Trouble ?

If you have a CM11A :
If you can't get it to communicate on first attempt, or if it WAS working and now it doesn't :   see the next chapter...

Is the serial connection solid?
Are the XTension communications settings right?   (see Preferences)

Are two or more things conflicting with each other?
Are you trying to use the serial port which AppleTalk is using ?

Are you missing X-10 bus events?
Can you send a X-10 command from an X-10 wireless or
  wall switch?   Does it do what it's supposed to but you
  don't see the event on the XTension Log Window ?
If not, then the signal strength of the X-10 module may
  be weak or electrical noise may be affecting the signals.

Are commands getting through?
Can you turn on/off a light?
If so, it says a lot about the setup of XTension and the
controller and the cable...

If not, try putting the lamp or the interface into a different
wall socket and try again.   If it works some places but not
others, then you may need a signal coupler/amplifier
as seen in the home automation catalogs.

Things used to work but don't now...
IF you have had a Mac system failure or something like it:
Take the XTension Preferences out of your System Folder.
(This was an old remedy, it may no longer be valid with 1.7)

IF nothing has happened with the Mac, then it is likely that
something has happened to your home wiring or something
new has been plugged in which is now blocking your powerline
signals.

Where to call

We will be glad to help you understand how to use XTension.
You can find us at :

Phone :   407-349-5960
Email   :   sandhill@shed.com
Snail   :   Sand Hill Engineering Inc.
                Box 517
                Geneva, Florida   32732   USA