

## FAQs

### 1. Why Does My Falcon XT Need a Cloud Adapter?

- Even though the Falcon XT is a feature-laden device, it sadly can not manage a connection to the StorLogix Cloud Servers. The Cloud Adapter is there to assist the Falcon XT in making the needed connection to the Cloud.

### 2. I Don't Want to Use a Cloud Adapter.

- If you choose to use a Falcon XT as your controller, it will need the Cloud Adapter to connect to the Cloud. The only way to get out of using the Cloud Adapter is to update PTI's Cloud Controller.

### 3. What are the Extra Ports on My Cloud Adapter?

- The legacy Cloud Adapter comes with four USB ports, and you can use any of them to connect the Falcon XT. The current Cloud Adapter has an expansion port on its top and front. PTI does not use these expansion ports for anything, nor should any devices be plugged into the ports.

### 4. Can I Use The Cloud Adapter for Other Things?

- The software/firmware controlling the Cloud Adapter serves one purpose, connecting the Falcon XT to the StorLogix Cloud Servers.

### 5. Can I use Wi-Fi to Connect the Cloud Adapter?

- Due to the configuration needed to connect a Cloud Adapter to the Cloud via Wi-Fi, PTI limited the device to using Ethernet.

### 6. What is the Warranty on the Cloud Adapter?

- The legacy and current cloud controller's warranty covers normal wear and tear over the life of the StorLogix Cloud subscription.

### 7. Is There a Cost to the Cloud Adapter?

- The cost of the legacy and current cloud controllers are rolled up into the yearly subscription cost for StorLogix Cloud.

#### 8. A Small Memory Card Fell Out of the Cloud Adapter.

- Power down the Cloud Adapter, Slide the Memory Card back into its slot on the Cloud Adapter, then power up the Cloud Controller.

#### 9. Why does my Cloud Adapter Have a Serial Number?

- PTI uses the serial number to connect the site's hardware to its StorLogix Cloud instance.

## Troubleshooting

#### 1. My Site Shows Offline, and My Cloud Adapter has No Lights.

- Legacy/Current Cloud Adapter

(After Each Step, Check the Connection Status in StorLogix Cloud)

1. Verify the device's power adapter is plugged into the wall.
2. If it is plugged into the wall, switch the power plug to a different outlet.
3. If the above does not power up the device, switch out the power plug.

- Current Cloud Adapter

1. Follow the steps above.
2. Press and release the reset button found on the device.
3. Press and Release the Power Button found beside the reset button.

## Troubleshooting Cont.

### 2. My Site Shows Offline, but My Cloud Adapter's LEDs are Lit.

- Legacy/Current Cloud Adapters

(After Each Step, Check the Connection Status in StorLogix Cloud)

1. Verify the Ethernet cable is securely connected to the device.
2. Follow the cable to the router/switch and verify the physical connection.
3. Remove the Ethernet cable from the adapter, plug it into a computer and verify it can connect to the Internet.
4. Connect the Ethernet Cable back to the adapter and power cycle the device.

- Current Cloud Adapters

1. Follow the above steps.
2. Press and Release the power button beside the device's reset button.

**If all troubleshooting fails, reach out to PTI's Technical Support for deeper Troubleshooting of the Issue.**