### Issue

When multiple AWT210 transmitters are connected to the same Fieldbus host, they do not communicate correctly. This is because, as standard, each transmitter has the same device ID. Therefore, the host is unable to differentiate the transmitters.

The device ID is compiled of the manufacturer ID, device type, and serial number:

- Manufacturer ID: 800 (0x000320)
- Device type: 84 (0x0054)
- Serial number: 3K21000000000
- Device ID: 0003200054_AWT_____3K21000000000

### Solution

Configure each AWT210 transmitter with a unique serial number, to match the serial number of the pH module, the AWT210 housing, or choose your own unique serial number. This updates the device ID, then the transmitters will communicate correctly on the same network.

You can only edit the serial number if you have software version F2.01.01.07 (released March 2022) or later installed on each transmitter.

If you have an earlier software version and you have multiple transmitters on the same network, the Fieldbus module (3KXA877210L0053) will need to be upgraded at the factory, or it will need to be replaced – contact product support (see overleaf) for help.

### To change the serial number:

1. Make sure that the factory reset switch on the Fieldbus module is in the OFF (down) position.
2. Power on the AWT210 with the Fieldbus and sensor modules fitted.
3. Check the software version of the transmitter. **Note.** You must have version F2.01.01.07 or later to continue with this procedure.
4. From the Operator menu, select Configuration then select Service from the Access Levels.
5. Enter the service password if you are prompted. If you have not previously set a password, contact your local ABB service representative for the service password.
6. Select Device Info, then select Serial Number from the list.
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7 Press Edit, then enter a new serial number.
   Use the up/down keys to select the characters, the left key to
to enter the characters, and the right key to enter the
completed number.
   Note.
   The serial number is limited to 16 characters, and it must be
unique on the Fieldbus network.

8 After 5 seconds, perform a power cycle.
   This reinitializes the Fieldbus stack and sets the device ID
   with the new serial number.

3 Product support

Email: instrument.support@gb.abb.com

Acknowledgements
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