TROUBLE SHOOTING GUIDE

Perimify™

Item #	Problem	Symptom	Possible Causes	Corrective Actions
1	APM does not work.	There is no indication on the Hub when an APM is tripped.	APM is not properly linked to Hub. APM battery is missing or dead. APM is out of range. Magnet is not properly installed. RF interference. APM antenna is disconnected. Hub is powered off. Audio alert on Hub is disabled.	See User Guide, page 8, step A-3. See User Guide, page 8, step B. Make sure APM is within 1,500 ft of Hub. See Installation Instructions, pages 3-4. Relocate all other 900MHz equipment away from APM and/or Hub. See User Guide, page 8, step C. Plug in Hub to live outlet, lights will flash if properly powered. See User Guide, page 5, step 7.
2	Hub won't connect to Wi-Fi.	The network LED flashes Amber.	Wrong Wi-Fi SSID selected. Wrong password for SSID. Incompatible Wi-Fi router settings. Hub out of Wi-Fi router range. MAC filtering enabled on Wi-Fi router.	Make sure correct SSID is selected during App setup. See User Guide page 6, step E. Double check password entered and look for extra spaces or mis-typed characters. Make sure your Wi-Fi router has 2.4GHz 802.11 b/g or n enabled. Move the Hub closer to your router. Add the Hub's MAC I.D.
3	Hub won't connect to Perimify cloud Service.	The network LED is solid Amber.	Hub did not connect to server. No trial subscription has been activated. Subscription has expired. Local internet offline.	Power cycle the Hub by unplugging, and re-plugging the power cord. After setup of App, see User Guide, page 6, step E-5. See User Guide, page 6, step E-5. Check another device on your local Wi-Fi to make sure it is online.
4	Push notifications aren't working.	Not receiving push notifications on mobile device.	APM not functioning. Hub is offline or not powered. App is not installed. Hub has not been added to your account. Notifications have been paused by you or Admin. Notifications have been disabled for this APM. Different device being used for login. Notifications are not turned on in iOS or Android settings. Too many notifications have been undismissed. Mobile device is not connected to Wi-Fi or cell service.	See item #1 above. See item #2 & #3 above. Install app on mobile device. See User Guide page 6, step A. See User Guide page 6, step E. Check app to see if notifications are temporarily paused by you or the Admin. Check settings for specific APM in app to make sure notifications are enabled. Make sure all devices to receive notifications have app installed. Check operating system settings to make sure notifications are allowed for Perimify app. Dismiss stacked notifications. Make sure mobile device is connected to Wi-Fi or cell service with "data over cellular" enabled.
5	Hub status light is blinking.	Hub status light is blinking red.	One of the APMs on the system is "Open". Hub recently experienced a power cycle. Magnet has become mis-aligned with APM.	When any APM on system is "Open", status light will blink red on/off each second. Close APM. Wait up to 15 mins for Hub to reconnect to all APMs or manually open/close each APM to force connect. Check alignment on APM magnet…see Installation Guide pages 3-4.
6	App showing incorrect state of APM.	The app shows an APM is closed or open, when it should be the opposite.	APM not functioning. Hub is offline or not powered. Mobile device is not connected to internet. Notifications are paused.	See item #1 above. See item #2 & #3 above. Make sure mobile device is connected to Wi-Fi or cell service with "data over cellular" enabled. When notifications are paused, it can take up to 30 seconds for the App to retrieve the latest APM states.