

MISSED REPORT ALERTS: GATEWAY NOT COMMUNICATING WITH PLATFORM

1. *If several sensors trigger missed reports simultaneously, it is most likely a gateway issue.*
2. Log onto Smartsense and navigate to the gateway (either on Mobile app or Web Dashboard).
3. With a gateway missed report – the first thing to check is **the battery**. If a gateway has been unplugged and subsequently died, you will see a red 'Last Activity' date and a red depleted battery icon.

● Sep 28, 2024 at 11:55 am



In this instance, the gateway should be plugged back into a functioning power outlet. Once the gateway has been plugged back in for some time, it can be turned back on by pressing the power button (think of it like recharging a mobile phone that has died – it cannot be switched back on right away but needs to get some battery back into it first). When plugged in and successfully charging, you should be able to see a blue glow from the bottom of the gateway near the wire.

4. **OTHER BATTERY ICONS:**
 - a. If the gateway shows the battery icon as green – it means at its last report it was plugged in. Please proceed to **step 5**.



- b. If it is yellow, it means it has been unplugged but at its last reading it was still using its battery backup (had not died). The gateway should be plugged back in.
5. Once battery level has been verified, the next thing to do on the platform, is check the signal strength. Signal strength refers to the reliability of the cellular network the gateway is using. In the gateway overview – signal strength is represented by either a green, orange or red icon. For a more detailed view and to see what the signal strength is out of 10 – navigate to the Gateway Device Details page. It appears on the top left under the Device ID.











Signal Strength  8/10

If the signal strength is poor (less than 4) – the physical position of the gateway may need to be altered, proceed to **step 6**. If signal strength is medium or good, proceed to **step 8**.

6. Firstly, verify the position of the gateway is optimal.
 - a. Recommend at least 6 foot off the ground (5-15 feet is optimal depending on area).
 - b. Not surrounded by significant signal obstructions such as an overwhelming number of other electronics.
 - c. Not hidden behind any physically large connectivity blocking objects (example: large concrete wall)
7. To find an area that has a stronger signal – gateways are built with a 'signal finder mode'. By activating this mode, you can move the gateway around and note the light pattern to find areas of stronger signal.
 - a. To place the gateway in signal finder mode – hold down the button on the front of the gateway for more than 2 seconds and less than 5 seconds.
 - b. The light on the front of the gateway will begin to blink in accordance with the strength of signal in the area. Physically moving the gateway around should result in changes to the light pattern.

Signal strength & corresponding light pattern:

- 0/10 - red LED blinks every 200ms
 - 1/10 - red LED blinks every 300ms
 - 2/10 - red LED blinks every 400ms
 - 3/10 - red LED blinks every 800ms
 - 4/10 - white LED blinks every 800ms
 - 5/10 - white LED blinks every 700ms
 - 6/10 - white LED blinks every 600ms
 - 7/10 - white LED blinks every 500ms
 - 8/10 - white LED blinks every 500ms
 - 9/10 - white LED blinks every 300ms
 - 10/10 - white LED blinks every 200ms
 - **Signal strength 4 and higher (white LEDs) is generally acceptable and will prevent weak signal strength status warning**
- c. Momentary button press will exit Signal Finder mode manually. Gateways automatically time-out of signal Finder mode after 3 minutes.
8. If power and signal are okay on the gateway – you may wish to perform a hard reset of the gateway. **HOWEVER, PLEASE NOTE THAT GATEWAY HARD RESET MAY RESULT IN STORED DATA BEING ERASED. OTHER TROUBLESHOOTING MUST BE COMPLETE BEFORE ATTEMPTING TO RESET.** If you are unsure, please call Smartsense at +1-866-806-2653.
9. The below is a general LED Reference guide for the BZ Gateway. When calling Support, please note the LED pattern on the gateway you are troubleshooting.

LED REFERENCE GUIDE			
Status	White LED	Red LED	Description
Power On		-	1 long white LED flash
Last Upload Successful		-	1 short white LED flash every 30s
Low Battery			1 short white LED flash followed by 1 short red LED flash, every 30s
Low Battery Preventing Communication	-		1 short red LED flash, every 30s
Low Cellular Signal			1 short white LED flash followed by 2 short red LED flashes, every 30s
No Cellular Signal	-		2 short red LED flashes, every 30s
Contact SmartSense Support	-		3 short red LED flashes, every 30s
Hardware Failure	-		Continuous blinking red LED