



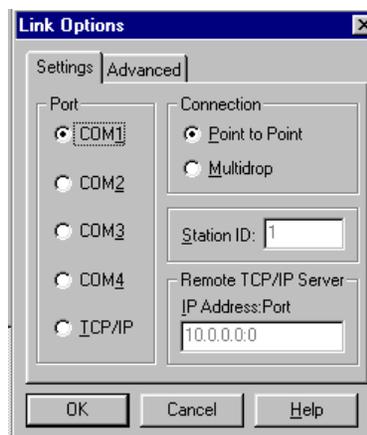
# TECHNICAL NOTE TNO103

## Title: “No Reply From Terminal” Error in EDICT-97

### Product(s): EDICT-97 and Paradigm HMI Series

One of the errors you may experience while downloading to a Paradigm HMI unit with EDICT-97 is the message “No Reply from Terminal”. There could be a couple of different reasons for this message. Be sure you are using the P890301Z programming cable and that it is connected to the proper serial port on the PC running EDICT-97.

To check which serial port EDICT-97 has selected for downloading click on the Link pull down menu and select Options. The following window will appear.



Select the port you wish to use to download and be sure the programming cable is attached to the appropriate serial port.

Another common cause of this problem is configuring the Programming Port for a driver other than the Programming Protocol in your database. After the database is downloaded to the HMI the first time, the programming port will be reconfigured and will no longer function as a programming port. To correct this problem, press and hold the Mute and Exit keys while cycling the power on the unit. For models without the Mute and Exit key, press and hold anywhere on the touch screen while cycling power. From the system menu, select clear and follow the directions. This will clear the memory of the HMI unit, reset the unit to factory settings, and allow you to download the database to the unit.

In the future, you may choose to assign an event to a Soft-Key and program the action for StopSystem(). This will release the programming port from the current configuration and allow it to be accessible for downloading.