PORTALP USA

DIVA RS Flex & **SYNERGY** RS Flex

OWNER'S MANUAL

Affix the **QR code** ▼

PORTALP
Automatic Doors & Building Access Control

*WWW.**PORTALP.COM***

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TABLE OF CONTENTS

⚠ CAUTION

An Improperly Adjusted Door can cause injury and/or equipment damage.

Inspect door operation daily using safety checklist in Owner's Manual and at door.

- Have door adjusted as described in Owner's Manual.
- Safety devices should be in place and operational.
- Have door inspected at least annualy by an **AAADM Certified Inspector.**

In the following manual, the word:

- **CAUTION** means that injury or property damage can result from failure to follow instructions.
- **NOTE:** is used to indicate important steps to be followed or important differences in equipment.

To Our Customers   1.2

The purpose of this manual is to familiarize you with your automatic door system. It is essential that you "know your system" and that you recognize the importance of maintaining your door system in compliance with the industry standards for safety.

It is your responsibility, as owner or caretaker of the equipment, to inspect the operation of your door system on a daily basis to ensure that it is safe for use by your invitees, customers, or employees.

This manual will provide you with a description of the operation and maintenance requirements of your door. It also provides the instructions for the Daily Safety Check.

Should the door fail to operate as prescribed in the Daily Safety Check, or at any other time for any other reason, **do not attempt to repair or adjust the door.** Call an AAADM Certified service technician. These technicians are trained to service your door in accordance with applicable industry safety standards.

Service Availability   1.3

Should you need service on your door system, consult the respective door manufacturer or its authorized representative.

Compliance with Safety Standards   1.4

Your door system was designed to the latest operating and safety standards. In order to ensure the continued safe operation of your door, it is important that:

- Your door system be maintained in compliance with the standards of the industry.
- Proper decals and labels be applied and maintained on your doors. If decals are removed or cannot be read, request labels to be replaced when calling for service.
- All doors should be checked by an AAADM certified inspector at least annually.

AAADM, the **American Association of Automatic Door Manufacturers**, has established a program to certify automatic door inspectors. Through this program, the inspectors are trained to check your door systems for compliance with the appropriate version of the American National Standards Institute standard **ANSI/BHMA A156.10.**

What You Should Know   1.5

Be sure that an automatic door supplier has provided the following for each door:

1. Instruction on how to conduct the Daily Safety Check*(by walk-through example).
2. Location of function switches and instruction in their use.
3. Circuit breaker or main power disconnect location for each door system.
4. Number to call for service or questions about your system if you are uncertain of any condition or situation.
5. AAADM inspection form or a work order signed by an AAADM certified inspector.
6. A completed Annual Compliance Inspection label, located at the bottom of the Safety Information label affixed to the door.
7. Warranty information for each door.

NOTE: If there are any problems, or if you are unsure about the safe performance of the door, discontinue door operation immediately and secure the door in a safe manner. Call your authorized automatic door professional for repairs.

*NOTE: AAADM Daily Safety Check videos are available. Contact an automatic door supplier or AAADM.

Automatic sliding doors are installed in a variety of combinations.

- Single or Bi-parting
- Sliding Door Swings out in emergency with fixed sidelite
- Sliding Door Swings out in emergency and sidelite also swings out
- One-Way Traffic or Two-Way Traffic
- Activated by Floor Mat, Sensors, or Push Switches

They always require a Safety Zone to cover the area in or near the door travel.

Daily Safety Check 1.6

⚠️ *(All figures and diagrams are for purposes of illustration only).*

Perform the following safety checks daily on each automatic sliding door to ensure your customers' safety and your own protection. Perform these tests while traffic is restricted from all detection and sensing zones.
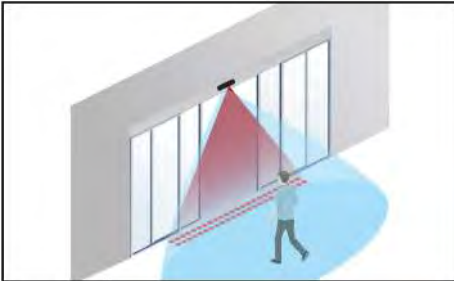

Figure 1

Figure 2

Sensor Activation / Threshold Safety

1. Check electronic sensor by walking toward the center of the door opening at various angles at a moderate speed. The door should start opening when you are about four feet from the door, should slide open smoothly, and stop without impact. Repeat on other side of opening. Move slowly through the door opening (6 inches per second). The door should remain open. (See **Figures 1** and **2**)

   NOTE: If your door is set up for one-way traffic, the sensor on the side not intended for approach should be active until the door is within 6 inches of fully closed. The sensor should re-open the closing door if a person is detected a minimum of 24 inches from the door.

2. Step out of the sensor zone. After a brief time delay (at least 1 1/2 seconds) the door should slide closed smoothly and should close fully without impact. Doors should be adjusted so they do not close faster than 1 foot per second.

3. Observe traffic routing to the door. Plan traffic routing so persons will approach the door straight on and not from an angle.

4. Walk parallel to the door face and towards the center of the door opening to check that the detection pattern is at least as wide as the door opening. This test should be performed within approximately 12 inches from the door face. Repeat this test in both directions.

5. Check the threshold area safety zone. Activate the door to the full open position. Stand motionless and crouch in several locations in and around the door path area for at least 10 seconds.. The door should not close. (See **Figure 2**)

General Safety   1.7

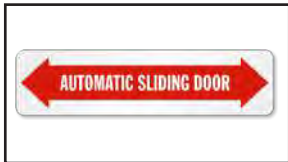⚠️ *(All figures and diagrams are for purposes of illustration only)*
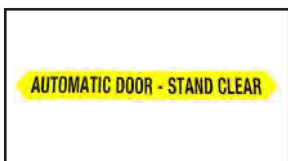

Figure 3

Figure 4

Figure 5

Figure 6

Figure 7

Pay attention to the following general safety items and conduct checks periodically where noted.

1. **Signage** Door should have decals properly displayed. There should be decals that include the statements: "**AUTOMATIC DOOR**" (in letters 1/2 in. high, minimum), and "**IN EMERGENCY** - **PUSH TO OPEN**". An adjacent sidelite or wall should have a "**STAND CLEAR**" or similar decal in the slide path of the door. (See **figure 3,4,5,6,7** for exemples of some decals that may be used.)

2. **Closing Speed** The closing time of the door must not be less than the minimum time as shown in the following table. This closing time is taken from full open to a point six inches from fully closed. Example: If a single slide door with a nominal opening of 36 inches closes in 2.3 seconds it is too fast and must be slowed down. If it closes in 3.0 seconds it is in compliance.
An AAADM safety information label should be affixed to the door frame in a visible, protected location.

Maximum Closing Speed - 1 Foot Per Second		
Nominal Door Opening		Minimum Closing Time to
Single Slide	Bi-Part	Within 6 inches of Closed
	48"	2 Sec
	60"	2½ Sec
36"	72"	3 Sec
42"	84"	3½ Sec
48"	96"	4 Sec

3. Force to prevent the door from closing should not exceed 30 pounds. This can be measured with a force gauge.

Figure 9

4. **Activating Switch** (Knowing Act) Doors equipped with a manual operate switch shall, when activated, hold the door open for five seconds minimum after release of activating switch.

   Doors equipped with manual activating switch shall have a decal as follows: "**AUTOMATIC DOOR**. **ACTIVATE SWITCH TO OPERATE**". The sign should be visible from both sides of the door or the side with the knowing act switch if there is only one. (See **Figure 9**)

5. **Emergency Breakout** Test by manually pushing door at lock area in direction of emergency exit. Release door. The door should either stop operation or spring to closed position. Make sure door panel or panels are properly re-latched.

   If the door is equipped with breakaway sidelites, door operation should stop when sidelites are broken out. (See **Figure 10**)

6. **Housekeeping** Be sure floor guides are kept clean and free of any debris which could prevent proper door slide.

   Check the door area for tripping or slipping hazards.

   Check all door panels for damage. Make sure that all hardware and overhead covers are properly secured. There should be no bulletin boards, literature racks, merchandise displays, or other attractions that would interfere with the use of the door or invite people to stop or stand in the door area.

7. **Traffic Patterns** Observe traffic patterns. Plan routing so people enter and exit in a straight approach, directly towards the center of the door opening.

IF YOU HAVE A PROBLEM, TURN OFF THE DOOR OPERATING EQUIPMENT AND CALL AN AUTOMATIC DOOR SUPPLIER TO MAKE PROMPT REPAIRS.
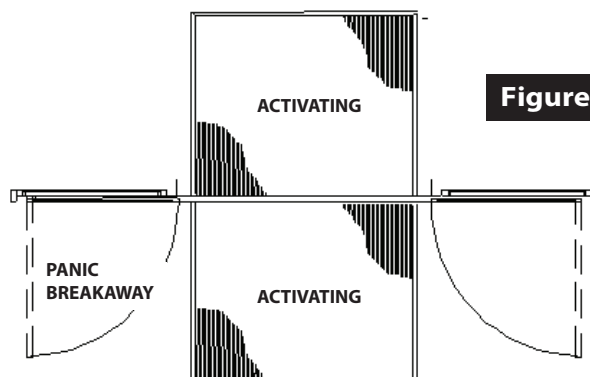

Figure 10

ACTIVATING

PANIC BREAKAWAY

ACTIVATING

Important Notes 1.8

MONITORING THE DOORS

End user must be trained in using automatic doors to:

- Inform parents and children of the risks of moving doors and make sure that children are not exposed to unnecessary risks.
- Help and inform seniors, the invalid and the disabled.
- Take appropriate action in an emergency.

CAUTION

It is important to keep and follow these instructions for people's safety.

- Do not use the device if repair or adjustment is needed.
- Disconnect the power supply for cleaning or other maintenance operations.
- A lack of maintenance can affect users' safety; you may be held liable and the manufacturer's warranty may be voided.
- Work on the door must be carried out by a PORTALP-approved company.
- When using voluntary controls, make sure that nothing can prevent the doors from moving.

SAFETY FUNCTIONS

• If there is an obstacle to opening, the door stops and then closes.
• If there is an obstacle to closing, the door reopens.
• If an opening safety is activated, the door can open slowly.
• If a closing safety is activated, the door reopens.
• In the event of a defect, the door can make a safety movement or switch to manual operation without any control or change of mode.

PROHIBITED USES

• Do not rush into a closing door unit.
• Do not leave objects that can hinder the leaves' movements.
• Do not try to open the cover and access the operator.
• Do not handle safety systems.
• Do not touch the leaves during operation.
• Do not use guard mode to allow people to pass (sliding doors).
• Do not let children play with control systems or remote controls.

PERFORMANCE

• Configured according to standard EN ISO 13849-1
• For emergency exit doors: Cat3 – PLd
• For standard doors: Cat2 - PLc

PORTALP reserves the right to change the presented products and materials without prior notice. Their description cannot in any account take on a contractual aspect.

The data contained in this document are the property of PORTALP INTERNATIONAL and should not be changed without prior agreement of the manufacturer.

The main operating modes 2.1

During normal operations, the current mode is displayed on the graphic display screen.

Automatic Mode:
Entrances and exits are allowed.

Free Mode:
No automatic functions.
The leaves can be moved manually.

Exit Mode:
Exits allowed: the interior radar opens the door.

Open Mode:
The door stays in the open position.

Entrance Mode:
Entrances allowed: the exterior radar opens the door.

Closed Mode:
The door closes and locks* if it is equipped with a lock. A long beep confirms it is locked.

> **The door closes and then locks*.**
> **If these functions were not deactivated:**
> • A long, low-pitched beep confirms the switch to closed mode.
> • A long, high-pitched beep confirms it is locked.
> ** Requires lock configured to lock the door in Closed Mode.*

Passage width 2.2

> You cannot switch to Guard mode from Override Closed Mode.

Guard Mode:
Secure guard opening will open from
2 to 15 cm (.78" to 5.9") to allow only objects
to pass through.

Passage width:

◁○○○▷ Maximum opening width (wide opening)

◁○○▷ Small opening
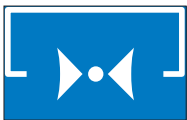
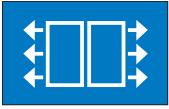**Closed Guard Mode:**
This mode can be activated
from Closed Mode

Open Guard Mode:
This mode can be activated from
Closed Guard Mode

Priority Guard Opening:
This mode can be activated
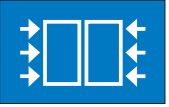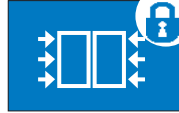from Closed Mode only.

Specific operating modes 2.3

Priority Opening Mode (OP): Regardless of the current mode (except free), a Priority Opening (OP) Request opens the door wide.

Free Mode by Manual Unlocking: Free Mode was activated by manual unlocking.

Priority Closing Mode (FP): Less of a priority than OP. Closes the door even if the closing safety is active.

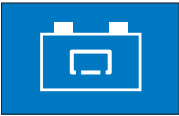**Priority Closing Mode by Manual Lock:** Priority Closing Mode was activated by manual locking.

Breakout Free Mode: This mode was activated by using the Full Breakout system (FBO).

Operating modes on battery 2.4

If mains power goes out, the door automatically switches to the preset battery mode.

Battery Closed Mode: The door switches to Closed Mode.

Battery Open Mode: The door switches to Open Mode.

Battery Free Mode: The door switches to Free Mode.

Battery Priority Opening Mode: The door switches to Priority Opening Mode, even if Closed Mode was active.

Other displays 2.5

Other displays may be shown in addition to the current mode.
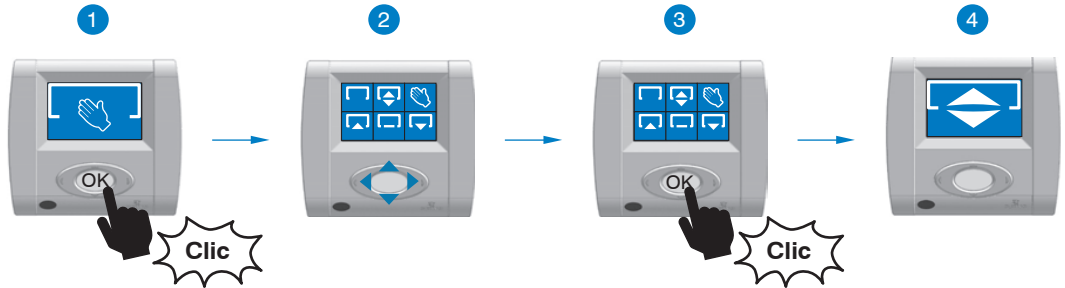
Override Mode: A contact forces the operating mode.

Door locked: The indicator shows that the door is really locked.
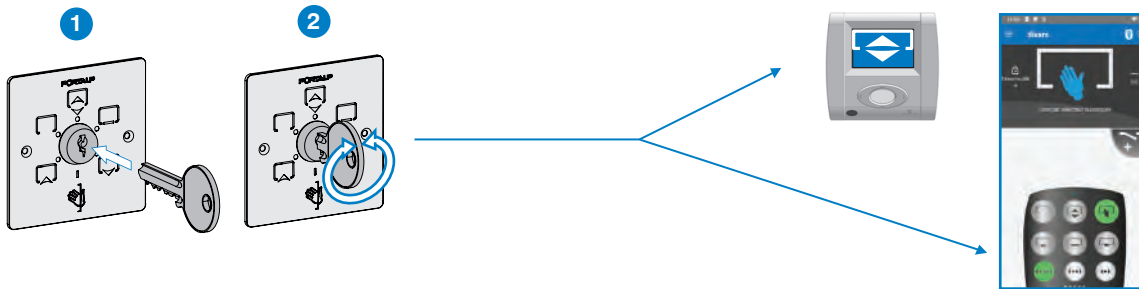
How to **change mode** with **Naviblu Can**   **3.1**

Browsing button:
- Menu navigation
- Confirmation **OK**

1   OK   **Clic**
→
2
→
3   OK   **Clic**
→
4

How to **change mode** with **key switch selector**   **3.2**
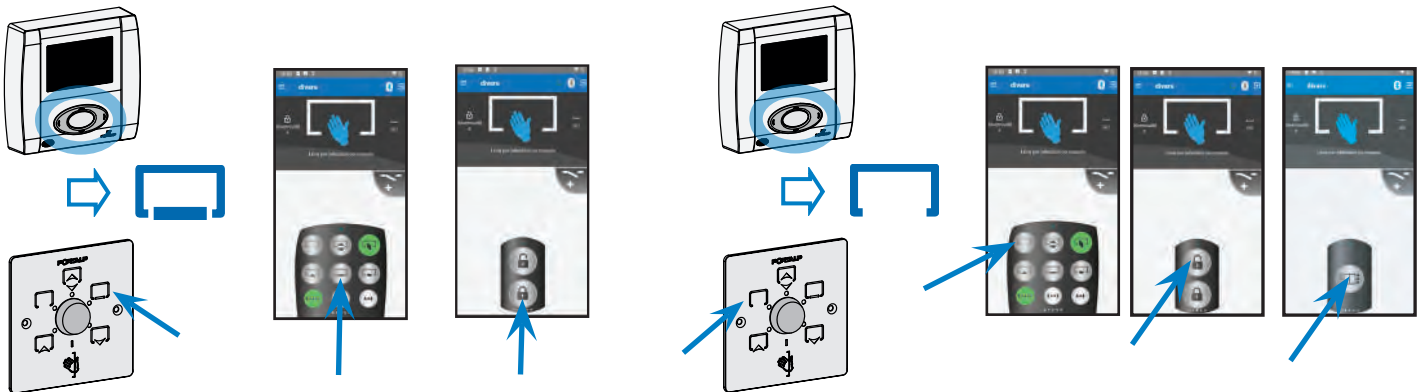
1   2

How to **close** and **lock** the door   **3.3**

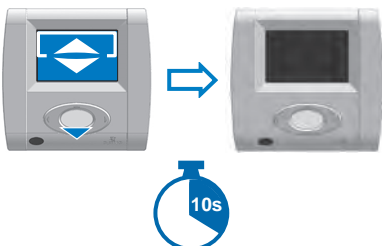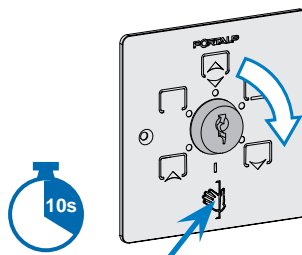## How to **open** and **unlock** the door   **3.4**

How to **reset**   **3.5**

From the **NAVIBLU-CAN**

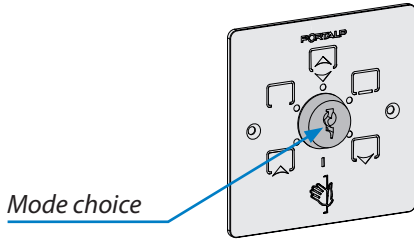10s

From the **6-POSITION KEY SWITCH** (OPTION)

10s

From the **AUTODOOR PILOT**

1   ≡ Portalp

- 🏠 Home
- Counters
- Events history
- Door settings
- Paired smartphones
- Application settings

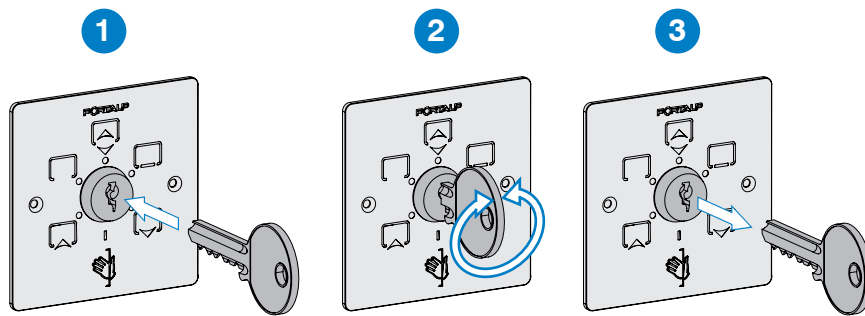2   ↻ RESET main board
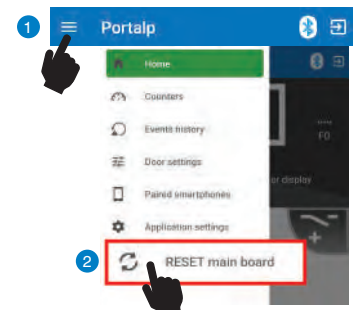
Presentation 4.1

The key switch allows you to choose the door's operating mode using a mechanical key.

Mode choice

Controls from the switch 4.2
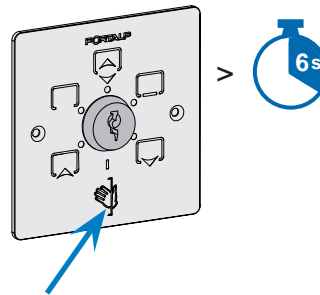
CHANGING MODE 4.2.1

1 **2** **3**

RESETTING THE DOOR 4.2.2

Hold the key in the 'Free' position for more than 6 seconds, and the door will switch to Reset.
This works only if the option is active (installer settings).

> **6s**

AWAKENING THE DOOR 4.2.3

The door goes into standby when it loses mains power for more than two minutes.
Wake up is impossible if the battery's charge is too low.
The door will automatically wake up again when mains power returns.
Manual awakening:.
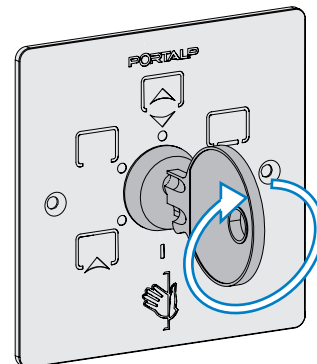
Introduction

AUTODOOR PILOT application for IOS and Android.
Allows the user to control and manage the automatic door. There are several types of interfaces depending on users'needs:

KEY USER:
Accesses all interfaces, adds, deletes users, modifies user settings, accesses counters, histories, etc

USER SELECTOR:
Changes the operating modes.

USER KEY:
Allows you to lock and unlock the door.

USER OP:
Activates priority opening.

USER CMD:
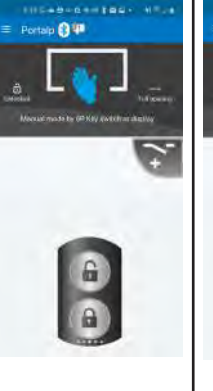Activates the external command input.

The application is **free** and available on Android (from version 4.3) or IOS (from version 9).

The application uses Bluetooth Low Energy to communicate with the automatic door.
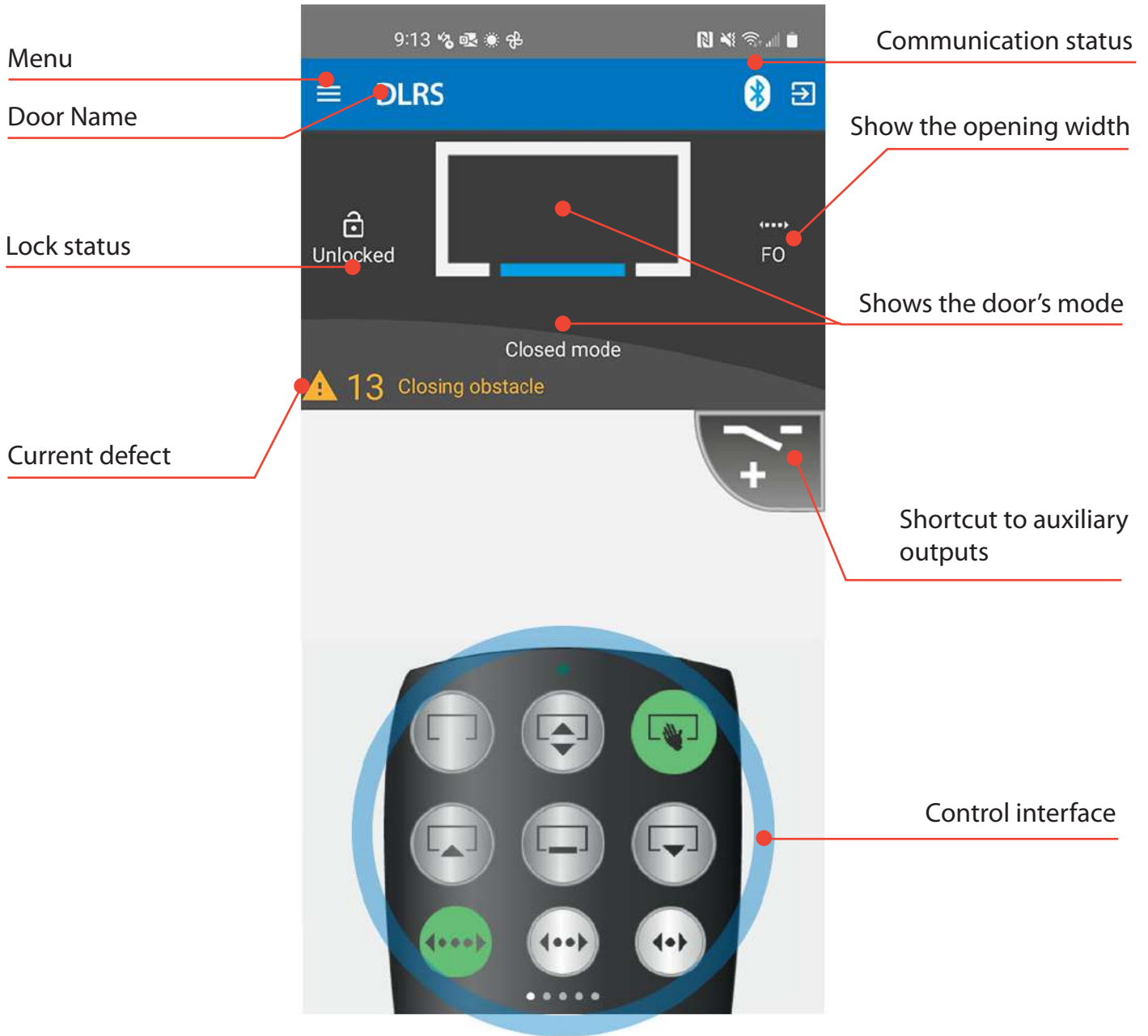
AUTODOOR PILOT Application 5.2

The application is free and available on Android (from version 4.3) or IOS (from version 9). The application uses Bluetooth Low Energy to communicate with the automatic door. Here are the application's different interfaces:

Type of user	KEY USER	USER KEY SWITCH	USER OP	USER KEY	USER CMDI
Interfaces					
Functions IHM	- Key Switch: modes, opening width - Key - Priority Opening - Opening Control - Auxiliary output and shutters control	- Key Switch: modes, opening width - Key - Auxiliary output and shutters control	- Priority Opening - Auxiliary output and shutters control	- Key - Auxiliary output and shutters control	- Opening Control
Pairing	- by pairing key with QR Code - by smartphone	- by smartphone	- by smartphone	- by smartphone	- by smartphone
Other functions	- autoconnection - reset - manage smartphones - generate keys - read counters - SOS After-Sales	- autoconnection - reset	- autoconnection	- autoconnection	- autoconnection

Menu

Door Name

Lock status

Current defect

Communication status

Show the opening width

Shows the door's mode

Shortcut to auxiliary outputs

Control interface

Interfaces   5.4

MODE SWITCH   5.4.1

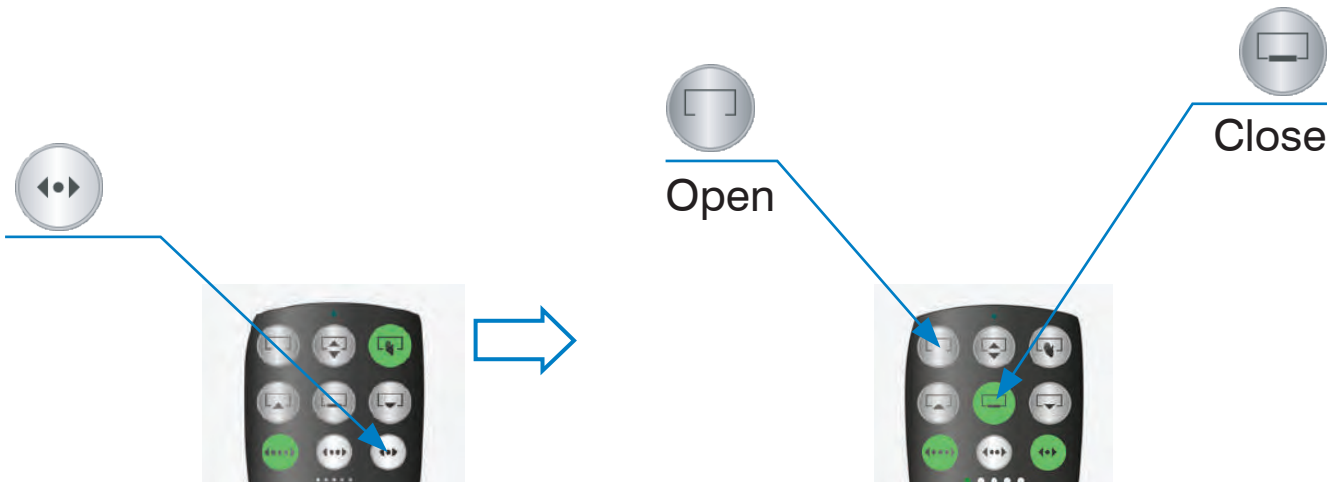This interface is intended for the people responsible for managing and operating the automatic door.
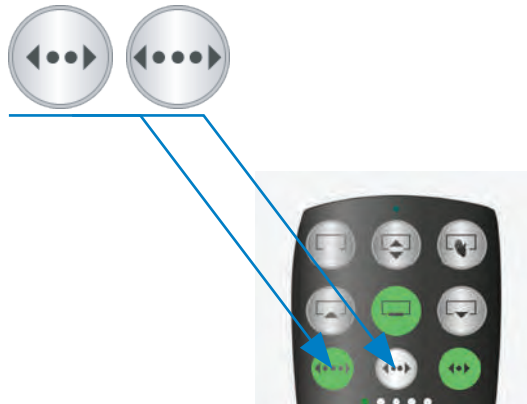
> Select mode or passage width by clicking.

Auxiliary Outputs

Opening width

Guard

GUARD MODE   5.4.2

Activation of Guard Opening

Open

Close

Returning to the initial opening width

PRIORITY OPENING   5.4.3

Timed opening in all modes (except free mode).

The interface is intended for people who can always access the building and who do want to be responsible for managing the door modes.

KEY   5.4.4

Open:
The door opens and returns to the previous mode.

Lock:
The door memorizes the current mode and switches to closed mode.

This interface is used to manage Closed mode easily.
The interface is intended for people who can simply manage the door's closed mode.

Timed opening in Auto and Entrance mode.

The interface is intended for people who have limited access to the building.

AUXILIARY OUTPUT CONTROLS   5.4.5

Enable shutters

Electric device

If the option has been connected and programmed by your installer, you can activate an electric device and/or motorized shutters from your smartphone.

ℹ Enabling shutters motion allows to open or close them with the buttons on the door.
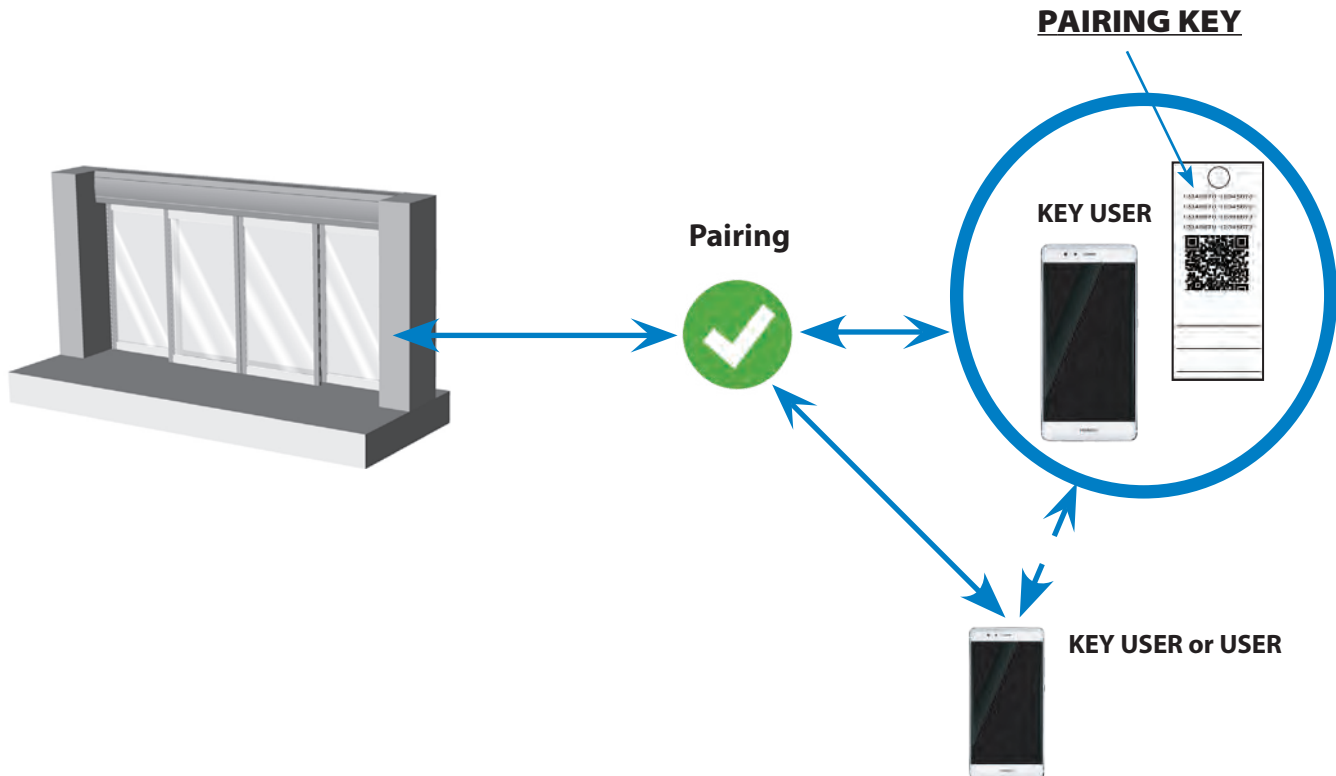
Pairing 5.5

INTRODUCTION 5.5.1

To use your smartphone with your automatic door, you will need to pair it first (register it with the door). For this, you have a **PAIRING KEY**. Unique to each door, it is shown as a QR code. It can be given to you in several ways:

- Affixed on the **Owner's Manual** cover that was given to you.
- Sent by letter.
- By contacting the installer.
- By contacting the distributor with your application at the step **5** in the chapter: **" PAIRING YOUR FIRST SMARTPHONE 5.5.2 - Page 18"** by clicking on the link "I don't have a **QR Code**".

PAIRING KEY

KEY USER

Pairing

KEY USER or USER

⚠️ The pairing key is confidential. It allows anyone to connect to your door and use it.
Keep it in a safe place.
If the PAIRING key was shared with unauthorized people, you must generate a new key to prevent them from accessing your facilities.

PAIRING YOUR FIRST SMARTPHONE   5.5.2

1

Download the **AUTODOOR PILOT** application available free of charge from the following stores:
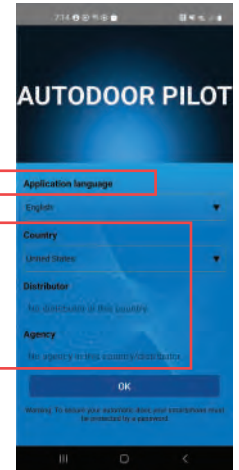
Google play

Download on the App Store

2

3

Fill in the following information:

Language: if the language is correct, do not change it.

Country/Distributor/Agency: fill in to obtain the sales and after-sales contacts.
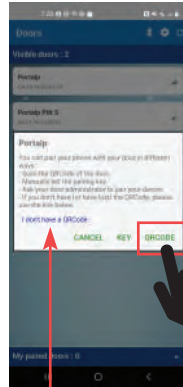

4   Click on the door to pair.

Doors your smartphone sees.
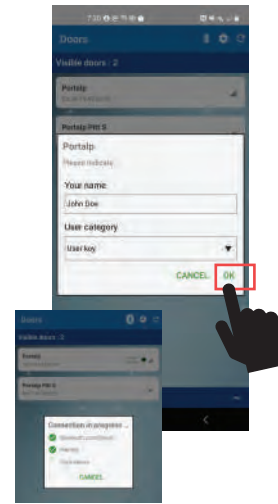
Doors already paired in the smartphone.

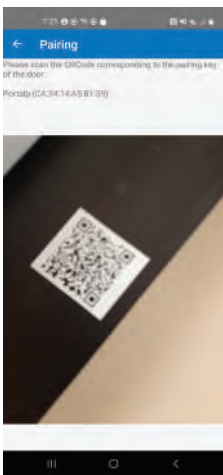**5**   Click on **QR Code.**

If you don't have a **QR Code.**

6   Enter your user name and select your user category, they will appear in the list of paired smartphones.
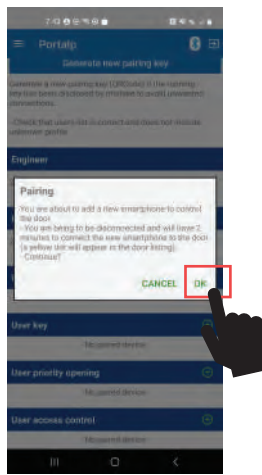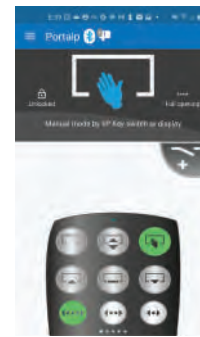
7   Scan your **QR Code.**

8   Pairing successful.

9   Scan your **QR Code.**

Connection 5.6

SIGN IN AND CONTROL THE AUTOMATIC DOOR 5.6.1

When the first smartphone is paired, use it to pair the following smartphones. This allows you to keep the pairing key confidential.
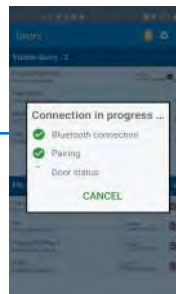
1 Open the application with the following icon.

2 Connect to your door.

Green indicator: door already paired.

3 Application ready to use.

Connecting simultaneously with several smartphones is not possible. After one minute of non-use or opening in the background, the application disconnects from the door so that other users may connect.

CONNECTION OPTIONS 5.6.2

The options in the **menu** / **application settings** / **door connection** will make using your automatic door user friendly:

Stay connected:

Connection is active as long as the smartphone is in the reception area. Communication remains active even if the smartphone is on standby; no other user may connect. Use this option if the **AUTODOOR PILOT** is used frequently and there is only one user.

Automatic connection:

- **To my favorite door (choose your door):** when you open the application, it will automatically connect to the selected door. You can interrupt the connection by clicking on the screen. Use this option if you only have one door.

- **To the first door detected:** when you open the application, it will automatically connect to the first door paired. You can interrupt the connection by clicking on the screen. Use this option if you have several doors that are far away from each other.

- **To the nearest door:** when you open the application, it will automatically connect to the nearest door. You can interrupt the connection by clicking on the screen. Use this option if you have several doors that are close to each other.

SIGN IN AND CONTROL THE AUTOMATIC DOOR   5.6.3

The pairing key is used to pair a smartphone directly to the door. A new pairing key replaces the previous one. Generating a key is useful if:
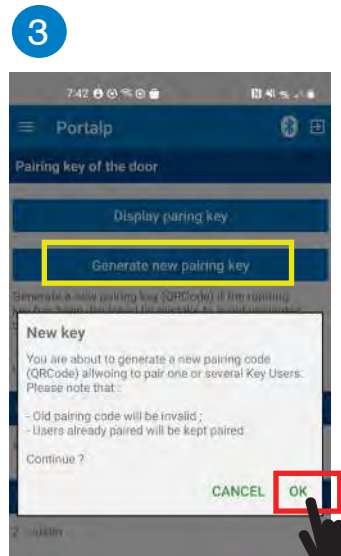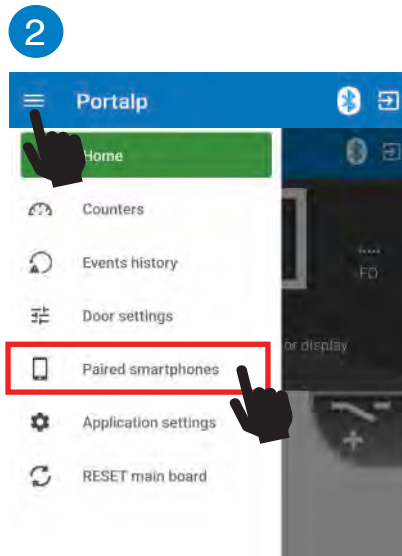
- Your pairing key was shared with unauthorized people.
- You lost your pairing key.

Generation procedure:

1

Open the application with the following icon.

A new pairing key does not delete the previously paired smartphones.

2

3

4

Managing smartphones   5.7

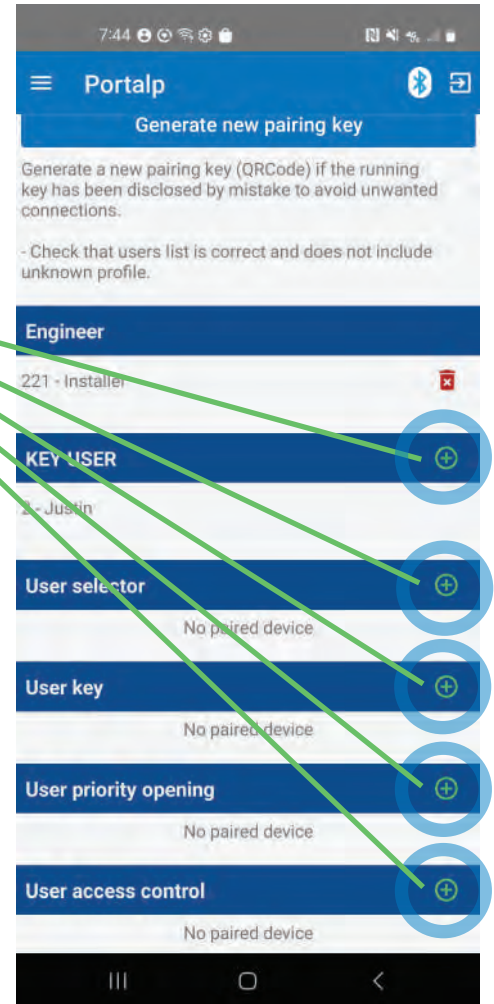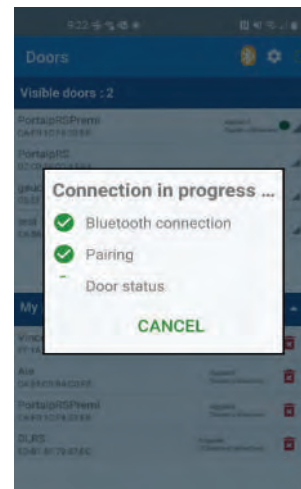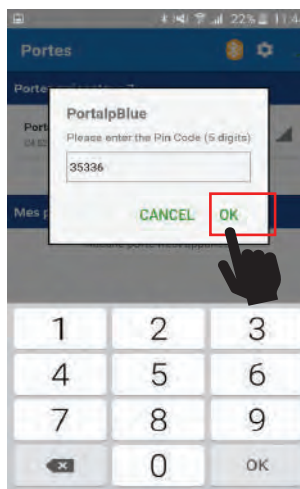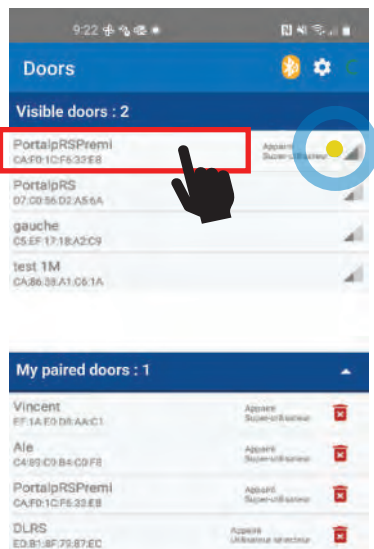### ADDING A SMARTPHONE   5.7.1

NOTE: We recommend pairing the new smartphones with a **KEY USER** smartphone, this ensures that the pairing key is not disclosed. The automatic door can store a maximum of **32** smartphones.

First: The **AUTODOOR PILOT** application must be installed on the smartphone to be paired and pass the start page.

1. Connect a **KEY USER** smartphone.

2. Open the page in Menu / Paired smartphones.

3. Click on to add the desired HMI type.

4. Enter the new user's name, confirm the pages.
   A five-digit PIN code will be sent to the new user.
   You have one minute to pair the new smartphone.

5. Open the application on the smartphone to be paired.
   After the start page, the list of doors present appears.

6. A **yellow dot** appears on the door waiting for pairing, click on it.

7. Enter the **PIN CODE** sent by the **KEY USER**. Click on **OK**: the connection is made, the pairing is successful. You can control the door.

DELETING A SMARTPHONE   5.7.2
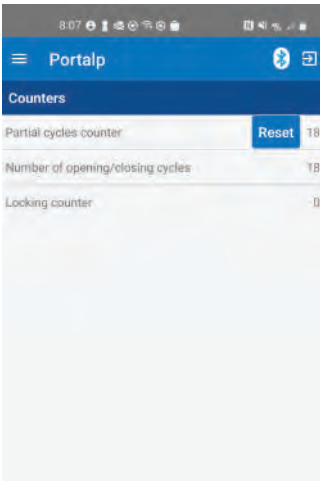
1 Connect a **KEY USER** smartphone.

2

3

4
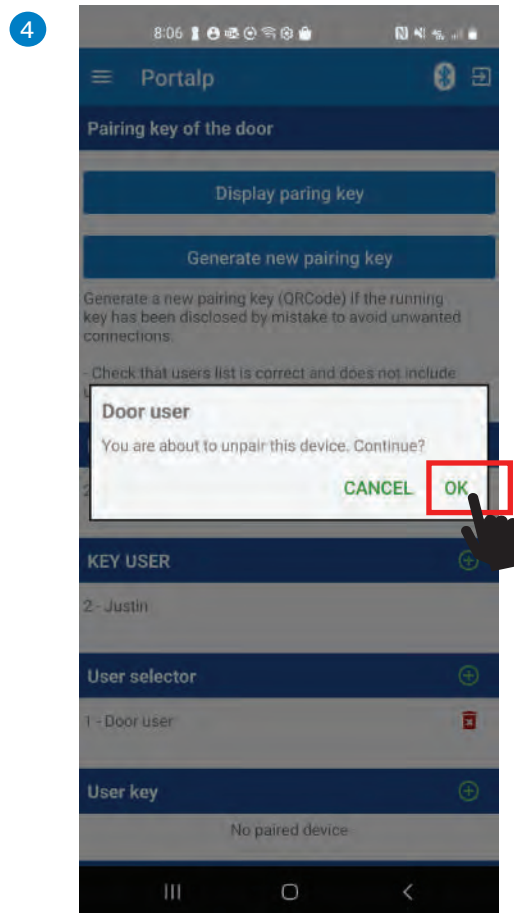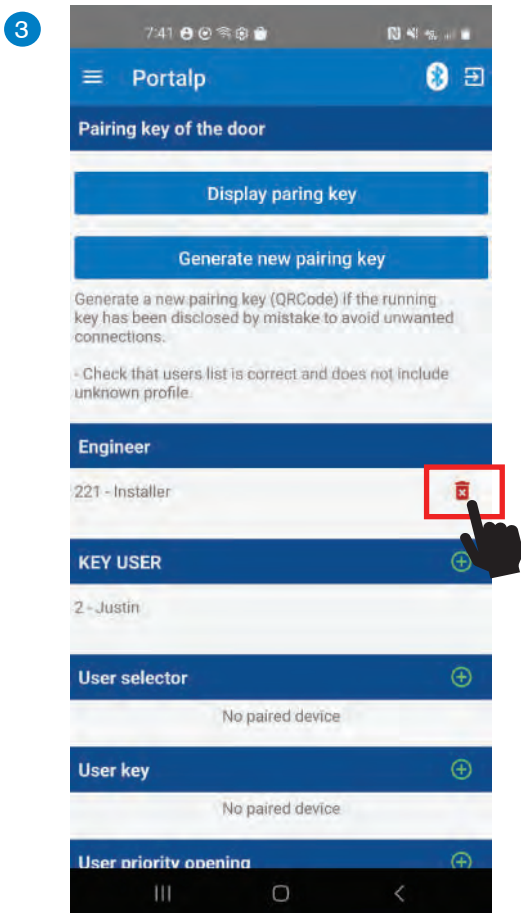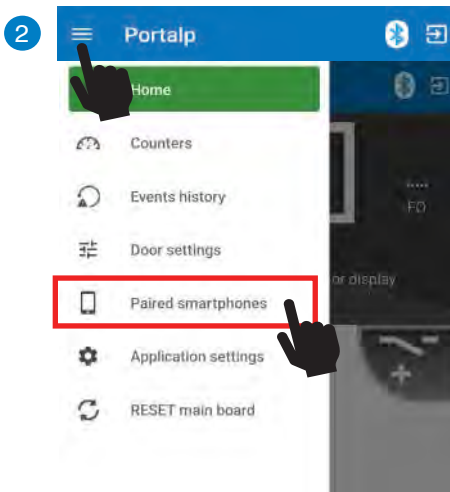
Other functions   5.8

COUNTERS, DEFECT HISTORY, ADJUSTMENTS, RESET   5.8.1

1. Connect a **KEY USER** smartphone.
2. Open the menu.
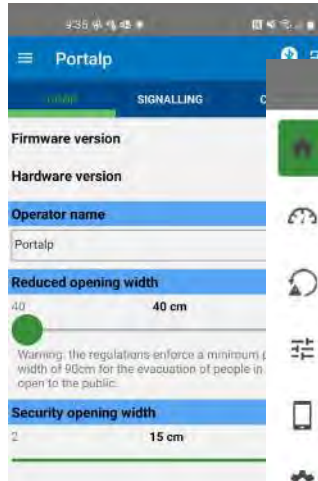3. Click on one of the following titles.

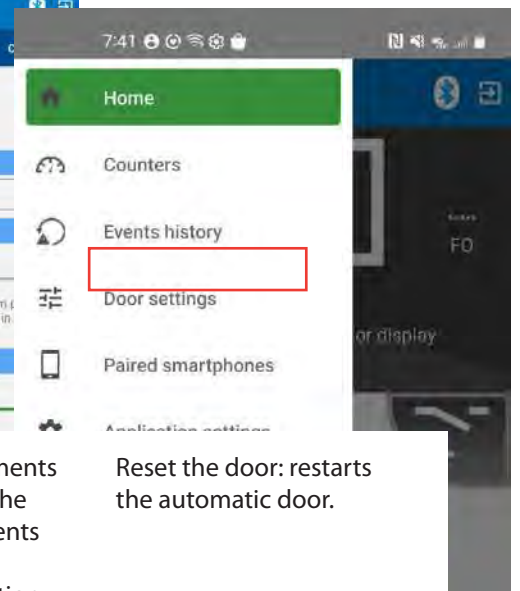| Counters	Defect history	Adjustments	Reset

Counters screenshot

Displaying defects:
1: last defect appeared.

Access various adjustments for the door. Such as: the door's name, adjustments to the opening width, Naviblu code initialization, etc.

Reset the door: restarts the automatic door.

AFTER-SALES SERVICE   5.8.2

- With **AUTODOOR PILOT**, you can directly contact the sales and after-sales services that are nearest to you.
- Telephone numbers depend on the selected country and region.

### AWAKENING THE DOOR   5.8.3

- The door goes into standby when it loses mains power for more than two minutes so as to not discharge the battery.
- You can wake the door up with your smartphone by connecting to the door.
- Wake up is impossible if the battery's charge is too low.
- The door will automatically wake up again when mains power returns.

Presentation 6.1

LCD Screen

Browsing buttons

Remote control receiver
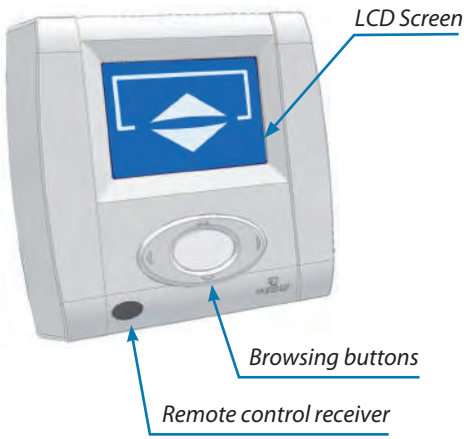
CHOOSING MODES

Ok

- OK
- OK
- OK
- OK *
- OK *
- OK

2s *Exit the Menu*

CONSULTATION

2s

- History
- Counters

SMALL OPENING

2s *Wide Opening or Small Opening ***

CONFIGURATION

2s

***

- Manual
- Add a remote control
- Delete remote control
- *** Manage Codes

DIAGNOSTIC

2s

888 *Input status*

RESET

6s

PORTALP
2008.09

⚠ * These functions are not compatible with an **EN16005** emergency exit door; users are entirely responsible for their use.

Changing modes 6.2

THE MAIN MODES 6.2.1

The installer can configure access to the mode switch according to these three modes of operation:

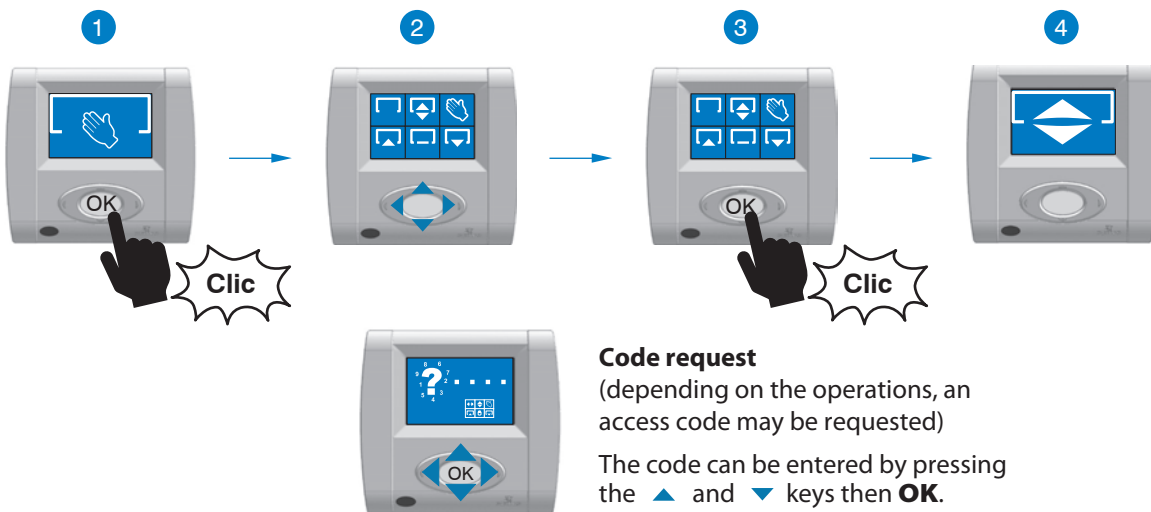**Switch inactive** 🏃 : mode change is not accessible.
Switch active 🏃 : mode changes are accessible, the user can Allow/Prohibit it with their access code.
Timed switch 🏃 : the access code will be requested and allow access for 30 seconds.

CHANGING MODES 6.2.2

From the display screen of the current mode:

1 **2** **3** **4**

Clic **Clic**

Code request
(depending on the operations, an access code may be requested)

The code can be entered by pressing the ▲ and ▼ keys then **OK**.
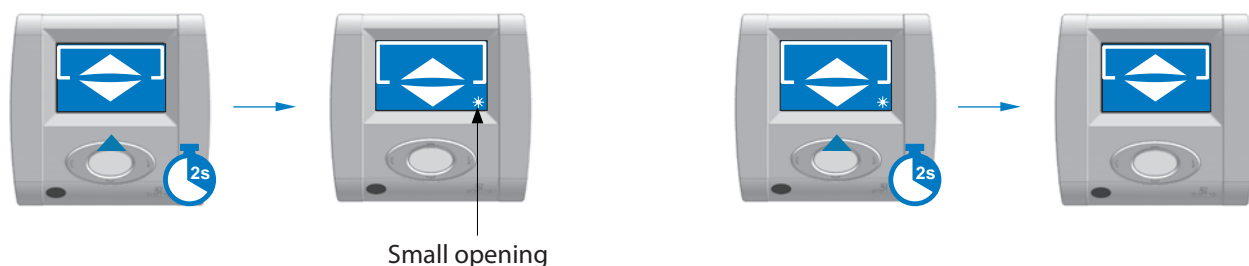
ALLOW OR PROHIBIT ACCESS TO THE SWITCH 6.2.3

When access to the switch is in "Active" mode, the user can allow and prohibit access.
From the display of the current mode:

Enter the user or expert code.

Clic

CHANGING THE OPENING WIDTH 6.2.4

Small opening

AWAKENING THE DOOR 6.2.5

The door goes into standby when it loses mains power for more than two minutes so as to not discharge the battery.
You can wake up the door with the Naviblu by pressing the **OK** key.
Wake up is impossible if the battery's charge is too low.
The door will automatically wake up again when mains power returns.

Clic

GUARD MODE 6.2.6

Secure guard opening is a 2 to 15 cm (0.79" to 5.9") maximum opening to allow only objects to pass through.
Since this is a secure mode, you must be in closed mode first.
You cannot switch to Guard mode from Override Closed Mode.

Showing the switch in Guard mode
1 Guard opening.
2 Guard closing.

Accessing the Guard mode

Returning to the initial opening width

⚠ For regular use, connect a remote push button to Priority Opening.

Configuration menu   6.3
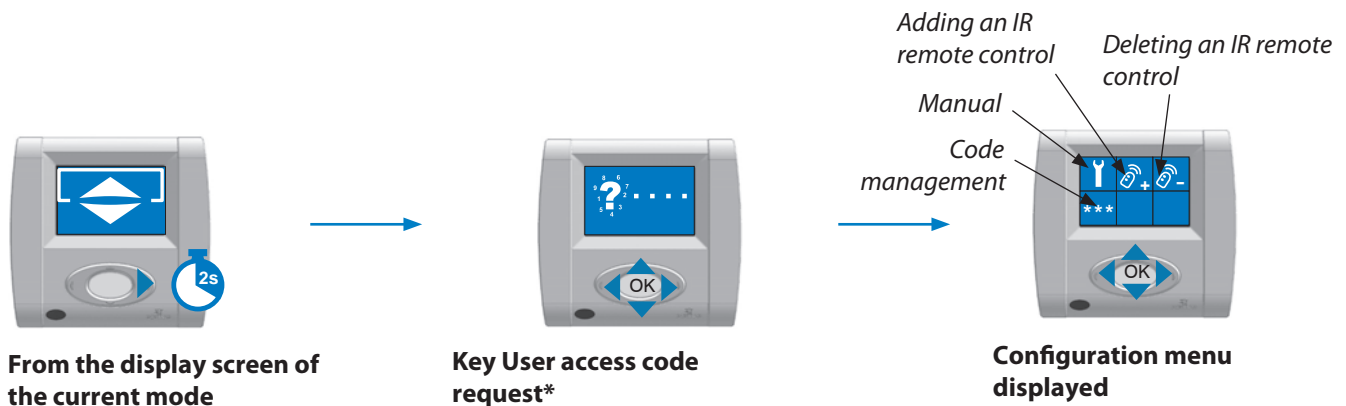
ACCESS THE CONFIGURATION MENU   6.3.1

This menu allows the user to change some door settings, add and remove remote controls, and manage access codes.

Adding an IR remote control

Deleting an IR remote control

Manual

Code management

From the display screen of the current mode

Key User access code request*

Configuration menu displayed

> * The user must customize their access code.
> Codes by default: • USER : 0000
>   • KEY USER : 0000

MANUAL   6.3.2

Adjustments

OK

OK ▼ ▲	◀ ▶	**Long OK**
• Go to the next/ previous screen.	• Increment the values using the browsing buttons.	• Exit the • Menu.

83 085 cm

Current value

Change the value

Adjusts the width of small opening.

1
93-1
Aux 1 Inactive

1
93-2
Aux 1 Active

Activates an electric device wired to the automatic door.
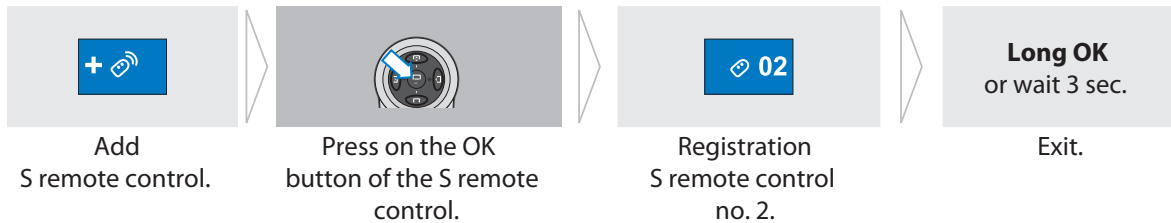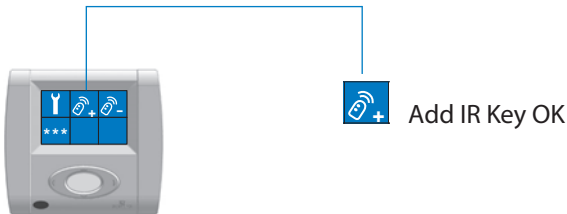
RETURN TO THE START OF THE MENU

ACCESS THE CONFIGURATION MENU   6.3.3

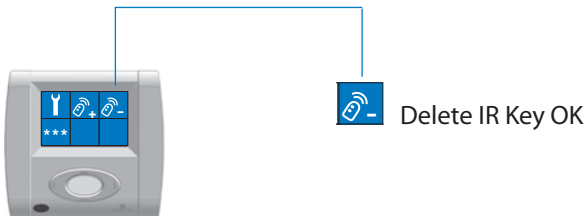ℹ️ Simplified remote controls 📷 must first be registered to be used.

📲➕ Add IR Key OK

➕📲	Press on the OK	📝 02	**Long OK** or wait 3 sec.
Add S remote control.	Press on the OK button of the S remote control.	Registration S remote control no. 2.	Exit.

Registers a maximum of 16 remote controls.   **NOTE:** Remote controls are optional and not included

DELETING S REMOTE CONTROLS   6.3.4

📲➖ Delete IR Key OK

➖📲 00	▲ ▼	**OK**	📲 02
Awaiting no. to be deleted.	Enter no. to be deleted.	Confirm.	Remote control no. 2 deleted > Exit.

CODE MANAGEMENT
6.3.5

There are two possible levels of permission:
- The User code gives access to mode changes.
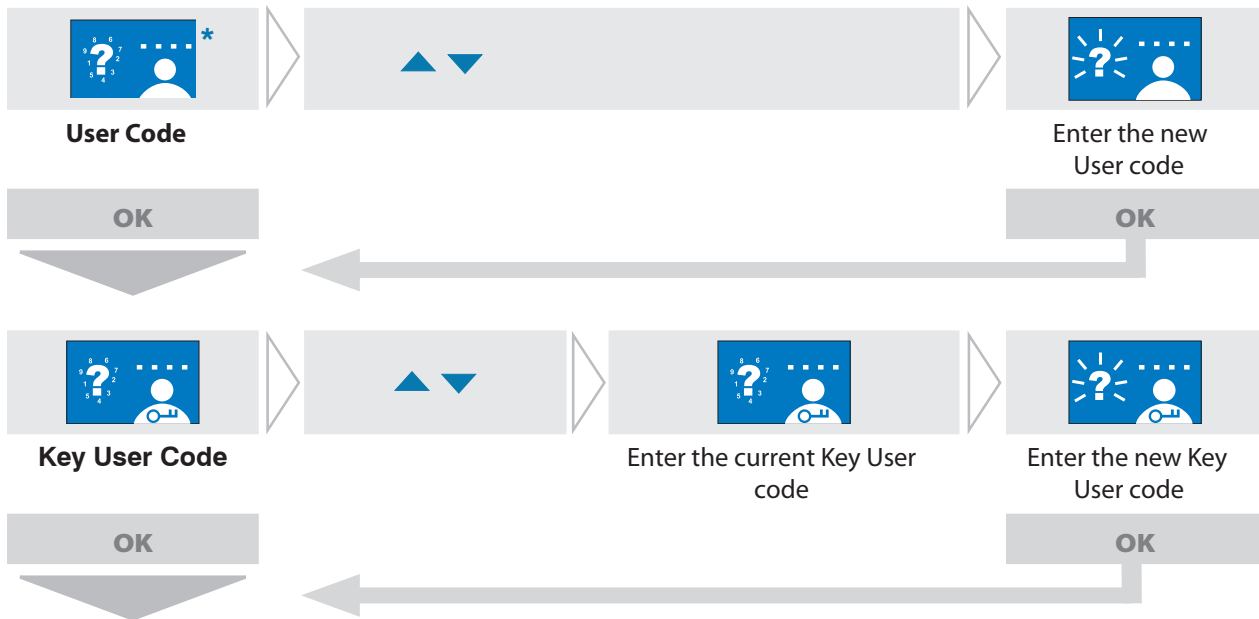- The Key User code gives access to mode changes and settings management.

Codes by default:
- **USER** : 0000
- **KEY USE**R : 0000

Code management OK

User Code

OK

Enter the new
User code

OK

Key User Code

OK

Enter the current Key User
code

Enter the new Key
User code

OK

* The User code is shown if the entry in the configuration menu is made with the Key User code.

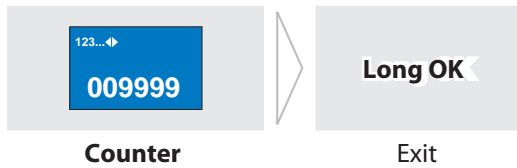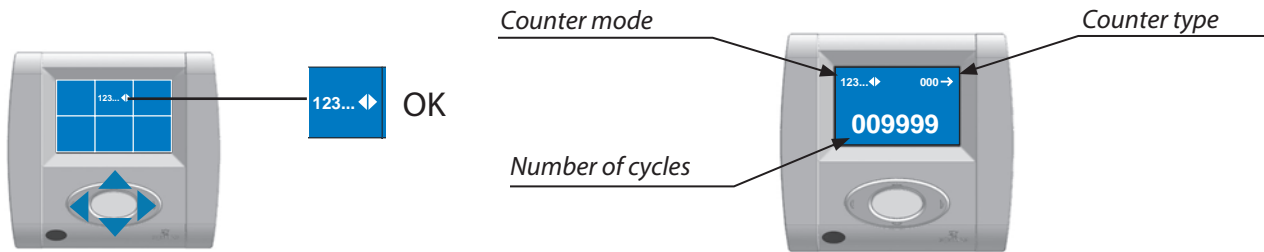The user must customize the User and Key User codes.

Consultation menu
6.4

ACCESS THE CONFIGURATION MENU
6.4.1

Counter

COUNTER OF OPENINGS
6.4.2

123... ◀▶   OK

Counter mode

Counter type

Number of cycles

000 →
123... ◀▶
009999

123... ◀▶
009999

Counter

Long OK ◀

Exit

123... ◀▶   000 →
000562

▶ **Long**

Enter Key User code

123... ◀▶   000 →
000000

Partial counter

Exit ▼

Reset counter to zero

Exit ▼
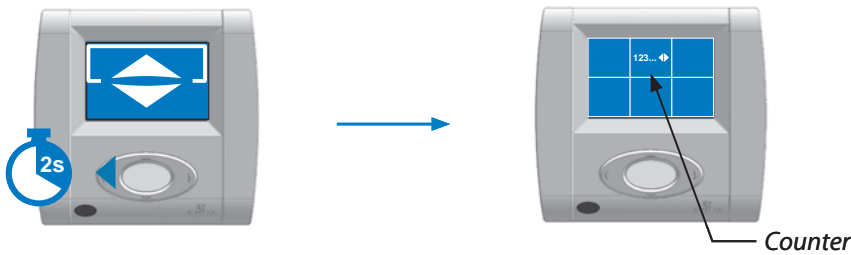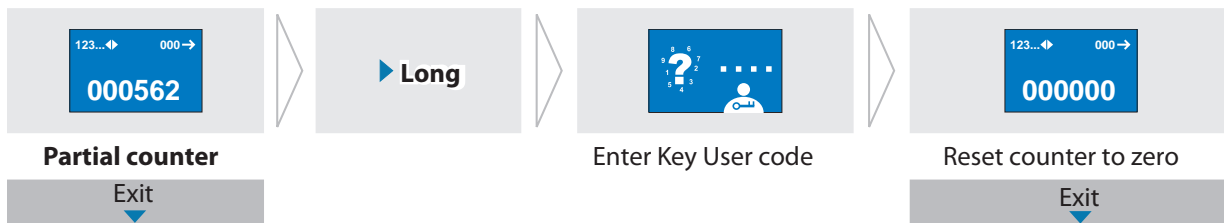
Adjust Contrast   6.5

During the start screen (when powering on or after a reset) Press the **LEFT** arrow.

Press and hold until the symbols appear on the display
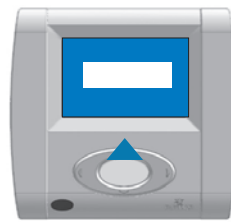
Within two seconds after the logo appears press the **UP** arrow: the contrast screen appears.

Adjust the contrasts using the horizontal buttons, then **OK**.

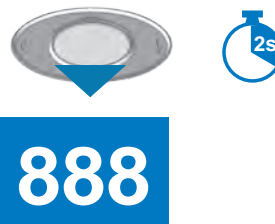## Activating Backlighting   6.6

There are three statuses of backlighting:

- **Stopped**: The door is not powered on.
- **Low**: NAVIBLU has not been used in 6 min.
- **Normal**: Standard door operations.

Diagnostics   6.7

ACCESSING THE DIAGNOSTIC MODE   6.7.1

The Diagnostic Screen is shown   **888**

This mode gives you the status of the inputs of the main board to easily guide the after-sales service when troubleshooting by telephone.

EXIT MENU   6.7.2

Press on the bottom button for **2 seconds**.

Error Codes 7.1

There are **4 types** of error codes:

① **Display Error Code (DEA): Code Automatically Clears:** There is no possible action.
The fault may disappear without a reset if the fault's conditions disappear.

② **Display Error Code (DECV): User Clears code:** The fault will disappear after the user takes action via HMI
or an opening control. The function can be restarted by:

- Changing mode.
- Changing the door's movement by activating an opening control or at the end of an opening time.

③ **Display Error Code (DEAR): Auto-Reset Clear code:** The fault disappears with a RESET.
The main board automatically performs up to three RESETs (Auto-Reset). After three unsuccessful
automatic restarts in less than one hour, only a manual reset can restart the door.

④ **Display Error Code (DER): Manual-Reset to Clear code:** The fault disappears after a manual reset
or restarting the door.

	Display Error Code	Type	Action
🌡 001	Motor temperature too high	DEA	Wait for the motor to cool down.
🔋 002	Low battery	DEA	Limit movements on the battery. Wait for the mains to come back.
🔓 003	Manual unlock	DECV	Cancel the fault by changing mode.
🔒 004	Break-in	DECV	Cancel the fault by changing mode.
💾 005	SD card content	DER	Contact after-sales.
🌡 006	Temperature sensor defective	DEA	Contact after-sales.
🔌 007	Main board power fuse out of service	DER	Contact after-sales.
⊜ 010	Motor fault	DEAR	Perform a reset. If the problem persists, contact after-sales.
⊘ 011	Broken belt	DEAR	Perform a reset. If the problem persists, contact after-sales.
🚶 012	Obstacle when opening	DECV	Remove the obstacle.
🚶 013	Obstacle when closing	DECV	Remove the obstacle.

Display Error Code	Type	Action
014 SD card missing	**DER**	Contact after-sales.
015 Width too great	**DEAR**	Perform a reset. If the problem persists, contact after-sales.
016 Width too small	**DEAR**	Perform a reset. If the problem persists, contact after-sales.
017 Battery test not performed	**DECV**	The battery test could not be performed in Automatic Entrance, or Exit mode. Switch to one of these modes to restart the test.
018 Emergency exit redundancy system	**DEAR**	Perform a reset. If the problem persists, contact after-sales.
019 Loss of mains	**DEA**	Check the power supply of the board, the circuit breaker, the fuses.
020 Software malfunction	**DEAR**	Perform a reset. If the problem persists, contact after-sales.
021 Unlocking fault	**DECV**	Any request to unlock restarts operations: switch from closed mode to open mode.
022 Unknown motor type	**DER**	Perform a reset. If the problem persists, contact after-sales.
024 Locking fault	**DECV**	Any request to unlock restarts operations: switch from closed mode to open mode.
027 Significant motor overheating	**DEA**	Wait for the motor to cool down.
031 Secu monitoring	**DECV**	If the problem persists, contact after-sales.
035 Battery greatly discharged	**DEA**	Limit movements on the battery. Wait for the mains to come back. If the problem persists, contact after-sales.
038 Motor control communication	**DEAR**	Contact after-sales.

	Display Error Code	Type	Action
039	Different motor	**DER**	Perform a reset. If the problem persists, contact after-sales.
042	Different width	**DEAR**	Remove obstacles, perform a reset. If the problem persists, contact after-sales.
043	Lock lost	**DEA**	Contact after-sales.
044	Lock unknown	**DEA**	Contact after-sales.
048	Battery missing	**DEA**	Contact after-sales.
052	Bad hardware	**DER**	Contact after-sales.
053	Low battery	**DEA**	Contact after-sales.
054	Motor oscillation	**DEA**	Contact after-sales.
056	Lock insulation	**DEAR**	Contact after-sales.
057	Motor insulation	**DEAR**	Contact after-sales.
058	Opening defect	**DER**	Contact after-sales.
059	Loss of key switch	**DEA**	Contact after-sales.
060	Key lost	**DEA**	Contact after-sales.
061	MFL_API lost	**DEA**	Contact after-sales.

Display Error Code		Type	Action
! 205	IXIO-ST Internal fault	DEA	Check that the door environment was not changed: object, floor change, etc. Contact after-sales.
! 206	IXIO-DT3 Internal fault	DEA	Check that the door environment was not changed: object, floor change, etc. Contact after-sales.
! 244	4SECU3E-CAN defective or missing	DEA	Contact after-sales.
245	ST sensor defective or missing	DEA	Contact after-sales.
246	DT3 sensor missing	DEA	Contact after-sales.
247	2S-CAN board defective or missing	DEA	Contact after-sales.
248	2E-CAN board defective or missing	DEA	Contact after-sales.
249	Naviblu defective or missing	DEA	Contact after-sales.
254	SAFETY BUS peripheral unknown	DER	Contact after-sales.
255	FIELD BUS peripheral unknown	DER	Contact after-sales.

Declaration of Compliance 8.1

DECLARATION OF COMPLIANCE C E

PORTALP INTERNATIONAL declares that the RS operators comply with the requirements of the directives:

- 2014/30/EU (electromagnetic compatibility).
- 2006/42/EC (machines).
- 2014/53/EU (radio).

Therefore, the installation rules described in the assembly notices must be respected.

François Souliers, Technical director

The complete declaration of compliance and the declaration of corporation are available from our distributor.

PERFORMANCE LEVEL

According to EN ISO 13849-1
Speed and position, Force, emergency exit: PLd
Presence sensor: PLc

Warranty   8.2

Portalp warrants that all Portalp automatic door equipment under normal use and service will be free from defects in material and workmanship for the applicable warranty period. The warranty period shall be one year from the date of commissioning of the equipment. All service and maintenance performed on the equipment during the warranty period shall be performed by a Portalp authorized distributor. Portalp and its distributors are not responsible for the repair or replacement of equipment due to damage or problems arising from: misuse, abuse, neglect, impact, or act of God. Maintenance or repairs performed on Portalp equipment by anyone other than a Portalp authorized distributor, will result in termination of the warranty for that equipment.

For service in your area call your Portalp authorized distributor.

For distributor information
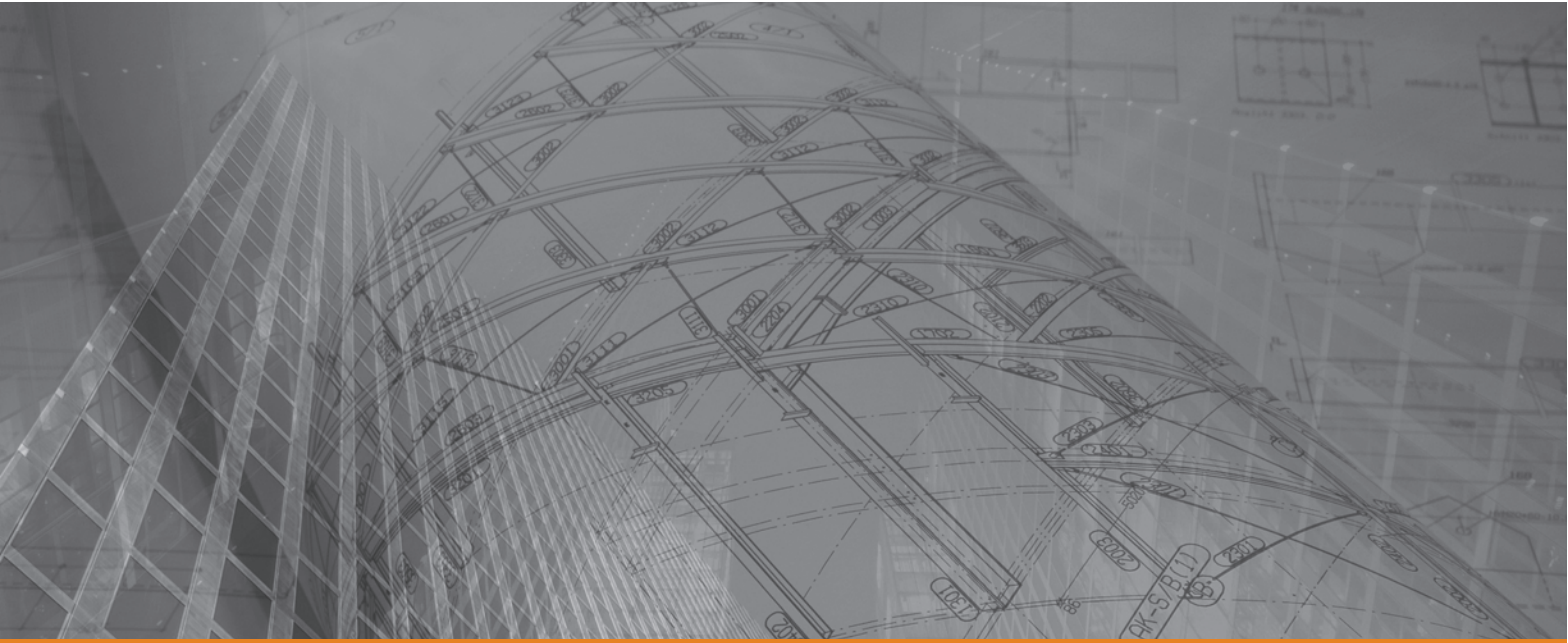
PORTALP

Automatic Doors & Building Access Control

16170 Lee Rd, Suite 100
Fort Myers, FL 33912
800-474-3667
sales@portalp.com
WWW.PORTALP.COM