Basic Troubleshooting may lead to more profound issues with the hardware, which means inspecting or replacing said hardware. Below are instructions on that subject for Transceivers.

> Things to Check On the Transceiver

ltem	Reasoning
	If a communication issue appears between the Controller and
Wiring	transcier/s, always suspect the wiring first. The wiring could have been
	damaged for many reasons or be a wire popped out of a terminal.
	The DoorBoss Transceiver comes equipped with an LED that illuminates
LED	when receiving power from the
	Controller. No lit LED could mean a
	communication/power problem.
	The Transceiver antenna to work correctly must have two conditions
	met. First, the antenna must be as
Antenna	straight as possible. Second, the
	antenna must be pointing toward the
	floor/ground.
	Issues with the DoorBoss system
	could be caused by something as simple as a mistyped number. Check
Serial Number	the software and ensure the
	Transceiver's serial number matches
	the physical Transceiver's serial
	number.

How to Replace A Transceiver

It is rare, but a transceiver might need replacing at some point. Since the Transceiver is the heart of the Doorboss System, the replacement process is a little more drawn out.

1. Unlearn All Devices

Remove all Repeaters and Locks Learned into the Transceiver

Lo	ocks						A	в — > ×	🕸 OPERATING MODE	S III UNIT ASSIGNMENT
				Q						
		UNIT	DESCRIPTION 🕈	I	BATTERY	MECHANICAL STATE		MECHANICAL FAILURE	COMMUNICATION	TAMPER STATE
	×	1	52197391	(Good	Locked		False	Online	False

2. Delete the Transceiver

Remove the Transceiver from the software using the Delete Button found in the Transceiver's Details Box.

← 1st Floor		
Details		
NAME *	SERIAL NUMBER *	TRANSCEIVER STATUS
1st Floor	1045	Online
LAST ROLL CODE RECEIVED	LAST UPDATE	LEARN MODE
1/11/19, 9:59 AM	5/20/22, 12:45 PM	

3. Add the New Transceiver

On the StorLogix Cloud Transceiver Page, click one of the empty Transceiver boxes and add the new Transceiver information in the wizard.

← Add Transceiver				CANCEL
Details				
NAME *	SERIAL NUMBER *			
Alarm Zones				
POWER FAIL		MECHANICAL FAULT		
TAMPER		COMMUNICATION OFFLINE		
			CANCEL	SUBMIT

4. Install the New Transceiver

Install the New Transceiver in the Old Tranceiver's Weather Proof Enclosure.



5. Learn All Devices

Put the new Transceiver into Learn Mode, and Learn all the Locks and Repeaters formally connected to the malfunctioning Transceiver.

	SELF STORAGE	କ୍ଟି କ୍ଷ 🧿 🗘 🛎 Sup	erUser 🗡
← 1st Floor		LEARN MODE ON DELETE	EDIT
Details			
NAME *	SERIAL NUMBER *	TRANSCEIVER STATUS	
1st Floor	1045	Online	
LAST ROLL CODE RECEIVED	LAST UPDATE 5/20/22, 12:45 PM	LEARN MODE	