

TROUBLESHOOTING OF ACCESS HUB COLOR MEANINGS.

RED

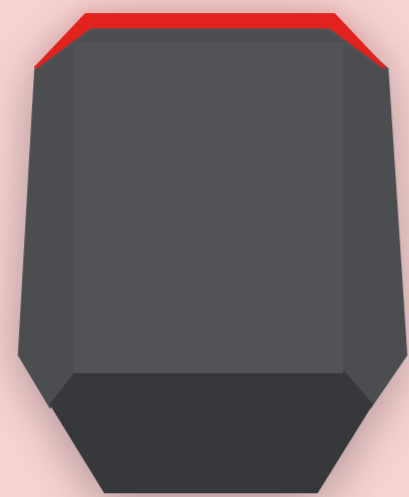
Access Hub is red.

MEANING

The door is locked

SOLUTION

The Access Hub is working as expected.



BLINK RED

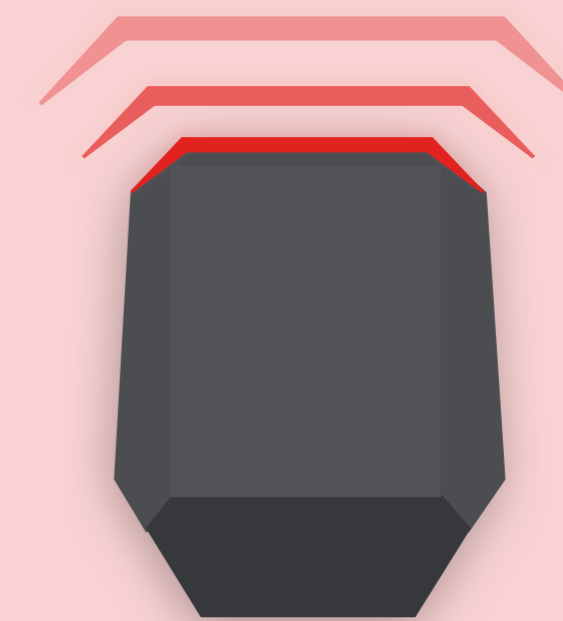
The Access Hub blinks red three times when attempting to use of the app or an access card. It returns to red but the door doesn't open.

MEANING

The user doesn't have permission to unlock the door.

SOLUTION

The Operation Manager needs to adjust access rights for the user (if applicable).



DARK BLUE

The LED switches from green to dark blue.

MEANING

The room is booked by a user.

SOLUTION

The Access Hub is working as expected.



LIGHT BLUE

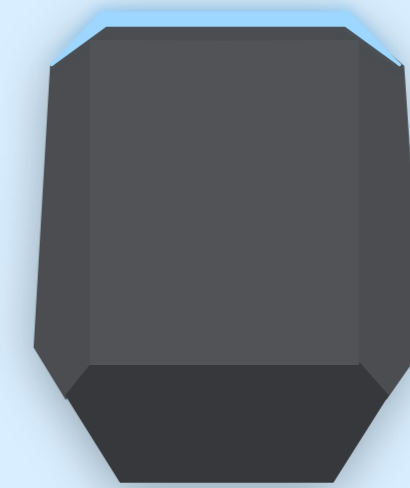
The Access Hub is light blue (very dim).

MEANING

The software is incompletely loaded.

SOLUTION

Contact Sensorberg.



WHITE

The Access Hub changes to white when opening with app or card and then returns to its previous color. The door doesn't open.

MEANING

The Access Hub is functioning correctly. There may be an issue with the door opener or lock.

SOLUTION

Check if the door opener is correctly cabled to the Access Hub. If it is, check with your electrician to confirm whether there is an issue with the door opener.



NO LIGHTS

The lights are off.

MEANING

The Access Hub has no power.

SOLUTION

Contact Sensorberg.



PURPLE BLINK

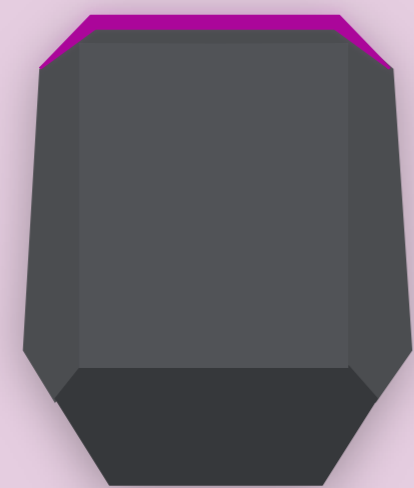
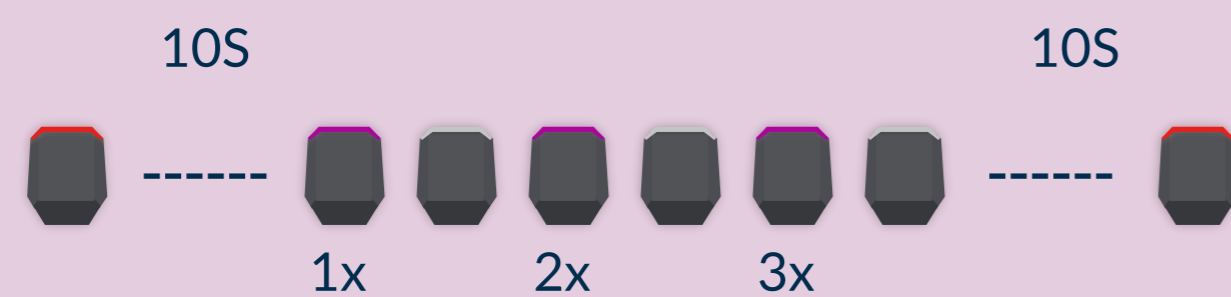
The Access Hub blinks purple 3X.

MEANING

The touch controller or NFC cables may be broken.

SOLUTION

Contact Sensorberg.



PURPLE BLINK

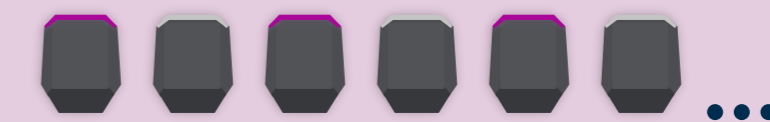
Access Hub blinks purple repeatedly.

MEANING

The Access Hub is offline or the network is incorrectly configured.

SOLUTION

Contact Sensorberg.



GREEN

The Access Hub is green.

MEANING

- This is a passage door that is opened by pressing the Access Hub.
- This is a free bookable room.

SOLUTION

The Access Hub is working as expected.

