



ALARM LOCK

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Note: Technical Service is for security professionals only

ALARM LOCK Tech Support

TECH TIP



Date: Wednesday, June 26, 2013

Subject: Wireless Gateway Troubleshooting

Models: Networx AL-IM80211 Gateway

If the Alarm Lock Gateway is not functioning, the following list will help to identify the issue:

CHECK THE GATEWAY

- Check the Gateway power supply
- Power cycle the Gateway (remove power, wait 1 minute, then replace power), then test wireless communications

CHECK THE NETWORK SETTINGS

The following existing network settings are critical. The Alarm Lock Gateway wireless configuration settings must match the customer's network Wi-Fi settings:

- Network Name (SSID)
- Security Type
- Security Encryption Setting
- Network Password (Key)
- Wireless Speed should be set to "MIXED"

Two questions to ask the customer:

- Has there been any new hardware or other changes made to the network?
- Has the network software or firmware been recently changed or updated?

RELOCATE THE GATEWAY

- Open the **Gateway Configuration** screen (click the **GW Config** button) and click to highlight / select the Gateway. Then click **Actions** > **Relocate Gateways (Displayed in red)**.