Setra RF500A - 5-Min Gateway Troubleshooting Guide – Part 1

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Introduction

The following guide is intended to provide a quick 5-minute assessment of your Gateway to get you back up and running or confirm that you need to contact Setra for more help.

Gateway Fault Diagnosis

Please check to see which fault below best describes the fault you have.

PC Check - I cannot bring up the Log-in Page of the Gateway on my Browser (I get a blank page)

Check with your colleagues, do they have the same issue? If yes, then the problem is likely to be with the Gateway see physical checks below.

If not, then the issue could be your PC or connection to the Network, please check.

Try clearing the cache on your PC, using CTRL-SHIFT-DEL and follow the on-screen instructions to clear 'Cached Images and Files'. Close the Browser Window and re-open and try again to see if this has resolved the issue.

PC Check - There is an 'Error Message' on Log in Page, and I cannot Log-In

If the error message is related to the SD 1 or SD 2 being in 'Error' then both SD Cards will need to be replaced. In which case please contact Setra, see page 2 for details.

PC Check - There is a File-Open or User Error on the Log in Page and I cannot Log-In

Please see below for Resetting the Gateway. If that does not work, please contact Setra, see page 2 for details.

Physical Gateway Check – Gateway On/Off – The Blue LED is Off

The Blue LED indicates whether the Gateway is ON or OFF. If the Blue LED is off, then please follow the Gateway Switch ON procedure, see Gateway Switch ON procedure below and confirm that the Gateway Switches back ON and you can log in.

Note: Check for Mains Power first (Green LED ON) before attempting Switch ON Procedure, see below.

Physical Gateway Check – Mains Power – The Green LED is Off on the Gateway

The Green LED indicates Mains Power to the Gateway. Check that power supply is plugged in and that it itself is plugged into the mains. Check that the Green LED on the PSU is illuminated and check all connections. If the Gateway Green LED does not come back on, then try another AC Mains Socket.

If all the above fails, then the Gateway PSU might be faulty, especially if its own Green LED is out. If you have another Gateway, please try the PSU from this one to confirm and then please contact Setra, see page 2 for details.

Contact Us

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E-mail UKtechnical@setra.com for Technical Support

Gateway Reset Procedures

The Gateway is a low power Computer and just like it's bigger brothers occasionally needs a prod to resolve an issue. The following describes several procedures you can use to help resolve other issues with the Gateway operation.

Gateway Switch ON Procedure

If the Gateway is switched off or has shutdown unexpectedly, then a re-start may fix the problem.

Note – Gateway Switch-ON is only possible if the Green Mains LED is ON Solid indicating that the Gateway has Mains Power, see above.

Take an open paperclip and insert it into the small hole on the top left-hand side of the Gateway marked ON/OFF for a couple of seconds until the Gateway Bleeps. Remove the paperclip and wait for the Gateway to re-start. During the process the BLUE LED will flash rapidly until eventually it stays on solid and after you here 4 bleeps the Gateway will have re-booted. Try logging in to see if that has resolved the issue.

I've switched On the Gateway but that's not worked

Check the LEDS on the side, if they are scanning from one to the next and repeating then the internal battery is being charged and the Gateway will automatically start when there is sufficient power in the battery to allow for a safe shutdown. This will take a few minutes.

Note – If this does not clear after one hour or more then please contact Setra, see below for details.

Gateway Reset/Reboot Procedure

If advised to do so, then please use this procedure to Reset/Reboot the Gateway.

Take an open paperclip and insert it into the small hole on the top left-hand side of the Gateway marked ON/OFF for a couple of seconds until the Gateway Bleeps. Remove the paperclip and wait for the Gateway to shut down. During the process the BLUE LED will flash slowly until eventually it goes off.

See above for Gateway Switch ON Procedure to complete the Reset process.

Contacting Setra

If any or all the above fails to resolve the issue, please ensure that when contacting Setra you include all relevant information with your enquiry, including the tests/results carried out above so that we can offer the best possible help, including screenshots where appropriate. Using e-mail is the best way to contact us as this is being reviewed all the time and we'll get back to you as soon as we can.

Note – Outside of UK office hours, weekends, and Bank Holidays, replies may be delayed.

For Technical Support write to uktechnical@setra.com