

Problem	Possible Resolutions
My Gateway's Error LED is Flashing Red	The gateway has detected an error. The most common reason for this, is that the gateway is unable to communicate with the Accsense servers. Proceed to the My Gateway isn't Connecting to the Accsense Servers section.
My Gateway's Error LED is Solid Red	The gateway has failed its internal diagnostic check. Disconnect the power from the gateway, wait sixty seconds, and plug it back in. If the problem persists, contact your distributor for a replacement.
My Gateway isn't Connecting to the Accsense Servers	Verify the Ethernet connection is working properly. When the RJ-45 connector on the back of the gateway is plugged in, a green link LED should illuminate on the port.
	Verify a DHCP server is present on the network. By default, the gateway does not have an IP address, and requires a DHCP server to function properly. A static IP address can be applied with the <i>Accsense Remote Gateway Configuration Tool</i> , available at www.accsense.com , in the <i>Support->Utilities</i> section.
	If the Internet connection is behind a firewall, ensure the gateway can make outgoing connections on the https port (TCP port 443). If your network uses a proxy, the gateway must be given direct access to an outgoing connection on this port. Consult your network administrator, for more information on Proxy Server and Firewall configurations.
I Can't Associate Sensor Pods with my Gateway	Make sure the sensor pod and gateway are physically close. Ideally, when associating pods, the sensor pod should be within 10 feet of the gateway, with a completely unobstructed line of sight. Ensure the antenna on gateway and the antenna on the pod is firmly screwed in place, and free from physical defects.
	Tap the Associate Button, located on the back of the gateway. When pressed, the Radio LED on the gateway should rapidly flash for approx 60 seconds. If the Radio LED does not illuminate, the gateway is most likely having a problem connecting to the Accsense Servers. Refer to the My Gateway isn't Connecting to the Accsense Servers section.
	Hold down the Associate Button on the sensor pod for 4 seconds. The Associate LED on the pod should flash rapidly for approx 60 seconds. If the Associate LED on the pod is not flashing, power cycle the sensor pod (hold down the power LED for 2 seconds) and try again.
How Can I Set a Static IP Address on my Gateway?	This requires the <i>Accsense Remote Gateway Configuration Tool</i> , which allows the gateway's configuration to be modified. This is available online at www.accsense.com in the <i>Support->Utilities</i> section.
I can't log into my Web Account	The gateway may not be contacting the Accsense Web Servers. Check the status LED's on the gateway, and verify the error LED is not on. If it is on, proceed to the My Gateway's Error LED is Flashing Red section, or My Gateway's Error LED is Solid Red .
	Verify you are attempting to log in with the correct gateway MAC. The MAC address is printed on the silver label located on the bottom of gateway.
	Verify you are using the proper username and password. The default username is <i>Admin</i> and the default password is <i>Admin</i> . The username and password are case sensitive, so make sure to use a capital 'A.'