

TECHNICAL BULLETIN

TB # 0317.1

DATE: December 5, 2017

PRODUCT: Residential Elevators

SUBJECT: Technical Bulletin – Remote Monitoring Module – LED Status Indicator

The following list shows the common LED status indicators of our residential remote monitoring module.

Breathing cyan: (LED glow increases and decreases slowly)

- Connected to internet and cloud server.
- Module is fully functional.

Blinking cyan: (Rapidly flashing cyan)

- Connected to cellular service and attempting to connect to cloud server.
- May take up to a minute to connect to cloud server.
- Once connected to cloud server, LED status changes to breathing cyan.

Flashing green: (Steadily flashing green twice a second)

- SIM card is active and attempting to connect to cellular service.
- May take up to 1 minute to connect to cellular service in most cases.
- May take up to 5 minutes in rare cases due to long period of inactivation.
- Once connected to cellular service, LED status change to blinking cyan.

Any white pattern: (Either flashing or breathing white light)

- Module is awake, performing internal system check.
- Usually changes from white to other status within 20 seconds.
- Module may be defective if it displays a long period of white LED status.
- Once module performs system check, the LED status changes to flashing green.

Module Error Status Indicators: If persistent, the following LED colors indicate that attention is required;

Flashing dark blue: (Steady flashing dark blue twice per second)

- Module in listening mode, not detecting the SIM card.
- Module may be defective if it displays a long period of dark blue LED status.

Any magenta pattern: (Either flashing or breathing magenta)

- Module receiving new firmware update and is in “safe” mode.
- Updating the module usually takes less than one minute.

Any red pattern: (Several red flashing patterns)

- Any red LED blinking or flashing indicates a cellular connection failure.
- Flashing red two times indicates an internet connection failure.
- Flashing red three times indicates the cloud server is unreachable
- Flashing orange means bad handshake connection.