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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**

Item	Reasoning
Wiring	If a communication issue appears between the Controller and 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.
LED	The DoorBoss Transceiver comes equipped with an LED that illuminates when receiving power from the Controller. No lit LED could mean a communication/power problem.
Antenna	The Transceiver antenna to work correctly must have two conditions met. First, the antenna must be as straight as possible. Second, the antenna must be pointing toward the floor/ground.
Serial Number	Issues with the DoorBoss system could be caused by something as simple as a mistyped number. Check 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.
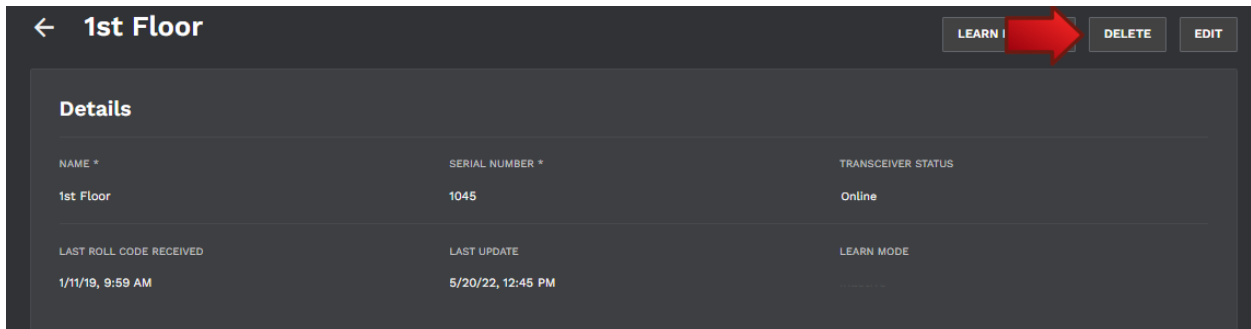
1. Unlearn All Devices
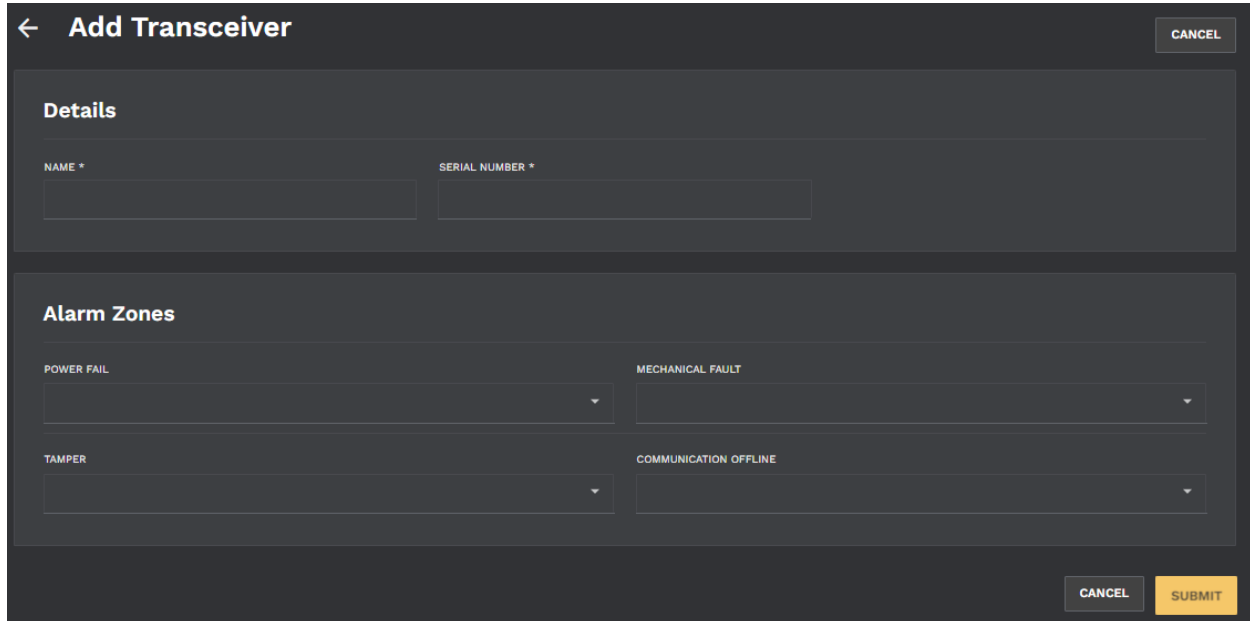   Remove all Repeaters and Locks Learned into the Transceiver
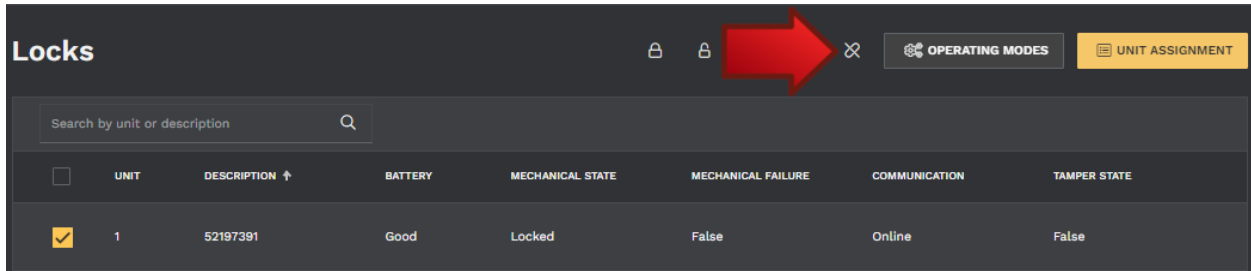
2. Delete the Transceiver
   Remove the Transceiver from the software using the Delete Button found in the Transceiver's Details Box.

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.

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

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