




SMARTSPEED PLUS TROUBLE SHOOTING

1. Ensure client is running latest App Version and Firmware
2. Try the below troubleshooting tips for some of the common issues faced.

APP SYNC

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|  DO NOT delete the app (pending data WILL be deleted). |  Log out and log back into the app Ensure full log out/in, not just app minimize. |  Contact support who can review local database file. |
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ALIGNMENT

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|  Try aligning at different corners. Alignment doesn't need to be in the centre of the reflector. |  Try bringing reflector closer to the gate (where feasible). |  Set up reflectors with sun BEHIND the reflector to minimize sunlight on reflector. |  Find a friend who can stand behind the reflector to help locate laser. |
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CONNECTION – BEFORE A SESSION

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|  Ensure on latest app and Firmware versions. Note that some gates may not have been updated with rest. |  Ensure gates are all within range. |  Close and reopen app. Ensure not just app minimize. Doesn't have to be log out/in. |
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CONNECTION – DURING A SESSION

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|  Ensure Primary gate is in range of iPad/iPhone (Errors most commonly when restarting a session). |  Confirm whether a disconnect message occurs in the app. |  Press Pause / Resume to restore gate display. Reset Track works in multi-track scenarios too. |
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SPLITS MISSED RANDOMLY

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|  Does gate break at close ranges? (If yes, re-align gates, ensuring proper protocol). |  Confirm whether a disconnect message occurs in the app. |  Try flashing gate Press Bluetooth button in top right corner, to flash gate. |
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LED ISSUES

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|  Cosmetic Only (Most commonly impact a few LEDs only, gates still record timing splits). |  Check whether hard reset resolves the issue. (Remove battery, wait 5s, put battery in) |  Contact Support If gate display makes gate unusable to coordinate a repair/replacement. |
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3. If these steps don't resolve issues, please provide the following information to Support.
 - Did the issue occur from when they first got gates, or developed over time?
 - Does the issue happen to all gates or just the one?
 - Does the issue happen when gates are first turned on, or does it appear later in the session?
 - Is the issue impacted by range?
 - Are you seeing error messages appear within the app?

4. If these tips don't work, please reach out to Amy Lewis.

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