



## FloLogic Gateway Connect Setup Troubleshooting

### Problem:

User cannot get the Gateway Module and Connect Module synced together preventing a System from being fully provisioned online to an app user.

### Indication:

The Connect Module's top light blinks yellow, signaling a device is not online, not paired with a Gateway Module and/or not in a sync mode to allow pairing.

If the Gateway Module light and the Connect Module's top light are not solid blue or green, they are not synced together and a user will not be able to fully provision to the device through the app.

### Solution:

To resolve this, **first** initiate the 2-minute sync mode on the Gateway by tapping the button, causing the light to blink purple. **Then** press and hold the "Pair" (top) button on the Connect until the top/CONNECT STATUS light is blinking red. This should allow the devices to sync together (the paired mode lights will both turn solid blue or green). Once synced, the System can be provisioned to a user through the app and brought online by following the instructions.

**Further Troubleshooting:** If a user first initiates the sync mode on the Gateway, then the Connect, and the devices don't get paired together (solid blue or green lights), try again and ensure you are initiating the sync mode on the Connect within 2 minutes of first initiating sync mode on the Gateway. If after 3-5 attempts you do not have success, you likely have a distance issue and need to relocate the Gateway by plugging it into a nearby WiFi booster LAN instead of the router.

