

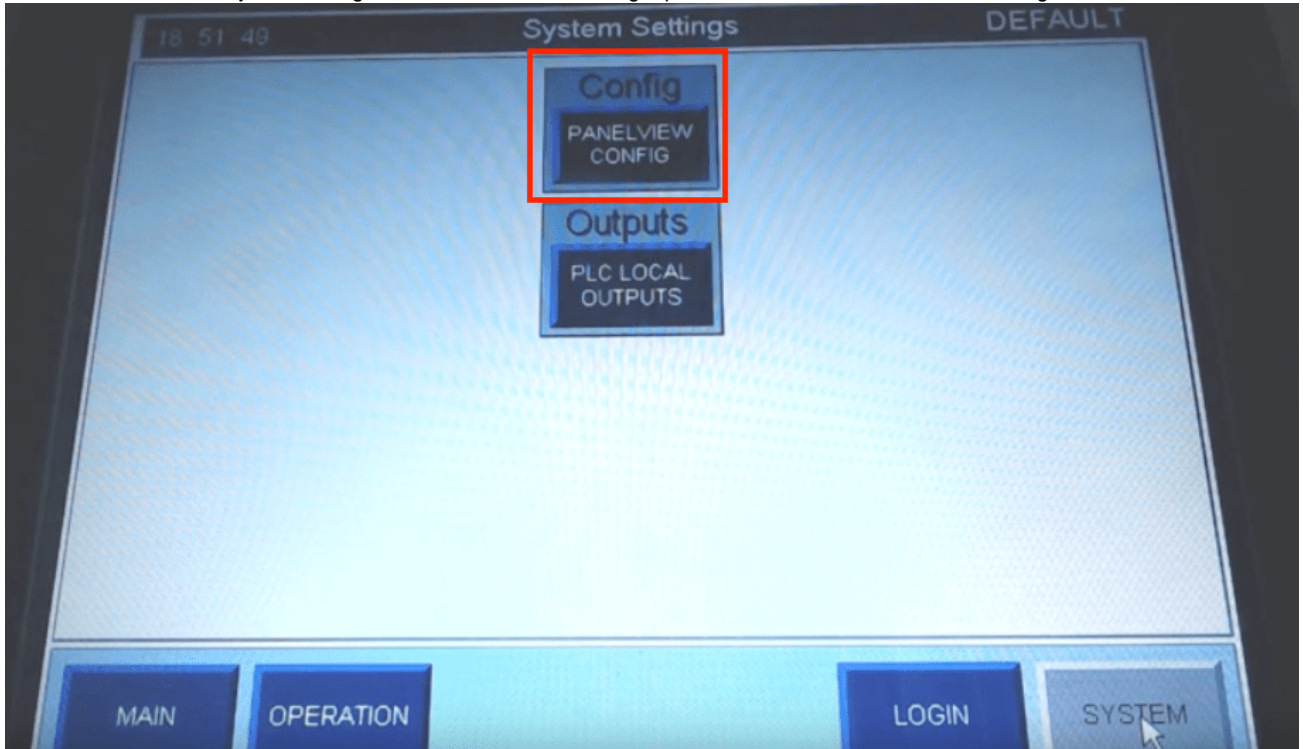
Troubleshooting HMI Connection Issues

These are possible solutions as to why a HMI would fail a connection test.

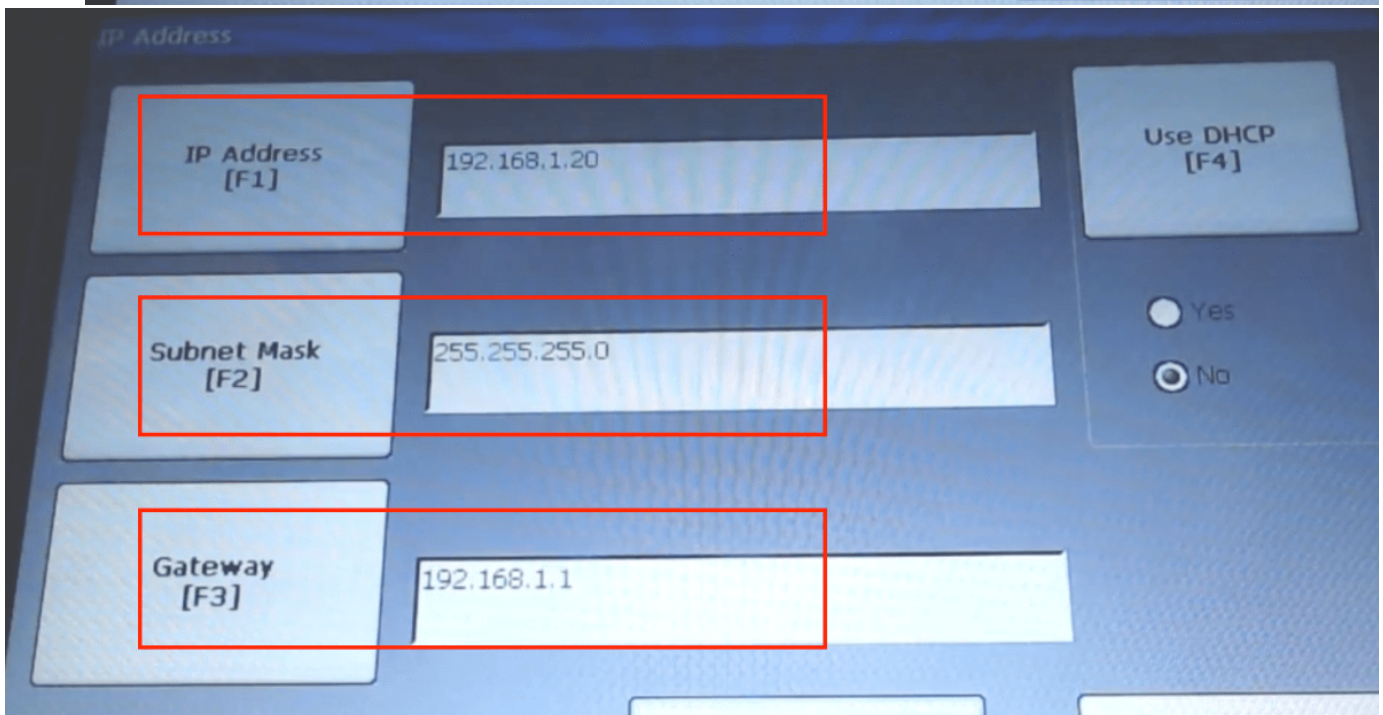
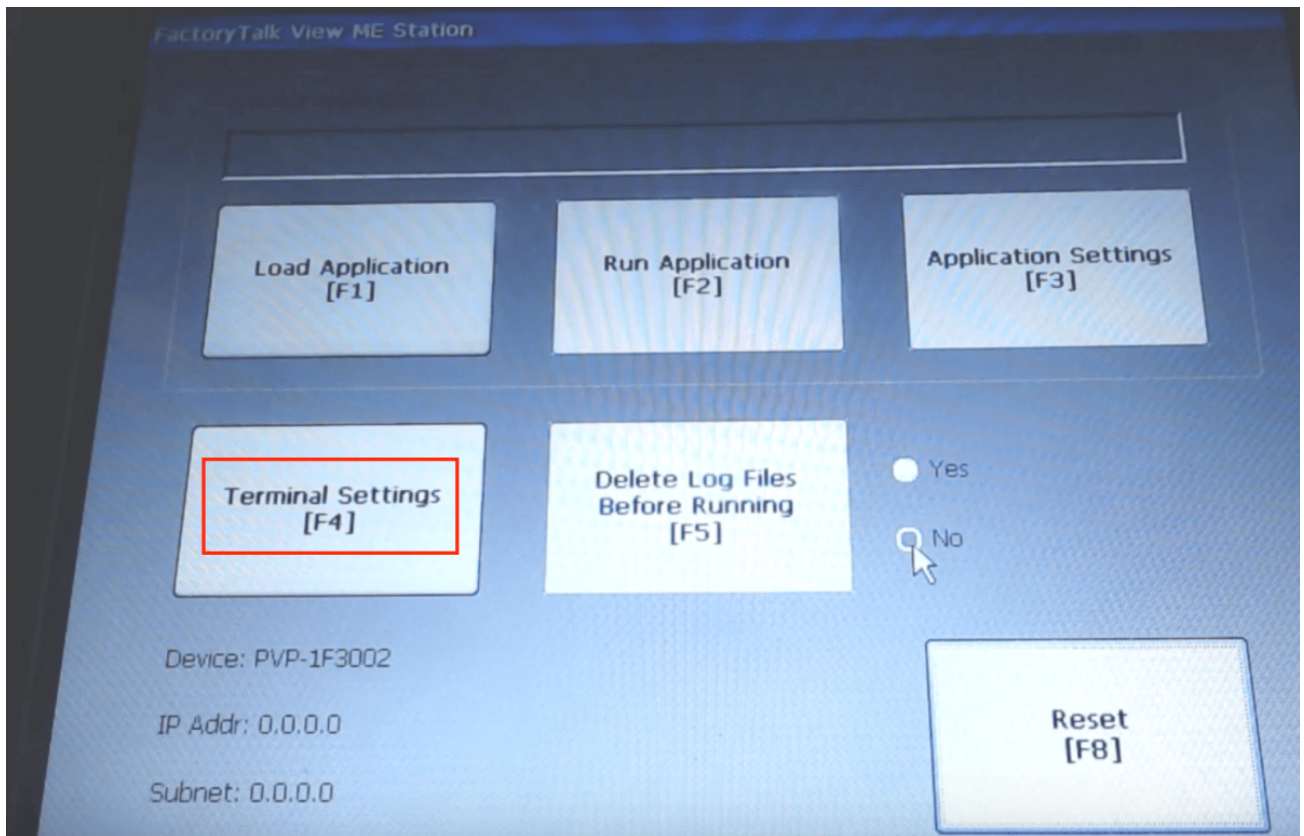
1. The IP address, Subnet Mask, or Default Gateway is setup incorrectly on the HMI or PLC. Ensure the settings are correct for both sides.
2. The wrong ethernet port is used on either the HMI or PLC. Ensure the Ethernet cable is plugged into the correct port on both sides.
3. The Ethernet Switch has a faulty port. Test with a different port on the switch or cycle power to the switch.
4. The Ethernet Cable is damaged. Replace the Ethernet Cable.

Accessing the configuration menu in the HMI:

1. Have the user look for "System settings". There should be a "Config" option that looks similar to the below image



2. Follow the instructions below to reach the network settings:
Terminal Settings > Networks and Communications > Enter > Network Connections > Enter > Network Adaptors > Enter > IP Address



You can choose between automatic DHCP settings or static settings. If static settings don't work, try DHCP and vice versa. You can find the Subnet Mask and Gateway by pinging the IP Address listed in Unit Manager.