



## Troubleshooting GATE ISSUES

### START HERE 1

Does gate software show it is connected to the gate?

Yes - Go to Step 5  
No - Go to Step 2

Check to see the gate controller\* has power and is connected to the router\*.

If not, reconnect.

If already connected, go to next step.

2

Powercycle your system:

- Shut down computer
  - Unplug power to router
  - Unplug power gate controller
  - Wait 3 seconds
  - Plug in gate controller
  - Plug in router
  - Plug in computer
- Not connected?  
Next step.

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Open a support ticket:

- Go to [www.ptisecurity.com](http://www.ptisecurity.com)
  - Click Support & Open New
- Use your password sheet, enter your username and password. (Check PowerBook)

Fill out ticket & click Submit Ticket. PTI will contact you.

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5 Go to next step on this wheel.

In the Gate Setup window, under Update Gate, click All Tenants. Close setup window.

Refresh gate data:  
In SiteLink, click - Company, Setup, Hardware Interface, Gate Setup\*.

Send data to gate:

In Storlogix, click - Tools, Send All to Falcon XT\*. Click OK to begin transfer.

Process will complete in 1-3 minutes.

Go to next step.

6

Test keypads:

Try a gate code and see if steps worked. If a particular gate code was not working, try that one in addition to another.

If gate still doesn't operate, go to next step.

7

Fill out ticket & click Submit. PTI will contact you.

Using your password sheet, enter your username and password.

Open a support ticket:  
• Go to [www.ptisecurity.com](http://www.ptisecurity.com)  
• Click Support & Open New

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\* SEE REVERSE FOR PHOTOS OF THESE ITEMS

## 2 GATE CONTROLLER & ROUTER



## 5 REFRESH GATE DATA

The screenshot shows the PTI software interface. On the left is a navigation menu with items like Operations, Adjustments, Company, Reports, Graphs, Calendar, Prorate Calculator, Map, Phone Integration, Log Off, and Reminders. The 'Company' item is circled in red. An arrow points from 'Company' to the 'Setup' button in the main panel, which is also circled in red. Another arrow points from 'Setup' to the 'Hardware Interface' option under 'Site Setup', which is circled in red. A final arrow points from 'Hardware Interface' to the 'Gate Setup' option under 'Hardware Setup', which is circled in red. Below this is a detailed view of the 'Gate Setup' window. It has a 'Current Gate Settings' section with fields for Company (PTI Access), Model (StorLogix), Interface path (C:\PTI), Update file name (PTIDAT), Unit name length (1-6 alphanumeric characters), Access code length (4-10 numeric characters), Other authorized users (Supported), Time zone number (0-99), Keypad zone number (Not Supported), and Account name (Not Supported). There are also checkboxes for 'SiteLink maximum access code length' and 'Minimum balance before gate lockout'. Below this is the 'Gate Access Rules For Multi-Unit Towns' section with three radio button options: Mode 0 (selected), Mode 1, and Mode 2. At the bottom is the 'Local PC Settings' section with checkboxes for 'Update the gate for remote transactions' and 'Update the gate only when logged into this location code on this computer'. On the right side of the 'Gate Setup' window, there is a 'Setup' sidebar with options like Select Gate, Time Zones, Keypad Zones, Update Gate (circled in red), All Tenants (circled in red), Test, and Troubleshoot.

## 6 SEND DATA TO GATE

The screenshot shows the StorLogix software interface. The top menu bar includes File, User Operations, Alarms & Events, Setup, Tools, Reports, and Help. The 'Tools' menu is open, showing options like Open Door/Gate..., Update Graphics, Synchronize Date/Time, Clear All On-Site Users..., Send All to Falcon XT (circled in red), Database Troubleshooter, and Setup LogixScript. The 'Send All to Falcon XT' option is highlighted with a red circle. In the bottom right corner, there is a 'Silence All Alarms' button with a red bell icon and a red circle with a slash through it. At the bottom of the window, there is a 'Quick Viewer' section with the text: 'Drag column headings to reorder, Right-click on log for other options.'