HDA Unit Status LED Blinking Red After a Download

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URC HDA devices may experience a **blinking red status LED** that can occur when a download issue occurs.

The following article provides the reasons why this **blinking red status LED** may happen and the process for troubleshooting, resetting, and details the procedure for fixing this issue.

HDA-4100 - Front Panel:

Location of front panel Status LED (above image)

This issue is caused by a download to the HDA unit that did not fully complete or was not completed due to a Wi-Fi or network connection issue during the download, which is affecting the PC being used to program the system. This issue may happen if the Accelerator download is interrupted. If a **blinking red Status LED** on an HDA unit is reported by an installer in the field, follow these steps to fix the issue.

1. Hold the reset button down for 5 seconds **(not 30)** and allow the unit to reboot normally. The reset button is at the bottom right corner of the front panel of the HDA unit(s) (as shown below):

HDA-4100 Reset button location

2. **Download** to the affected HDA unit from Accelerator, but **do not use the "Parallel Download"** option. Accelerator will download to all HDA units in the system in series.

3. If the Accelerator **download fails** to the HDA unit that showed the **blinking Red Status**

LED, attempt a download again, making sure to **not use the "Parallel Download"** option.

4. **Factory Reset** the affected HDA unit (press reset button for 15 seconds). The Status LED should turn off after the reset.

5. If the download to the HDA unit continues to fail, first **verify** that all **IP addresses** are correct in the system. If the IP addresses are all correct, follow the procedure in the videos below to restore the HDA unit.
   (IT IS STRONGLY SUGGESTED TO USE A WIRED ETHERNET CONNECTION TO YOUR PC FOR THIS PROCESS!!!)

Recovery Process Video Tutorials:

Video - Part 1 - HDA Red Blinking Status LED Recovery
Your browser does not
support HTML5 video.

Video - Part 2 - HDA Red Blinking Status LED Recovery
Your browser does not
support HTML5 video.

Video - Part 3 - HDA Red Blinking Status LED Recovery
Your browser does not
support HTML5 video.

If the unit continues to show a blinking red light, please contact URC Tech support at 914-835-4484.

Additional Information & Resources:

To learn more about HDA products and programming, please see the HDA Programmers Guide or the Accelerator 3 online **Programming Guide**.