

Tech Tips



Problem: Far right Amber LED on Keypad is on, what does that mean?

Product: ScramblePad / ScrambleProx

Explanation: The ScramblePad / ScrambleProx keypad has four LED's at the bottom of its display. If the far right amber LED is on this means there is a communication failure between the keypad and the Hirsch Controller.

Trouble shooting steps: This communication failure can be easily verified. First thing you want to check is to make sure the data lines are not crossed (Data A and Data B) between the keypad and the controller. Once this has been verified you can try and recycle power to the ScramblePad. If the Amber LED remains ON then the next step would be to cycle power to the controller. If the problem continues it would be recommended to wire the keypad directly to the controller eliminating any wiring issues between controller and keypad. If at this point the amber LED continues to be ON contact Tech support for further assistance.