

<b>! ISSUE</b>	<b>! MOST COMMON CAUSE</b>	<b>+ REMEDY</b>
<b>Will not enter set up</b>	➤ <i>Pressing the wrong SW1 button</i>	Verify that the SW1 button on I/O board is being pressed, ensure ribbon cable is fully seated.
<b>Red light goes solid on setup</b>	➤ <i>Drive is set to Manual/Night Mode</i>	Toggle between Manual and Automatic on ON/OFF/HOLD OPEN switch and try again. Turn on DIP 3, toggle between Night Mode and Automatic, Turn off DIP 3 and try again.
<b>Receiver not working</b>	➤ <i>Receiver not wired properly</i>	Terminate Common and -24V to 7/8/18/29, +24V to 9, and NO to 10/11
<b>Issues opening/closing door</b>	➤ <i>Arm installed improperly/stack pressure/wind</i>	Verify that arm is installed properly, set DIPs 1/2/8/9 as needed
<b>Door opens but will not close</b>	➤ <i>Torpedo sensing before fully open/Set up is not done</i>	Turn on DIP 7
<b>Door difficult to push open</b>	➤ <i>Arm installed improperly/Closed door force is on</i>	Verify that arm is installed properly/turn off DIP 1
<b>Stack Pressure/wind</b>	➤ <i>Dip switches and preload not set/Need doorstop or windbreak</i>	Adjust preload/set DIPs 1/8/9 as needed/install floor stop or wind break
<b>No changes take effect</b>	➤ <i>Amber light is on/not pressing button to confirm changes</i>	Verify that SW1 on logic board is being pressed and amber LED is extinguishing to confirm setting changes
<b>Will not setup/open manually</b>	➤ <i>Wrong drive/arm configuration</i>	Verify that operator is installed in correct configuration/correct arm is being used for application
<b>Torpedo not working</b>	➤ <i>Torpedo not wired properly</i>	Verify that Torpedo is terminated correctly, and corresponding jumper is removed

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## SW 10/19 Most Common Issues



**Customer Service: 800-474-3667**



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