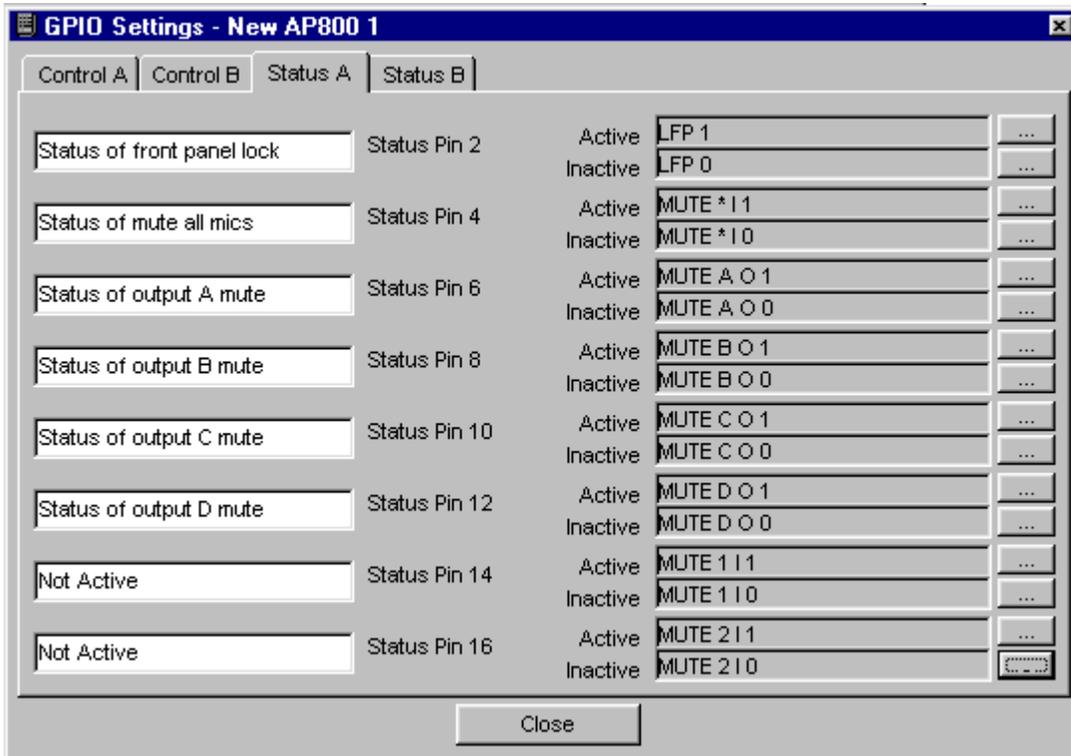
When switching between presets, allow at least 5 seconds between each preset change.

Solution #2:

- A. Close APTools.
- B. Restart APTools
- C. Double click on your site and synchronize to the unit(s).
- D. When prompted with this message press "Retrieve Device Settings" Button.



- E. Double click the unit icon to open the unit that is connected to your computer with the RS-232 cable.
- F. At the Unit Functions screen, click on the Control/Status button.
- G. In the AP800 click on the **Status A** tab. In the AP400 Click on the **Status** tab.
- H. Change any programming with the Preset command to any other command.
Example: Change Preset 1 to Mute 1 | 1. **DO NOT LEAVE THE COMMAND BLANK!** The status screen should look as follows:



- I. Perform the same settings to **Status B** on the AP800.

Note: Changing the Preset command to another command only needs to be performed on the physical unit directly connected to your computer.

- J. Close out the Control/Status window and resume using APTools.

If your application requires the use of the Control/Status port for monitoring a preset status, follow the procedure below.

- A. Close APTools.
- B. Restart APTools
- C. Double click on your site and synchronize to the unit(s).
- D. When prompted with the compare results window, press "Retrieve Device Settings" Button.
- E. When changing Presets, allow at least 5 seconds between each mouse click on the preset tab.

If you have any questions call Gentner Technical support at 1-800-283-5936 or e-mail at tech2@gentner.com.

Notes:
EB
1/3/2001