

**Polara Engineering, Inc.**  
**EZ Communicator Navigator 2-Wire Troubleshooting Guide**

Issue Number	Symptoms	Possible Causes	Solutions
1	Upon powering up CCU2EN, one or more power lights turn on but then turn off and flash every 10 seconds	Reverse polarity at the EN2, or a short in the field wiring	Recheck that all polarities at EN2s are correct. If they are check button field wiring for shorts.
2	EN2 is saying "Set ID"	Button IDs are not set	Using an E-Configurator, set each EN2 with a UNIQUE ID. For systems with SP1 (version 4.00 or higher) the EZ APS ToolBox may be used at the EN2.
3	EN2 is saying "Change Password"	The CCU2EN password is "AAAA"	Using an E-Configurator, change the password. Or use the EZ APS ToolBox to change the password .
4	EN2 is saying "Press Setup Button"	The CCU2EN has found EN2s which are not registered in the CCU2EN	Press-Hold-Release the small "Setup" button on the backside (power cord side) of the CCU2EN.
5	No sound during WALK	1) Walk and Don't Walk Ped Head signals are both on 2) The WALK voltage is not appearing at the CCU2EN	Defective (leaky) Load Switch, or wiring issues.
6	No sound from the EN2, but calls are placed and the RED Led is lit	1) Incorrect settings in the EN2 2) Bad speaker 3) Bad audio amplifier	1) Using the E-Configurator copy the Configuration of a good EN2 into the suspect EN2. 2) Replace defective speaker with a "FIELD INSTALLABLE SPEAKER ASSEMBLY" (Polara Part Number: 850-187). 3) Replace the PCBA (or entire EN2).
7	Cannot Login at the EN2	1) Wiring Issues 2) Using the older Configurator instead of the E-Configurator 3) Incorrect password 4) Trying to use the E-Configurator while connected with USB at an EN2 or CCU2EN	1) Loop resistance should be less than 1.5 ohms from the Interface Board to the EN2 and Back. Also do not share a common between phases. 2) Use the an E-Configurator, or operate the system in the legacy N2 Mode. 3) Using the EZ APS ToolBox, obtain the Challenge Code and call Polara Factory for the Reset Code. 4) Unplug all USB devices from the EZ Communicator Navigator System.
8	My Countdown is not counting	Incorrect Configuration setting in the EN2	Sound Vib/Timer is recommended to be set to the length of WALK plus two (2) seconds.
9	Constant Call on a phase (Channel)	Unresponsive EN2 with flashing green LED	1) Check wiring to the EN2. 2) Check for correct ID on the EN2. 3) If EN2 is saying "Set ID" then see "Set ID" above.

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10	Flashing RED Led on EN2	CCU2EN in N2 Mode and the EN2 ID is not set	See "Set ID" above.
11	Random, odd, unexpected, behavior	Data corruption between EN2s and CCU2EN	Using EZ APS ToolBox, perform a COMMUNICATION TEST with each EN2 and verify no data errors. Also, see "Cannot Login at the EN2" above.
12	When starting a Firmware Update, a pop-up window appears asking to "Restart the Computer - 'Yes' or 'Later'"	The EZ APS ToolBox USB driver was just installed on the computer	Do NOT click on either the 'Yes' or 'Later' option, instead allow the Firmware Update to fully complete. Upon completion click 'Later'.
13	My customer Message does not sound like it does on my computer	1) Incorrect sound recording settings 2) Amplitude not normalized	See "Preparing Custom Voice Messages" (pages 10 and 11) in the Installation Manual.
14	My custom sound Message does not play after uploading	EN2 is not configured for the Custom Message	Configure the Walk Mode Sound to Custom Walk 1.
15	What do the three flashing LEDs in the EN2 mean	They provide diagnostic information	Ask your Polara Distributor for a copy of Technical Brief #1012. The left Led indicate the mode (i.e. Walk, Clearance, or Don't Walk), center Led indicates data communication, and the right Led indicates audio is playing.
16	Is an E-Configurator required for programming, or can the EZ APS ToolBox and USB be used.	It is recommended to have both the E-Configurator and the EZ APS ToolBox during installation.	All tasks can be performed using the EZ APS ToolBox and USB. It is easier to Set IDs using the E-Configurator, but the EZ APS ToolBox is the only way to access the Calendar functions, and other features of the product.
17	Can 120V/220V lighting be run in the same conduit (or cable) as the field wiring to the EN2s?	Yes, it is acceptable to run the EN2 field wires in the same conduit or cable.	The common for the EN2 field wires must NOT be shared with the lighting common. EN2 field wire common and lighting commons are tied together only at the tie point in the cabinet. Also, the EN2 field commons should not be shared between channels (phases).
18	What is the conductor size for the terminal block, and are forks required?	The largest wire size is AWG #12, and forks are not required.	The two terminal black terminal block can use wires sizes from #24 AWG to #12 AWG. The terminal block has integral wire washers, this eliminates the need for forks on the wires.