

# Setra PIB RF500 Transmitters - Troubleshooting Guide

Issue 1 – 09/08/2024

## Introduction

The following guide highlights the most common issues with Transmitters and should allow you to complete some local self-diagnostics before contacting Setra for more help. Setra Technical Support may well have provided you with this document to help you diagnose your Transmitter issue.

The RF500 Transmitters are ostensibly Battery operated but those designated as 'meshing' will be mains powered via the SRF520 PSU. If mains power is removed, then the Meshing Transmitters will run for approximately one hour before switching off Meshing facility. If power is returned, then the Meshing Transmitters will switch back on automatically.

**Note – RF500 is often an expensive system to have installed but if maintained and looked after by knowledgeable staff, the vast majority of issues can easily be resolved without the need to contact Setra. Using this guide and others available, you can learn more about the most common issues with the Transmitters.**

## Contacting Setra

When contacting Setra please include all relevant information with your enquiry so that we can offer the best possible help. Using e-mail is the best way to contact us as this is being reviewed all the time and we'll get back to you as soon as we can. Note – Outside of UK office hours, weekends, and Bank Holidays, replies may be delayed.

For Technical Support write to [uktechnical@setra.com](mailto:uktechnical@setra.com)

And for all Onsite related queries please write to [ukonsite@setra.com](mailto:ukonsite@setra.com)

## Contact Us

TGA Industries West Control Solutions Trading as Setra UK

Unit 5 The Hyde Business Park, Brighton, East Sussex, BN2  
4JU

E-mail [UKSales@setra.com](mailto:UKSales@setra.com) for UK and International Enquiries

E-mail [UKTechnical@setra.com](mailto:UKTechnical@setra.com) for Technical Support

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## The most common Transmitter faults are listed below.

### Transmitters are showing as 'No Signal'

Transmitters showing 'No Signal' are usually transient issues with the Wireless Connection, which will normally resolve themselves automatically. If this does not happen and Transmitter(s) remain 'No Signal' for an extended period, please check the following.

1. Are the local \*Meshing Units working as expected and not indicating any Error Messages?
  - a. Please check and clear any issues with \*Meshing Units before exploring further, including flat battery, mains disconnected or not working, check the PSU is plugged in to the Tx and the AC Mains.
  - b. Visit the Transmitters and confirm that locally there are no unexpected Error Messages.
  - c. If there are Error or Code Messages, please see below for further advice.
  - d. Check the condition / fitment of the Antenna to ensure it is secure and undamaged.
  - e. Check that the location of the Meshing Unit is unchanged and that it's Radio Connection is not otherwise blocked by obstacles that were perhaps not there previously.
  - f. Are Doors in the area closed that would otherwise have been open before?
2. Check the status of the Transmitter. Is it showing Flat Battery or is the LCD Blank? If yes, then this is the mostly likely cause of the No Signal Issue. Please replace the battery as soon as possible, see separate guide on battery replacement.
3. Check to ensure that Transmitters have not been physically moved, thus moving them out of range of the Gateway.
4. Try moving Transmitters closer to the Gateway to see if this improves the situation.
5. Try fitting High Gain antennas to the Transmitters showing No Signal.
6. Check the condition / fitment of the Antenna to ensure it is secure and undamaged.
7. Try making other Transmitters locally Meshing, by powering them up with an SRF520 PSU.

\*Meshing Units are usually those with High Gain Antennas and Mains Powered with the SRF520 PSU. Note they are often set to Backbone on the Gateway, but this is not essential for purposes of Meshing the Radio Signals, although it does help.

### Transmitters showing Flat Battery

Any transmitters showing as Flat or Low Battery should have their Battery replaced as soon as possible, see separate guide on battery replacement. Only use approved batteries in your Transmitters. Search for 'LSH 14', Heavy Duty or 'LSH 14 Light', Standard Battery, online to purchase the correct battery. Note although other Lithium 'C' cells may work they might provide poor battery life.

Please [Click Here](#) for help with sourcing new Batteries for your RF500 Transmitters.

### Transmitters with Error or Code Messages

If you have Transmitters with other error messages, please refer to the links below for further help and advice....

[Click Here](#) to Visit the Comark Website for LCD Codes Explained

[Click here](#) to Visit the Comark Website for LCD Error Messages Explained

### Transmitters with Error ending XX4

If the Transmitter shows Errors ending in XX4 this means that the Radio Board has crashed in the Transmitter. This cannot be resolved by yourself and the Transmitter either needs to be returned to Service for repair. Please [Click Here](#) to download the RMA Quote form and Instructions.

### My Transmitter says 'Period?'

If your Transmitter shows Period? Either because of completing Task and Data Retrieve or in normal use then please re-task the Transmitter and the error should clear. Please [Click Here](#) to download a Copy of the Manual for the Gateway, Page 49 refers.

If the error does not clear, please contact Setra via [uktechnical@setra.com](mailto:uktechnical@setra.com) for more assistance.

### My Transmitter has a Sensor Fault

If your Transmitter is indicating a Sensor Fault, then this is most likely due to a damaged or open circuit probe. Please check the probe to ensure it is correctly connected and check the lead for damage. If necessary, replace the probe.

### My Transmitter has an Unknown Task Fault

If your Transmitter is showing Unknown Task Fault on the Dashboard, then please re-task the transmitter and confirm that the fault clears. Please [Click Here](#) to download a Copy of the Manual for the Gateway, Page 49 refers.

### My Transmitter has an Unknown Period Fault

If your Transmitter is showing Unknown Period Fault on the Dashboard, then please re-task the transmitter and confirm that the fault clears. If not, please contact Setra via [uktechnical@setra.com](mailto:uktechnical@setra.com) for further assistance.

### I've just received a Transmitter back from Service and it won't connect to my Gateway.

If you have just received a Transmitter back from Service and it does not automatically re-connect to the Gateway it might be because the Radio Board was replaced. Please select **Administration – Hardware – Reset** and wait for the Gateway to re-boot.

Provoke the Transmitter with an SRF525 key to force a radio session. Confirm that the Transmitter Re-connects.

It may come up with a Code 400 Error, or a Period Fault, in which case you will need to Re-Task it. Please [Click Here](#) to download a Copy of the Manual for the Gateway, Page 49 refers.

Your other Transmitters will connect over the next couple of hours as the wireless system re-builds itself.

## Other Faults/Issues

### Antenna is Broken/Loose/Missing Parts

If the Transmitter Antenna is Broken/Loose or missing parts, then it is fair to say it needs to be replaced. There are two sizes of Antenna, small for regular battery-operated Transmitters and a larger one for Meshing Units. Please contact Setra via [uktechnical@setra.com](mailto:uktechnical@setra.com) for further assistance.

### The Door/Switch and Mains Connector are pushed inside the Transmitter Body

In rare occasions, it's possible that the Mains and Door Switch Connectors have been pushed into the body of the Transmitter. This is not normally fixable on site and the transmitter will likely have to be returned to Norwich for repair. Please contact Setra via [uktechnical@setra.com](mailto:uktechnical@setra.com) for further assistance.

### Unknown Reset in the Audit Trail

If the Transmitter is being flagged in the Audit Trail for Unknown Resets or constant Clock Resets it is likely that the Transmitter is faulty and needs to be repaired. Please contact Setra via [uktechnical@setra.com](mailto:uktechnical@setra.com) for further assistance.

### The Transmitter Display is Resetting

If the Transmitter LCD is showing a reset condition, i.e., the Transmitter Type is displayed followed by a Checksum and repeat then it is likely that this Transmitter needs repair. Please contact Setra via [uktechnical@setra.com](mailto:uktechnical@setra.com) for further assistance.

Thank you.