Troubleshooting

Internet Connection LED — red

If the Status LED is red, it means that there is non-adequate Internet connection on the device; please check your Internet settings.

Events Status LED — red "X"

If the Events Status is a red "X", it means that there exist unsent events on the device; in such case, please check your Internet connection.

Point Assignment Error

If the point assignment fails and you get an error message indicating that the checkpoint is locked, it means that the checkpoint cannot be assigned to another site. In this case, in Checkpoint Assignment menu, press "Assignments List" and delete the failed assignment. If you need to assign the specific checkpoint, then call your
manager to unlock it via the web application interface.