

Leica Radio Modem Troubleshooting

Cannot Connect to Allegro's Internal Radio Using the RM config tool:

1. Open the RM config tool and ensure the Port is set to COM3 and tap connect.
2. If the radio does not connect using the RM config tool on COM 3 the Allegro needs to be sent in for repair.

Poor Battery Life on the Allegro with Internal Radio Modem Installed:

If the radio is not connected using the RM config tool it will pull more current and drain the battery quickly even when the handheld is in suspend. To improve battery life connect the radio using the RM config tool by opening the RM config tool, tapping connect, then tapping save.

Trouble connecting to Total Station when Internal Radio Connects using the RM config tool:

NOTE: Be aware that the settings in the RM config tool, the total station, and SurvCE need to be identical for the Allegro to communicate with the total station.

Link Numbers do not Match

The link numbers on both radios must be set to the same channel or link to communicate.

To check/change the link number on the Allegro internal radio open the RM config tool, tap connect, select the appropriate link number from the link drop down box, tap save.

To check the link number on a TPS1200 follow the steps below:

1. Turn on the TPS1200 and go to the Main Menu (Hitting the esc button enough times will get you to the main menu)
2. Select "Config" by pressing 5.
3. Arrow down to **Interfaces**
4. Press the Enter/Return key.
5. Arrow down to **GeoCOM Mode** (do **Not** press Enter!)
6. Press F4 "CTRL". Follow the on-screen instructions to disconnect, then reconnect the cable on the radio (the black rubberized box with the antenna).
7. Press F4 (OK). The link number will be displayed.

NOTE: To find the link on an RH1200 or TPS1100 the steps will be similar to those given above.

Incompatible Firmware

If the firmware on the radio is 5.41 or less it cannot be set to the worldwide standard. These radios cannot communicate with the RH1200 and TPS1100/1200 total stations using the worldwide standard.

To check the firmware version open the RM config tool and tap about. The firmware version will be displayed at the bottom.

Worldwide/U.S. Communications Standard Improperly Set

The communications standard for the radio on the handheld and on the total stations must be identical for them to communicate, refer to the below information to change between U.S. and worldwide standards.

- If you have an RH1200 (total station with built in radio handle) in the RM config tool tap connect, select RH1200 & Allegro from the Device drop down menu, and tap save. This will automatically set the radio in the Allegro to the worldwide standard.
- If you have a TPS1100/1200 with the black external radio connected to the total station the Allegro radio may be set to the U.S. or worldwide standard. Both radios must be set to the same standard. The following steps will help you change between the two standards:
 1. To change the Allegro internal radio to the worldwide standard tap connect in the RM config tool, select RH1200 & Allegro from the Device drop down menu, and tap save.
 2. To change to the U.S. standard tap connect in the RM config tool, select TPS1200 & Allegro from the Device drop down menu, and tap set factory defaults. Repeat this step five times to ensure the setting has changed.

Other Troubleshooting Steps:

Try doing a reset or setting factory defaults.

If you have another total station or Allegro and have tried all of the above steps to further confirm there is a problem with the Allegro try connecting to the other total station using your Allegro or try connecting the other Allegro to your total station. If you are able to establish a connection using your Allegro and the other total station there is a problem with your total station. If a different Allegro with the same settings connects to the total station there is a problem with the Allegro.

For additional information on the Leica radio modem refer to the following links:

- <http://www.junipersys.com/index.php/Juniper-Systems/support/Knowledge-Base/Support-Knowledge-Base-Topics/Power-Battery-or-External-Supply/Leica-robotic-radio-modem>
- <http://www.junipersys.com/index.php/Juniper-Systems/support/Knowledge-Base/Support-Knowledge-Base-Topics/Not-Responding-Lock-up/Leica-robotic-Allegro-lock-up-in-Carlson-SurvCE>

If none steps in this document fixes the problem the unit need to be sent in for repair.