Troubleshooting Tools

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Connection Problems

Connection Diagnostics

When experiencing connection issues:

1. Verify network status indicators
2. Confirm user code accuracy
3. Check dial-in authorization
4. Test unit power status
5. Contact the installation company

"Cannot Connect to Unit"

This is the most common issue. Check these items in order:

1. **Unit Power**
   - Confirm unit is powered on
   - Check for power LED indicator
   - Verify backup battery status
2. **Network Connection**
   - Green network light on unit
   - Test internet connectivity
   - Check cellular signal (if applicable)
3. **User Code**
   - Confirm 4-digit code is correct
   - Try code on physical keypad
   - Check with installer if needed
   - Ensure code has app permissions
4. **App Settings**
   - Dial-In is enabled
   - Unit ID is correct
   - Latest app version installed
   - Phone has internet access

"Connection Timeout"

Solutions:

- Wait 30 seconds and retry
- Force close and reopen app
- Check internet speed
- Try on WiFi instead of cellular
- Contact installer for unit reset

"Authorization Required"

What it means:

- Waiting for master user approval
- Device not yet authorized
- Previous authorization revoked

Solutions:

- Contact a master user
- Check authorization status
- Verify request was sent
- Re-add device if needed

Account Issues

"Invalid Credentials"

Check:

- Username spelling (case-sensitive)
- Password accuracy
- Caps lock isn't on
- Using correct account

"Account Locked"

Caused by:

- Multiple failed login attempts
- Security protection activated

Solution:

- Wait 15 minutes
- Use password reset
- Contact support if persistent

"Duplicate Device" Error

Meaning:

- Device already on your account
- Check device list carefully

Fix:

- Pull down to refresh home screen
- Remove and re-add if needed

Multi-User Issues

"Cannot Remove User"

- Only master users can remove others
- Cannot remove other masters
- Cannot remove yourself

"User Limit Reached"

- Maximum users per device reached
- Remove inactive users
- Contact installer for limit increase

Reset Options

- Clear application cache
- Reset notification preferences
- Re-synchronize device data
- Remove and re-add devices

Debug Mode (Advanced Users)

For detailed diagnostic information:

1. Reproduce the issue
2. Open Menu.
3. Tap your name five times.
4. Logs options appears on the menu.
5. Share logs with support team

Remember: With great power comes great responsibility. Use advanced features wisely, and when in doubt, consult the documentation or contact support.

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