

IXIO Troubleshooting

LED-SIGNAL	LCD	CAUSE	SOLUTION
E1  The ORANGE LED flashes 1 x.		The sensor signals an internal fault.	<ol style="list-style-type: none"> Cut and restore power supply. If orange LED flashes again, replace sensor.
E2  The ORANGE LED flashes 2 x.		The power supply is too low or too high.	<ol style="list-style-type: none"> Check power supply (in the diagnostics menu of the LCD). Check wiring.
E4  The ORANGE LED flashes 4 x.		The sensor receives not enough IR-energy.	<ol style="list-style-type: none"> Decrease the angle of the IR-curtains. Increase the IR-immunity filter (values >2.8 m). Deactivate 1 curtain.
E5  The ORANGE LED flashes 5 x.		The sensor receives too much IR-energy.	<ol style="list-style-type: none"> Slightly increase the angle of the IR-curtains. Decrease the IR-immunity filter (values 1-3 <2.8 m).
E6  The ORANGE LED flashes 6 x.		The sensor is disturbed by external elements (lamps, weather, etc).	<ol style="list-style-type: none"> Try to eliminate the cause of disturbance (exchange lamps, use rain accessory, make sure that the door controller housing is properly grounded).
E6  The ORANGE LED flashes 6 x.		The radar sensor output is faulty.	<ol style="list-style-type: none"> Replace sensor.
E7  The ORANGE LED flashes 7 x.		The internal test of the radar is disturbed.	<ol style="list-style-type: none"> Change radar field angle. Launch a quick setup. If orange LED flashes again, replace sensor.
E8  The ORANGE LED flashes 8 x.		The IR-power emitter is faulty.	<ol style="list-style-type: none"> Replace sensor.
E9  The ORANGE LED flashes 9 x.		The internal reference of the radar is faulty.	<ol style="list-style-type: none"> Replace sensor.
 The ORANGE LED is on.		The sensor encounters a memory problem.	<ol style="list-style-type: none"> Cut and restore power supply. If orange LED lights up again, replace sensor.
 The RED LED flashes quickly after an assisted setup.		The sensor sees the door during the assisted setup.	<ol style="list-style-type: none"> Move the IR-curtains away from the door. Install the sensor as close to the door as possible. If needed, use a bracket accessory. Launch a new assisted setup. Attention: Do not stand in the detection field!
 The RED LED lights up sporadically.		The sensor vibrates.	<ol style="list-style-type: none"> Check if the sensor is fastened firmly. Check position of cable and cover.
 The RED LED lights up sporadically.		The sensor sees the door.	<ol style="list-style-type: none"> Launch an assisted setup and adjust the IR-angle.
 The RED LED lights up sporadically.		The sensor is disturbed by external conditions.	<ol style="list-style-type: none"> Increase the IR-immunity filter to value 3 (< 2.8 m). Select presetting 2 or 3.
 The RED LED lights up sporadically.		The sensor is disturbed by rain and/or leaves.	<ol style="list-style-type: none"> Select presetting 2 or 3. Increase radar-immunity filter.
 The RED LED lights up sporadically.		Ghosting created by door movement.	<ol style="list-style-type: none"> Change radar field angle.
 The RED LED lights up sporadically.		The sensor vibrates.	<ol style="list-style-type: none"> Check if the sensor and door cover is fastened firmly. Check position of cable and cover.
 The RED LED lights up sporadically.		The sensor sees the door or other moving objects.	<ol style="list-style-type: none"> Remove the objects if possible. Change radar field size or angle.
 The LED and the LCD-display are off.			<ol style="list-style-type: none"> Check wiring.
 The LED and the LCD-display are off.			<ol style="list-style-type: none"> Check output configuration setting. Check wiring.



Motion detection



Presence detection



LED flashes



LED flashes quickly



LED is off