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.

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|-------------------------|----------------------------------|----------------------|----------|
| ← 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 | |
| | | | |