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Keypad for Garage Doors – Troubleshooting Chart

1.) **PROBLEM:** _____

2.) **Do other transmitters & wall buttons work?** _____ (If yes, go to #3.)

2a.) Check the circuit breaker, fuse, plug-in, & reset button on the garage door opener. _____

2b.) Retry all of the above if you change anything.

3.) **Does the inside Control Box open door?** _____ (If yes, go to #4.)

3a.) Check & replace batteries if necessary _____ Now retry. _____ (If yes, go to #4.)

3b.) Hear a CLICK? _____ (If no, unit will be replaced.)

3c.) Touch wires leading to the opener together. _____ Work? _____ (Try **C**ontrol **B**ox **P**ush **B**utton again.)

Check wire for breaks & staples. _____

Strip wire back and re-insert. _____

Put wires back in & try. _____

4.) **Does the Key Pad have lights?** _____ (If yes, go to #5.)

Check RJ11 Connection. _____

Loosen Control Box - don't pinch telephone wire. _____

5.) **Reprogram code.** _____ Is programming switch *already* in the "ON" or "PROGRAM" position? _____ (If yes, go to #5b.)

5a.) Switch to "ON" or "PROGRAM" _____

5b.) Press "ENTER" _____ Was there a *one-time single flash*? _____ If yes, to #5c. If no, repeat #5b.

5c.) Enter each number in the code, making sure a red light appears with each press of the button.** (**If you notice any numbers not lighting when pressed, find numbers that work, and then reprogram code.)

5d.) Press "ENTER" _____ Was there a rapid flash like a flutter? If no, repeat steps 5b. - 5d.

5e.) Switch to "OFF" or "OPERATE". _____

6.) **Try code.** _____ **Did door operate?** _____

Try entering code and then "ENTER" "ENTER". _____ Did door operate?_____

7.) **If you get a STEADY BLINKING LIGHT, then turn on and off the switch 2 or 3 times and try again.**