

Below are Troubleshooting steps when correcting select issues with the EasyCode App.

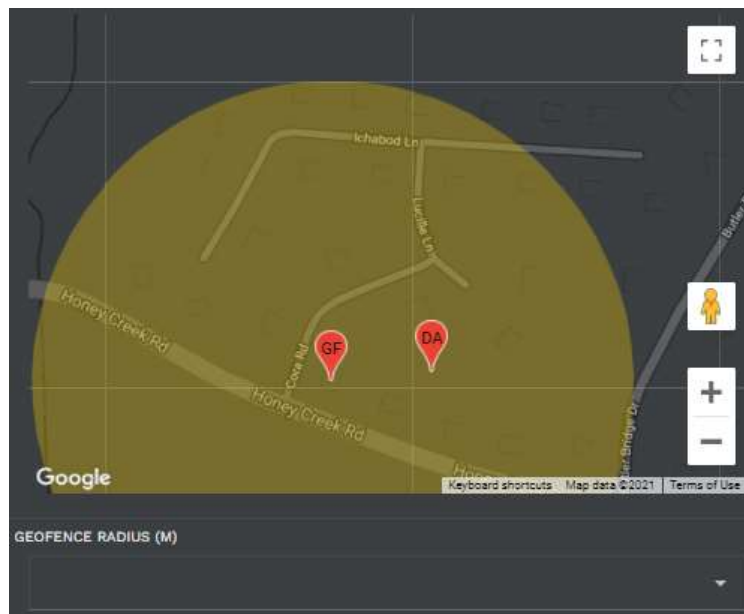
➤ Easycode App will not install on Tenant's Phone

1. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
2. Check the Phone's Operating System
 - A smartphone running an older operating system can not install EasyCode.
3. Check the Phone's Memory
 - Smartphones come with limited memory if filled with other items. The Phone will not have enough memory to store or work with the EasyCode install files.
4. Have your Phone checked by a qualified professional
 - If any of the preceding steps, including rebooting the Phone, does not correct the EasyCode App not installing, this might be a sign of deeper problems with the device. It might be advantageous for the Tenant to have the Phone checked by a qualified professional.



➤ Easycode is not opening on the Phone.

1. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
2. Reinstall the App
 - Another issue common with Smartphones is that the existing apps become corrupted somehow. Uninstalling and then reinstalling the App should clear any issues opening on the Phone.
3. Check the Phone's Operating System
 - A smartphone running an older operating system can not connect with the EasyCode App.
4. Check the Phone's Memory
 - Smartphones come with limited memory if filled with other items. The Phone will not have enough memory to store or work with the EasyCode.
5. Have your Phone Checked by a qualified professional
 - If reinstalling the App or rebooting the Phone does not correct the EasyCode App not opening, this might be a sign of deeper problems with the device. It might be advantageous for the Tenant to have the Phone checked by a qualified professional.

- EasyCode App Opens, but No Access Points show.
 1. Check Location Services on the Phone.
 - Verify that the Smartphone has location services activated.
 - Open the Phone's map app and check its location.
 2. Check the EasyCode App's permission to use location services on the Phone.
 - Most phones employ settings that allow apps access to the phones' locations. If the Phone's operating system blocks Easycode's access to the Phone's location, Easycode will not perform correctly.
 3. Check if EasyCode is working at the site.
 - Check that the GF pin is centered over the site location in StorLogix Cloud.



- Verify the site's keypad display in the "Device Configuration" section of the EasyCode Configuration in StorLogix Cloud.



Device Configuration			
ACCESS POINT NAME	ORDER DISPLAYED	ICON	ICON
Front Entry Keypad	1		1
Exit Device 2	2		1

- **EasyCode App Opens, Access Points are Visible, but Tenant can not open the door/gate.**
 1. Verify that the Tenant's access code opens the door/gate from the site's physical access point.
 - There could be an issue with the gate code Easycode sent to the StorLogix Cloud Server.
 2. Check the Tenant's status in StorLogix Cloud.
 - The Tenant's suspension status could prevent Easycode from functioning.
 3. Verify site hardware connection status to the StorLogix Cloud.
 - A disconnection between the hardware and StorLogix Cloud Server would prevent the door/gate from opening.
 4. Verify there are no holds on the Door/Gate in the Accessways section of StorLogix Cloud.
 - When a door/gate gets held close in the Accessways section of StorLogix Cloud, it ignores all commands to open.

- **EasyCode App Opens, Access Points Visible, Tenant can open doors/gates, but it takes an extended amount of time for the open command to reach the access point.**
 1. Check the Phone's signal strength.
 - On Smartphones, signal strength equals data throughput—the better the signal strength, the faster the connection. The open command takes an extended time to reach the hardware due to low signal strength.
 2. Check the site's internet connection speed.
 - The internet connection for the controller could be slow, causing the command from the StorLogix Cloud Server to reach the hardware.
 3. Check how long the site's physical access point takes to open the door/gate.
 - There could be a hardware issue causing the door/gate to open slowly.

- **The Tenant can open the door/gate from the onsite access point but not from the EasyCode App.**
 1. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 2. Check the Phone's location services.
 - Verify that the Smartphone has location services activated.
 - Open the Phone's map app and check its location
 3. Check Tenant's status in the subscriber tab.
 - The Tenant's Easycode account could have got suspended.

- EasyCode App Opens, Access Points are Visible, but the wrong door/gate opens for the Tenant.
 1. Check the access point's label in the Easycode Device Setting Section
 - An incorrectly labeled access point would force the Tenant to press the wrong icon.
 2. Check that the access point operates the correct relay.
 - An incorrectly assigned relay in Storlogix Cloud under Devices would cause the wrong door/gate to open.

ACCESS POINT NAME	ORDER DISPLAYED	ICON	ICON
Front Entry Keypad	1		1
Exit Device 2	2		1

3. Have qualified professional check hardware/wiring for shorts or loose connections.
 - A physical problem with the hardware would cause the wrong door/gate to open.
- EasyCode App Opens, but Access Points are only visible in certain site areas.
 1. Verify the Phone's location services by opening its map app
 - If the Phone thinks it is not on the storage site, Easycode will not function.
 2. Check the position of the GF pin in StorLogix Cloud.
 - If the pin is in the wrong position, the geo-fence improperly covers the site causing issues.
 3. Increase the size of the Geo-Fence surrounding the site.
 - On larger sites, the geo-fence size might not cover the entire site.



- The Tenant gets incorrect directions to the site from the Easycode App.
 1. Verify that the DA pin is in the correct location
 - The DA pin determines the location where the diving directions lead the Tenant.
 2. Verify the site's address
 - The software sets the DA pin's original location by the site address entered in the Easycode Configuration. Verify the correct site address in the software.
 3. If Tenant's Easycode supports multiple storage sites, verify they pressed the correct "Directions" button in the App.

- The Pay button in the Easycode App will not open the Site's Payment website.
 1. Reboot the Smartphone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 2. Verify the payment web address in the Easycode Settings of StorLogix Cloud.
 - An incorrect or misformatted web address would cause the payment button to malfunction.

- EasyCode Activity Tab shows events from a different tenant.
 1. Verify the access code/email address displayed in the Easycode App.
 - The Tenant using Easycode could be logged in under someone else's account, causing the App to show the data for a different tenant.
 2. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 3. Delete Tenant from the Easycode Subscribers Tab.
 - Deleting the Tenant's Easycode Subscription allows the system to reset their information and push the correct information to the Phone.

- EasyCode does not display the correct rented units for the Tenant.
 1. Verify the access code/email address displayed in the Easycode App.
 - The Tenant using Easycode could be logged in under someone else's account, causing the App to show the data for a different tenant.
 2. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 3. Delete Tenant from the Easycode Subscribers Tab.
 - Deleting the Tenant's Easycode Subscription allows the system to reset their information and push the correct information to the Phone.

- The Tenant does not receive push notifications in the App.
 1. Verify the App's permission to receive push notifications
 - If the Smartphone blocks push notifications from the Easycode App, the Tenant would have issues receiving them.
 2. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 3. Verify Notification Settings in StorLogix Cloud
 - Storlogix Cloud could have the incorrect information in the notification setup, causing the push notification to be sent to the wrong Tenant.

NAME ↑	TYPE	DESCRIPTION
Operational UAT2 Notifications	Email	
Test Notification		
Training	SMS, Email, Push	

- ❖ If this document does not solve the site's/tenant's particular issue, feel free to contact PTI Tech Support.