

System Offline - Troubleshooting Guide



BRU



TRADITIONAL GATEWAY



NEW GATEWAY

*You'll have one of these two Gateways

1. Identify if the Gateway is receiving power.

The Gateway indicates power with a solid green LED next to the power cable and indicates traffic with a flickering LED next to the ethernet port closest to the power cable.

1. Check Gateway Lights



GOOD

Light Beside Power Port:
Solid

GOOD

Light on Ethernet Cable:
Blinking Fast

2. Next, check the BRU lights in the cooler connected to the offline Gateway(s). If the BRUs do not have any lights, there is a power, cable, or BRU issue. If BRUs have lights, then the issue will be internet based.

BRU's display 2 Red LED lights. The light closest to the wall stays solid red, while the LED closest to the client should blink showing traffic.

2. Check BRU Lights



GOOD

Top light (Furthest from wall mount):
Flickering



GOOD

Bottom light (Closest to wall mount):
Solid

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3. **Now we are going to check the internet.** Follow the ethernet cable that is closest to the power cable to see if the **Gateway** is connected to the network via **Wifi Extender** (usually a white TP Link module) or **Mobile Hotspot** to verify if that unit is also receiving power. If you use a Wifi Extender or Mobile Hotspot, it must be power cycled before the Gateway.
4. If applicable, unplug the **Wifi Extender's** power cable for no less than 15 seconds before plugging the unit back in.
5. After unplugging the **Wifi Extender**, unplug the BarTrack **BTGW Gateway's** power cable. Plug the power back into the Gateway after no less than 15 seconds.
6. Verify a solid green LED next to the **Gateway** power cable and verify a flickering LED on the first ethernet port. (**Note* Gateway initially will show the ethernet cable LED as a solid green light until it cycles through its startup process.**) You will not receive any LED indicators on the Data ethernet port (The internet line furthest from the power cable) on the Gateway unit.
7. Verify LED activity on the Wifi extender if installed
 - Wifi extenders display a solid LED for power, as well as traffic on the ethernet ports leading to the gateways. Wifi extender should have a total of four green LEDs if using the white TP Link Wi-Fi extender.
8. If the cycled units all appear to be in working order, you are good to go!

ADDITIONAL STEPS IF THERE IS STILL NO POWER

1. For **Wi-Fi Extenders** or **Gateways** not supplying power, verify the power line is plugged in.
2. If there is a **Power Strip**, verify that it is live via the on/off switch or ground light.
3. If you use **Extension Cables**, reset in the outlet (unplugged for 10 seconds & re-plug).
4. If the unit is plugged into a **GCFI**, reset the outlet.
 - Note, GCFI's/ outlet walls are sometimes a series. The outlet with the equipment may not be the tripped GCFI/fuse.
5. If the unit is still off, verify the **Fuse Box** has not tripped.

If the unit is still not receiving power, reach out to your Client Success Manager.