



Switch™ TECH User Field Troubleshooting List

Troubleshooting Phones

1. What phone does the user have? Apple or Android?
 - a. Was everything working previously or is this their first-time setting things up?
 - b. Are they adding the same token to a second device? If yes, they need a another token.
 - c. Is the phone an official iphone or Google supported Android (OS)? Brands such as Xiaomi and Huawei do not come with the Certified Android Operating Systems (OS) and are not supported by Switch Tech. The user will need to get a new phone in this case or be issued a FOB.
2. Have they just upgraded their phone after doing initial set up?
 - a. Did they previously have access to their room/space?
 - b. If everything worked before they changed phones they need a new token.
 - c. A new phone requires a new token to be issued.
3. Is the app downloaded and installed?
 - a. Is Bluetooth enabled?
 - b. Did they accept the settings changes and make them?
 - c. Are they having issues registering their phone?
 - d. Did they delete the app after installing it and registering? If so they need a new token.
4. Have they entered their token correctly?
 - a. Make sure they enter the 16 digit code correctly
 - b. Have they shared the token with another person?
 - c. Have they deleted their app and re-installed it? If so they need a new token
5. Are they touching the core wake it up properly?
 - a. They need to touch the core not tap it – with a successful wake up the core flashes blue
 - b. Are they touching the Activate button in the app while the core is flashing blue? The user needs to get this activity sequence correct.
 - c. Just touching activate in the app will not unlock the door.
 - d. The core will flash green when the actions are done correctly and the user can gain entry.
6. Are they are the correct door?
7. Do they know for sure their access rights were updated?
 - a. The system allows you to pre-set up your app and accept your token before your actual user rights are issued. This helps with mass enrollment of users and system set up.
 - b. If the user does not have access to the core the LED will flash red for access denied. The user need to check with a supervisor or administrator for access rights to be assigned to them.

Troubleshooting Cores

1. Does the core wake up (blue flashing LED's) when knob is touched?
 - a. Was everything working previously or is this their first-time trying to gain access?
 - b. If the core does not flash blue at the LED check to make sure the battery is installed correctly.
 - c. Remove the battery cap cover and verify the Positive terminal faces outward and that the battery is properly installed. You may try a new battery to see if that clears the issue.
 - d. When the battery is removed does there appear to be any damage to the cap touch contact? Is it bent and not making contact with the outer cap or broken from the circuit board? If you see damage replace the core.
 - e. If no damage is found try rotating the cap 90 degrees and re-installing the cap.
2. Does the core grant access? (LED turns Green)
 - a. If it does this for another user then the core is functioning properly and the user having issues likely does not have authorized access to the core.
3. When the core turns green can it be used to operate the lock?
 - a. Does the lock engage but the clutch slips when the knob is turned? If yes, replace the core.
 - b. Does the core turn green but the knob does not engage the lock at all? If yes, replace the core.