DUALCOM PRO 4

TROUBLESHOOTING

DualCom Pro 4

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)	Red Flashing
● (red)	Red Solid
◑ (amber)	Amber Flashing
● (amber)	Amber Solid
◑ (green)	Green Flashing
● (green)	Green Solid

Figure 10 - LED Key

As the DualCom Pro 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	◑ (red)	No Comms	◑ (red)	No Comms
◑ (red)	Power Start Up	● (amber)		◑ (amber)	Comms Path Found
● (green)	Power On	○		● (amber)	Commissioning server found. Contacting alarm server
○		○		● (green)	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	
🔴	Error found on the device (no commissioning performed)
◑	No errors found and the device is currently transmitting or receiving data
🟢	Operating Normally

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 is 1 additional LED labelled as PANEL.

LED	DESCRIPTION		LED DESCRIPTION
PANEL	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.

Figure 15 – Additional LEDs

Radio Troubleshooting

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

- Avoid coiling the aerial cable
- Move the aerial away from electrical equipment/wiring
- Move the aerial to a higher point in the property or closer to a window/door
- Purchase and fit a high gain antenna

LAN Troubleshooting

Why is my LAN path not working if my Ethernet Adapter LED is flashing green?

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.

Please refer to "Checking The Installation", Verifying the LAN connectivity for extra diagnostics.

Does my device require static IP addresses?

No, it will also work with DHCP.

Does the DualCom Pro 4 support any type of negotiation speed?

No, the DualCom Pro 4 will only support negotiation speeds of up to 100Mbps.