Troubleshooting

Issue	Cause	Action to take
False Alarming	The polish kit was not applied to the back of the device.	Remove the device and apply the polishing kit.
	Power Connector is not fully plugged into the sensor or the device.	Confirm Power Connector is fully plugged in.
	Sensor Cable not fully plugged into sensor.	Confirm sensor cable is fully plugged in, there should be a quick "click" sound when fully engaged with the sensor.
False Alarming (Apple Watch Solution)	Tray sensor not properly secured to sensor / screws on sensor not fully tightened.	Confirm the correct length screws are been used, the screws that come with the hoop sensor (not the ones that come with the harness bands).
	Sensor Cable not fully plugged into sensor.	Confirm sensor cable is fully plugged in, there should be a quick "click" sound when fully engaged with the sensor.

inVue

Troubleshooting

Issue	Cause	Action to take
Not getting a gold LED on sensor	Sensor has not been coded with an active OneKEY.	Place a coded OneKEY on the IR Lens of the sensor and press the button. There will be a "chirp" confirming the code has been transferred to the sensor. LED on the sensor will turn solid gold after 30 seconds of been coded with a OneKEY.
	Sensor Cable not fully plugged into sensor.	Confirm sensor cable is fully plugged in, there should be a quick "click" sound when fully engaged with the sensor.
Device not Powering	Power supply not providing power.	Confirm stand's power cable is fully plugged into the power supply and that power cable YC is fully plugged into power supply. Switch to another power outlet if necessary to discard power outlet issues.
Can't remove the sensor cable from the sensor	Sensor cable requires a lot of force to remove.	Place the magnet key onto the flat area above the lockdown screw. Slide magnetic key in towards the sensor cable and up the radius of the neck of the sensor, push cable in slightly and pull the cable free from the sensor.