Trouble Shooting and Repair Guide

Scenario	Cases	Procedure/Step
Gate Setup & Setting	•No buzzling sound from the gate.	For checking of no buzzling sound from the gate, **Step #1:** Go to the 'Settings' module in Aratum portal, and click on the 'Buzzling Sound' and set the correct duration.
	•No response from RFID receiver. •No response from metal detection. •No response from camera.	For checking of no response from RFID receiver, camera, & metal detection of gate, **Step #1:** Power off these devices first. Check all the connection of the cables are intact properly. **Step #2:** Power up these devices and check the functions of these device. **Step #3:** If problem's still persisting, login into the device setting and check the port setting. **Step #4:** After confirming the details, re-boot the devices. **Step #5:** Check the function of the devices. If problem still persisting, may proceed to change the hardware.
	•Weak / Strong RFID signal	For checking of too strong or week signal of RFID card, **Step #1:** Kindly proceed to the station B or D for a quick check. For too strong or weak of RFID could means the device has being faulty. **Step #2:** Guests will be providing with a new set of RFID card.

Application Related	•Slow response from informational screen.	For slow response of informational screen or facing frequent clash down of the application, **Step #1:** Kindly confirm the revision of the application. If is wrong application, kindly proceed reinstallation of the application with correct revision. **Step #2:** If the problem persisting, kindly check on IP of the gate or minicomputer through 'Command Prompt'. Type 'ipconfig' in the prompt to get the information of the IP. **Step #3:** Share the information of IP to the administrator in station D for further assistance.
	•App crash down	
Wrong Error Code Displayed	•Error code in red when pass case. •Error code in green when fail case.	For wrong error code cases **Step #1:** Kindly confirm the revision of the application. If is wrong verison of the application, kindly proceed for reinstallation of the application with the correct revision.
Hardware Defect	•Camera is not functioning. •Monitor is not functioning. •Keyboard is not responding •Micro-computer is not responding	For hardware defect cases, **Step #1:** Kindly confirm on the functionality of the hardware devices **Step #2:** Kindly power off the hardware devices, unplugging and re-plugging of the cable connection. **Step #3:** Test the hardware devices **Step #4:** If the problem is still persisting, kindly proceed to change the hardware.
Connection Problem	•Lost connection at corresponding gate. •Slow connection at corresponding gate.	For network slow connection or lost connection cases, **Step #1:** Kindly check on IP of the gate or minicomputer through 'Command Prompt'. Type 'ipconfig' in the prompt to get the information of the IP address. **Step #2:** Share the information of IP to the administrator in station D for further assistance. **Step #3:** The administrator will scope down the problem subjects to port setting or connectivity issue.

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