ACCESS360
ConnectBridge™ Gateway
Troubleshooting Guide

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INTRODUCTION

The ACCESS360 functions as a network controller and **Bluetooth**® gateway that facilitates bi-directional data transfer with CTC Connect Wireless Sensors within range.

ACCESS360 can accept an unlimited number of sensor inputs with 20 concurrent Bluetooth® connections at one time.

Rated IP67, the ACCESS360 can withstand harsh environments including temperatures ranging from -4 °F to 158 °F (-20 °C to 70 °C). A cover featuring four self-tapping screws allows the box to be sealed from the elements. There is no need to remove the cover, except for if the SD card needs to be replaced. When the gateway is fully powered on, a green LED light will be visible through the clear lid.

TROUBLESHOOTING

Gateway is not powering on

1. Ensure the power sourcing equipment complies with PoE IEEE standards

2. Check the power-sourcing device is not set to a passive powering mode

3. Inspect cabling for correct wiring or breaks

The status light on the gateway is continually flashing orange

1. This indicates there is no network communication. Ensure the gateway is connected directly to the target network through a switch or router. Connecting directly to a laptop or other computer will not work.

2. If using a hotspot, the gateway must connect to it. Connecting a computer to the hotspot and then plugging in the gateway will not work without advanced setup. A portable router-based hotspot should be used if possible.

Unable to load the web app UI on a workstation

1. Cycle power to the gateway by disconnecting the Ethernet cable, waiting 10 seconds, and reconnecting it.

2. Obtain the gateway's IP address from your network administrator.

3. Open a browser on a network connected workstation and enter the gateway's IP address.

Logging into the gateway leads to the wrong address

1. This is likely due to a network configuration error, such as duplicate IP addresses on the network. Contact the network administrator.

Gateways are missing from the Gateways tab on the app

1. The likely cause is that multiple gateways have been assigned the Primary role. Only one gateway may hold this position. Go to **Settings → Reset Configuration** and reassign any duplicate Primary gateway to Secondary roles.

Sensor is not connecting to the gateway

1. Verify that there are not duplicate Primary gateways on the network, and that the sensor is not attempting to connect to one of them (refer to the previous issue to correct multiple Primary gateways).

2. Cycle power to the sensor by disconnecting the battery, waiting 10 seconds, and reconnecting it.

3. From the Dashboard, click the Settings Button on the left.

4. Click on Gateway Bluetooth® Settings, then Bluetooth® Reset.

5. Click on Restart Gateway Settings, then Reboot.

Performing a factory reset

1. Remove lid

2. Press and hold the button marked "ETH Boot"

3. Wait until the LEDs turn off and back on

4. Reinstall the lid

Transfer data to the new gateway

1. Power off gateway

2. Remove lids from both gateways

3. Place the SD card from the old gateway into the new gateway

4. Reinstall the lid

MAINTENANCE

Once the system has been installed, it requires minimal maintenance. Basic checks to ensure system integrity should be made periodically.

Visual inspection should include examinations for the following:

1. No visible electrical burns or smoke inside the enclosure.

2. No moisture or condensation is present inside the enclosure.

WARRANTY AND REFUND

Please visit www.ctconline.com to view a complete recapitulation of our warranty and refund policies.

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