FEDERAL SIGNAL
Safety and Security Systems
Protecting people and our planet

I-SW Software Use and Troubleshooting

I. Purpose: The purpose of this document is to offer information on how to use and troubleshoot I-SW.
II. Qualifications: Intermediate PC skills.
III. Precautions: *Precautions for PC security must be followed. Note: This procedure should only be used by trained personal. Incorrect settings in this section could cause sirens to inadvertently sound when not desired.*
IV. Applicable Documents:

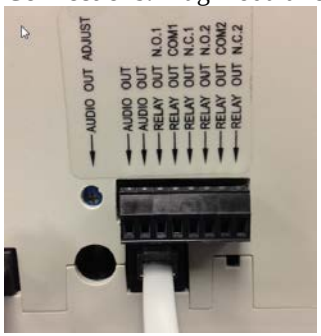
1. I-SW help is available by clicking on help within the software.

V. Equipment:

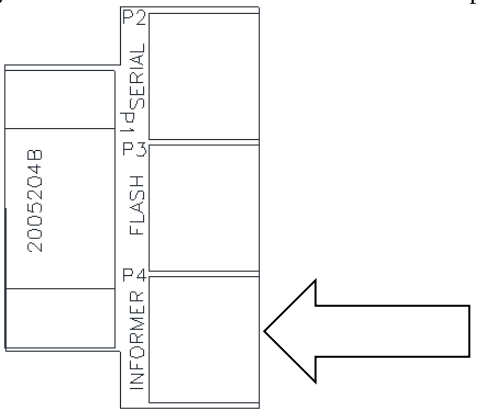
1. I-SW programming software
2. I-SW includes the programming adapter 2005204B and a 25 foot cable (1751134A)
3. PC with a RS232 serial port
4. If PC does not have a RS232 serial port, the USB PROGRAMMER is available for purchase at 800-548-7229
5. Typical technician tool kit

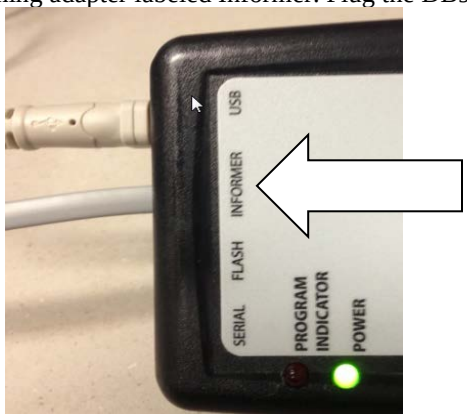
V. Procedure:

1. **Connections:** Plug modular cable into the programming port (modular jack) on the back of the informer



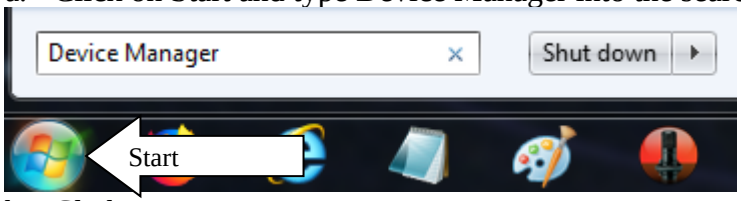
Plug the other end of the modular cable into the programming adapter labeled Informer. Plug the DB9 end into the PC. If USB PROGRAMMER 2nd&3rd picture)



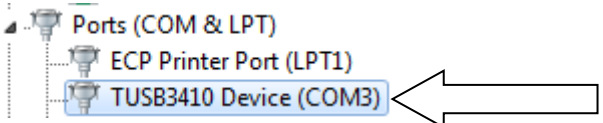


Note: If using the 2005204 programming board, must have a real RS232 serial port on the PC. Third party USB to serial adapters typically do not work. The USB PROGRAMMER typically always works and is available at 800-548-7229.

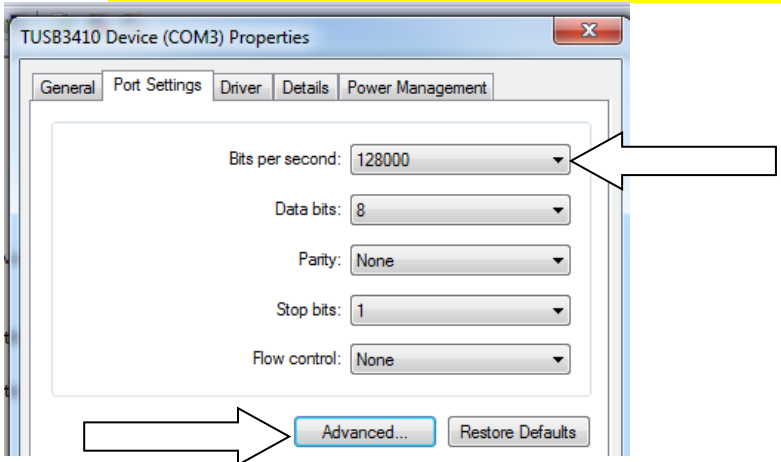
2. Confirm com port configuration
    a. Click on Start and type Device Manager into the search box. Click on Device Manager



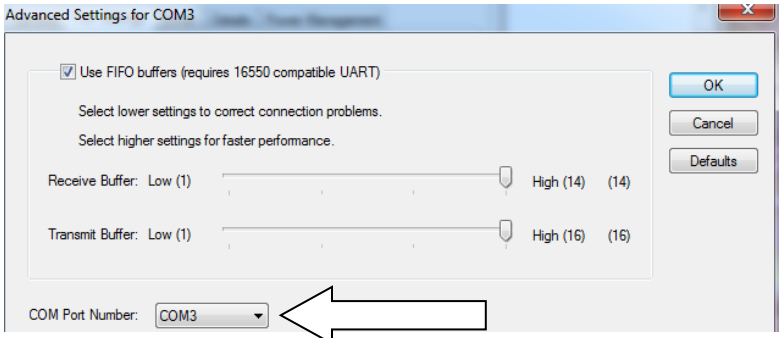
    b. Click on Ports



    c. Note: Hardware serial port is typically com port 1 or 2, but may be com 3 or higher if using a serial port converter
    d. Note: Serial port converters typically can read and program controllers but are NOT capable of Flashing firmware
    e. Note: The USB PROGRAMMER can flash and is available for purchase at 800-548-7229
    f. Only if the USB PROGRAMMER is plugged in, and you do not see TUSB3410, that means the driver was not properly installed
        i. If this is the issue, web search for TUSB3410 driver and install driver. Reboot and ensure you see TUSB3410
    g. Double click on the Com port to open
    h. Click on Port Settings tab
    i. Ensure Bit per second is set to the maximum value by clicking on the “Bits per second” arrow
        i. Note: 9600 baud will not work and is the most common issue!

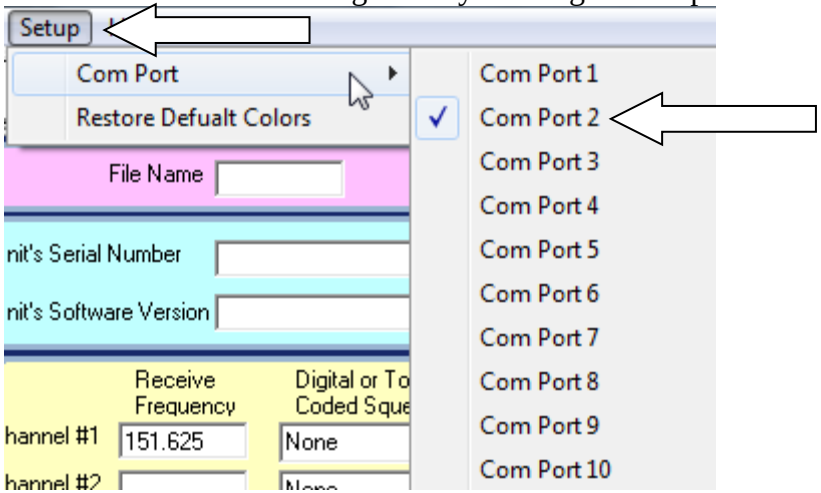


    j. If you want to change the com port number, click on the Advanced button



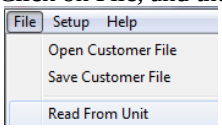
k. If you change the com port number, restart PC

3. Open the I-SW software, by clicking on Start, and then the FedProg icon
4. Select the COM that is being used by clicking on Setup > Com Port

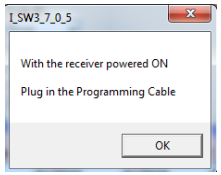


I-SW Software Use and Troubleshooting

Click on File, and then Read From Unit. Note: Unit Type is not required and will be read



5. Click on OK



A green *Reading* displays and the Informer programming populates the screen

6. Troubleshooting: If the read does not occur
    a. Error message “Failed to set fuse bit” means cable is not connected
    b. Error message “Unable to open Com Port” means com port conflict has occurred within Windows
    c. Is another software using the same Com Port? I-SW and Commander can’t be ran at the same time
    d. Repeat the above steps, was a step missed?
    e. Try changing to another Com Port number
    f. Try at another informer, perhaps this informer has an issue
    g. Using a third party USB programming adapter?
        i. The USB PROGRAMMER is available for purchase at 800-548-7229

For further help on programming:

1. Click on help within the software
2. Put your mouse over top of a box and notice a description pops up
3. Ask technical support for the following procedure at techsupport @fedsig.com
    a. P000213- I-SW Software Programming Training

Technical Support can be reached at techsupport @fedsig.com or 800-524-3021