



ACCESS360

ConnectBridge™ Gateway

Troubleshooting Guide

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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

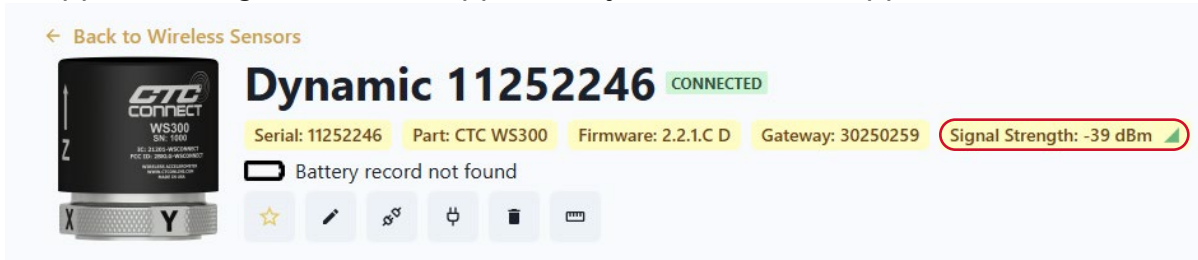
1. This is likely due to a network configuration error, such as duplicate IP addresses on the network. Contact the network administrator.

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. Check Sensor Signal Strength. For ACCESS360 gateways, -20 to -75 dBm is the required signal strength range to achieve a reliable connection. Anything beyond -75 dBm may result in dropped readings and is not supported by CTC Connect support staff.



Note: WS100 sensors are non-connectable devices. They will only submit a reading at their factory configured reading interval, and cannot be connected to on demand.

For a better understanding of signal strength, please review the information below:

- a. **-30 dBm to -50 dBm (Excellent):** Extremely strong signal, ideal for high-quality data transfer.
 - b. **-50 dBm to -60 dBm (Good):** Reliable, stable connection for most applications
 - c. **-60 dBm to -70 dBm (Fair):** Connection may become choppy
 - d. **-70 dBm to -75 dBm (Weak):** Connection is at high risk for frequent drops and data loss.
 - e. **-75 dBm or greater (Poor/Unusable):** High risk of drops and disconnection.
 - f. Ensure the sensor is at least one meter away from the gateway. Sensors that are within a one meter distance may cause missed packets from the directional antennas.
2. 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).
 3. Cycle power to the sensor by disconnecting the battery, waiting 10 seconds, and reconnecting it.
 4. From the Dashboard, click the Settings Button on the left.
 5. Click on Gateway Bluetooth® Settings, then Bluetooth® Reset.
 6. Click on Restart Gateway Settings, then Reboot.

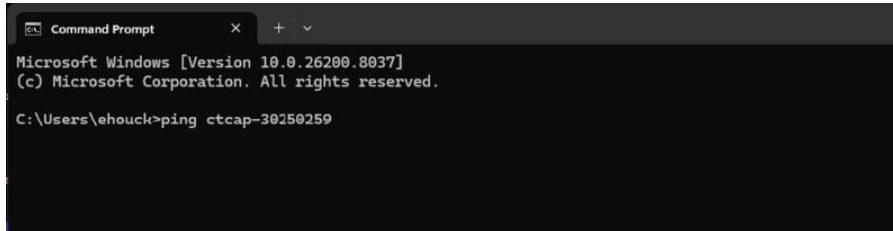
Transfer data to the new gateway

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.

ACCESSING THE GATEWAY UI

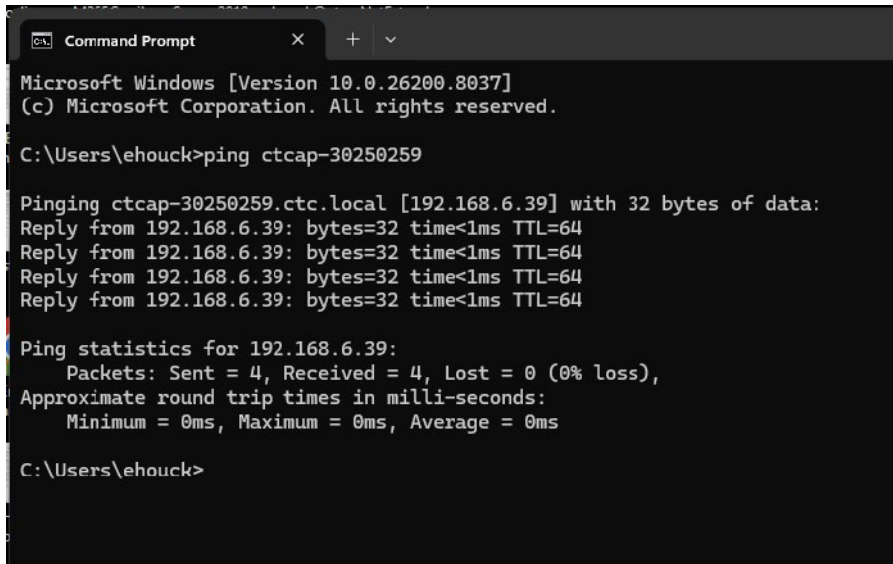
Preaction Testing

1. Ensure that the CTC Gateway in question and the PC used for communication are connected to the same LAN.



```
Command Prompt
Microsoft Windows [Version 10.0.26200.8037]
(c) Microsoft Corporation. All rights reserved.
C:\Users\ehouck>ping ctcap-30250259
```

2. Using Command Prompt, ping the host name of CTC Gateway to make sure it responds. The Host name of the gateway is formatted: ctcap-(serial number).



```
Command Prompt
Microsoft Windows [Version 10.0.26200.8037]
(c) Microsoft Corporation. All rights reserved.
C:\Users\ehouck>ping ctcap-30250259

Pinging ctcap-30250259.ctc.local [192.168.6.39] with 32 bytes of data:
Reply from 192.168.6.39: bytes=32 time<1ms TTL=64
Reply from 192.168.6.39: bytes=32 time<1ms TTL=64
Reply from 192.168.6.39: bytes=32 time<1ms TTL=64
Reply from 192.168.6.39: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.6.39:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
C:\Users\ehouck>
```

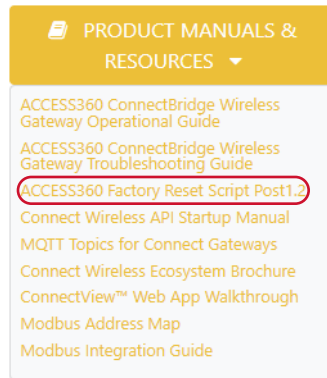
Note: The gateway will respond using its IP address.

3. Use this test to ensure connectivity to the gateway. If the results look different than the ones below, the issue is likely network related and must be resolved before proceeding with the gateway.

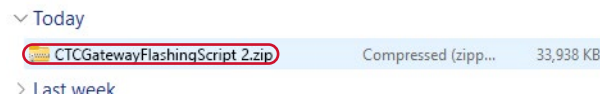
Performing a Factory Reset

Before taking any action, make note of the affected gateway's IP address and serial number.

1. Download the Application titled Access360 Factory Reset Script Post1.2, located in the Product Manuals & Resources tab on the ACCESS360 webpage.



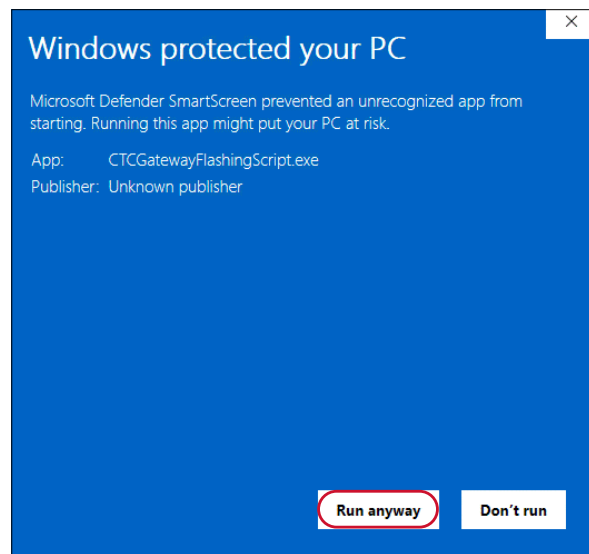
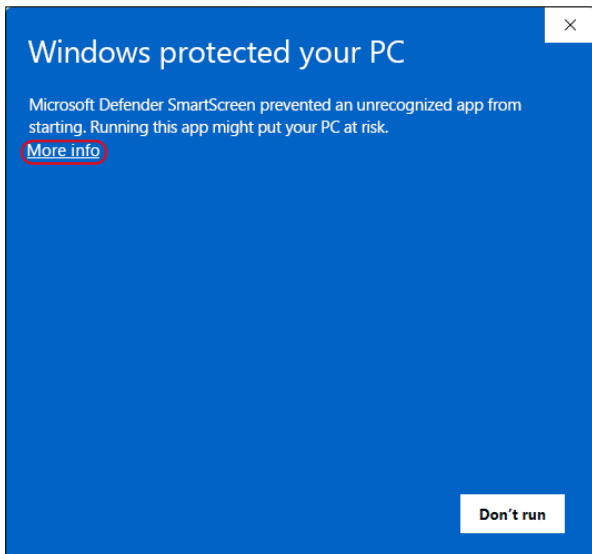
2. Locate the file labeled CTCGatewayFlashingScript 2.zip in the computer's download folder and extract its contents.



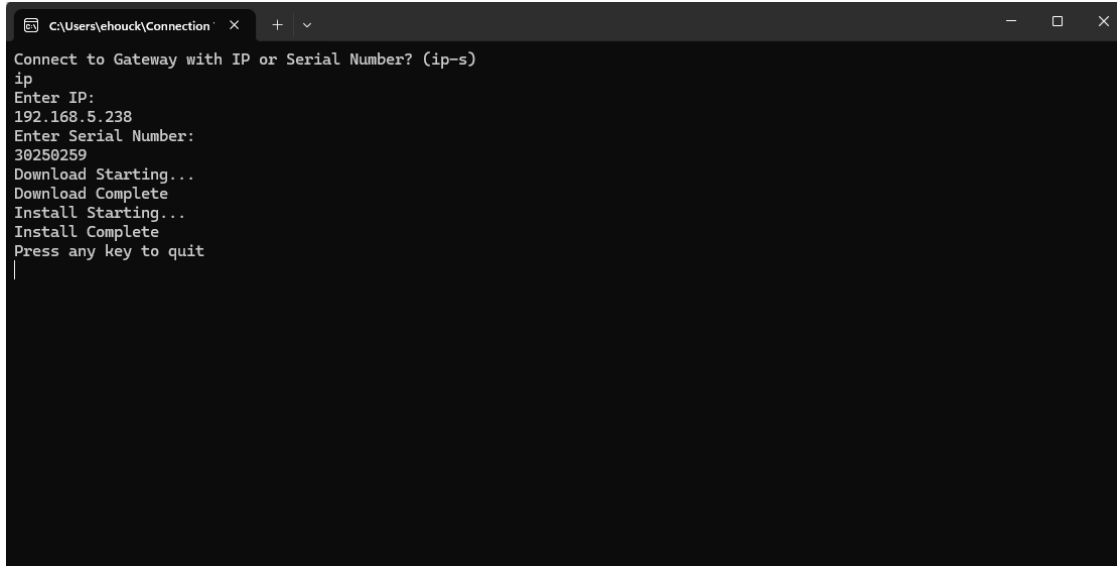
3. From the newly extracted folder, launch the application labeled CTCGatewayFlashingScript.exe



4. If Windows Defender blocks execution of the file, select More Info, then Run anyway.



5. A new Command Prompt window will open, offering to connect to the gateway via IP address or Serial Number. Type IP and press enter.
6. Type in the IP address and press enter.
7. Type in the serial number and press enter. The script will connect to the gateway and start the process of resetting it to factory setup.



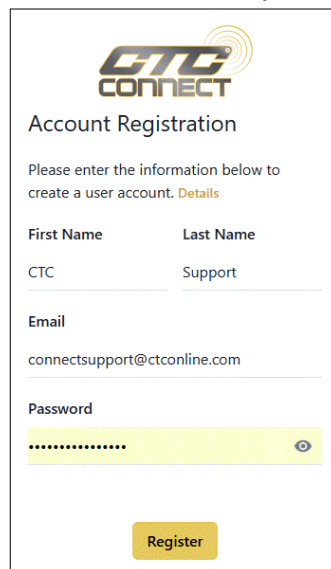
```
C:\Users\ehouck\Connection
Connect to Gateway with IP or Serial Number? (ip-s)
ip
Enter IP:
192.168.5.238
Enter Serial Number:
30250259
Download Starting...
Download Complete
Install Starting...
Install Complete
Press any key to quit
```

8. After the reset script completes, a prompt will appear to press any key. This will close the Command Prompt window.
9. The gateway will be browsable within a few minutes.

Recreate Account

This procedure is not tied to any online CTC account. It is necessary for navigating to locally networked CTC Connect devices.

1. A prompt will pop up to create an account and accept the CTC ConnectView Policy Agreement.



CTC CONNECT

Account Registration

Please enter the information below to create a user account. [Details](#)

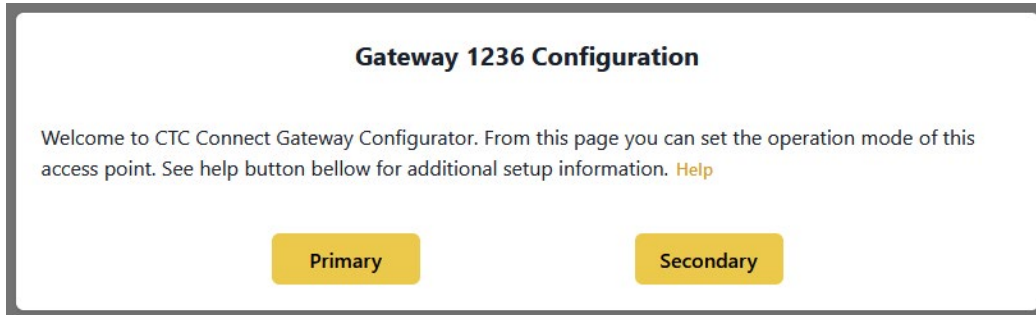
First Name: CTC Last Name: Support

Email: connectsupport@ctconline.com

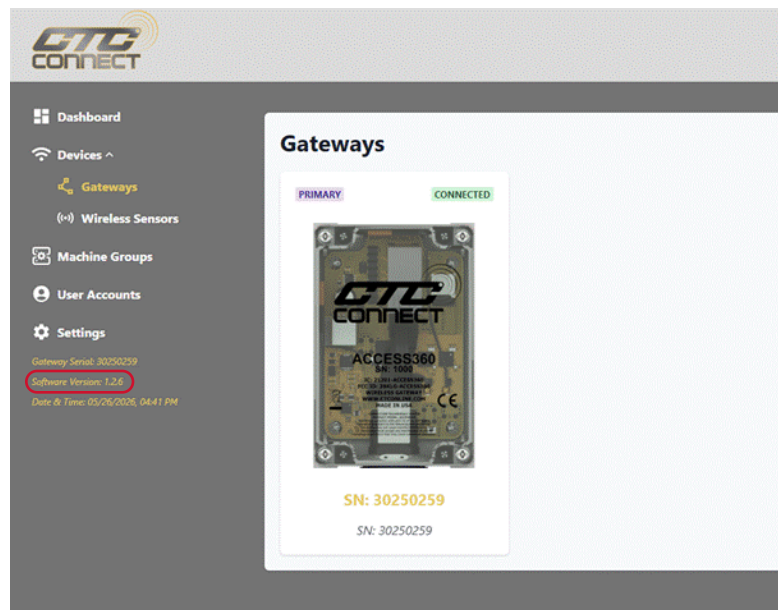
Password:

[Register](#)

2. Configure the Gateway as Primary or Secondary.

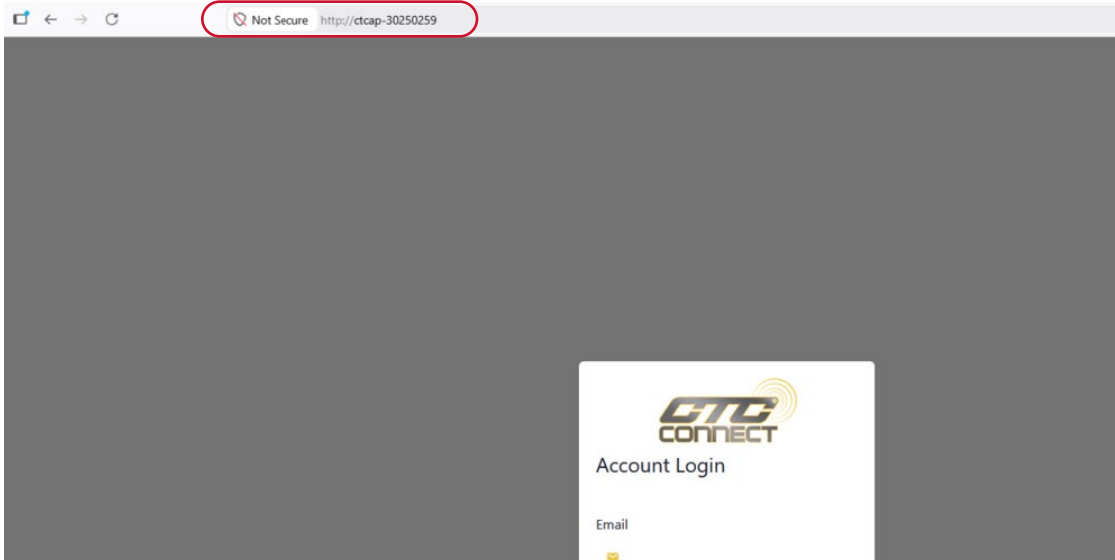


3. Log out of the gateway, then log back in. Confirm with a visual check that the gateway has been reset to factory settings using the latest firmware version.



Testing the Webservice

1. Using a web browser, type the host name of the gateway into the address bar.
Note: It is important to enter the full url including http:// as your browser may default to https://, which will result in a failure to connect to the web service.



2. The successful completion of this process will result in an accessible gateway using a web browser.

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.

DISCLAIMER

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Need Additional Technical Support?

Need additional technical support for issues or questions about the Connect Wireless ecosystem?

Scan the QR code or use the hyperlink to access our convenient web form to submit your request online at any time.

CTC's experienced support team will review your inquiry and work quickly to resolve your issues.



scan QR code or

**CLICK HERE FOR
SUPPORT REQUEST FORM**

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