

Below are Troubleshooting steps when correcting an issue with the StorLogix Mobile App.

- StorLogix Mobile App will not install on the Owner/Manager/Employee Phone.
 1. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 2. Check the Phone's Operating System
 - A smartphone running an older operating system can not install EasyCode.
 3. Check the Phone's Memory
 - Smartphones come with limited memory if filled with other items. The Phone will not have enough memory to store or work with the EasyCode install files.
 4. Have your Phone Checked by a qualified professional
 - If any of the preceding steps, including rebooting the Phone, does not correct the StorLogix Mobile App installation, this might signal deeper problems with the device. It might be advantageous for the manager/employee to have the Phone checked by a qualified professional.

- StorLogix Mobile is not opening on the Phone.
 1. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 2. Reinstall the App
 - Another issue common with Smartphones is that the existing apps become corrupted somehow. Uninstalling and then reinstalling the App should clear any issue the App might have opening on the Phone.
 - Note: The manager/employee will need to reconnect the StorLogix Mobile app to the site after reinstallation.
 3. Check the Phone's Operating System
 - Smartphones come with limited memory if filled with other items. The Phone will not have enough memory to store or work with the EasyCode install files.
 4. Check the Phone's Memory
 - Smartphones come with limited memory if filled with other items. The Phone will not have enough memory to store or work with the EasyCode install files.
 5. Have your Phone Checked by a qualified professional
 - If reinstalling the App or rebooting the Phone does not correct the StorLogix Mobile App, not opening, this might be a sign of deeper problems with the device. It might be advantageous for the manager/employee to have the Phone checked by a qualified professional.

- **StorLogix Mobile App Opens, but Site Data Shown is not Current.**
 1. Check if App Connected to the Correct Site.
 - Incorrect data showing could be as simple as the manager/employee looking at the wrong site's information.
 2. Check the Phone's signal strength.
 - On Smartphones, signal strength equals data throughput—the better the signal strength, the faster the connection. The current site data takes an extended time to reach the Phone due to low signal strength.
 3. Check the Site's Internet Connection Speed
 - The internet connection for the controller could be slow, causing the command from the StorLogix Cloud Server to reach the hardware.
 4. Check the Site's Hardware Connection to StorLogix Cloud.
 - A disconnection between the hardware and StorLogix Cloud Server would prevent current data from reaching the Phone.

- **StorLogix Mobile App Opens, Site Data Current, but Owner/Manager/Employee can not Operate Relays.**
 1. Check if App Connected to the Correct Site.
 - Relay not firing could be as simple as the manager/employee connecting to the wrong site.
 2. Check the Phone's signal strength.
 - On Smartphones, signal strength equals data throughput—the better the signal strength, the faster the connection. The current site data takes an extended time to reach the Phone due to low signal strength.
 3. Check the Site's Internet Connection Speed
 - The internet connection for the controller could be slow, causing the command from the StorLogix Cloud Server to reach the hardware.
 4. Check Site's Hardware Connection to StorLogix Cloud.
 - A disconnection between the hardware and StorLogix Cloud Server would prevent current data from reaching the Phone.
 5. Check if the site access point opens the door/gate.
 - An incorrectly assigned relay in Storlogix Cloud under Devices would cause the wrong door/gate to open.

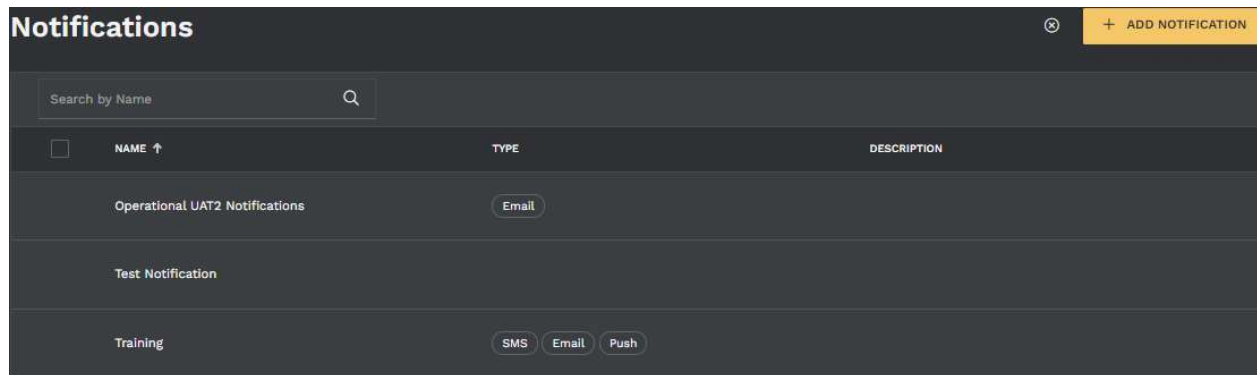
Accessways		OPEN	HOLD OPEN	HOLD CLOSE	RELEASE
Search by Name <input type="text"/>					
<input type="checkbox"/>	NAME ↑	RELAY STATUS			
	(1, 1) Front Entry Keypad - Relay 1	Closed			
	(2, 1) Rear Entry Keypad - Relay 1	Closed			

- **StorLogix Mobile App Opens, Site Data Current, Owner/Manager/Employee, can Operate Relays. Still, it takes an extended amount of time for the command to reach the device.**
 1. Check the Phone's signal strength
 - On Smartphones, signal strength equals data throughput—the better the signal strength, the faster the connection. The open command takes an extended time to reach the hardware due to low signal strength.
 2. Check the site's internet connection speed.
 - The internet connection for the controller could be slow, causing the command from the StorLogix Cloud Server to reach the hardware.
 3. Check how long the site's physical access point takes to open the door/gate.
 - There could be a hardware issue causing the door/gate to open slowly.

- **StorLogix Mobile App Opens, Site Data Current, but the App Operates Different Relays than Commanded.**
 1. Check the access point's Relay assignment in the Device Section of StorLogix Cloud.
 - An incorrectly labeled or misassigned access point would force the manager/employee to select the wrong relay.
 2. Check that the access point operates the correct relay.
 - An incorrectly assigned relay in Storlogix Cloud under Devices would cause the wrong door/gate to open.
 3. Have qualified professional check hardware/wiring for shorts or loose connections.
 - A physical problem with the hardware would cause the wrong door/gate to open.

- **StorLogix Mobile Search Function returns incorrect data.**
 1. Check if App Connected to the Correct Site.
 - Incorrect data showing could be as simple as the manager/employee looking at the wrong site's information.
 2. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 3. Reinstall the App
 - Another issue common with Smartphones is that the existing apps become corrupted somehow. Uninstalling and then reinstalling the App should clear any issue the App might have opening on the Phone.
 - Note: The manager/employee will need to reconnect the StorLogix Mobile app to the site after installation.

- The Owner/Manager/Employee does not receive push notifications in the App.
 1. Verify the App's permission to receive push notifications
 - If the Smartphone blocks push notifications from the Easycode App, the Tenant would have issues receiving them.
 2. Reboot the Phone
 - A smartphone is a small handheld computer, and, like any computer, a restart/reboot corrects any number of issues the device might have.
 3. Verify Notification Settings in StorLogix Cloud
 - Storlogix Cloud could have incorrect information in the notification setup, causing the push notification to be sent to the wrong Owner/Manager/Employee.



The screenshot shows a web interface for managing notifications. At the top left is the title "Notifications" and a search bar labeled "Search by Name". At the top right is a yellow button labeled "+ ADD NOTIFICATION". Below the search bar is a table with columns for "NAME", "TYPE", and "DESCRIPTION".

NAME	TYPE	DESCRIPTION
Operational UAT2 Notifications	Email	
Test Notification		
Training	SMS Email Push	

- If this document does not solve the site's/tenant's particular issue, feel free to contact PTI Tech Support.