

# KEEPAD TROUBLESHOOTING

Problem	Solution
The KEEpad has the batteries inserted but it does not wake up.	Check if there is the factory plastic in the battery holder or if the batteries are empty.
The KEEpad wakes up but can not be programmed to the receiver.	Check the distributor code and installer code from both devices.
I do not find out the white label with the information of the device to know the distributor code.	Remove the bottom part of the KEEpad and open it, you will find out the white label on the electrical board next to the batteries.
The KEEpad is installed properly but it is not detected by the receiver and they have the same distributor and installer codes.	The nominal activation distance is 100 meters in open field, check it.
I would like to send 4 signals to the receiver with the KEEpad.	The KEEpad only has 3 channels, as it's designed for a residential application: C1=Start-C2=Courtesy Light-C3=others.
I am trying to program more than 1 password for different users to activate the same door but it is not possible. The old one is erased.	Only 1 password can be programmed on each channel.
The vibrator is not working.	Check if the battery icon is light ON, if yes the batteries are near to be empty
I am trying to change the master code but it is not possible.	The master code is fixed from factory.
I am trying to change the batteries but I do not know how to do it.	Remove the bottom part, change the batteries and install the bottom part again.
I would like to change the password and it is not possible.	You need the master code to do it.
The KEEpad was working and now it is not activating the receiver. The batteries are ok, the vibrator is ok. The other remotes are activating the receiver.	The KEEpad is broken, change it by a new one.