



# HOMECONTROL

# TROUBLESHOOTING GUIDE

# C24-HUB Not Activating



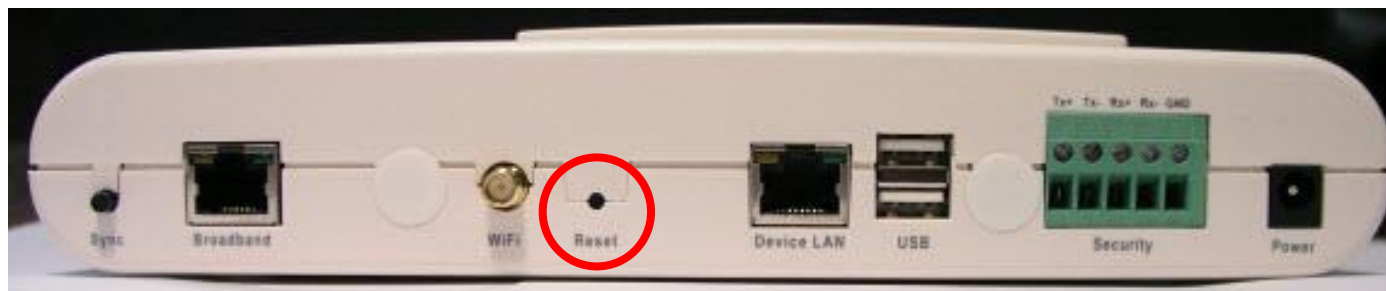
## Power and Devices LED **Green**

- Ready for Activation, ensure correct Activation Key.
- Factory reset the HUB and try again if unable to Activate.

## To Reset HUB

- With unit powered down, use a paperclip to press and hold the reset button and apply power.
- Wait until all front LEDs flash 3 times, then release the reset button.

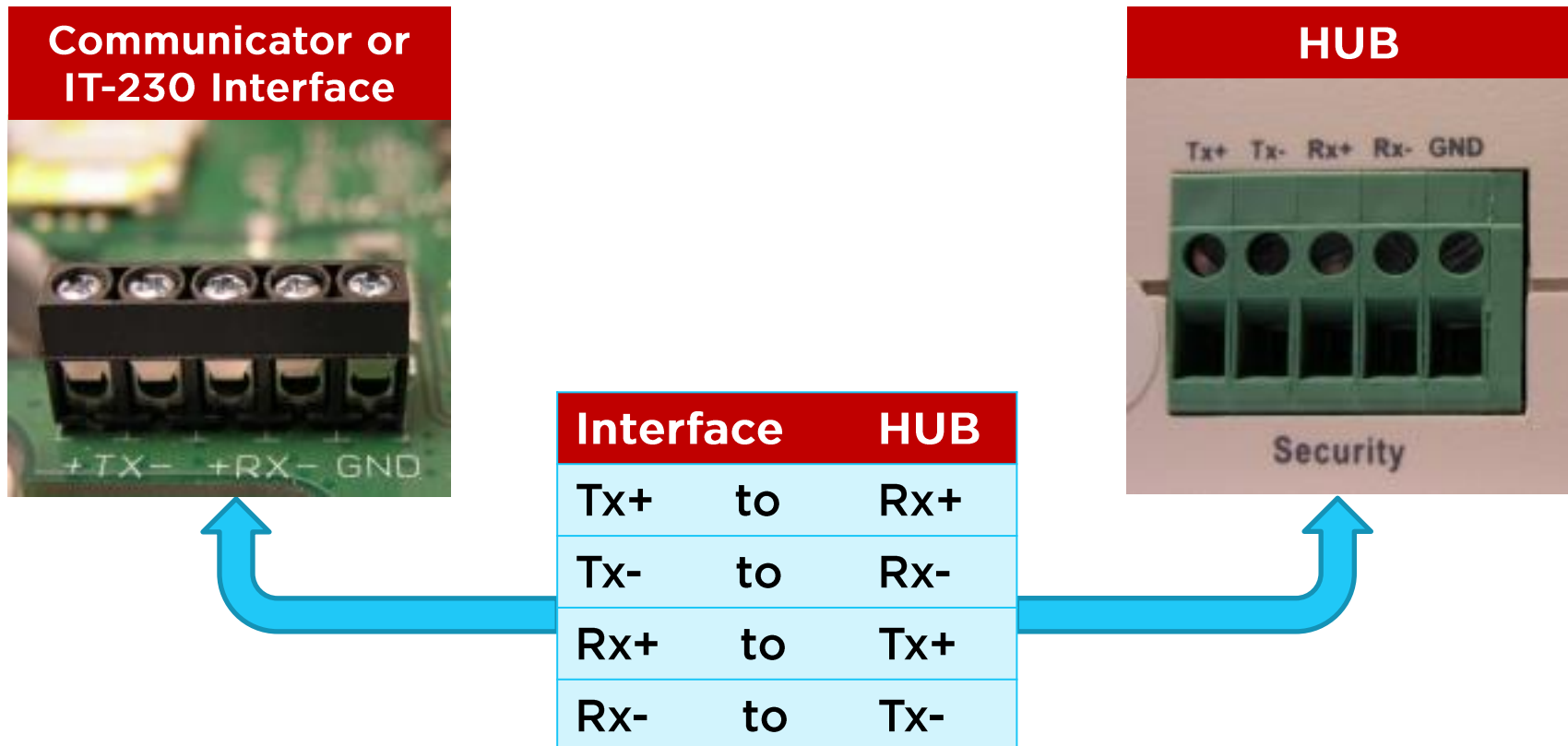
Note: Factory reset a HUB will take ~5 minutes.



# Communicator or IT-230 to HUB



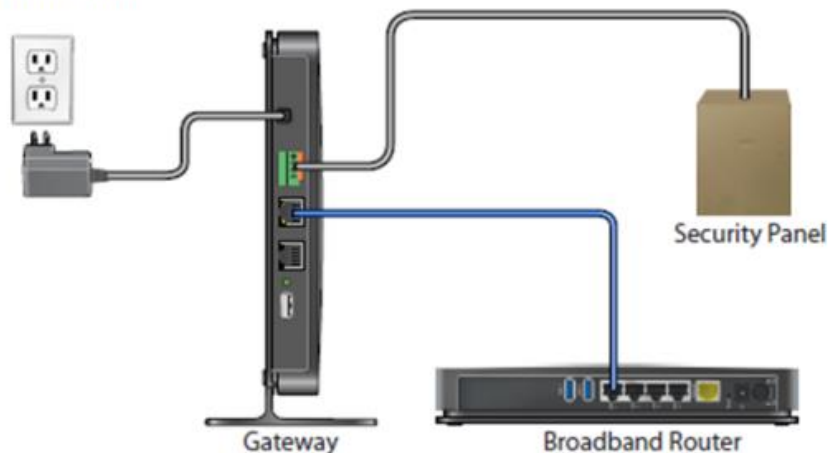
Check RS-422 connection to confirm wires are full inserted in the connector and secured.



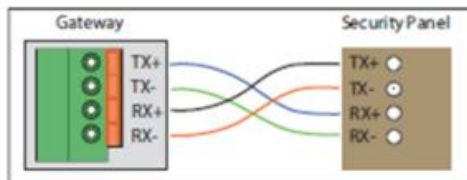
# NETGEAR ASG1000 Gateway



Connect the cables:



To connect the Security Panel to the security connector on the gateway, use a 4-wire cable.



Notes:

- The security panel connection requires the DSC Communicator Module.
- Wiring: Tx(-) to Rx(-), Tx(+) to Rx(+), Rx(-) to Tx(-), Rx(+) to Tx(+).
- Wires must be stripped and seated deeply in terminal connection points.

# ASG1000 Signal Strength







- For best Wi-Fi coverage, identify a relatively central location with the premises.
- Ensure connectivity to Ethernet Broadband, Panel and Power connections.
- Mount vertically if panel and most devices are on the same floor.
- Mount horizontally if panel, devices and Gateway occupy multiple floors.

# ASG1000 Troubleshooting



To determine the status of the gateway, use the LEDs on the front of the gateway.

LED	Description
	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The gateway is able to communicate with all devices.</li><li>• <b>Blinking green.</b> All devices are OK, the gateway is communicating.</li><li>• <b>Solid amber.</b> Gateway is unable to communicate with a device.</li><li>• <b>Blinking amber.</b> The gateway is unable to communicate with a device, but communication with at least one other device is occurring.</li><li>• <b>Solid red.</b> The gateway is unable to communicate with the security panel.</li><li>• <b>Blinking red.</b> The gateway is unable to communicate with the security panel, but device traffic is occurring.</li><li>• <b>Off.</b> Gateway is still starting up.</li></ul>
	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The gateway is linked with Wi-Fi clients.</li><li>• <b>Blinking green.</b> Data is being transmitted or received over Wi-Fi.</li><li>• <b>Off.</b> Wi-Fi is not enabled or there are no Wi-Fi devices installed.</li></ul>
	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The gateway is connected to the interactive application server.</li><li>• <b>Pulsing green.</b> The gateway is establishing a connection to the interactive application server.</li><li>• <b>Blinking green.</b> Data is being transmitted to interactive application server.</li><li>• <b>Solid amber.</b> The gateway is waiting to reconnect to the interactive application server.</li><li>• <b>Pulsing amber.</b> The gateway is trying to reconnect to the interactive application server.</li><li>• <b>Solid red.</b> The gateway is unable to connect to the interactive application server.</li><li>• <b>Off.</b> The gateway is still starting up or activation has not been completed.</li></ul>
	<ul style="list-style-type: none"><li>• <b>Solid green.</b> The gateway has power.</li><li>• <b>Blinking green.</b> The gateway is starting up.</li><li>• <b>Blinking amber.</b> The gateway firmware is being downloaded.</li><li>• <b>Off.</b> The gateway does not have power.</li></ul>

# Camera Troubleshooting



## Camera Failed to Add

- Check the status of the LEDs, both must be solid.
- Verify the Y-cable is plugged into the camera with proper orientation (see below).
- Verify the camera is connected to the HUB Device/LAN Port.



Not Ready



Ready



# Camera Troubleshooting



## Camera Failed to Add

- Factory Reset the Camera by holding the Reset button until all LEDs start to flash which will take approximately 15 seconds.

**Reset  
Button**





# Wi-Fi Troubleshooting



- **Wi-Fi Device offline**
  - **Check Operation**
    - Hardwire device to HUB, verify device is operational.
    - Unplug the device, power cycle and move the device approximately 5 feet from the HUB, then move further away for possible Wi-Fi range issue.
  - **Use the Diagnostics tool to check Wi-Fi signal strength.**
  - **Use the Diagnostics tool to ensure no channel conflicts with HUB.**

# Z-Wave Troubleshooting



- **Z-Wave Device Failed to Add**
  - Ensure device is within a few feet of HUB.
  - Reset device through web portal and try adding again.
- **Z-Wave Device Offline**
  - Verify no devices have been moved (e.g. lamp module).
  - Use the ‘Diagnostics’ tool to check Z-Wave Network.
  - Try ‘Relearn Network’ if a device has been moved.
- **Check for 900 MHz range interference: Cordless phone, baby monitoring system.**  
(e.g., Infant Day & Night Handheld Color Video Monitor 1.8” Screen - switching the frequency from A to B should fix Z-Wave interference.)

# DIAGNOSTICS

# Diagnostics - Overall



- Running Diagnostics will automatically scan all technologies and indicate any concerns/errors.

The screenshot shows the 'Site Diagnostics Tool' interface. At the top left is the Telguard Homecontrol logo. Below it is a navigation bar with tabs for 'Overall', 'Cellular', 'Wi-Fi', 'IP Devices', 'Z-Wave™', and 'Security'. The 'Overall' tab is selected. To the right of the navigation bar is the title 'Site Diagnostics Tool'. Below the navigation bar is a 'Results' table with the following data:

Results	
Cellular	Unknown
Wi-Fi	Warning
IP Devices	Unknown
Z-Wave™	Good
Security	Good

Below the table is a 'Rescan All' button.

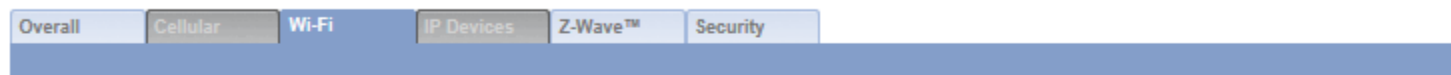
# Diagnostics - Wi-Fi



- Wi-Fi scans and indicates all wireless networks within range of the HUB.
- Note: The tool may recommend the HUB be changed to a different channel.



Site Diagnostics Tool



Nearby Wireless Access Points		
SSID	Channel	Strength
SparkLink	4	<div style="width: 20%; background-color: green;"></div>
MyHouse	6	<div style="width: 100%; background-color: red;"></div>
Palace	11	<div style="width: 20%; background-color: green;"></div>

The Gateway is currently using channel 11.

If the Gateway is having Wi-Fi reliability or performance issues, consider changing it to channel 1.

Specify new channel:

# Diagnostics - IP Devices

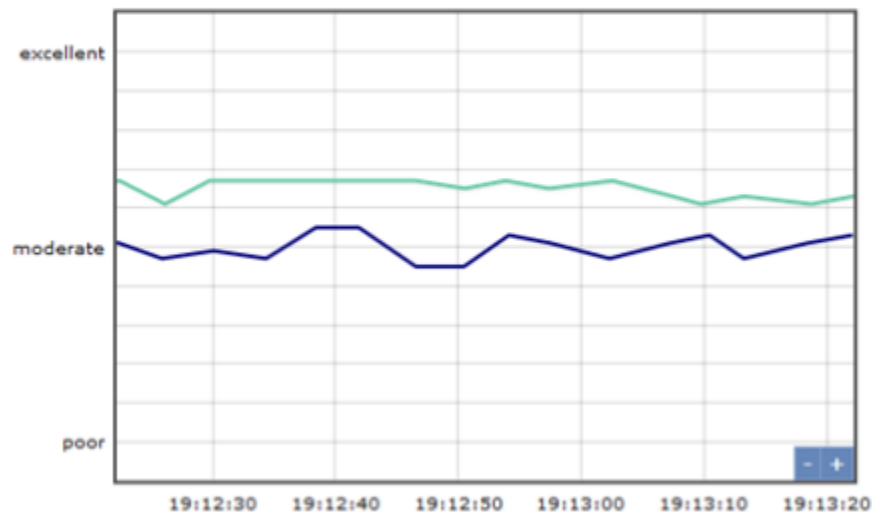


## Site Diagnostics Tool

Overall Cellular Wi-Fi IP Devices Z-Wave™ Security

IP Devices will indicate the signal strength of cameras and touchscreens.

IP Device Wi-Fi Signal Quality



Legend:

- Camera Front Door Camera, ID = 000E8F75B247, Status = OK
- Camera Front Yard Camera, ID = 000E8F75B284, Status = OK

# Diagnostics - Z-Wave™




**TELGUARD**  
 HOMECONTROL

**Name:** philadm  
**Server:** admin.myhomecontrol.com  
**Site ID:** 00603505a7cb  
[Exit](#)

*Site Diagnostics Tool*

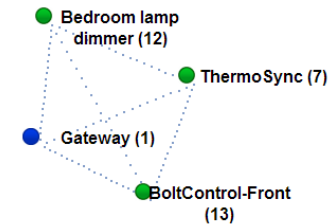
Overall Cellular Wi-Fi IP Devices **Z-Wave™** Security

Results





















Number of devices: 4

Displays the Mesh Network topology.


- **Relearn Mesh** will reset the entire network and recreate a new “Mesh”.
- **Rescan Z-Wave** will check status of all connected devices.



**Z-Wave Connectivity Table**

	 Gateway (1)	 ThermoSync (7)	 Bedroom lamp dimmer (12)	 BoltControl-Front (13)
 Gateway (1)	-			
 ThermoSync (7)		-		
 Bedroom lamp dimmer (12)			-	
 BoltControl-Front (13)				-

**Legend:**

-  Functional Device
-  Faulty Device
-  Gateway Device
-  Connected

# THANK YOU