Tenant Mobile App Troubleshooting Steps For Site Managers

iOS Devices: Must support Bluetooth 4.0 and be an iPhone 4s or newer

SECURED BY noke

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General Troubleshooting Steps

1. Check that Bluetooth is turned ON.

2. Toggle Bluetooth OFF then ON.
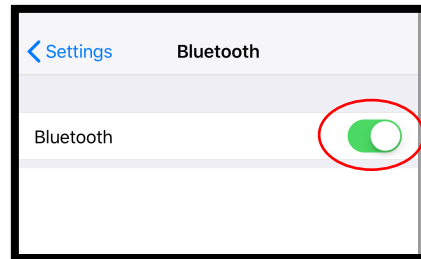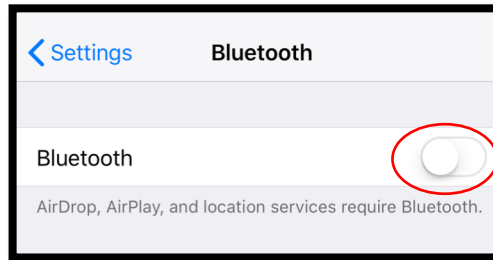
3. Force close app and re-open app.

3.1 Swipe up and pause.

3.2 Tap red button on top left corner of app screen.

3.3 Re-open app by tapping on icon.
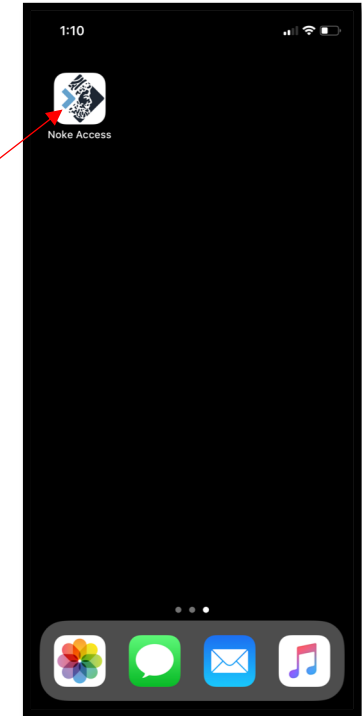
4. Verify that the app is running the latest version.

4.1 Click on the settings tab at the bottom of the app screen
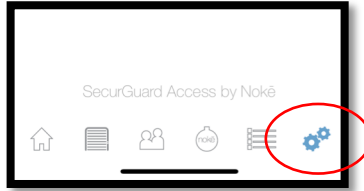
4.2 Click "About"

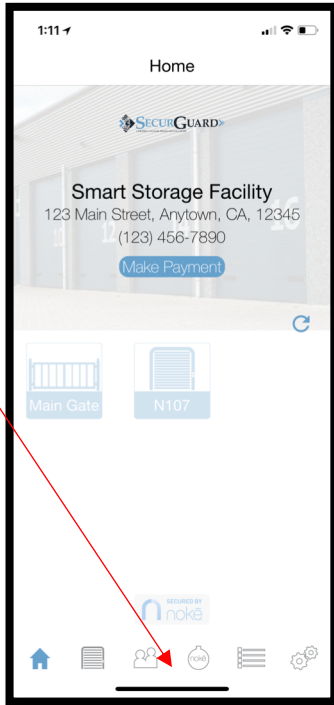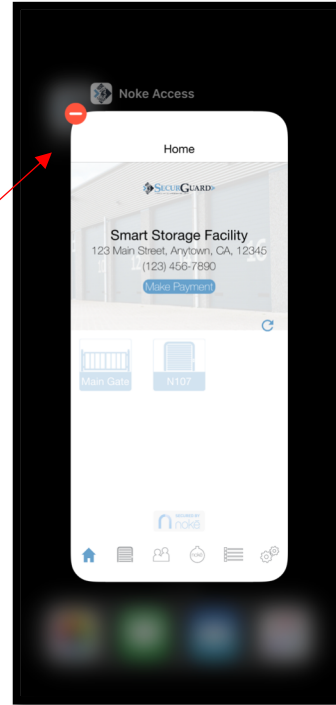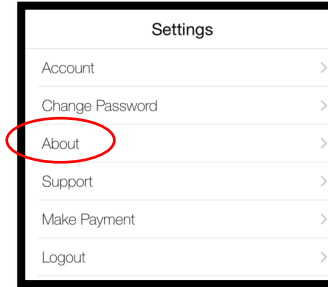**4.3** See "Version"
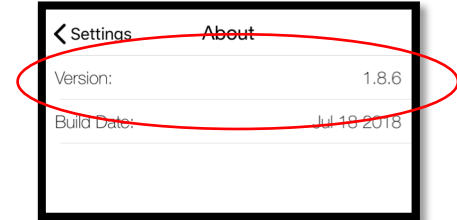
4.4 Search for the app in the App Store and check latest "Version"
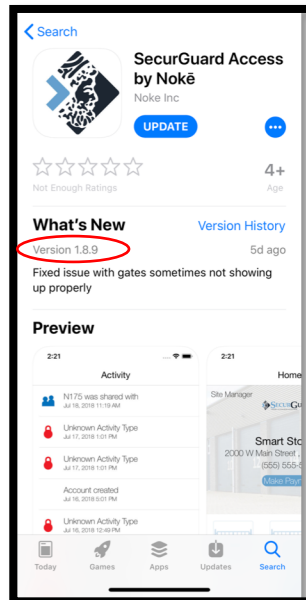
4.5 If the Version number in the app store (step 4.4) does not match the Version number on your app (in step 4.3), you need to update the app via the app store by clicking "Update"
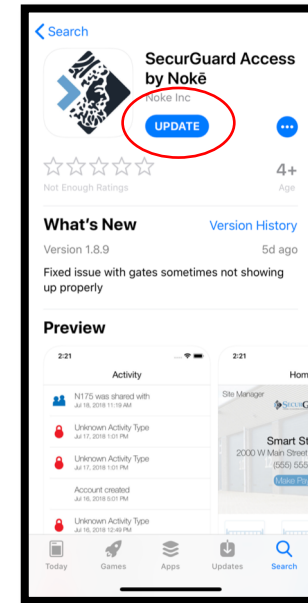
5. Shut down and re-start phone.

iPhone 8, or earlier, iPad, or iPod touch:

5.1 Press and hold the top (or side) button until the slider appears.

5.2 Drag the slider to turn your device completely off.

5.3 After the device turns off, press and hold the top (or side) button again until you see the Apple logo.
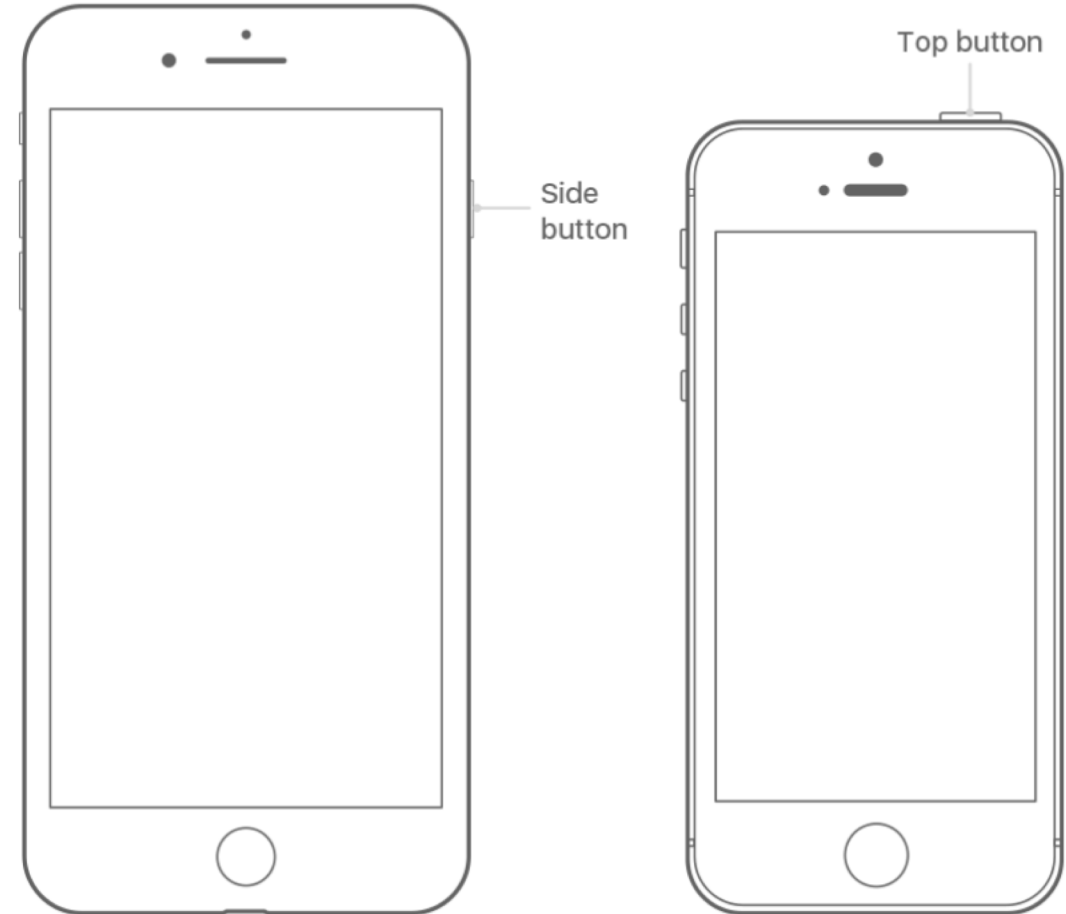
iPhone X:

5.1 Press and hold the side button and either volume button until the slider appears.

5.2 Drag the slider to turn your iPhone X completely off.

5.3 After your iPhone X turns off, press and hold the side button again until you see the Apple logo.

Volume up/down

Side button
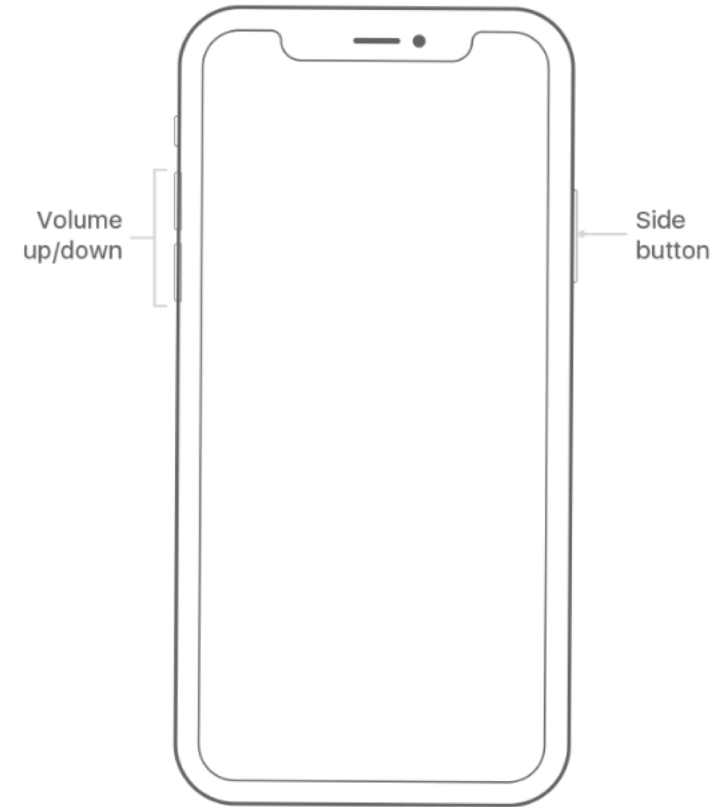
6. Uninstall and re-install the app.

6.1 Press and hold the app icon on the home screen of your device
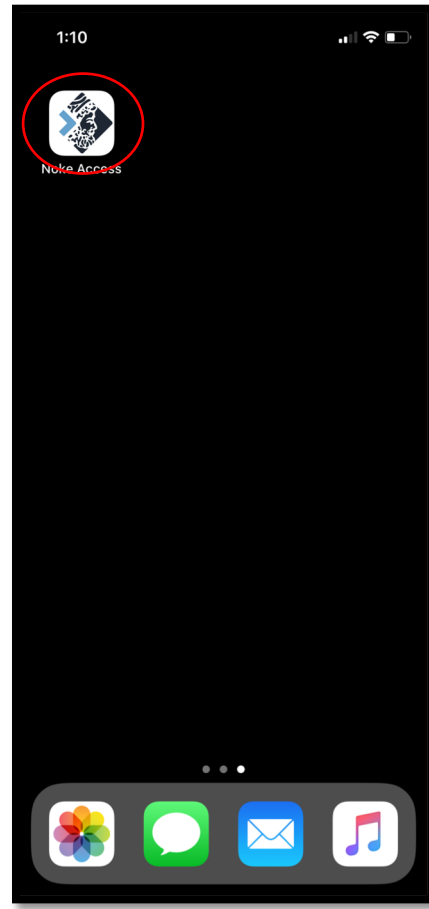
6.2 Click the "X" that appears on the corner of the app icon to delete

6.3 To re-install the app, go to the App store
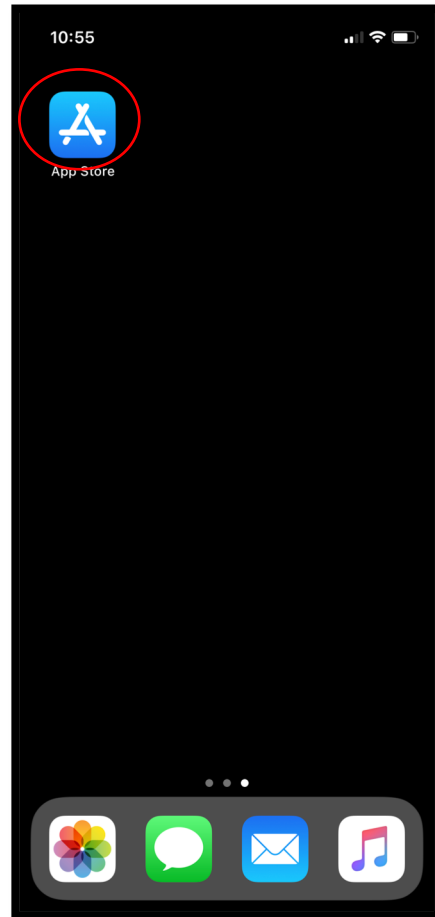
6.4 Search the name of the app and click on the download button

Error message: "Unable to verify access or you are offline. Please check your internet connection and try again."

Error Codes: A-0, A-1

Troubleshooting steps:

1. Make sure the tenant's smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.

2. Check that device has an active internet connection (open a browser and go to a webpage).

3. Once cellular or Wi-Fi service is established, click the refresh button in the tenant mobile app.

4. Log out and log back in.

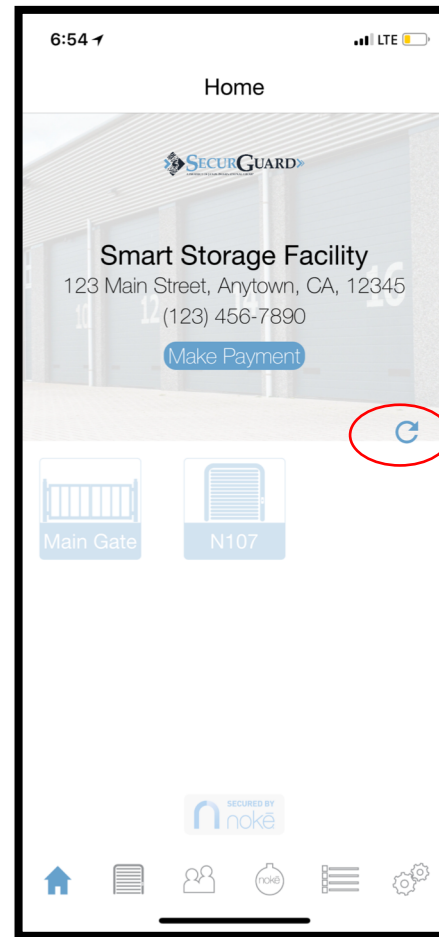*If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.*

Error message: "Your password was not changed. Please try again. Ensure password is at least 8 characters long."

Error Codes: S-3, S-23, S-77

Troubleshooting steps:

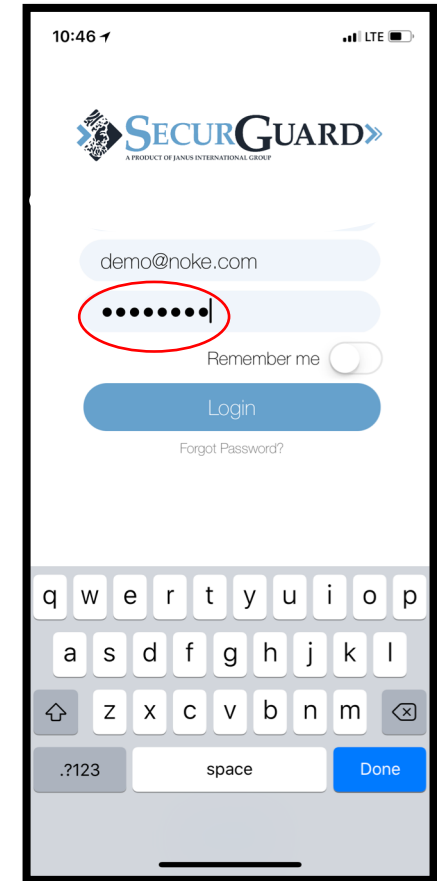1. Verify that the user's password is at least 8 characters long. Note that passwords may contain upper and lowercase letters and special characters, but must be entered exactly as they were setup.

2. Follow General Troubleshooting steps and try again.

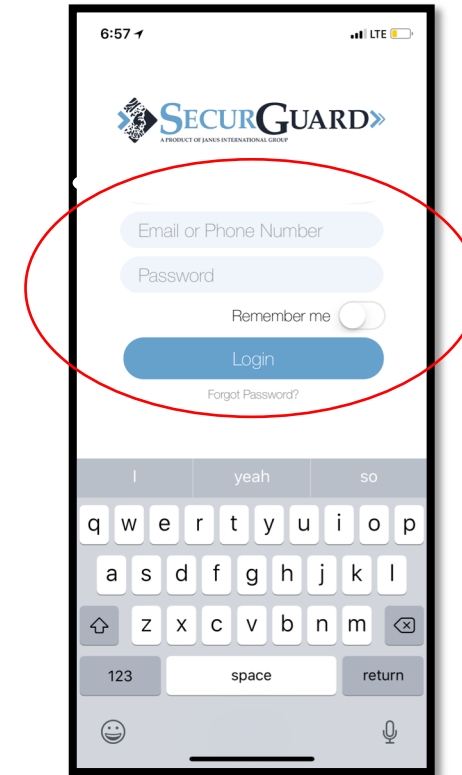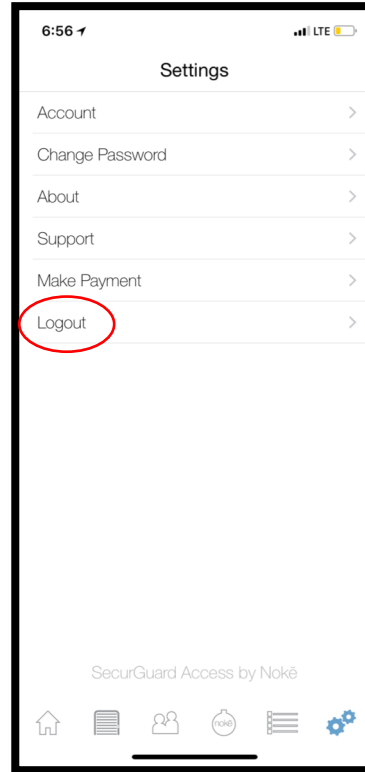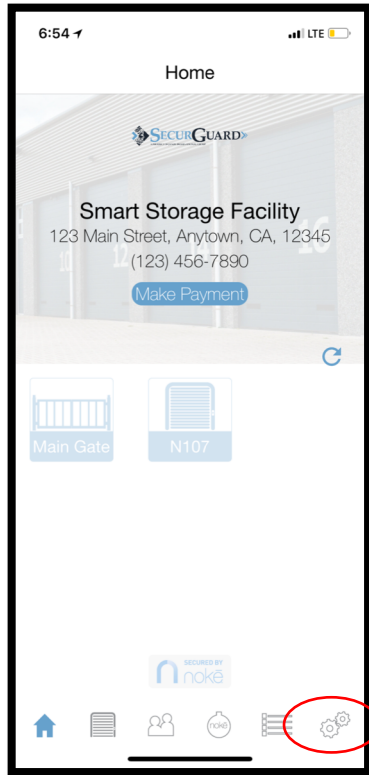*If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.*

Error message: "Your login has expired. Please logout and log back in."

Error Code: S-9

Troubleshooting steps:

1. Log out and log back in. Note that passwords may contain upper and lowercase letters and special characters, but must be entered exactly as they were setup.

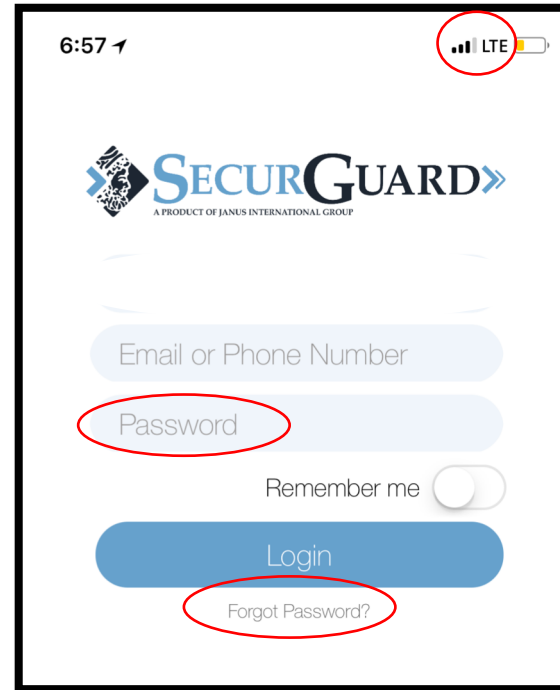*If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.*

Error message: "The email, phone number, or password is incorrect. Please check and try again."
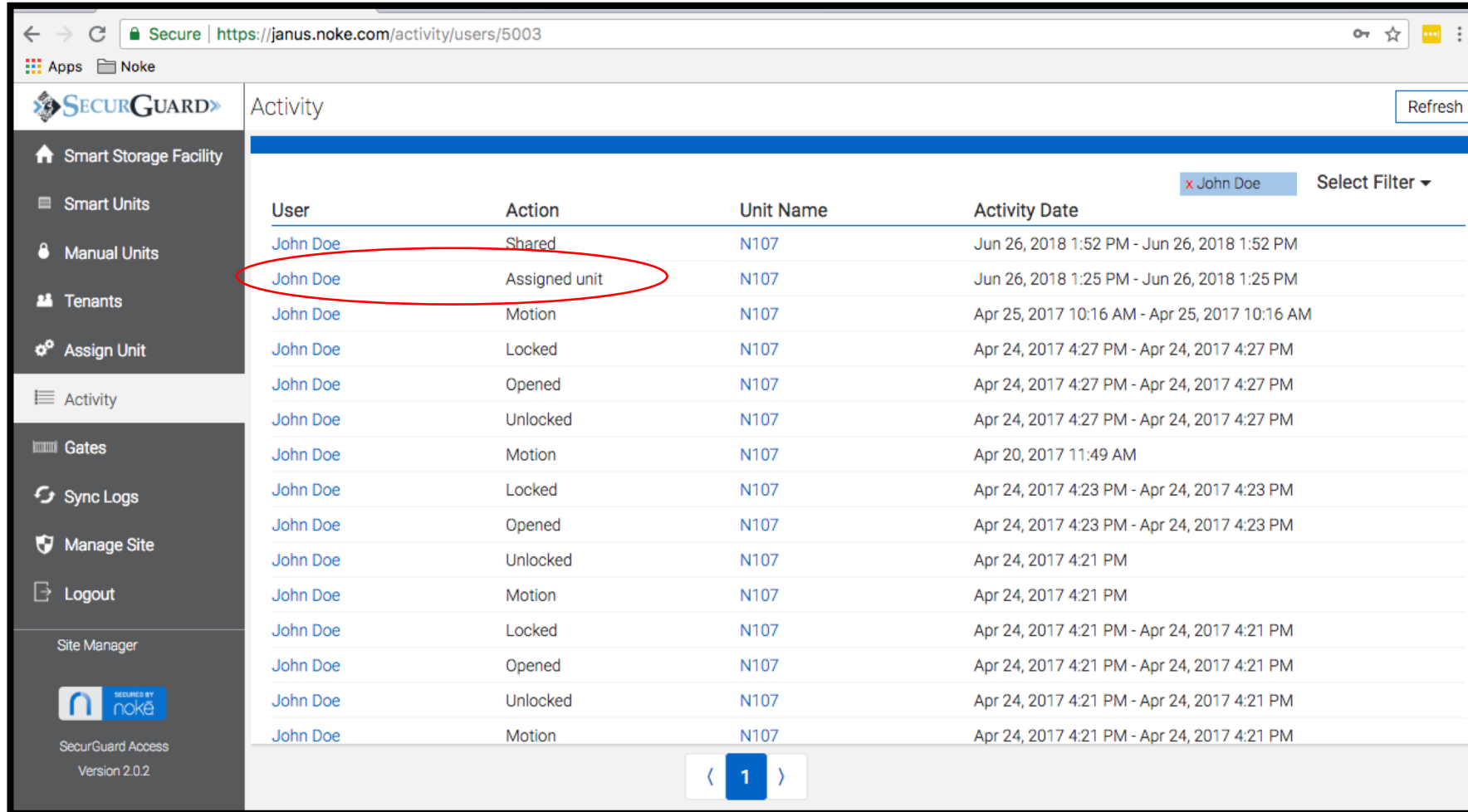
Error Codes: S-7, S-8, S-25, S-48, S-78, S-84

Troubleshooting steps:

1. Make sure the tenant's smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.

1. Check that password was entered exactly as it was setup. Note that passwords may contain upper and lowercase letters and special characters.

2. Go through the "Forgot Password" steps.

3.   Verify that the tenant has been assigned a unit (via the web portal).

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: "Access not approved at this time. Please contact the site manager or the support number."

Error Codes: S-11, S-22, S-56, S-65

Troubleshooting steps:

1. Check that the unit is assigned to the user.

2. Verify that the tenant is logged in to the correct account.

3. If the user is attempting to unlock a gate, check that they are unlocking during gate hours OR have 24-hour access.

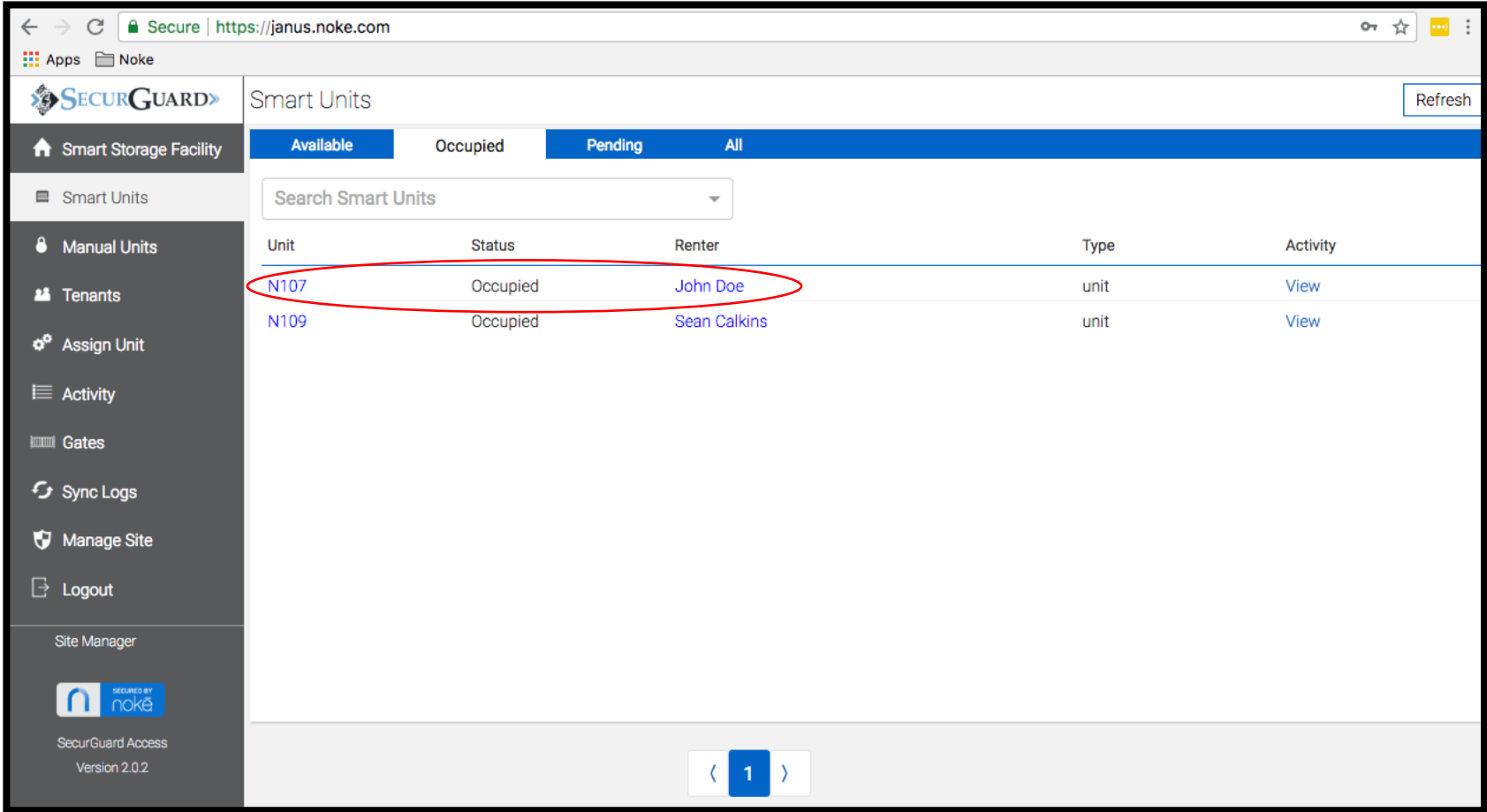4. If all those things are correct and the issue remains, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

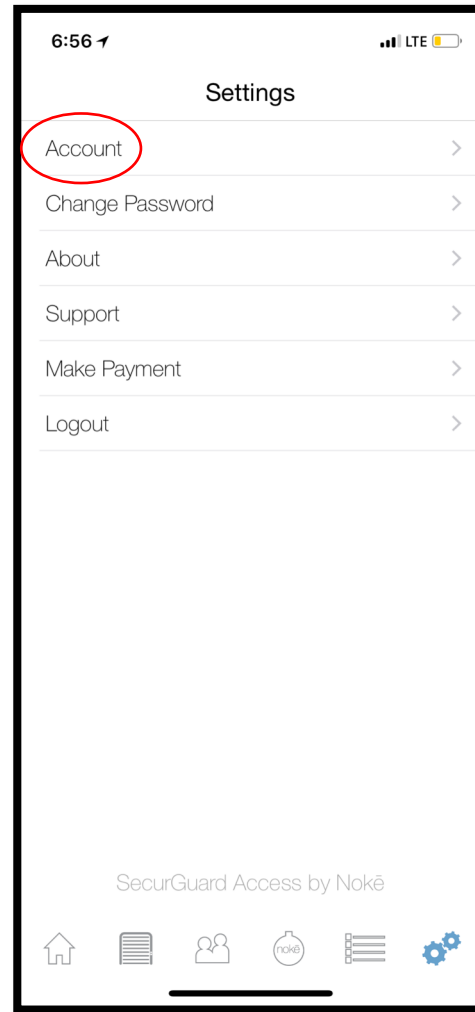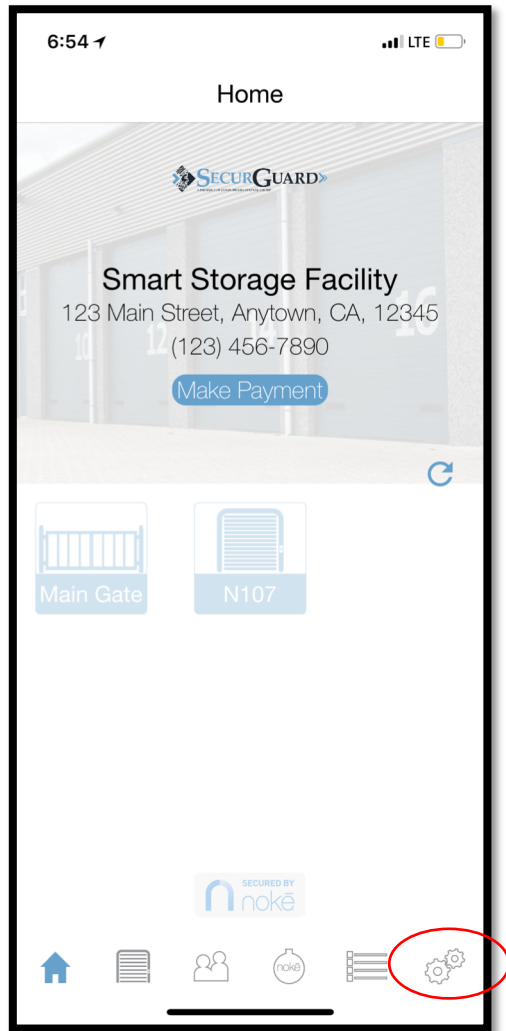**Error message:** "There is a problem with your key. Please contact the site manager or the support number."

Error Codes: L-61, L-62, L-63, L-65, L-FF
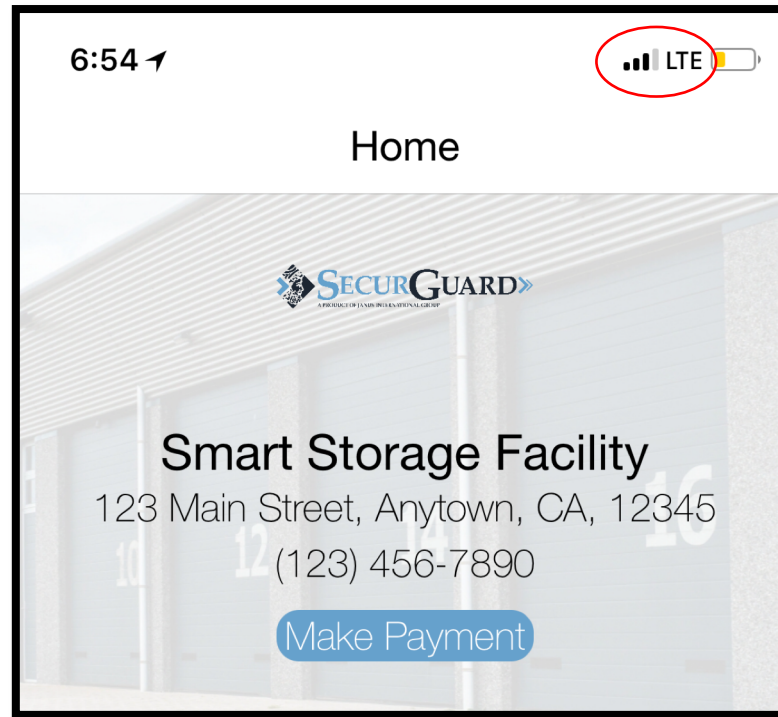
Troubleshooting steps:

1. Contact support by calling 770-456-6666 or emailing SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: "Unable to verify access. Please check your internet connection and try again."
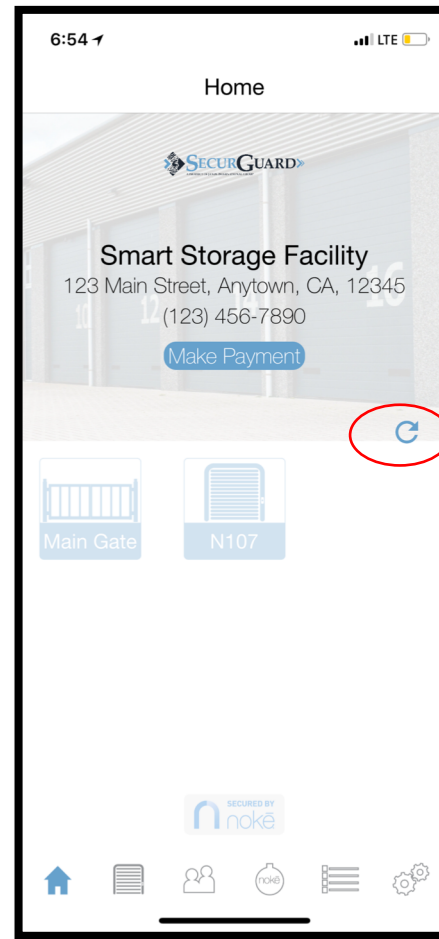**Error Codes:** A-0, A-1
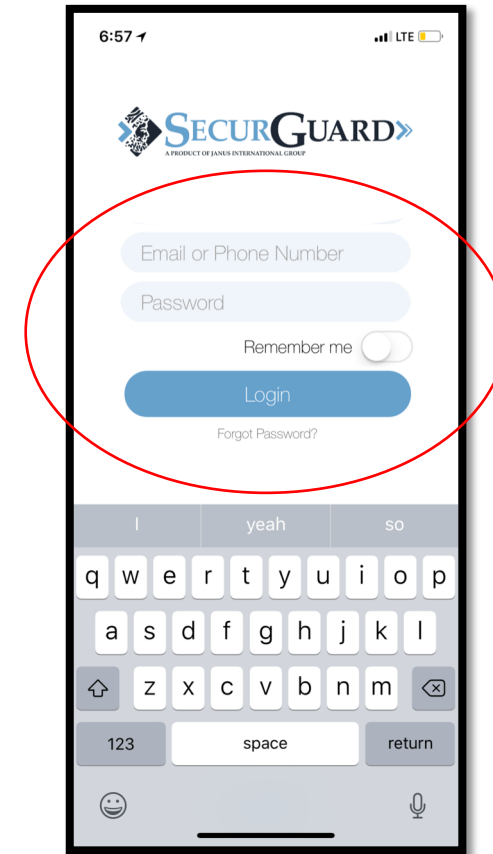**Troubleshooting steps:**
1. Make sure the tenant's smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.

2. Check that device has an active internet connection (open a browser and go to a webpage).

3. Once cellular or Wi-Fi service is established, click the refresh button in the tenant mobile app.

4. Log out and log back in.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: "Unable to connect to server or you are offline. Please check your internet connection."
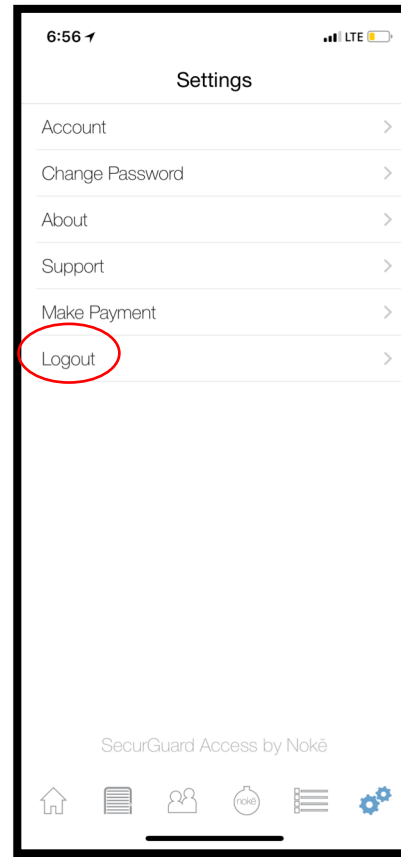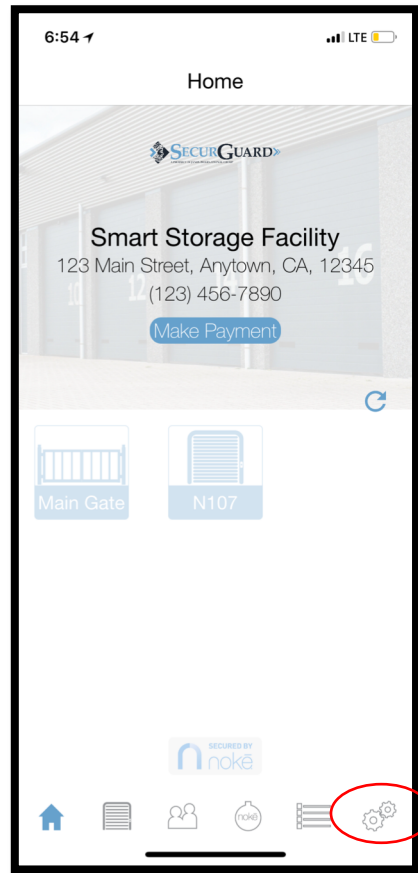**Error Codes:** A-0, A-1
Troubleshooting steps:
1. Make sure the tenant's smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.

2. Check that device has an active internet connection (open a browser and go to a webpage).

3. Once cellular or Wi-Fi service is established, click the refresh button in the tenant mobile app.
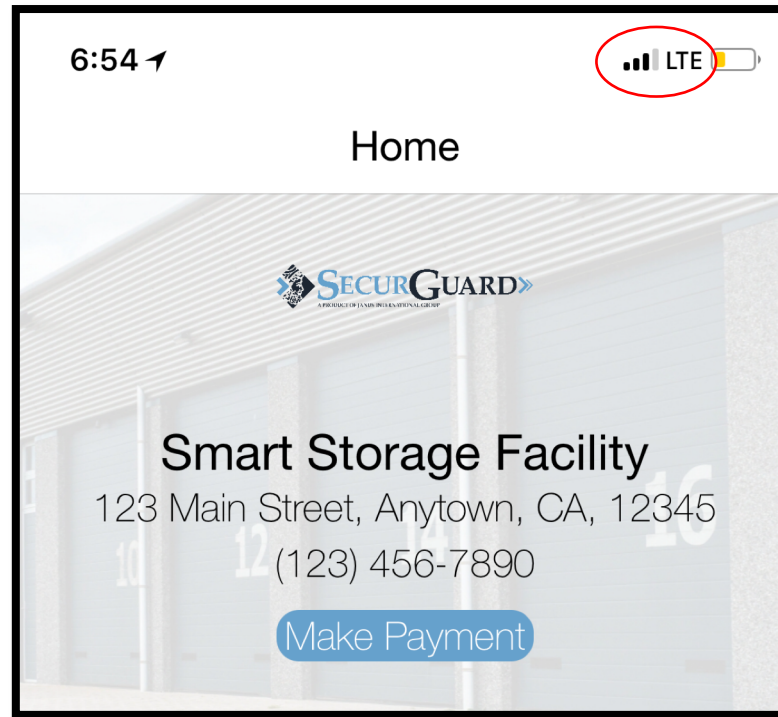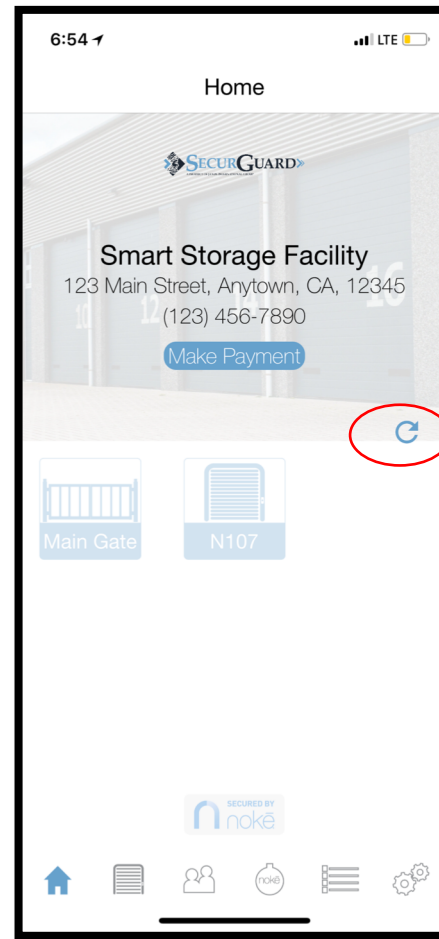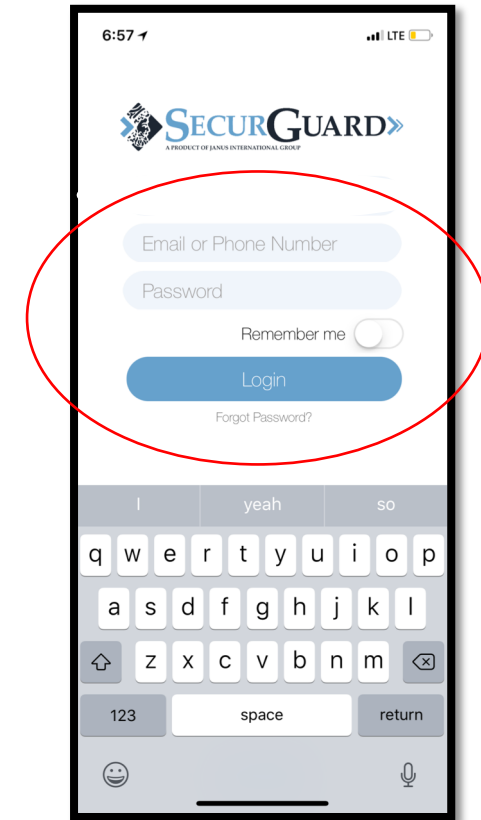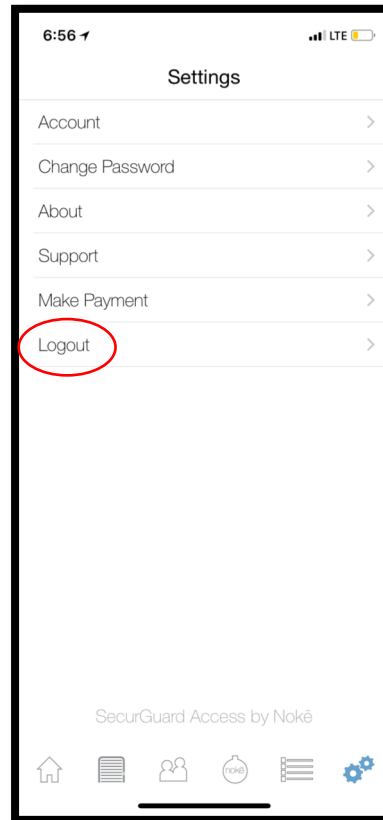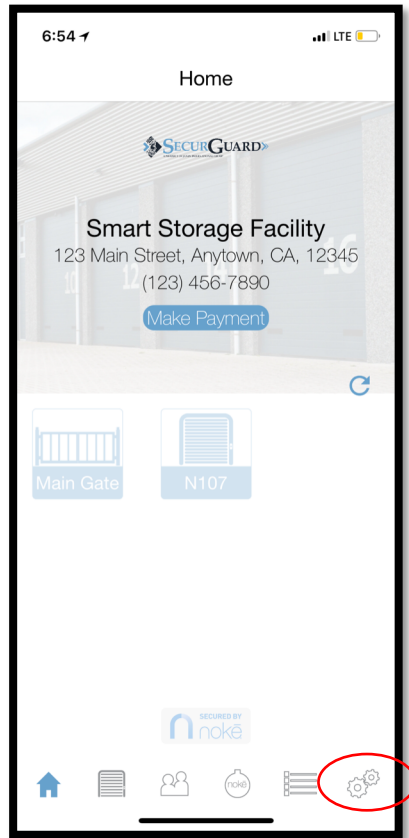
4. Log out and log back in.

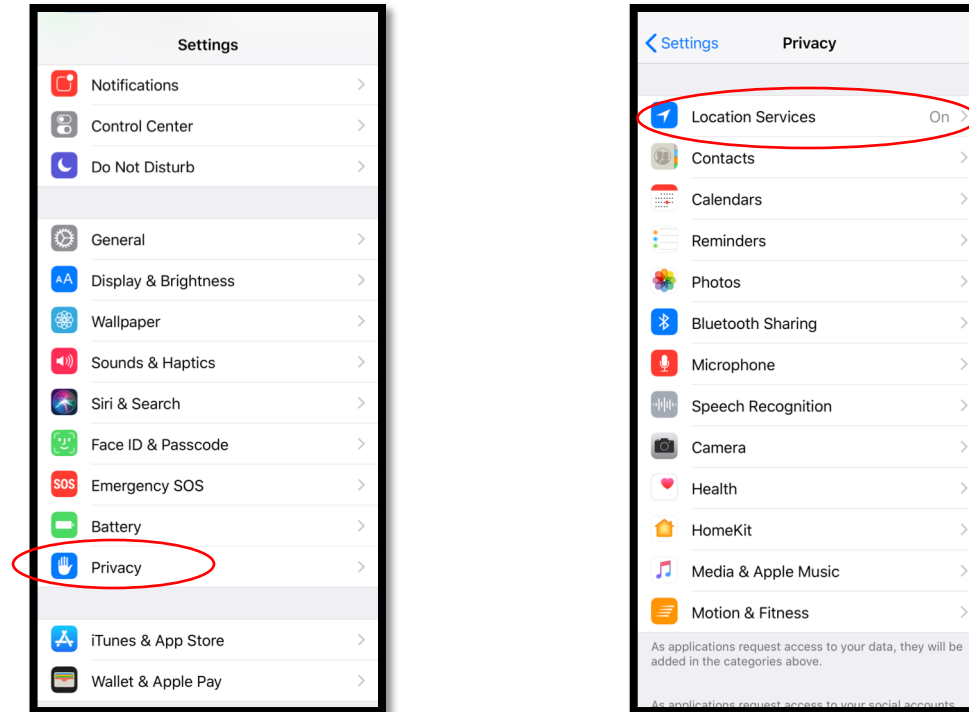*If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.*

Error message: "Location services must be enabled. Please enable and try again."
Error Code: A-4
Troubleshooting steps:
1.   Enable location services.

2.   If error message remains, restart the app.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: "Unable to complete fob sync. Please try again and/or contact the site manager or the support number."

**Error Codes:** S-29, S-38, S-40, S-42, S-44

Troubleshooting steps:

1. Contact support by calling 770-456-6666 or emailing SGCS@ janusintl.com to see if the fob was added to other accounts previously. Be sure to provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

1. Short term: Use a new fob.

2. Long term: Send fob to Noke for troubleshooting and recovery.

Error message: "Your account is past due. Please make a payment to gain access."
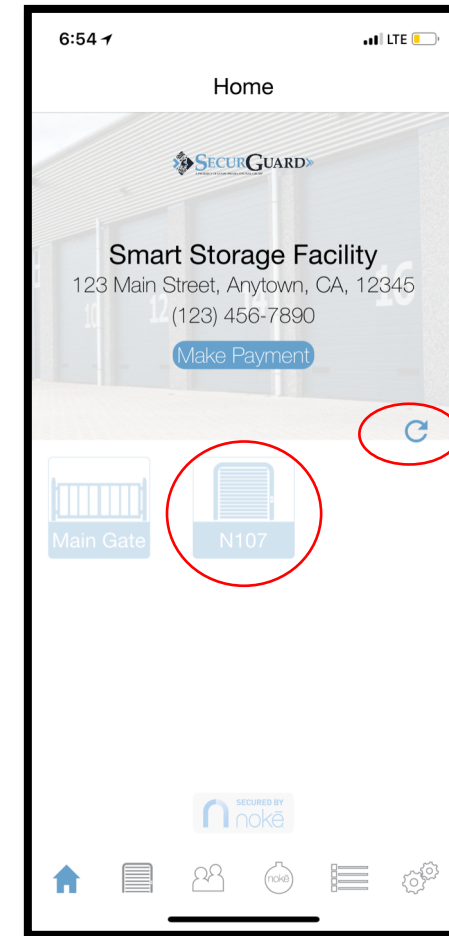**Error Code:** S-85
Troubleshooting steps:
1. Have the tenant make a payment.

2. Sync PMS in the web portal.
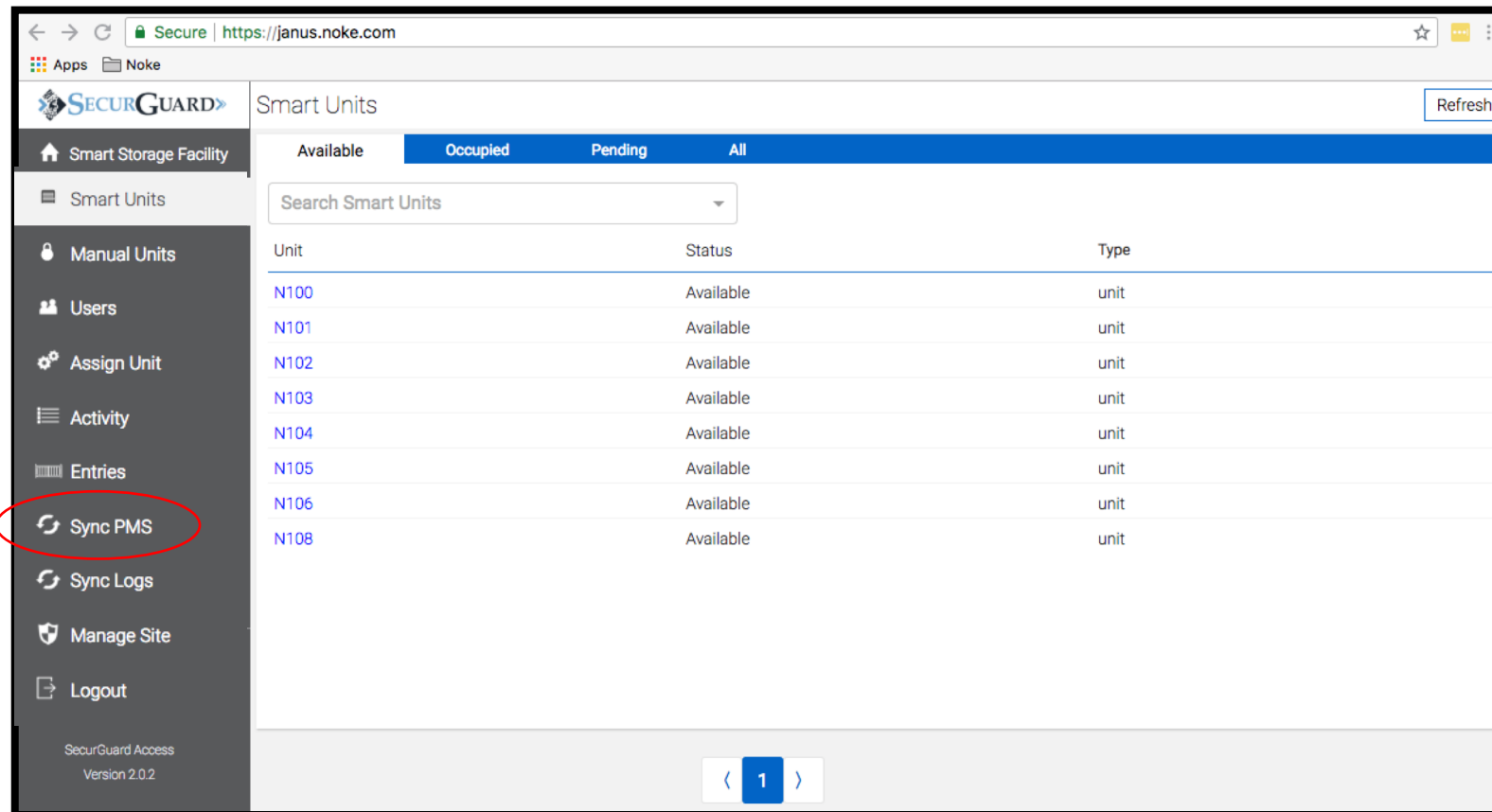
3. Click the refresh button in the tenant mobile app.

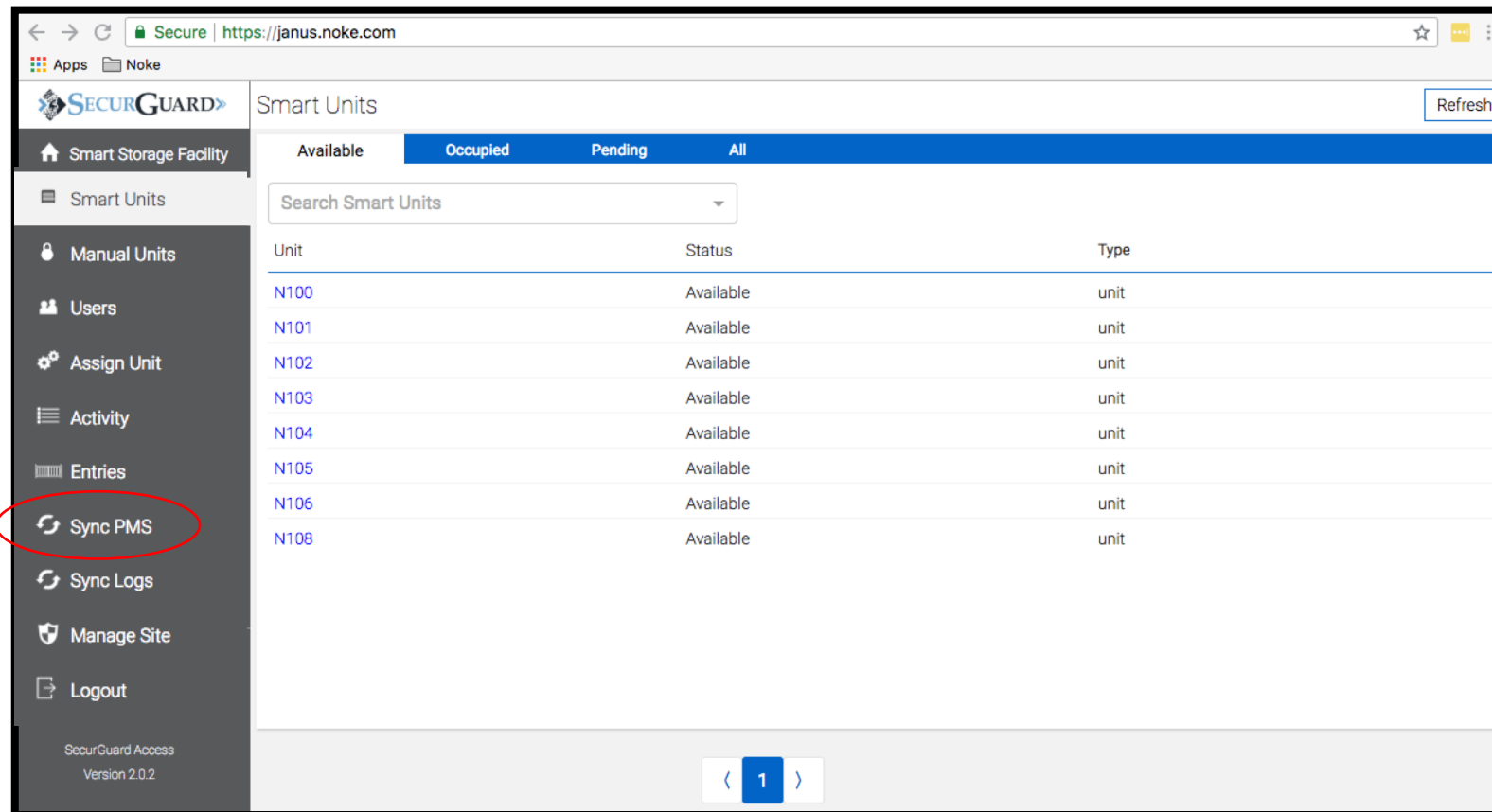4. Have tenant attempt to unlock unit again.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: "This unit is occupied. Contact your administrator for details."
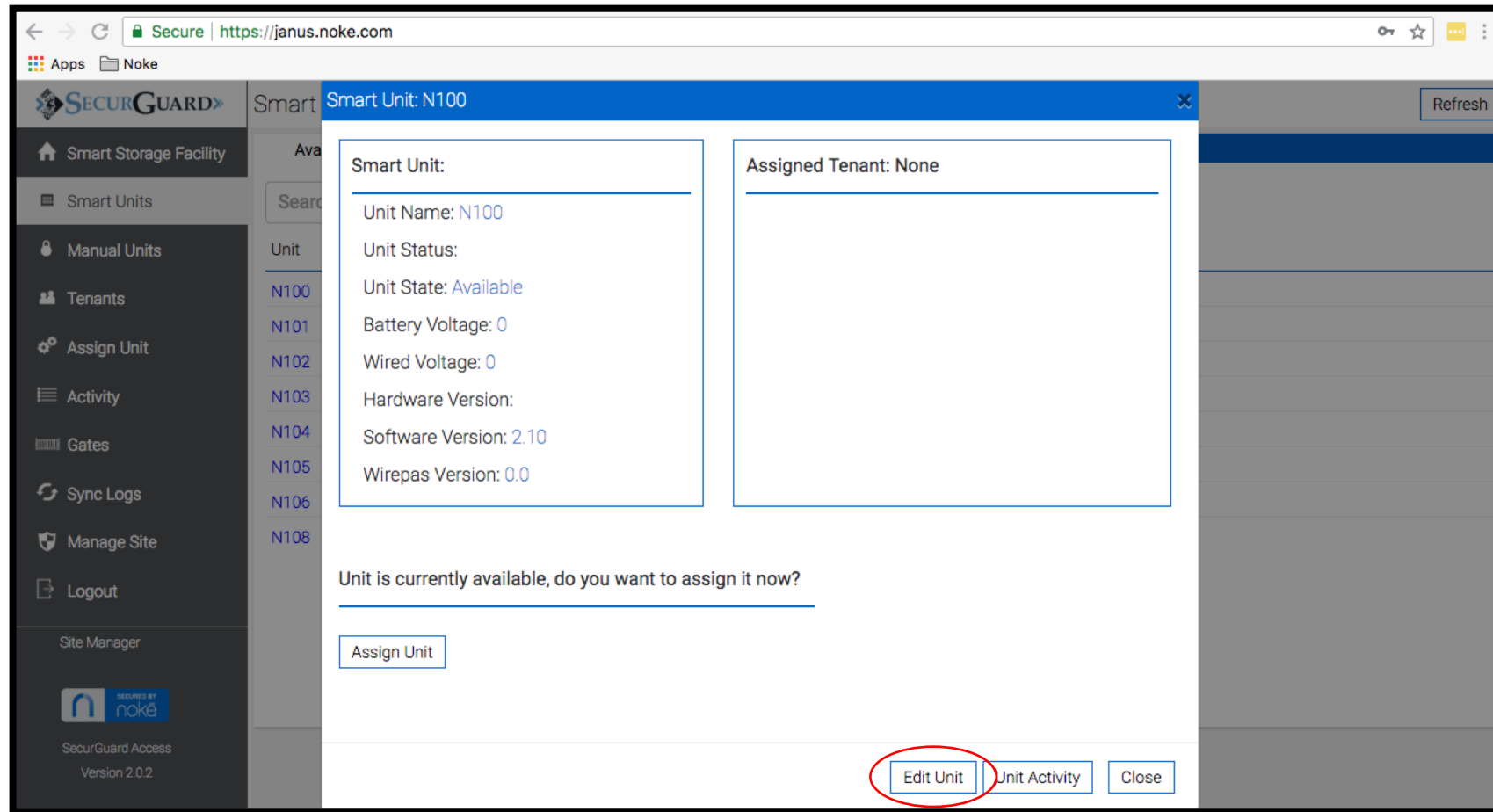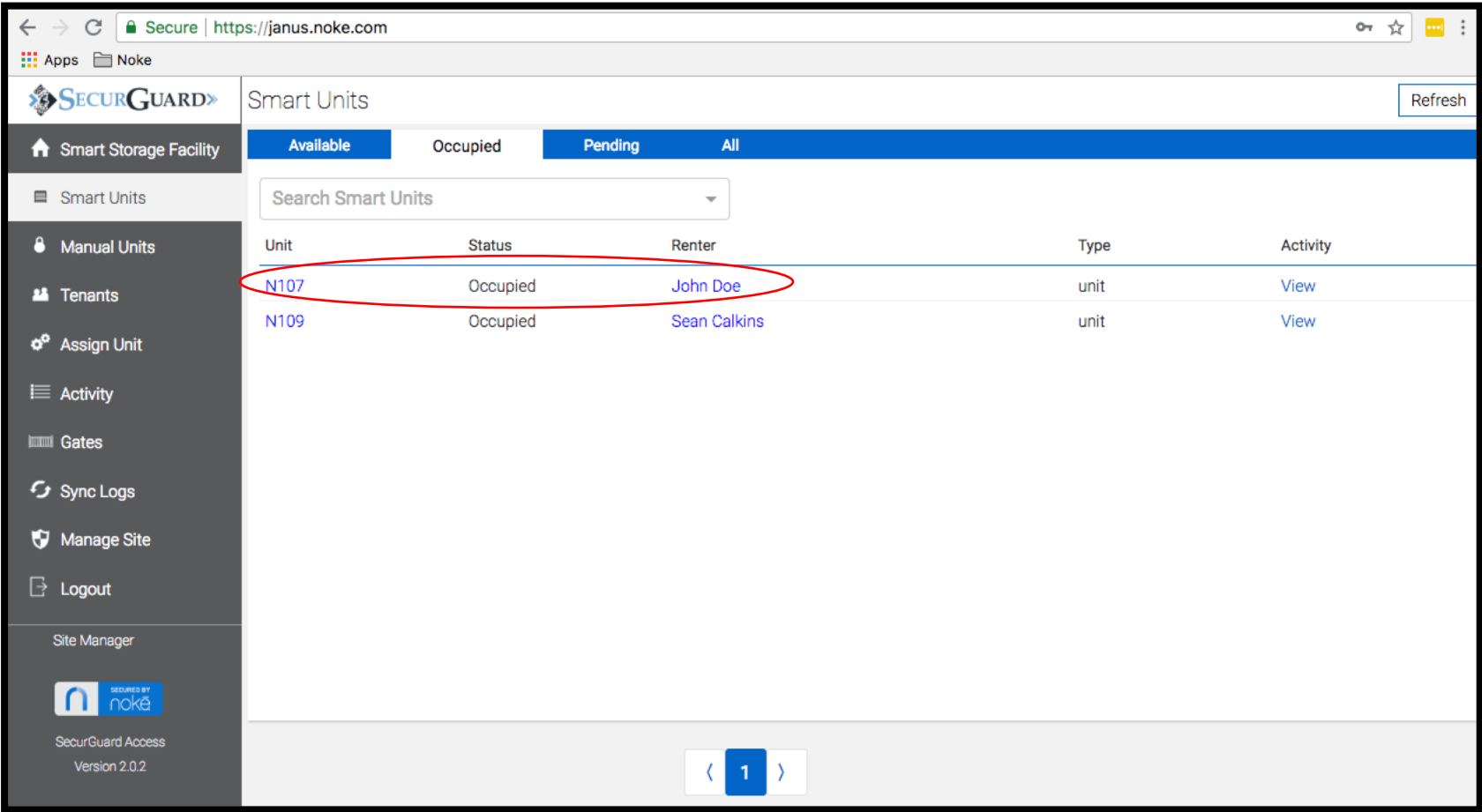**Error Code:** A-9
Troubleshooting steps:
1. Check that unit is available.

2. If the unit should be available but is currently assigned to a tenant, sync with PMS system.

3. Change status manually through the web portal.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.
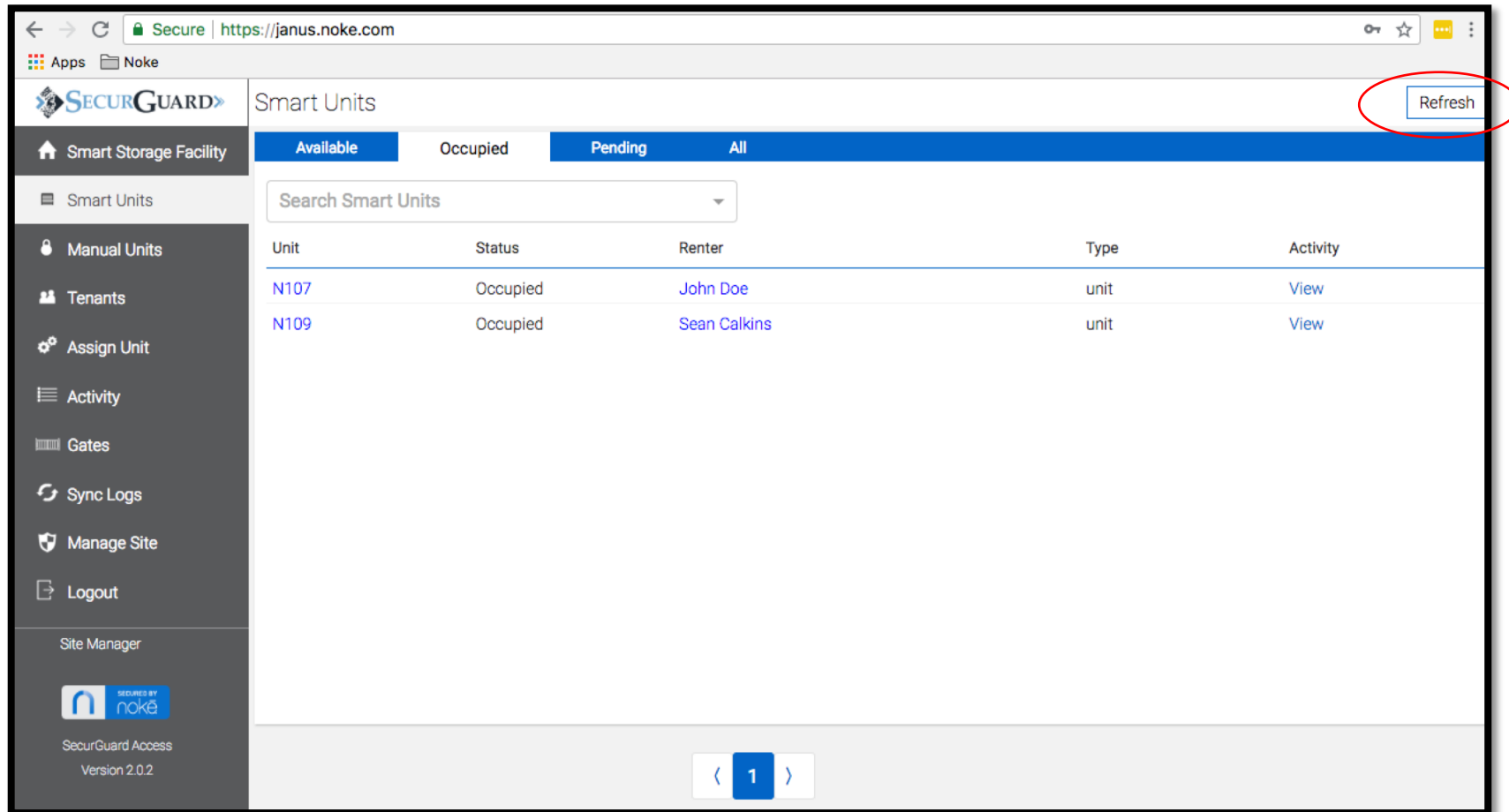
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Issue: The unit does not show in the app (button is not visible).

Troubleshooting steps:
1. Verify that the unit is assigned to the user in the web portal.
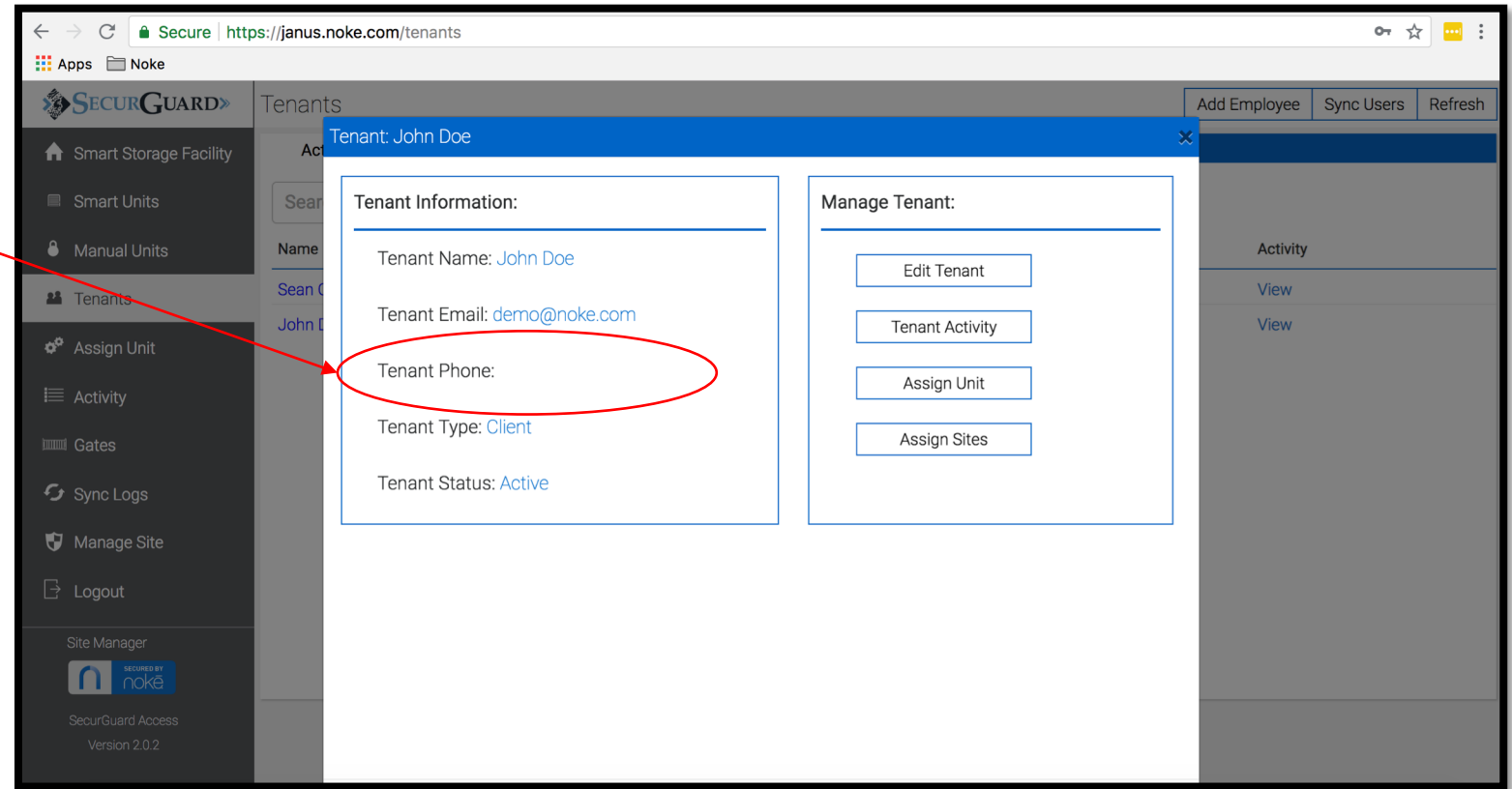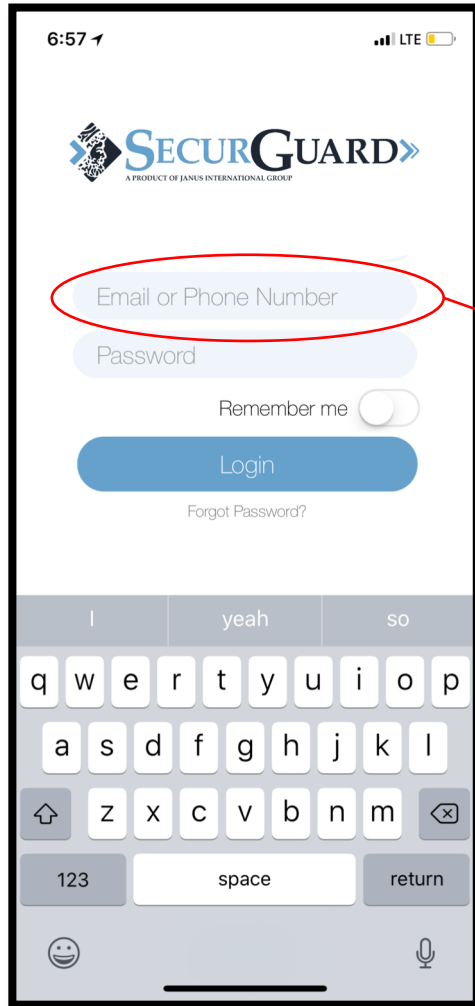
2. Refresh and check again.

3.	Check that the user is logging in with the correct phone number. The phone number SHOULD NOT contain any parentheses, dashes, or spaces.
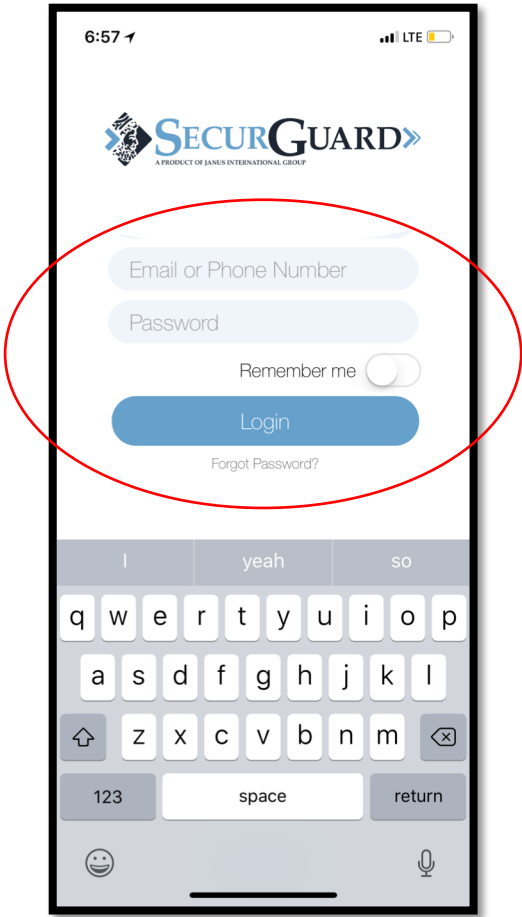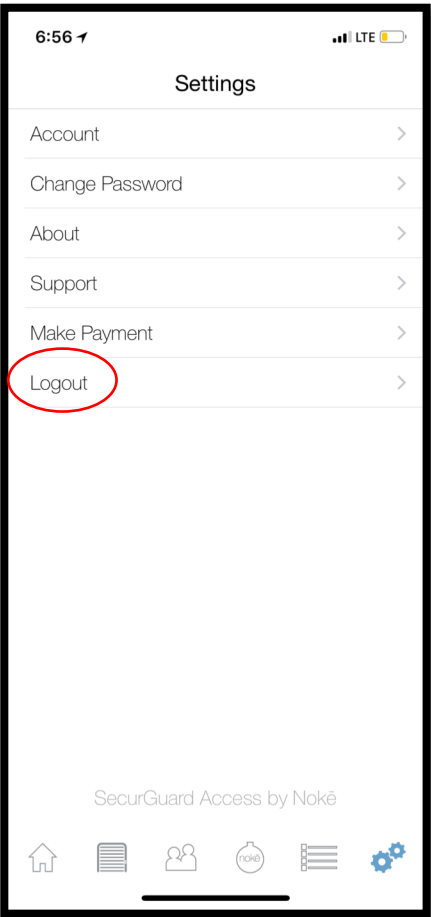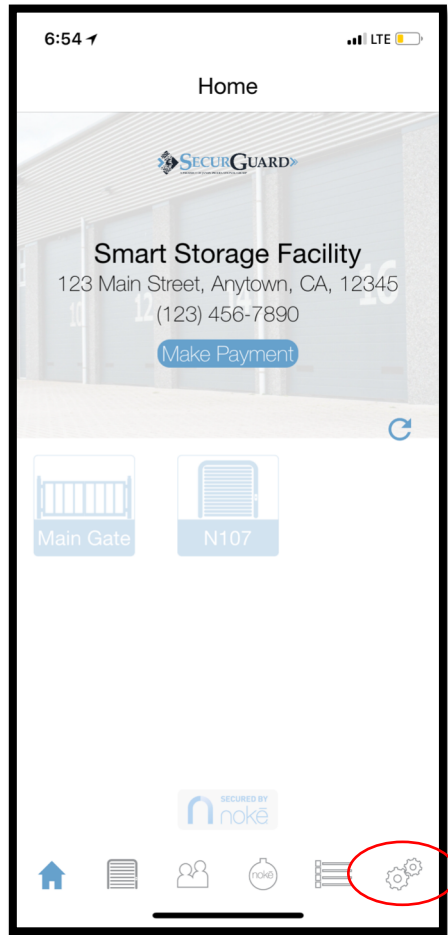
4. Verify that the tenant's smart phone or tablet has a valid internet connection.
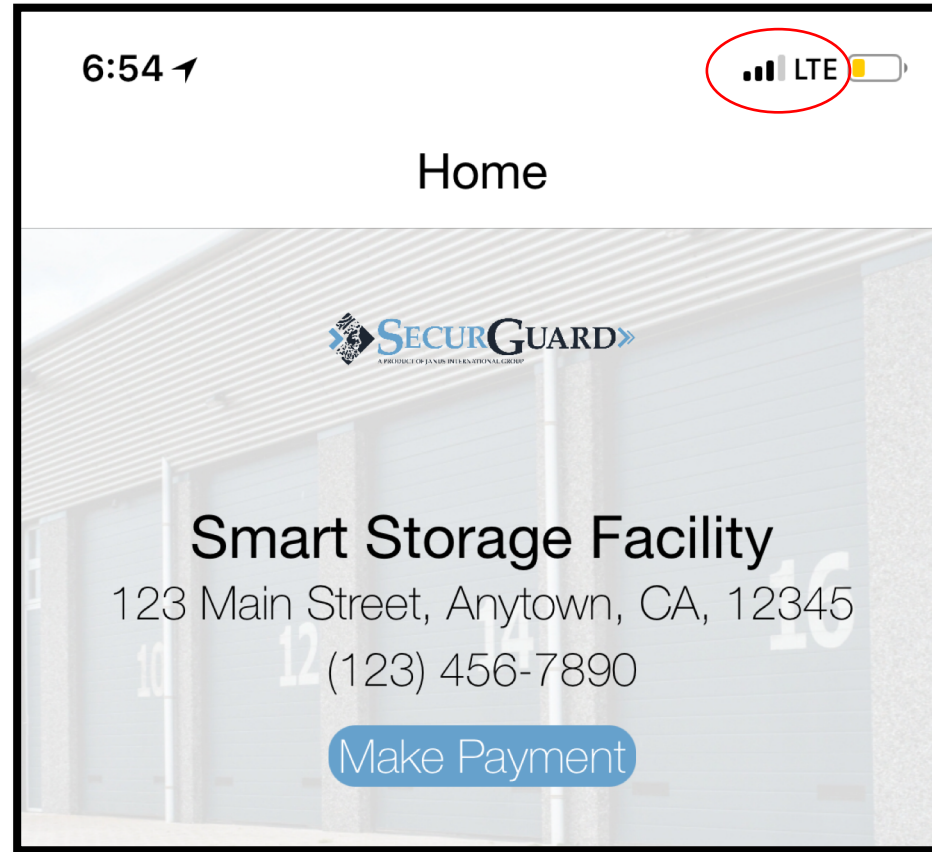
5. Log out and log back in.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Issue: Unit appears in the app but icon is greyed out and never "lights up."

Troubleshooting steps:
On the *Unit Controller*
1.   Check that the light on the unit controller is ON.

2.   Stand in close proximity to unit.

On the *iOS Device*
1.   Follow the General Troubleshooting steps on page 3.

* If the General Troubleshooting steps fail, try logging in with a different device (possibly the site managers iPad) and try accessing the unit. If it works, there is a problem with the phone.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Issue: Fob doesn't unlock unit after syncing with the mobile app.

Troubleshooting steps:

1.   Follow General Troubleshooting steps on page 4.

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Issue: Tapping on unit icon causes the icon to animate, but the unit doesn't physically unlock.

Troubleshooting steps:

1. Hold the door down with your foot and press the unit icon in the app again.
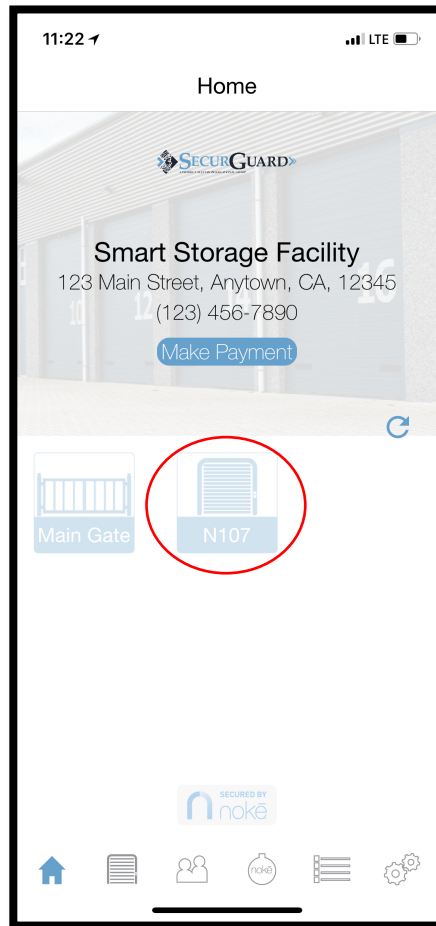
2.   Check unit wiring and battery levels in the web portal.

2.1 Click on the units tab

2.2 Click on the individual unit

2.3 Check the "Battery Voltage" and "Wired Voltage" levels and replace/charge dead batteries if necessary

If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.