IQ PANEL 4 NOT POWERING UP OUT OF BOX

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RE: IQ PANEL 4 NOT POWERING UP OUT OF BOX

Overview:

In some cases, an IQ Panel 4 may not boot up after applying power if the panel is in a low or discharged battery condition due to the panel battery discharging for an extended period after being manufactured.

Please follow the troubleshooting guide below to boot the panel at the time of install when the battery is low.

Troubleshooting:

Case	Probable Cause
There is no feedback from the panel after pressing the power button. The display and LEDs do not show.	The panel battery is likely discharged. 1. Check that the battery cable is properly inserted into the connector. 2. Insert the AC power plug into the appropriate connector. 3. The LEDs should begin to flash Red, indicating the panel is charging. The LEDs may remain flashing for up to 30 mins while the panel charges. The panel will boot once it receives sufficient charge.
After the charger is inserted and the power button has been pressed and there is no feedback from the panel. The display and LEDs do not show.	The panel battery is likely deeply discharged: 1. Unplug the battery, unplug the AC power. 2. Reconnect the battery only. 3. Insert AC power plug, wait 5 seconds and then remove. Repeat this up to 10 times until the LEDs continually flash Red indicating that the battery is charging. 4. The LEDs may remain flashing for up to 30 mins while the panel charges. The panel will fully boot once it receives sufficient charge. *Note: If the LEDs stop flashing Red and the panel does not boot, go back to the previous step (Step 3).*