



Zigbee Wireless Sensing from Titan Products

TPZ-Net Troubleshooting



How do I install the TPZ-Net dongle drivers?

The drivers for the TPZ-Net dongle will be supplied on a Titan Product USB drive with the dongle. When the TPZ-Net dongle is plugged in for the first time the computer will try to install the drivers. You will be able to browse which file to install the drivers from. Select the file from the USB and the drivers will install. Please make

How many field devices can each co-ordinator handle?

Each TPZ-Net coordinator can handle up to 99 sensor points from a maximum of 30 field devices. A field device can be either a TPZ-Net sensor or repeater.

How can I commission my network?

The network can be commissioned using Titan Products Bespoke PC software. This is supplied with a TPZ-Net dongle that allows the TPZ-Coordinator to communicate with a laptop or PC for the commissioning set up. A complete overview of how to commission a TPZ-Net network can be downloaded at www.titanproducts.com.

How do I add / replace or remove a sensor on my network?

Sensors can be added to the network by opening the existing network with the PC Software. Under the 'tools' tab there is an option to add a sensor to the network. A full overview of how to add a sensor to the network can be downloaded at www.titanproducts.com.

How do I replace / re-set a co-ordinator on my network?

Co-ordinators can be edited by loading an existing network with the PC software. Under the 'tools' tab there is an option to manage devices where co-ordinators can be re-set or replaced. A full overview of how to add a sensor to the network can be downloaded at www.titanproducts.com.

How can I change sensor location settings on my network?

Sensor locations can be edited by loading an existing network with the PC software. Under the 'tools' tab there is an option to manage devices. Here you can edit the location and device ID's of the field devices.

How do I print out my device list once a network has been set up?

Once the network has been set up, there is an option on the network overview page to print out your device list.

Can I perform a site survey?

A two piece, battery powered site survey kit is available to conduct a site survey prior to installation. For more details contact the sales team on 0161 406 6480.

How many field devices can I connect to as coordinator?

Each co-ordinator can handle up to 99 sensor points from a maximum of 30 field devices. The field devices can be made up TPZ-Net sensors or repeaters.

Why isn't the sensors data showing on my Network Overview in the PC commissioning software?

The TPZ-Net field devices transfer information across the network every 15 minutes or if there is a significant change of value therefore it can take several minutes for the information to populate. It is possible to push a transmission to the co-ordinator by pressing the button on the field device PCB. Once this is pressed the table in the PC commissioning software should populate.

This may also be resolved by clicking on the refresh network button on the overview screen.

How can I view the battery status of my field devices?

The battery status can be viewed in the overview section of the Wireless Network using the TPZ-Net PC commissioning software.

Battery status of the whole network can be viewed over BACnet. These values are explained fully in the TPZ-Net Co-ordinator manual.

How do I load an existing network using my PC?

You can load an existing network by selecting this option from the first page of the commissioning software. You will need to make sure the site files are located on the computer you are trying to load the network on.

Why can't I pick up sensors on the TPZ-Coordinator?

The sensors may be out of range of the TPZ-Coordinator. It is recommended to use the Site Survey Kit to monitor the signal strength in the zones that the field devices are proposed to be fitted.

How do I re-set my sensors?

Field devices can be re-set by holding the re-set button on the PCB, inserting the battery and then releasing the re-set button. This will restore the sensors to their factory settings and remove them from any network they are connected to.

Is the TPZ-Net range compatible with Titan Products BACnet controllers?

The TPZ-Net range is fully compatible with the Titan Products range of BACnet controllers. The TPZ-Coordinator converts the wireless information received from the field devices and converts this to BACnet MS/TP.

Is the TPZ-Net range compatible with building management systems and network controllers?

The TPZ-Net co-ordinator can communicate with systems that have BACnet communications. The TPZ-Net co-ordinator communicates via BACnet MS/TP therefore if BACnet IP is required a BACnet router may be required.

Why can't I see the TPZ-Net coordinator information on the BACnet network?

For the TPZ-Net coordinator to be seen over the BACnet network each coordinator needs to have its own unique device ID and MAC address. This can be set in the PC Commissioning software under the Tools tab – Co-ordinator BACnet settings within the software.

Battery Information:

Please make sure batteries are disposed of in accordance with EC Directive 2006/66/EC, amended by EU Directive 2008/12/EC.

It is important not to short-circuit, crush, disassemble, heat above 100°C, incinerate, or expose the batteries to water. Do not solder directly to the cell.

The Recommended batteries for the TPZ-Net range are 3.6V 2600mAH AA size Lithium-Thionyl Chloride. These are not rechargeable.

These batteries should be stored in a clean, cool, dry and ventilated area.

When installing or replacing a battery please make sure the polarity is correct.