

Installation Guide

SmartDirect 2™



***SAVE these instructions
for future reference.***

www.MySCK.com

24/7 Toll-Free Technical Support
1-866-840-4271
(from the U.S., Canada and the Caribbean)



NOTICES

SCK Direct, Inc. is not liable for any use of product not in accordance with SCK Direct, Inc.'s installation and operation instructions.



CLEANING

Using a clean damp cloth, wipe down the SmartDirect 2 when necessary using a commercial quality foodservice-approved detergent. DO NOT IMMERSE.

NEVER use chemical or abrasive cleaners on the SmartDirect 2.

TOOLS REQUIRED FOR INSTALLATION

- Drill Bit: 3/16" if using wall anchors; #50 if installing into metal
- Hammer
- Phillips Screwdrivers

TOOLS REQUIRED FOR TIER 2 PROGRAMMING

- Laptop running Microsoft Windows XP/2000
- USB Cable

INCLUDED PARTS

Please confirm that these parts have shipped with your order:

- 231-60243-01 (GPRS) or 231-60243-03 (Ethernet) version
- 229-51363 Installation Manual
- 229-51364 MAC ID Form
- 213-50642 Mounting Kit
- 213-50759-01 Power Supply Mounting Kit
- 127-66578 Cable for Ethernet Version, 10 foot

If anything is missing, please call 1-866-840-4271 (8:00 a.m. - 5:00 p.m. EST).

POWER SUPPLY
213-50759-01



POWER CORD OPTIONS
126-10028: Power Cord U.S.
126-10029: Power Cord Euro, Round
126-10030: Power Cord UK, Flat



BEFORE YOU INSTALL

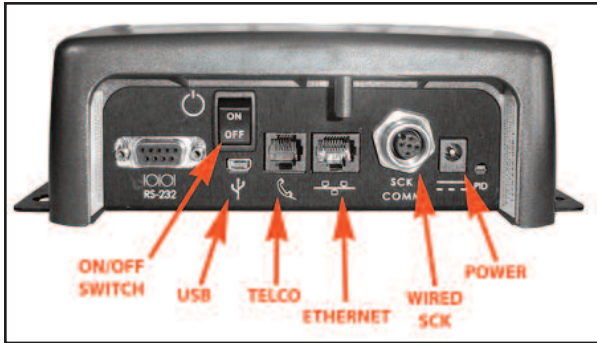
The SmartDirect 2™ unit should be installed before installing your SCK SmartSensor(s) (if applicable).



Changes or modifications not expressly approved by SCK Direct, Inc. could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer for help.



INSTALL IN AN EASILY ACCESSIBLE LOCATION WHERE EMPLOYEES CAN ACCESS TO REBOOT THE EQUIPMENT IF NECESSARY. INSTALLING IN HARD TO REACH PLACES (FOR EXAMPLE: ABOVE CEILING TILES) IS NOT RECOMMENDED.

INSTALLATION

Location

1. There should be a power outlet within 8 feet of the mounting location. If using the Ethernet SmartDirect 2, you will also need Ethernet cables that are long enough to reach the SmartDirect 2 from your connection. A 10-foot Ethernet cable is supplied.
2. Find an open and easily accessible area to mount the SmartDirect 2 for the best reception.

If using the GPRS version, screw on and open the antenna. If using the Ethernet version, go to the next step.

Mounting the SmartDirect 2

1. Once you have chosen a location, use the template guide included with this manual and mark the locations of the (4) mounting holes. Again, view the tentative positioning and ensure there are no location problems.
 - 2a. Drill the (4) holes with the appropriate drill bit, as defined in *Tools Required*. If using the four (4) supplied wall anchors, tap them in using a hammer. If not using the wall anchors screw in the screws leaving the screw backed off enough to slide on the SmartDirect 2. Then tighten down the screws.
 - 2b. If holes cannot be drilled, use the supplied Velcro. Before mounting, clean the surface with the supplied alcohol pad. Adhere two pieces of the Velcro to the back of the SmartDirect 2 and then two pieces to the mounting surface. Press the SmartDirect 2 firmly against the mounting surface and verify it is secure.

Mounting the Power Supply Kit

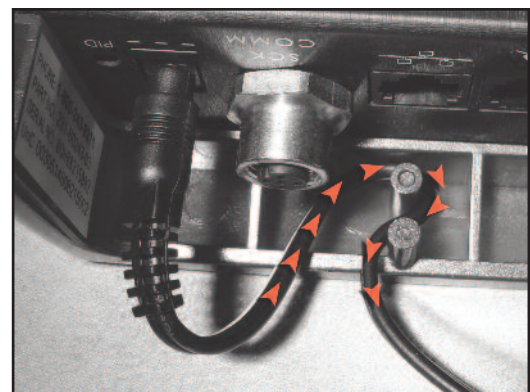
(part number 213-50759-01)

Once the SmartDirect 2 is installed, the power supply should be mounted.

1. With the supplied alcohol pad, clean the desired mounting surface and the one side of the power supply to which you will be applying the Velcro.
2. Adhere the Velcro to the mounting surface and the power supply.
3. Press the Velcro side of the power supply firmly to the Velcro on the mounting surface.
4. Verify the power supply is mounted securely.

Powering Up and Connecting

1. Insert the power cord into the supplied power supply. Then plug the power supply into the SmartDirect 2. Plug the power cord into the outlet. Turn the power switch to the ON position.






NOTE: ONCE THE POWER SUPPLY IS PLUGGED INTO THE SMART DIRECT 2 UNIT, WRAP THE CORD AROUND THE BUILT IN STRAIN RELIEF.

2. At this time if you are using an Ethernet SmartDirect 2, plug your Ethernet cable into the port. If you have a GPRS version go to the next step.
3. When unit is powered up, check the power/status LED indicator sequence against the charts on the next page.
4. Install all other wired and wireless devices.
5. Call the SCK Helpdesk at 1-866-840-4271 (8:00 a.m. to 5:00 p.m. EST) to confirm your system is up and running.

INDICATOR CHARTS

Signal Strength Indicator

	STRONG All bars are lit red.
	WEAK Not all bars are lit red.
	STATUS LED See chart for details.

Signal LEDs

Bars	Link Quality
NONE (0)	No signal or No messages received
ONE (1)	Moderate signal
TWO (2)	Good signal
THREE (3)	Excellent signal

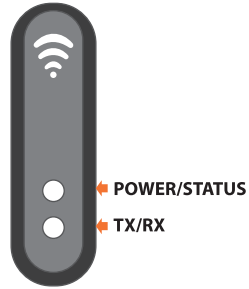
Status LED Chart

LED Color	LED Blink Rate	Description
RED	Solid On	Device is connected as a router
RED	Slow	Device is waiting for data from its parent node
RED	Very Fast	Device is communicating with another device as a router. Signal bars should exist.
GREEN	Solid On	Device is connected as a coordinator
GREEN	Very Fast	Device is communicating with another device as a coordinator. Signal bars should exist.
ORANGE	2 sec ON, 2 sec OFF	Device cannot communicate with the SCK device after already connecting to the wireless network.
ORANGE	Very Fast	Device is initializing.

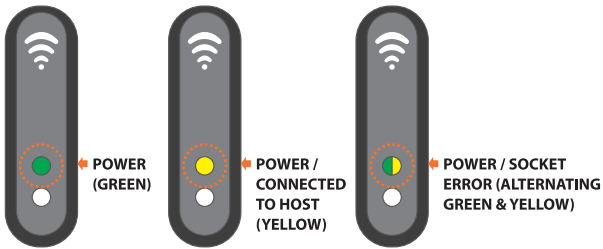
Troubleshooting / LED Codes

LED Action	Description
Strobe effect using all LEDs	Device is scanning the channels for available networks
All LEDs blink on and off simultaneously every 500ms	Device has detected a multiple SCK address conflict and is waiting for resolution (currently participating as address 30)
All LEDs blink in two short bursts followed by one second of off time	The device is connected to network but not to a FAST control communicating SCK.
LEDs alternate being lit in sequence for a period of time.	A diagnostic command was issued to this device to blink the LEDs in a recognizable pattern for a set amount of time.

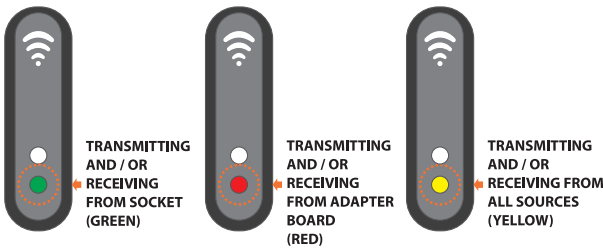
LED Indicators



Power / Status LED

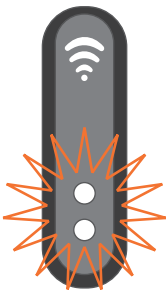


TX / RX LED



SPECIAL LED OPERATION

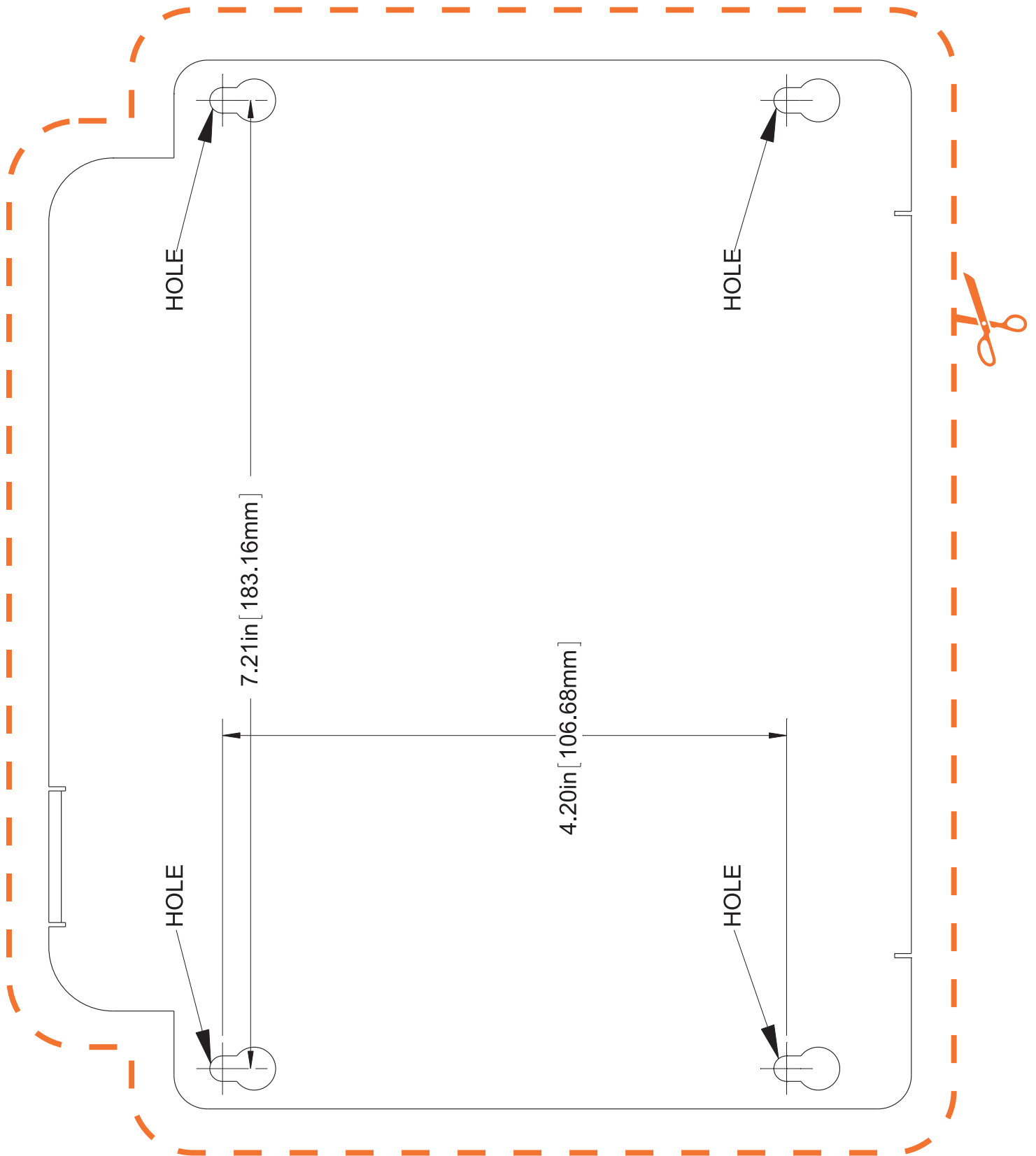
If all LED lights are flashing rapidly on and off together, there is a problem with the external RAM. Please consult manufacturer.



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MOUNTING TEMPLATE

Use this template as a guide to install the wall mount for your SmartDirect 2. Drawing is to scale.



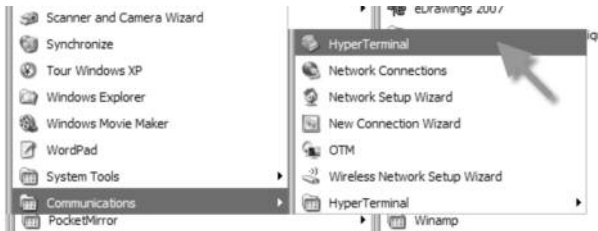
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STEPS ON THE FOLLOWING 3 PAGES SHOULD BE PERFORMED BY AUTHORIZED USERS ONLY.

SETTING UP COMPUTER TO CHANGE PARAMETERS USING HYPER TERMINAL: EXAMPLE (WINDOWS 2000/XP)

1. Click on START.
2. Go to PROGRAMS, then to ACCESSORIES, then COMMUNICATIONS.
3. Click on HYPERTERMINAL.



4. Name the connection SmartDirect 2 and choose an icon.



5. Choose the Com port that the USB is plugged into on your computer.



6. Set the port setting to:

Bits per second = 57600

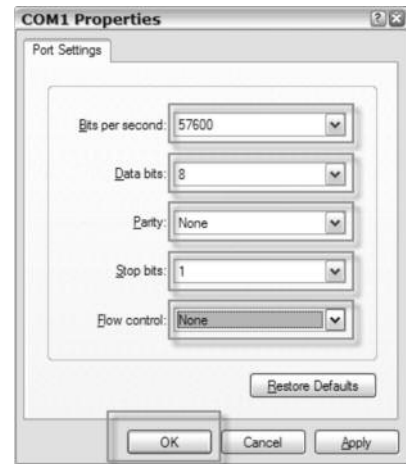
Databits = 8

Parity = None

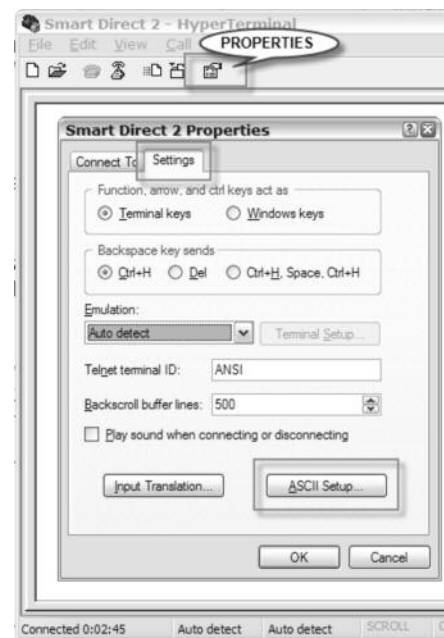
Stop Bits = 1

Flow Control = None

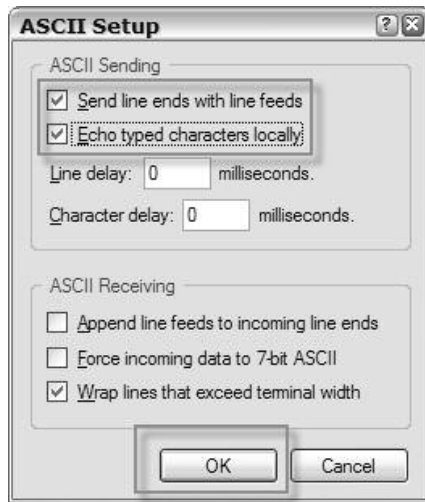
Then click OK.



7. Click OK, Your Hyper Terminal screen will now be shown.
8. Click on the PROPERTIES Icon, then SETTINGS, then click ASCII setup.



9. Check off, Send Lines ends with line feeds, Echo typed characters locally boxes. Then click OK. On the Properties screen click OK. Click on Call button Icon.



10. Below is a list of commands that can be used to change the Parameters on the SmartDirect 2:

Configurable on the SmartDirect 2:

- Unique ID (supplied by manufacturer)
- Modem IP address (supplied by customer on site survey)
- Gateway IP address (supplied by customer on site survey)
- Net mask IP address
- DNS server1 IP address (supplied by customer on site survey)
- DNS server2 IP address (supplied by customer on site survey)
- TCP server IP address (supplied by SCK)
- TCP server port (supplied by SCK)
- TCP server ID (Not used at this time)
- TCP server password (Not used at this time)
- Network server name is used for GPRS version (installed at factory)
- Network ID is used for GPRS version (installed at factory)
- Network password is used for GPRS version (installed at factory)
- ISP provider number is used for GPRS version (installed at factory)
- Modem type (GPRS or Ethernet)
- Connection interval (Minimum time between connections to the server.)
- Silence timeout (Maximum time between transactions.)

continued...

- Retry timeout: (Minimum time delay between command retries.)
- Mode (configure or initialize or shutdown)
 - i. Configure: Device must be put into this mode to change parameters.
 - ii. Initialize: Initialize the modem with saved parameters.
 - iii. Shutdown: prepare the device for powering off.
- Battery power (on or off)
 - i. On: Device uses the battery when line power is removed.
 - ii. Off: Device does not use the battery.
- Reload defaults (Factory default settings will be restored)

These parameters may be configured over the serial connection locally using the following commands:

- `set:[parameter]=[value]` → used to change a parameter
- `get:[parameter]` → used to return a parameter value
- `send:[string to send]` → used to send commands directly to the socket modem
- `report †` provides a dump of system settings and information
- `[parameter]` = configurable parameter name
- `[value]` = a string representing the new value. (example "172.168.1.1")

To reload factory defaults the user shall use the "set:" command format with the exception that the "=[value]" will be omitted.

The report and get commands may be used at any-time.

In order to change a parameter, the device shall first be placed into configuration mode (`set:mode=configure`) which will go into effect when the device is not currently connected to the host (i.e. the device is idle or in error modes). Once in configuration mode, the "set" commands shall be used to change parameters.

To return to normal operation and load all of the changes, the mode shall be changed to initialization (`set:mode=initialize`) by the user. The modem shall be reloaded using the new parameters.

TIER 2 PROGRAMMING:

1. Type in REPORT then press Enter. The screen will show all the current settings in the SmartDirect 2.

NOTE: AFTER YOU PRESS ENTER YOU SHOULD GET A RESPONSE OF OK.

Using your site survey information set the following settings.

TO SET UP THE CONFIGURATION (FOR BOTH VERSIONS):

1. Type in set:mode=configure

ETHERNET VERSION

1. Type in set:modem ip address=XXX.XX.X.X (your address here) then enter.
2. Type in set:gateway ip address=XXX.XX.X.X (your address here) then enter.
3. Type in set:dns server1 ip address=XXX.XXX.XXX.X (your address here) then enter.
4. Type in set:dns server2 ip address=XXX.XXX.XXX.X (your address here) then enter.

The following settings should already be configured: Check your report. If settings are already correct, skip this step. These settings are configured at the factory.

If the settings are incorrect, call the SCK helpdesk to obtain the correct settings. Every unit uses different settings.

1. Type in set:modem type=Ethernet then Enter.
2. Type in set:tcp server ip address= call SCK helpdesk for info, if necessary.
3. Type in set:tcp server port= call SCK helpdesk for info, if necessary.

GPRS VERSION—PRE-INSTALLED AT FACTORY

If using a GPRS version of SmartDirect 2:

The following settings should already be configured: Check your report. If settings are already correct, skip this step. These settings are configured at the factory. If the settings are incorrect, call the SCK helpdesk to get the correct settings. Every unit uses different settings.

1. Type in set:modem type=GPRS then Enter.
2. Type in set:tcp server ip address= call SCK helpdesk for info, if necessary.
3. Type in set:tcp server port= call SCK helpdesk for info, if necessary.
4. Type in set:network server name= call SCK helpdesk for info, if necessary.
5. Type in set:network id= call SCK helpdesk for info, if necessary.
6. Type in set:network password= call SCK helpdesk for info, if necessary.

Once the SmartDirect 2 is configured, the unit will then need to be initialized.

1. Type in set:mode=initialize then enter.
2. Check the setting by running another report.
3. Type in REPORT then enter. All your settings should now be configured.
4. Exit out of the set up.

Troubleshooting

Should you experience problems installing your SCK Xwire products, or any aspect of your SCK Direct, Inc. services, please contact the SCK HelpDesk toll-free at **1.866.840.4271**.



Optional SCK System Components

SCK has a variety of optional accessories to help you complete your kitchen automation:

- SCK Kitchen Advisor Information Server
- SCK Remote Input Device
- SCK KSM Kitchen Status Monitor
- SCK-Enabled Appliance Controllers
- SCK Wireless (Xwire™) Appliance Interface
- SCK Wireless (Xwire™) Temperature/Door SmartSensor™
- SCK Wireless (Xwire™) SmartGateway
- SCK Wired Backbone

For additional information on any of these accessories, or to request Technical Specification Sheets, please contact your SCK Representative or contact SCK Customer Support toll-free at 1-866-840-4271 (Monday-Friday, 8:00 a.m. to 5:00 p.m. EST).

WARRANTY

SCK Direct, Inc. warrants all new Xwire hardware for 1 year from the date of purchase. SCK Direct, Inc. warrants all other items for a period of 90 days unless otherwise stated at the time of purchase.

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Thank You for Choosing SCK Direct, Inc!

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