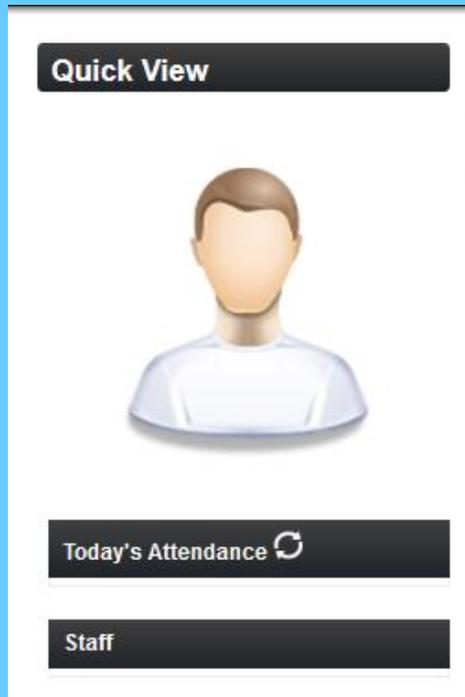


Doors



Door Offline



When the doors are off-line you will find yourself having the following issues:

- **The attendance in Fitware is not updating.**
- **New cards** entered into the system are not working on the assigned door.
- **Non-home club** member's cards are not working.
- **Status updates** are not being recognized at the door e.g. you switch a terminated card back to an 'OK' status if it has been more than two hours since the change was made, and it is still being denied access.

These are all signs that your door(s) could be offline. Use the following steps to troubleshoot the above issues.

Offline- Not controlled by or directly connected to a computer or network.

Why did my doors go offline?

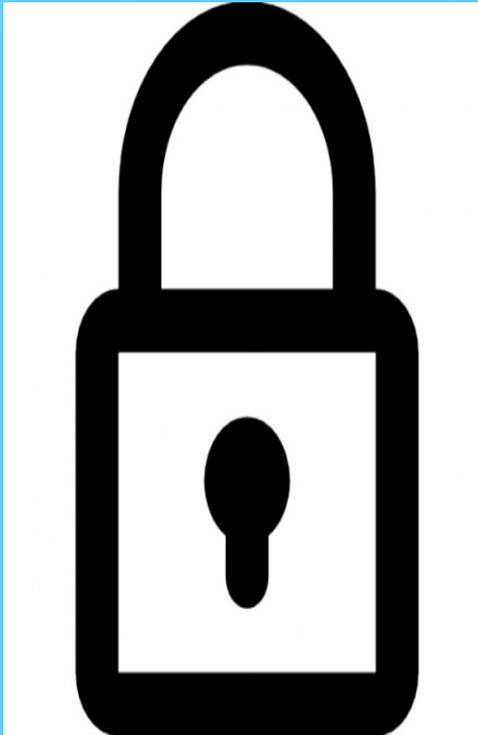
Most Common Reason:

- 1.) Power outages
- 2.) Loss of internet connection
- 3.) Equipment failure

All of these issue can cause your doors to go off-line.

Why is my door is still letting some people in while others it is not?

- The door controller has a memory. Most people, if they had scanned previously at the door and were in ok status before the door went offline, will still be able get into the club.



Power Cycle- Method 1



- **Power cycling** is the act of removing power from the device and then restoring power to the device.
- Find the **AC adapter** plug in for the door (see attached photo) **Unplug** the AC adapter for 2 minutes. Then plug the AC adapter back in.

Important:

- Please note that there may be more than one power adapter in a location. The adapter you want **looks exactly** like the images to the left and **may or may not** have a red light.
- Turning off a power strip will **NOT** remove all the power from the device! Standby power is electrical power used by appliances and equipment while switched off or not performing their primary function. The term is often used more loosely for any device that continuously must use a small amount of power even when not active.

Verify!



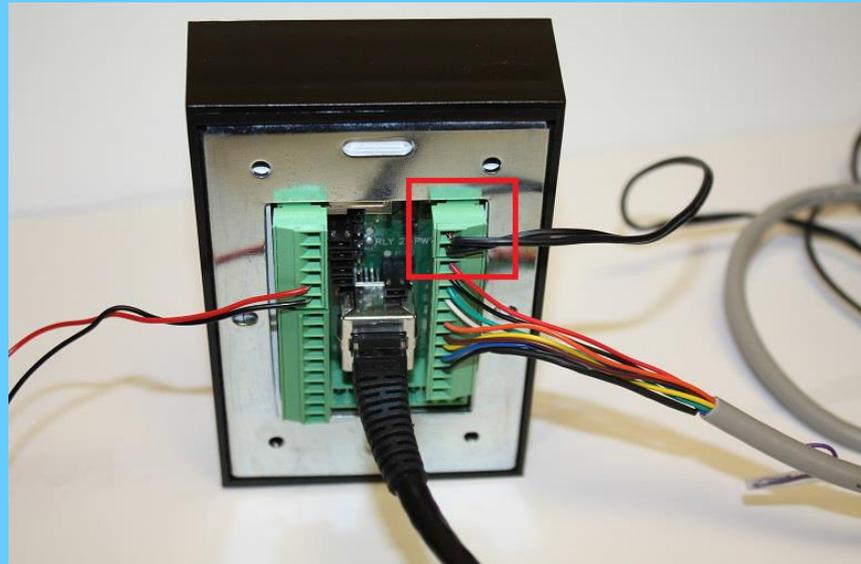
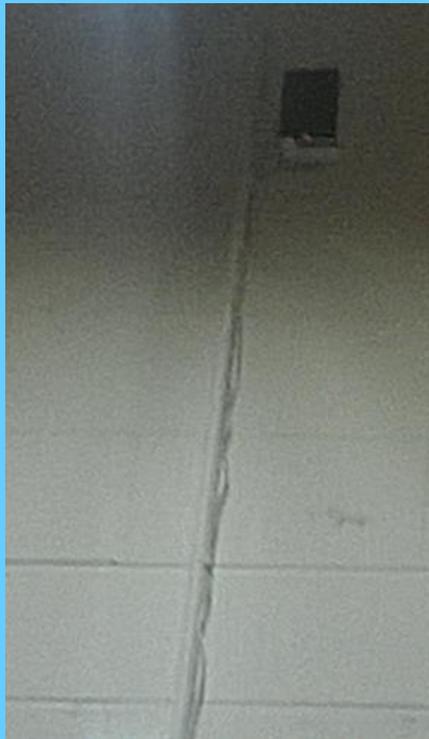
Important

- To confirm that you have unplugged the correct power adapter, verify that the light on the card reader for the affected door is **off**.

Power Cycle Method 2

**Unplug
connector at
controller.**

- Locate the controller. This is usually under the desk or near the affected door. It may be above the ceiling tiles.

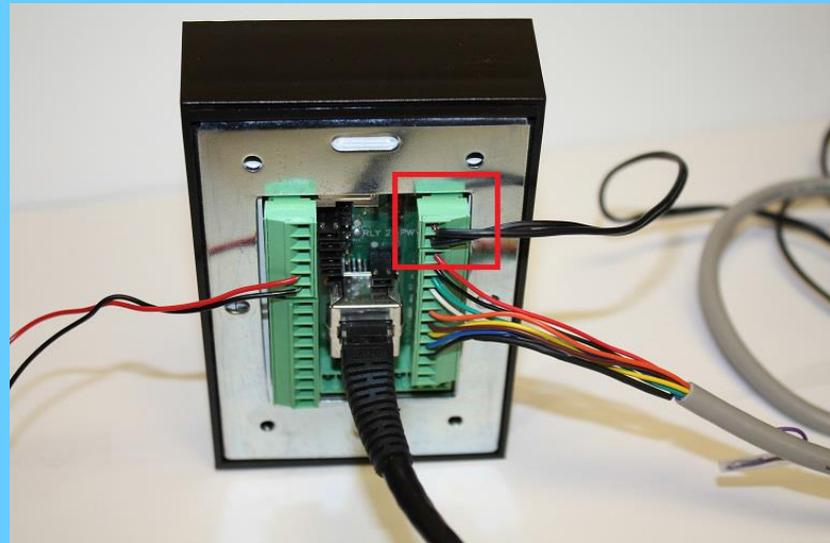


The Connector

- The connector outlined in red can be unplugged from the controller by gently grasping the green connector and pulling straight out.

CAUTION

Do NOT pull directly on the wires as doing so can damage the controller and/or the power supply.



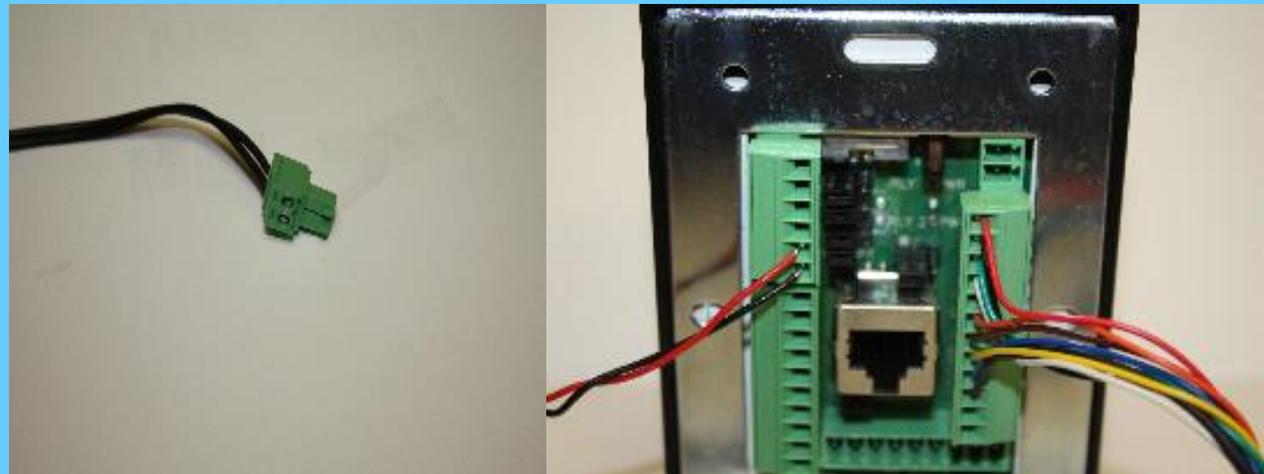
Remove the Connector

Note

To confirm that you have unplugged the correct connector, verify that the light on the card reader for the affected door is off.



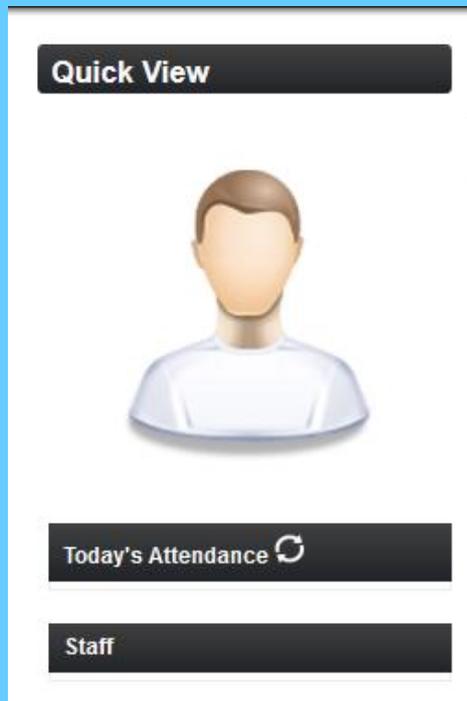
- Wait thirty seconds, and then align the green connector back up with the controller plug and gently push back in.





Power Cycle Fail

- When a power cycle does not solve the problem we need to troubleshoot your network.
- To do that you will need some understanding of your clubs devices and Network and how they work together.
- A Network-is a collection of devices connected to one another allowing for data to be shared and used.



Devices

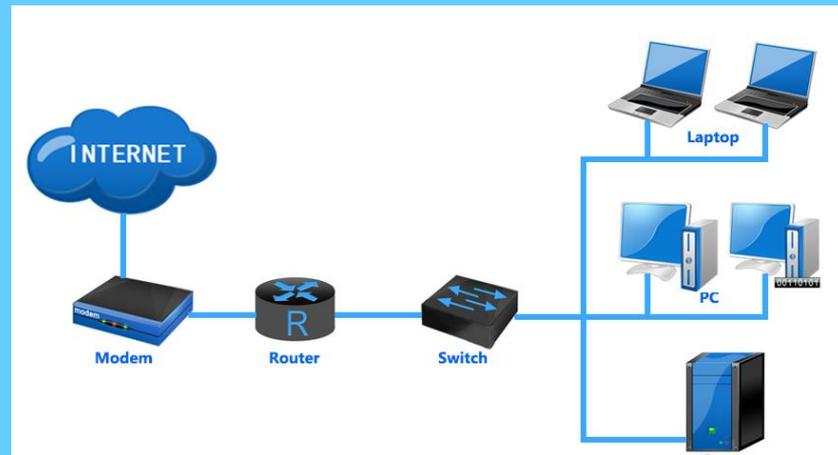
Modem-Your modem communicates with your Internet service provider's network.

Router-Your router essentially shares your Internet connection among multiple devices.

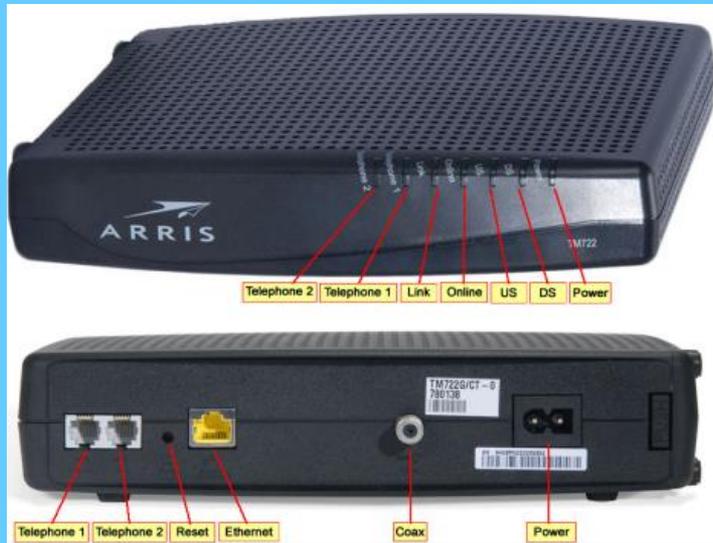
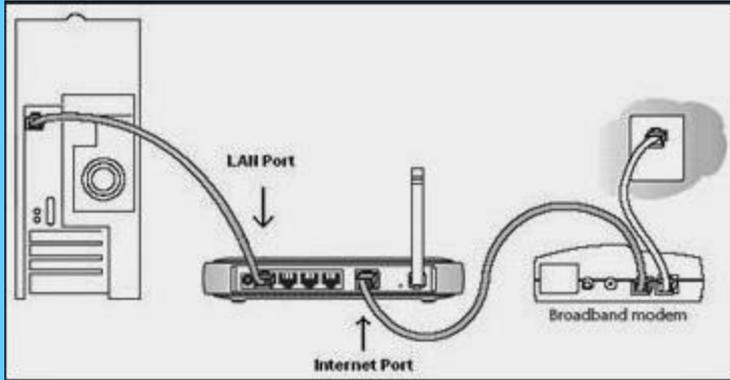
Combined Routers and Modems-Some Internet service providers offer a modem and router in a single box. That box has the electronics and software in it to provide both functions, acting as a modem that communicates with your ISP and functioning as a router.

Switch-Expands network

- **To connect to the Internet, you'll need an Internet service provider (ISP) and some hardware:**

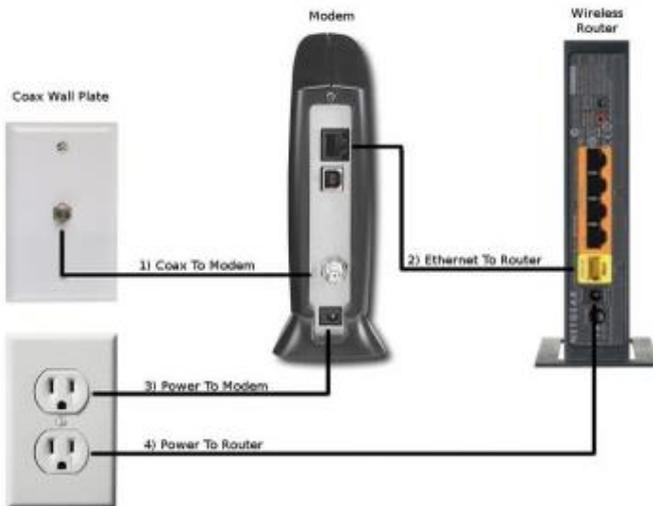


Modems- Your modem communicates with your Internet service provider's network.



Routers - Your router essentially shares your Internet connection among multiple devices.

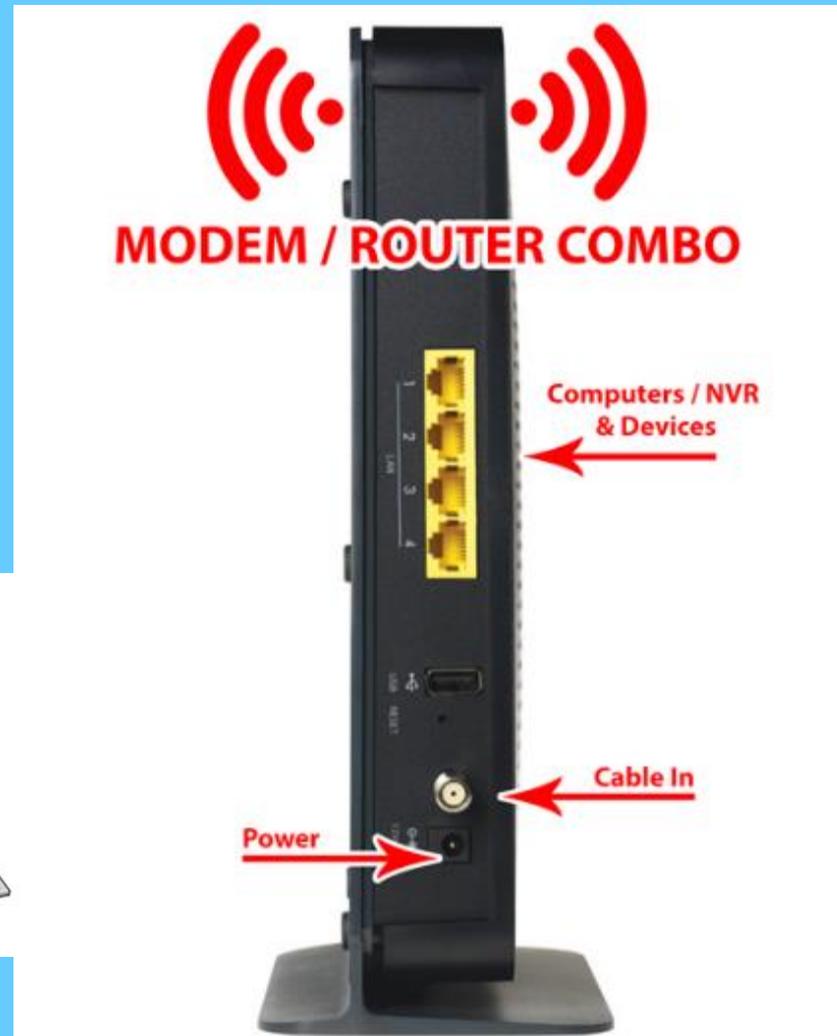
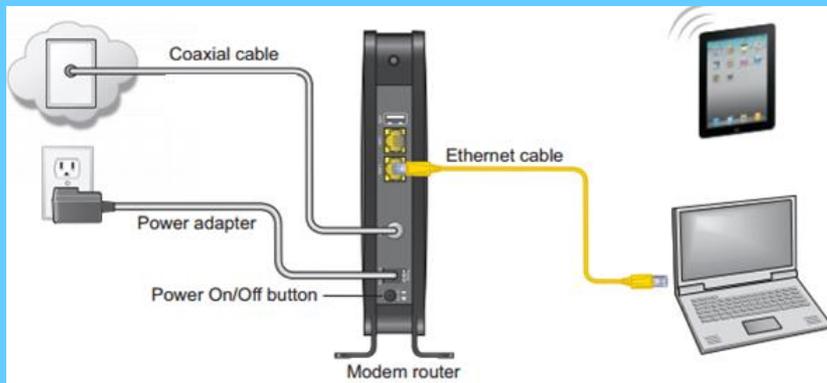
Never press the reset button! This will reset your device to factory default, meaning any configuration you may have done to the device (setting up the wireless network on your router) will be erased.



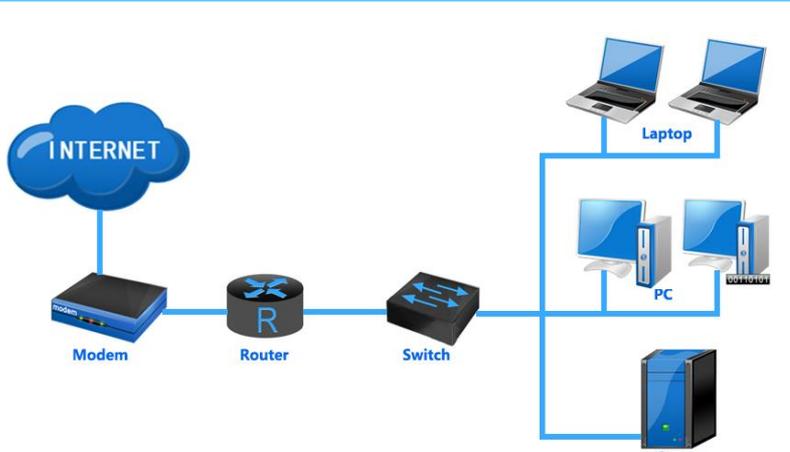
Modem Router Combo

Combined Routers and Modems-Some

Internet service providers offer a modem and router in a single box. That box has the electronics and software in it to provide both functions, acting as a modem that communicates with your ISP and functioning as a router.



Switch- Expands your network by sending the data from the router to multiple devices.



Troubleshooting

1.) Modem



- 1.) Is the device on?
- 2.) Are all the cords tight?

If yes, find the **power**-cable that goes to the electrical socket. This is usually black and has a round jack that goes into the back of the **modem**. Unplug the **modem** for 30 seconds. Then plug the **modem** back in and wait 2 minutes for the lights to stabilize.

Troubleshooting

2.) Router

- 1.) Is the device on?
- 2.) Are all the cords tight?



If yes, find the **power**-cable that goes to the electrical socket. This is usually black and has a round jack that goes into the back of the **Router**. Unplug the **Router** for 30 seconds. Then plug the **Router** back in and wait 2 minutes for the lights to stabilize.

Troubleshooting

3.) Switch

- 1.) Is the device on?
- 2.) Are all the cords tight?



If yes, find the **power**-cable that goes to the electrical socket. This is usually black and has a round jack that goes into the back of the **Switch**. Unplug the **Switch** for 30 seconds. Then plug the **Switch** back in and wait 2 minutes.

Troubleshooting

4.) Doors



- The last thing we need to do is to power cycle the doors again. Find the plug-in for your door(s) and unplug them for a few minutes and then plug them back in.
- Verify that the light on the card reader for the affected door is now on.
- If it not on try plugging the AC adapter into another outlet on the Surge Protector or Battery Back up.
- Do NOT plug directly into wall socket! Standard electrical Outlets do not have any protection against power surges and spikes and can render the door completely inoperable.



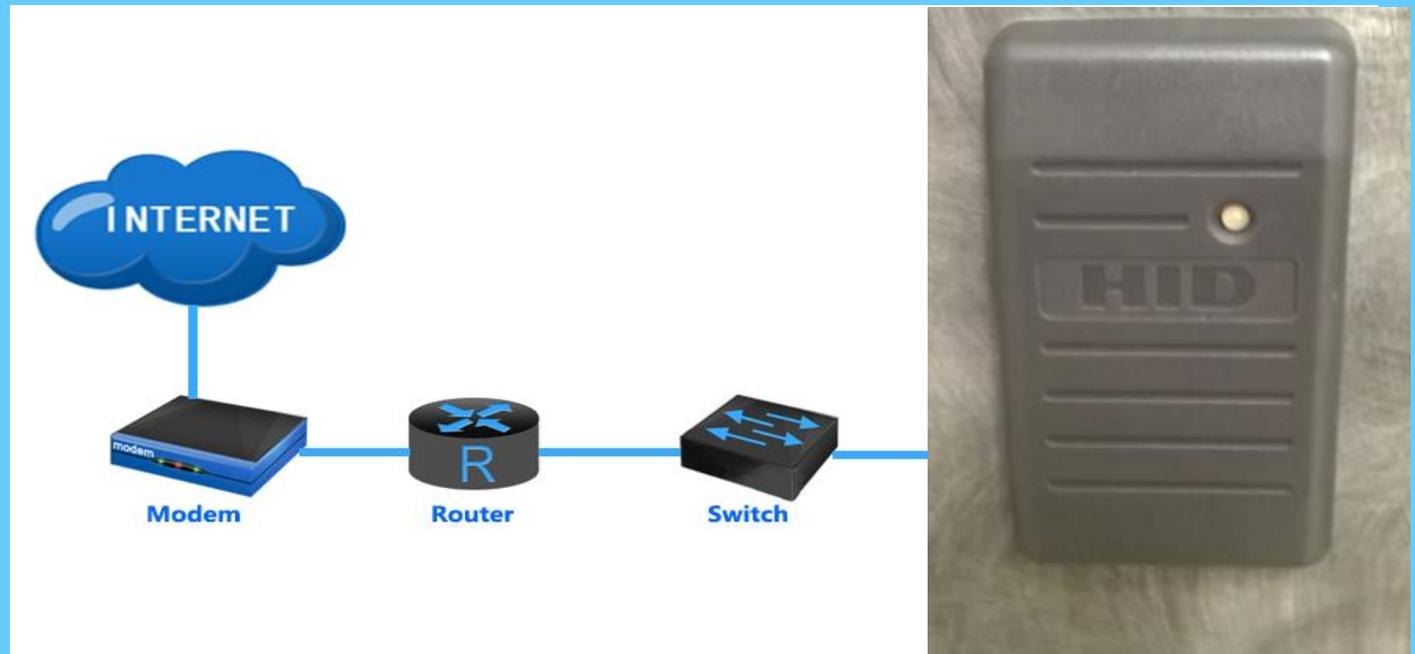
Battery Backup

A battery back up defends your equipment from damage and features surge protect outlets to guard against power spikes, it will also include outlets that deliver reliable continued power in the event of a power failure.



The power cycle must be done in this order.

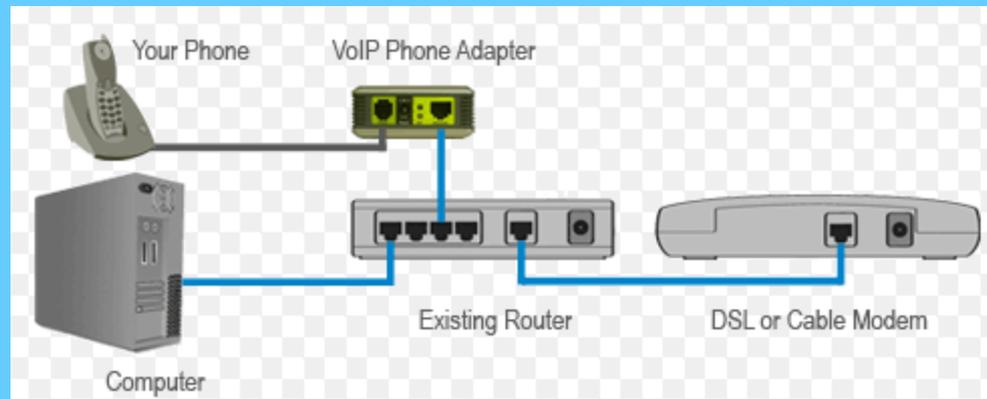
- 1.) Modem
- 2.) Router
- 3.) Switch
- 4.) Doors



VoIP- Snapcomm /GymPhone

VoIP- Voice over Internet Protocol is a technology that allow you to make voice calls using a broadband Internet connection.

- Please Note: of you have VoIP phone service such as Connect me Voice (Snapcomm) or GymPhone after taking the steps above you may also have to Power Cycle your telephone.



Label Everything



- The best thing that you can do as an Owner or a club manager is Label every device.
- 1.) Label modem mark it number #1
- 2.) Label Router label it #2
- 3.) Label Switch label it #3
- 4.) Label AC adapters for All Doors #4

Remember - **Anytime** there is a status change, it can take up to **24 hours** for the door to update to the new status. Most will update automatically within two hours. If it has been longer than 24 hours, please contact Technical Support so that we can research this further for you.

Support Tab: Click on the “Support” icon on the left side of Fitware homepage to submit a support request.

Online chat: Click on the “Live Chat Support” bottom left of Fitware homepage to begin an online chat with a support specialist.

Phone: Speak directly with one of our tech support specialist at 1-877-474-7080.