

Troubleshooting Guide

LightLEEDer Network Controller- Advanced

LLNC-A Part #97013491

Keypad display blank or frozen

- Is there proper voltage from the transformer? 24vac from Red to Red, 12vac Red to Yellow.
- Is Power Indicator lit? Check Power Switch. If On, cycle power (turn Off, wait 5 seconds, then turn On). If no change, remove all ribbon and Data cables then cycle power and test again. If good, reconnect cables one at a time until problem is found (cycle power during each cable test).
- Remove CPU and shake upside down or blow with compressed air to remove possible metal shavings from panel installation.
- Swap Keypads with known good CPU, if available.

Communication Issues

- Are all the Panels addressed correctly?
- Are Data Cables connected to correct In/Out ports and seated properly?
 - Test Data Cables for damage and verify data cables are terminated properly (T568B standard) using a cable tester.
- Can you use “Remote Panel” feature to access other CPUs?
 - Make sure all Panels are powered on.
 - Verify that Networking is enabled on all Panels.
- Do the configured LightSync devices appear as “Connected”?

System running slowly

- Are there LightSync Devices configured that are not in the system? The Network and Local switch ports will continually search for all configured devices. Remove excess from configuration.
- Clear Memory, reload Configuration, and test.

