ButterflyMX

Keypad Troubleshooting Guide

Does it light up?

(Give it a full minute to boot)

Yes

No

Does a PoE tester (or a known-good PoE device) indicate that 37- 57V reaches the Keypad location?

Yes

No

Installer must investigate power distribution.

Possible failure points:
- Physical cable
- POE injector/switch/router
- Network connection

Back to Start

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Back to Start

Keypad is receiving power.

Is it persistently flashing red?

Yes   No

Keypad is receiving power.

Next

Is it flashing yellow for more than 2 minutes?

Yes

No

Is it lit up solid white?

Yes

No

Press any key, does it respond by flashing/audio feedback?

Yes

No

Installer must contact Support.

E: support@butterflymx.com
P: (517) 480-6579 ext 2
Mon-Fri 6am-10pm EST

Device Working As Expected

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It's offline.

Installer must test the network -- connect a known-good device (e.g., laptop or "golden keypad").

Does the known-good device get an internet connection?

Yes

No

Installer must investigate network. Possible issues:

| Physical cabling fault? | POE injector/switch/router failure? | Network issue? |

Back to Start

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