DIGIAIR PRO 3

TROUBLESHOOTING

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Troubleshooting

Interpreting the LEDs

The LEDs provide summary information as to the state of the device is. For further information go to [My Base.](#)

○	LED off
◓	Red Flashing
●	Red Solid
◓	Amber Flashing
●	Amber Solid
◓	Green Flashing
●	Green Solid

Figure 10 - LED Key

As the DigiAir Pro 3 powers up for the very first time it will run through its commissioning process. You will need to wait for LEDs 1, 2 & 3 to go green before the unit reboots.

LED 1	LED 2	LED 3
○ No power	◓ No comms	◓ No comms
◓ Power start up	● 1 path comms (dual-path systems)	◓ Comms path found
● Power on		● Commissioning server found. Contacting alarm server
		● Fully commissioned

Figure 11 – Commissioning LEDs

Once commissioned, the unit will return to its quiescent/normal state. LED 3 should be visible and LEDs 1 & 2 will be off. LED 3 will show you whether the unit has any errors or is transmitting data.

LED 3

🔴
Red: Internal error (not commissioned or configuration error) – please contact Tech Support
🟠
Flashing Amber: Communication error – please press Button A for more details
🟢
Green: Device is operating normally
🟢
Flashing Green: Device is operating normally and transmitting or receiving data

Figure 12 - Quiescent/Normal State LEDs

From the quiescent/normal state, press button A. Only LED 1 will show.

LED 1
🔴
No signal / SIM not ready or LAN not connected
🟠
Registering / Signal is unacceptable / LAN connected but cannot transmit data
🟢
Signal is acceptable (3/10) but could be improved
🟢
Signal 4/10 (or above) or LAN connected

Figure 13 – Connectivity Section

There are 2 additional LEDs shown as PNL and ETH.

LED	DESCRIPTION	LED DESCRIPTION
PNL	Serial connection to panel	⚪ 🟢 🟠 Indicates if any of the serial connections to a panel are in use. If the LED is flashing green, data is being transferred. This LED will not be lit if there is no serial integration to the panel.
ETH	LAN connection to customer's network	⚪ 🟢 🟠 Indicates if there is a LAN connection to the customer's router. If the LED is flashing green, data is being detected on the local link. This LED will not be lit if there is no physical LAN connected.

Figure 14 – Additional LEDs

RADIO ONLY TROUBLESHOOTING

Q. How can I fail my signalling paths without having to disconnect them?

A. To fail each path, from Quiescent/Normal state, press Button A. Press and hold B for 5 seconds to fail the primary path. The path will stay in fail for 15 mins unless you tap B again to restore the path.

Q. How can I check the signal strength of each radio module?

A. You can check the signal strength of the radio module on a commissioned device via the [My Base App](#). Alternatively, when in the quiescent/normal state, you can press button A to toggle to the connectivity menu. Once there, LED 1 (first path) will show you the signal strength. We recommend a solid green LED (40% or 4/10 and above).

Q. Does my unit have a roaming SIM?

A. Yes, all DigiAir Pro 3 Radio devices come with 2 Roaming 4G SIMs

Q. My signal strength is 30% (3/10) or less or my LED is orange/red. What can I do to improve it?

A. You can improve this by:

• Avoiding coiling the aerial cable
• Moving the aerial away from electrical equipment/wiring
• Moving the aerial to a higher point in the property or closer to a window/door

LAN TROUBLESHOOTING ONLY

Q. Why is my LAN path not working if my ETH LED is flashing green?

A. This means the device can see it is connected to the customer's router but there is a network configuration error. This type of fault can be due to the below:

• The network administrator has not amended the firewall rules as required. The required information can be found in the "Customer IT Survey Form" on [the installer zone](#).

• If the device requires static IP addresses and these have not been added to the "Edit LAN Config" section of My Base. As standard the site records are setup with DHCP.

Q. Why is my ETH LED not flashing if I have connected the ethernet cable to the device?

A. This means the device is not able to see a physical connection. We would advise testing the RJ45 ethernet cable and also making sure the port the cable is plugged into is live and not disabled/suspended.

Q. Does my device require static IP addresses?

A. No, it will also work with DHCP.

Q. Does the DigiAir Pro 3 support any type of negotiation speed?

A. No, the DigiAir Pro 3 will only support negotiation speeds of up to 100Mbps.