Setra RF500A - 5-Min Gateway Troubleshooting Guide – Part 2
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Introduction

The following guide is designed to be used in addition to the 5-minute guide Part 1 and provides help with other items that can crop up with the RF500A Gateway and Transmitters. These are the most common issues with the Gateway/Transmitters and should allow you to complete some local self-diagnostics before contacting Setra for more help. Setra Technical Support may well have provided you with this document to help you diagnose your Gateway issue.

Gateway E-mails have stopped.

The Gateway only supports TLS 1.0 security, and this is being deprecated by many E-mail providers. To confirm this please navigate to **Administration – System Settings – Mail System – Advanced Tab – Diagnostics – Show** and bring up the Diagnostics Page.

Please copy and paste this information into an E-mail to send to your IT for them to confirm the issue. If the problem is related to TLS 1.0 then they may be able to provide a fix.

Please Click Here to download instructions on how to use Gmail instead.

Important - Check the E-mail Queue

There may be a lot of e-mails built up in the system and eventually these can eventually cause problems for the Gateway. Please use the 'Clear Queue' button to delete any unsent e-mails (whenever there is 10 or more) and consider deselecting user e-mails for the time-being until the issue is resolved. Note – The Clear Queue button may need to be pressed several times to clear all outstanding e-mails.

Important – When I navigate to the E-mail Advanced Tab, I get an error message.

If you receive an error message when navigating to the Advanced E-mail Tab, then is it likely that there is already a very high number of E-mails built-up in the system. Please contact Setra as soon as possible, stating this as the issue, see contact information at the bottom of this guide.

If the gateway is otherwise still working normally, please request a manual backup from the Gateway, select Administration – Backup and click on the Request Manual Backup File and wait for the Backup File to be created. Download it and send to Setra uktechnical@setra.com for investigation and correction if possible.

The Gateway is in Alarm, and I cannot Log-in to Acknowledge the Alarm.

If you are unable to log into the Gateway, then please Click Here to download our 5-Minute Troubleshooting Guide for your RF500A Gateway and follow the instructions according to your circumstances.

The Yellow LED on the front of the Gateway is Flashing

The Yellow LED on the front of the Gateway indicates a fault with the Gateway, which could be hardware or software.

Please try the following to resolve….

The Web-Page is not available.

If you are unable to log into the Gateway, then please [Click Here](#) to download our 5-Minute Troubleshooting Guide for your RF500A Gateway.

Hardware Fault

If you can login to the Gateway, then check the Flags on the Home Screen which will indicate the fault.

You can also check in the Audit Trail for Faults by filtering the Audit Trail by System. Check to see what the fault is.

If this indicates a fault related to the Gateway Hardware not covered by this guide, then please contact Setra, see the bottom of this guide for details.

Software Fault

If the fault is determined as a Software fault, please select **Administration – Hardware – Reset** and wait for the Gateway to re-boot. Log back into the Gateway and check to confirm if the issue is resolved.

The RED LED is flashing, and the Gateway is Bleeping (Optional)

The RED LED indicates that there is a Transmitter in the system in Alarm. This does not indicate any failure of the Gateway. The Buzzer may also be activated, but this depends on the settings in the software. If Bleeping, then please log in to the Gateway and Acknowledge/Snooze any active alarms to stop the Buzzer.

Other Gateway and Accessory Faults

My Autodialler is not Working.

Please follow the following procedure to check for faults with the Autodialler.

1. Check that power is connected to the Autodialler and that the backup battery is not flat. An Alkaline PP3 is required.
2. Check that the settings on the Gateway are correct.
3. Try the other output on the Gateway to trigger the Autodialler.
4. Please refer to the Operating instructions included in the AutoDialler or that can be downloaded [here](#) for more troubleshooting advice.

My Klaxon/Siren is not Working.

Please follow the following procedure to check for faults with the Klaxon/Siren.

1. Check that the Klaxon/Siren has power connected.
2. Remove the Klaxon/Siren and short-out the connector using a paperclip and see if the Klaxon/Siren activates. If yes, then this suggests an issue with the Gateway.
3. Please check to ensure that the settings on the Gateway are correct and that the Klaxon/Siren is plugged in to the correct Switch output on the Gateway. Navigate to **Administration – Hardware – Switch Output Setup** and check that the settings are correct. Also check that Switch Outputs 1 and 2 are all selected appropriately under Alarm Groups, navigate to **Administration – Alarm Groups** to check/confirm.
4. If all is well then please, try connecting the Klaxon/Siren to the other Switch out to confirm that the switch output on the Gateway is not at fault.
5. If you determine that it could be the Gateway at fault, please contact Setra see instructions at the bottom of this guide.

Other Faults and Issues with RF500

I've just received a Transmitter back from Service and it won't connect to my Gateway.

If you have just received a Transmitter back from Service and it does not automatically re-connect to the Gateway it might be because the Radio Board was replaced. Please select **Administration – Hardware – Reset** and wait for the Gateway to re-boot.

Provoke the Transmitter with an RF525 key to force a radio session. Confirm that the Transmitter Re-connects.

It may come up with a Code 400 Error, or a Period Fault, in which case you will need to Re-Task it. Please Click Here to download a Copy of the Manual for the Gateway, Page 49 refers.

Your other Transmitters will connect over the next couple of hours as the wireless system re-builds itself.

Transmitters are showing as 'No Signal'

Transmitters showing 'No Signal' are usually transient issues with the Wireless Connection, which will normally resolve themselves automatically. If this does not happen and Transmitter(s) remain 'No Signal' for an extended period, please check the following.

1. Are the local *Meshing Units working as expected and not indicating any Error Messages?
    a. Please check and clear any issues with *Meshing Units before exploring further, including flat battery, mains disconnected or not working, check the PSU is plugged in to the Tx and the AC Mains.
    b. Visit the Transmitters and confirm that locally there are no unexpected Error Messages.
    c. If there are Error or Code Messages, please see below for further advice.
    d. Check the condition / fitment of the Antenna to ensure it is secure and undamaged.
    e. Check that the location of the Meshing Unit is unchanged and that it's Radio Connection is not otherwise blocked by obstacles that were perhaps not there previously.

      f.   Are Doors in the area closed that would otherwise have been open before?

2. Check the status of the Transmitter. Is it showing Flat Battery or is the LCD Blank? If yes, then this is the mostly likely cause of the No Signal Issue. Please replace the battery as soon as possible, see separate guide on battery replacement.
3. Check to ensure that Transmitters have not been physically moved, thus moving them out of range of the Gateway.
4. Try moving Transmitters closer to the Gateway to see if this improves the situation.
5. Try fitting High Gain antennas to the Transmitters showing No Signal.
6. Check the condition / fitment of the Antenna to ensure it is secure and undamaged.
7. Try making other Transmitters locally Meshing, by powering them up with an RF520 PSU.

*Meshing Units are usually those with High Gain Antennas and Mains Powered with the RF520 PSU. Note they are often set to Backbone on the Gateway, but this is not essential for purposes of Meshing the Radio Signals, although it does help.

Transmitters showing Flat Battery

Any transmitters showing as Flat or Low Battery should have their Battery replaced as soon as possible. Only use approved batteries in your Transmitters. Search for 'LSH 14', Heavy Duty or 'LSH 14 Light', Standard Battery, online to purchase the correct battery. Note although other Lithium 'C' cells may work they might provide poor battery life.

Please Click Here for help with sourcing new Batteries for your RF500 Transmitters.

Transmitters with Error ending XX4

If the Transmitter shows Errors ending in XX4 this means that the Radio Board has crashed in the Transmitter. This cannot be resolved by yourself and the Transmitter either needs to be returned to Service for repair. Please Click Here to visit the Comark Website for instructions to return product for repair.

Transmitters with Other LCD Error Messages

If you have Transmitters with other error messages, please refer to the links below for further help and advice on the Setra Website….

Click Here to Visit the Comark Website for LCD Codes Explained

Click here to Visit the Comark Website for LCD Error Messages Explained

My Transmitter says 'Period?' on the Dashboard

If your Transmitter shows Period? Either because of completing Task and Data Retrieve or in normal use then please re-task the Transmitter and the error should clear. Please Click Here to download a Copy of the Manual for the Gateway, Page 49 refers.

If the error does not clear, please contact Setra via uktechnical@setra.com for more assistance.

My Transmitter has a Sensor Fault

If your Transmitter is indicating a Sensor Fault, then this is most likely due to a damaged or open circuit probe. Please check the probe to ensure it is correctly connected and check the lead for damage.

My Transmitter has an Unknown Task Fault

If your Transmitter is showing Unknown Task Fault on the Dashboard, then please re-task the transmitter and confirm that the fault clears. Please Click Here to download a Copy of the Manual for the Gateway, Page 49 refers.

If not, please contact Setra via uktechnical@setra.com for further assistance.

Other Questions

We've had a power cut and now I cannot log into the Gateway.

In this case the Gateway should switch back on automatically after the power is returned. If this does not happen and you are unable to log into the Gateway, then please Click Here to download our 5-Minute Troubleshooting Guide for your RF500A Gateway.

Changed the Clock and now I cannot log into my Gateway.

If you just changed the Clock, the Gateway would need time to re-boot before you can log back in. Please wait for the Gateway to fully re-boot. If you are unable to log into the Gateway after re-setting the Clock, then please Click Here to download our 5-Minute Troubleshooting Guide for your RF500A Gateway.

Can I get an ONSITE Visit to Check/Fix my Gateway?

Yes, in some circumstances we can come to site to investigate and fix issues with your Gateway. Please contact Setra via ukonsite@setra.com to request a site visit.

Note – We may not be able to attend site very quickly and that there may be a charge for such a visit.

Note – Setra can only visit site in the UK. If you are outside the UK, please contact your local distributor for assistance.

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