



Tenant Mobile App Troubleshooting Steps For Site Managers

Android Devices: Must support Bluetooth 4.0



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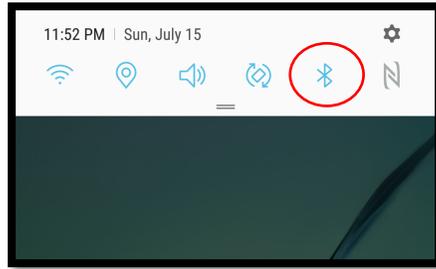
Error Code Directory

Error Code	Page(s)
A-0	11, 22, 25
A-1	11, 22, 25
A-4	28
A-9	32
L-61	21
L-62	21
L-63	21
L-65	21
L-FF	21
S-3	14
S-7	16
S-8	16
S-9	15
S-11	18
S-22	18

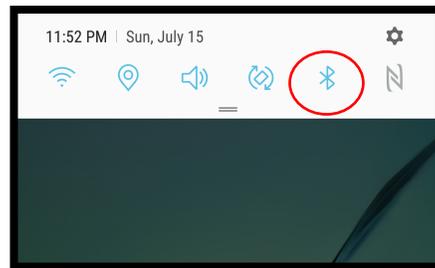
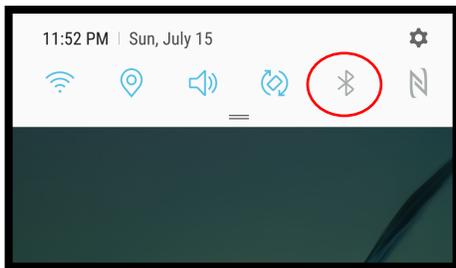
Error Code	Page(s)
S-23	14
S-25	16
S-29	29
S-38	29
S-40	29
S-42	29
S-44	29
S-48	16
S-56	18
S-65	18
S-77	14
S-78	16
S-84	16
S-85	30

General Troubleshooting Steps

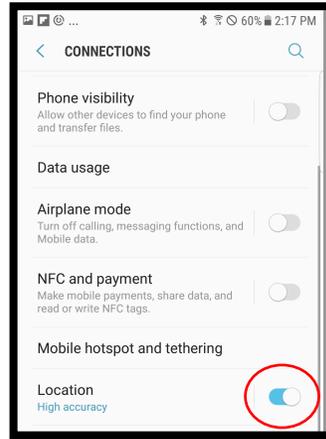
1. Check that Bluetooth is turned ON.



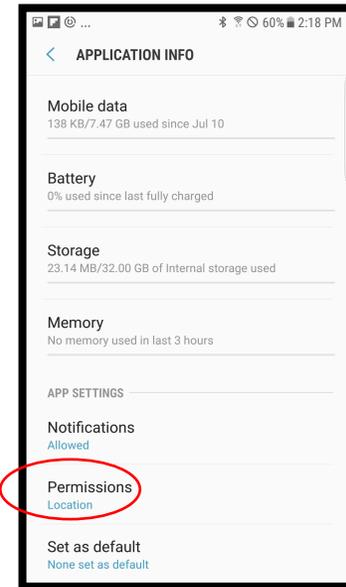
2. Toggle Bluetooth OFF then ON.



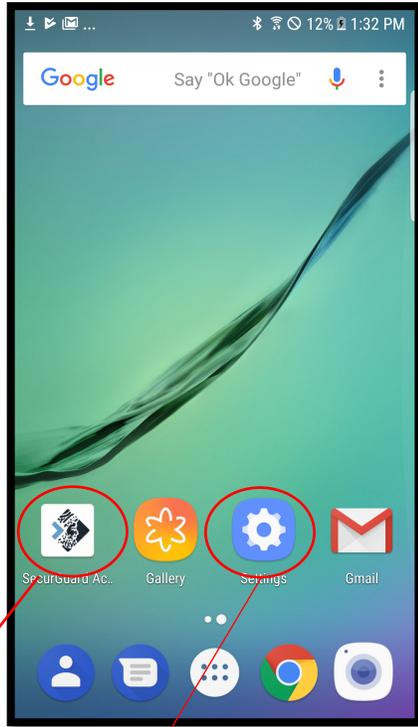
3. Verify that Location Services are turned on. (Settings -> Connections -> Location).



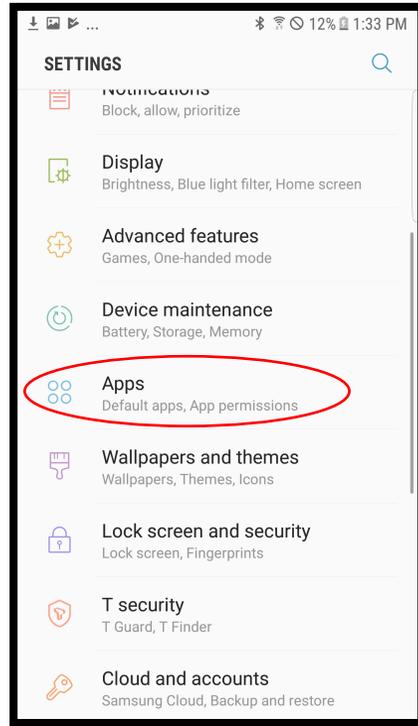
4. Check that the app has Location Permissions (Applications -> Securguard App -> Permissions).



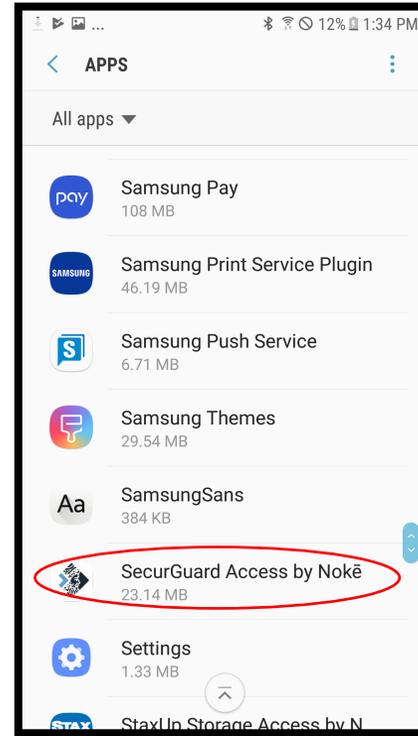
5. Force stop app and re-open app.



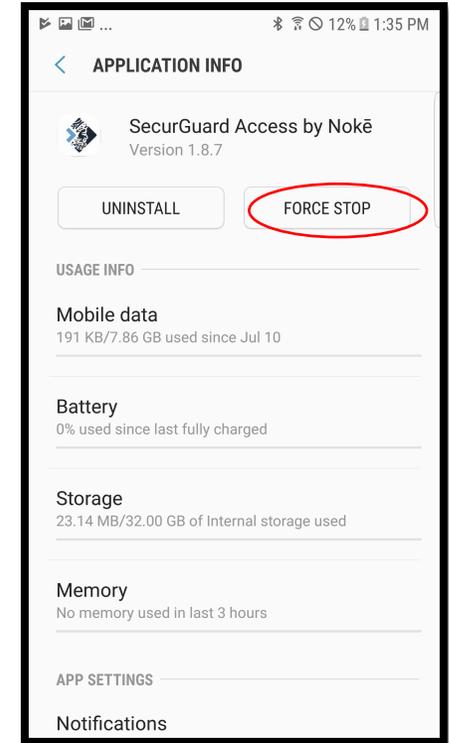
5.1 From the home page, go to "Settings"



5.2 Select "Apps"



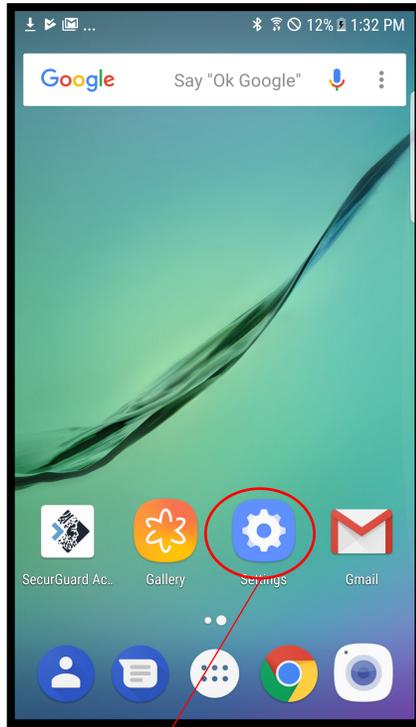
5.3 Click on the app



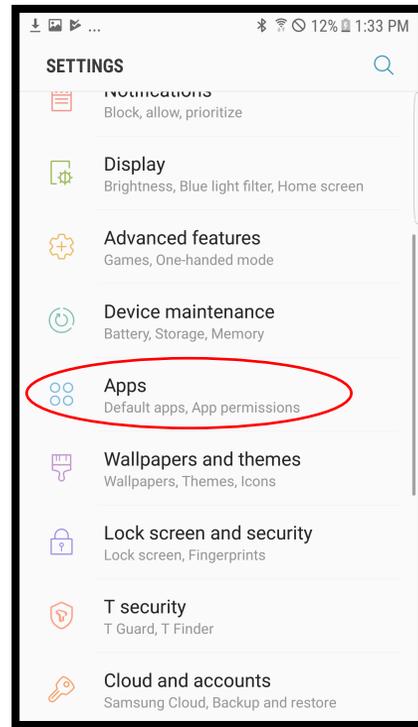
5.4 Click "Force Stop"

5.5 Re-open app by selecting its icon from the home page

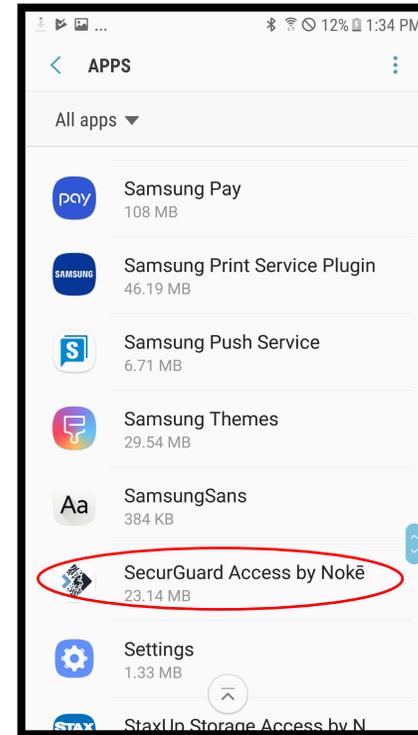
6. Verify that the app is running the latest version.



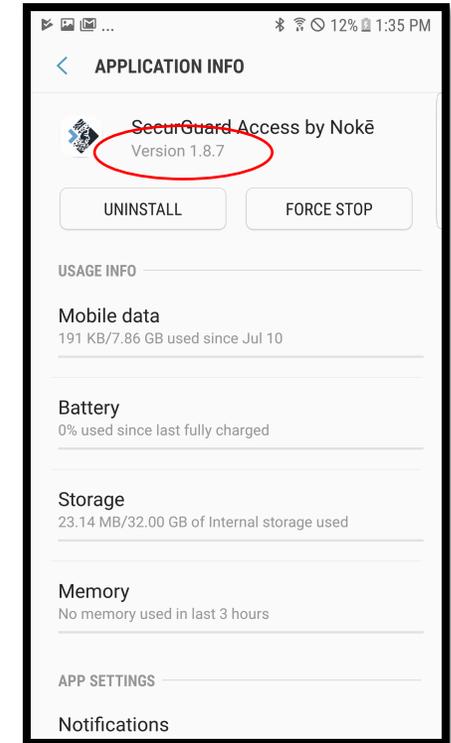
6.1 From the home page, go to "Settings"



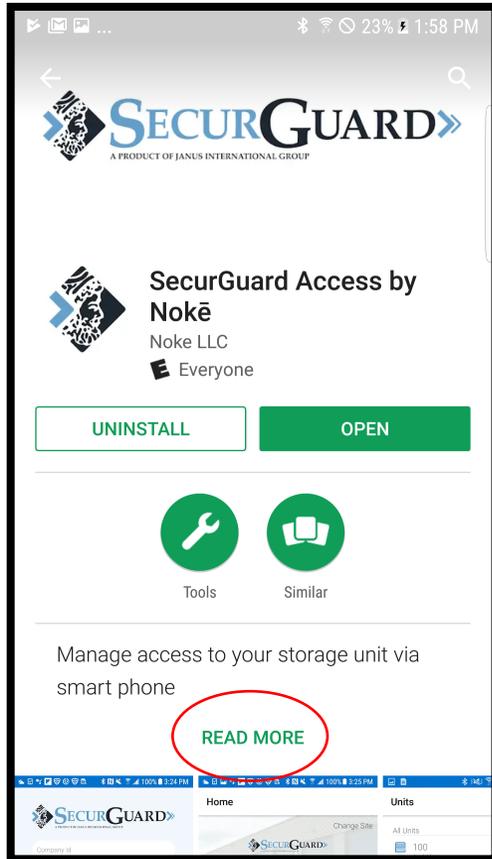
6.2 Select "Apps"



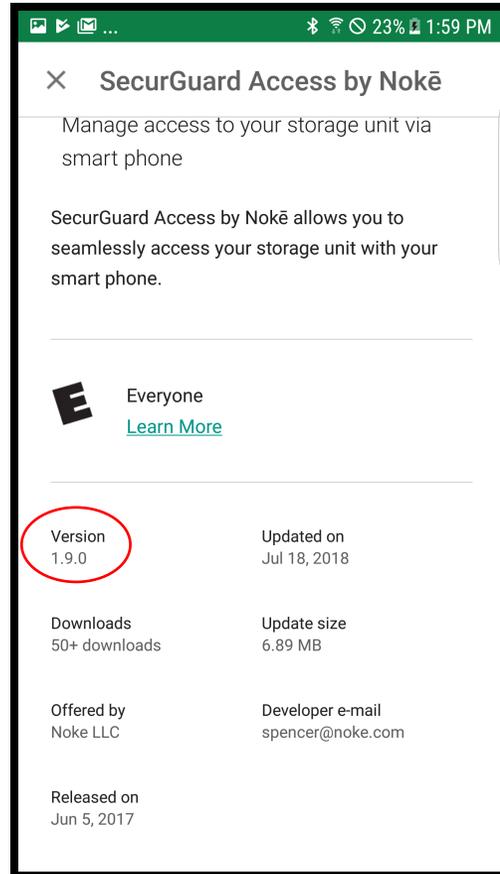
6.3 Click on the app



6.4 See "Version"



6.5 Search for the app in the Google Play store and click “Read More”

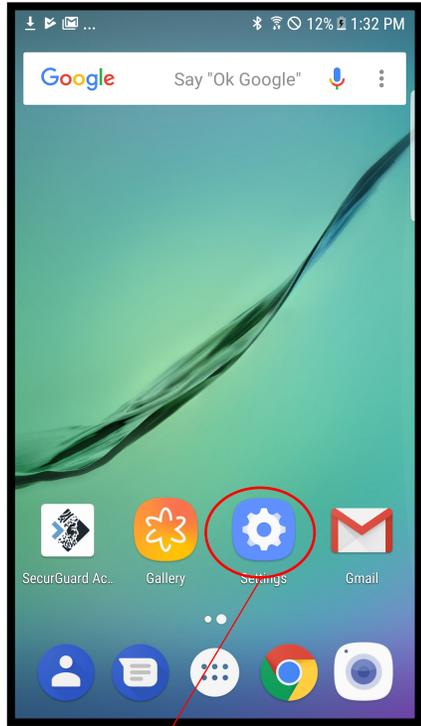


6.6 Check Version number

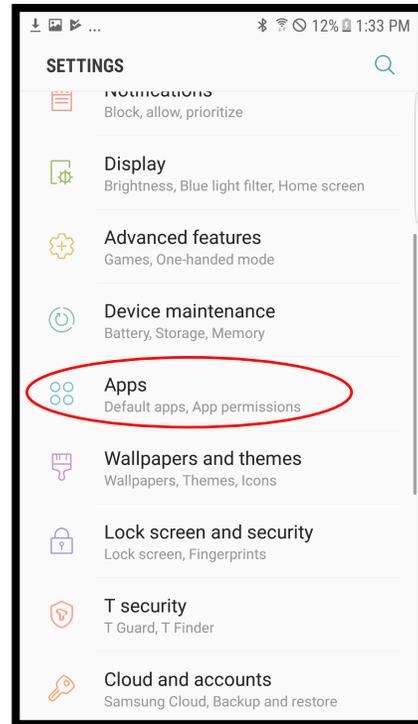
6.7 If the version number in the app store (step 6.6) does not match the Version number on your app (in step 6.4), you need to update the app. The process for this differs depending on the Android device.

7. Shut down and re-start phone. (Note: the process for this differs depending on the Android device being used)

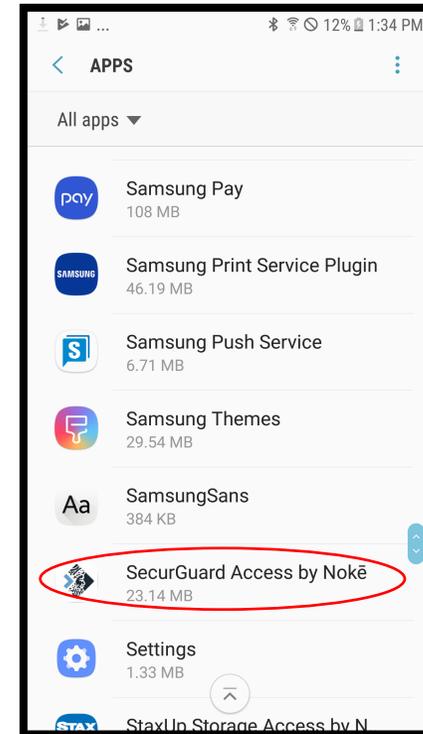
8. Uninstall and re-install the app.



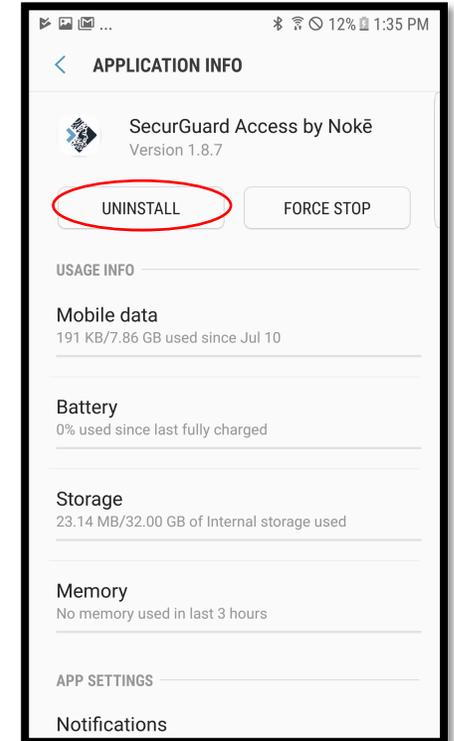
8.1 From the home page, go to "Settings"



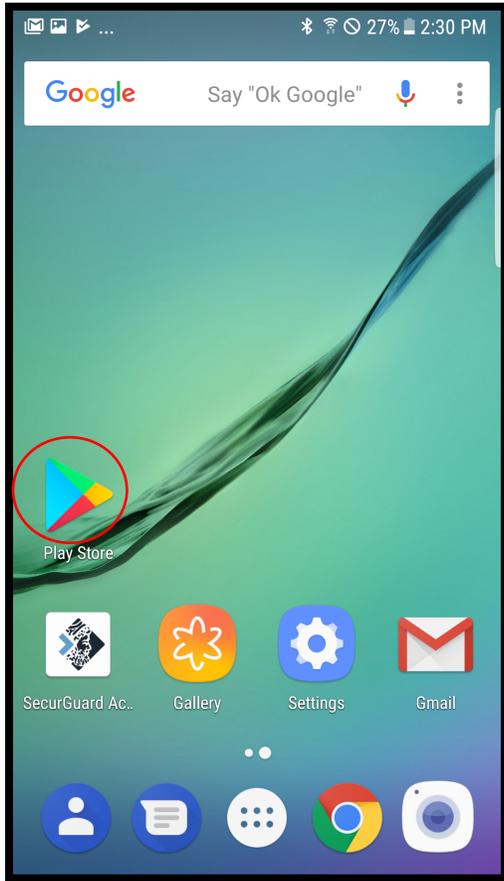
8.2 Select "Apps"



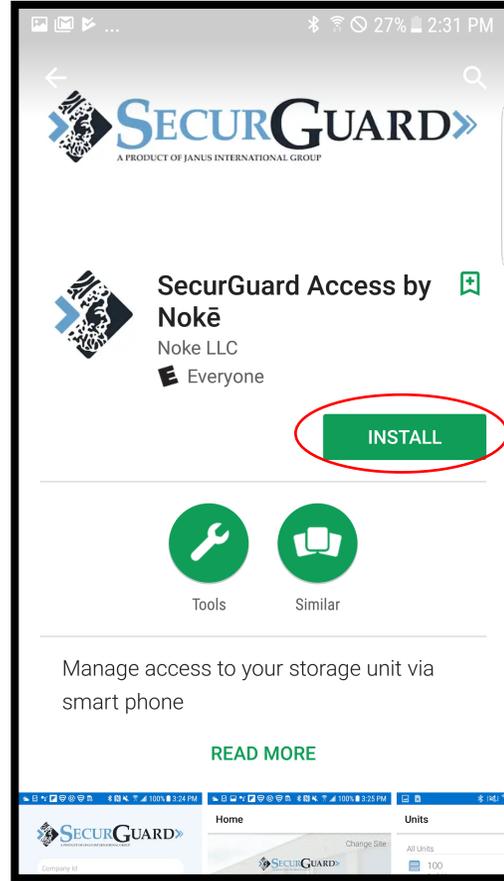
8.3 Click on the app



8.4 Click "Uninstall"



8.5 To re-install the app, go to the Google Play store



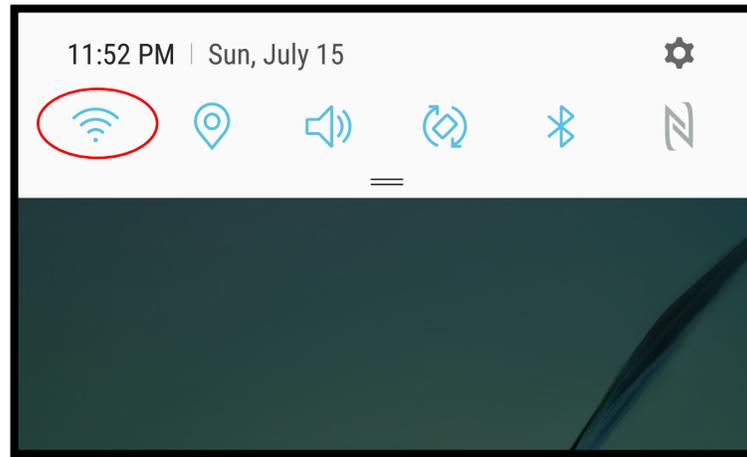
8.6 Search the name of the app and click on the "Install" button

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

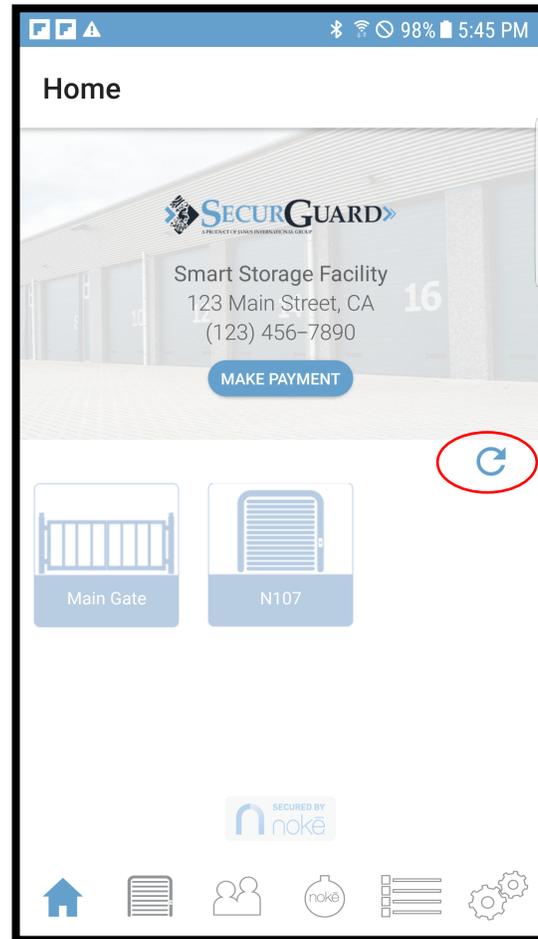
Error Codes: A-0, A-1

Troubleshooting steps:

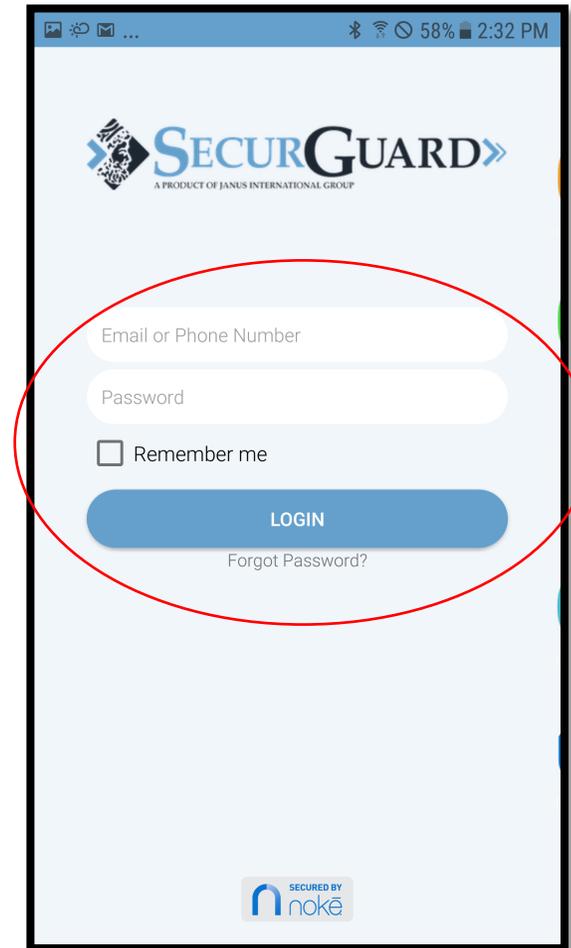
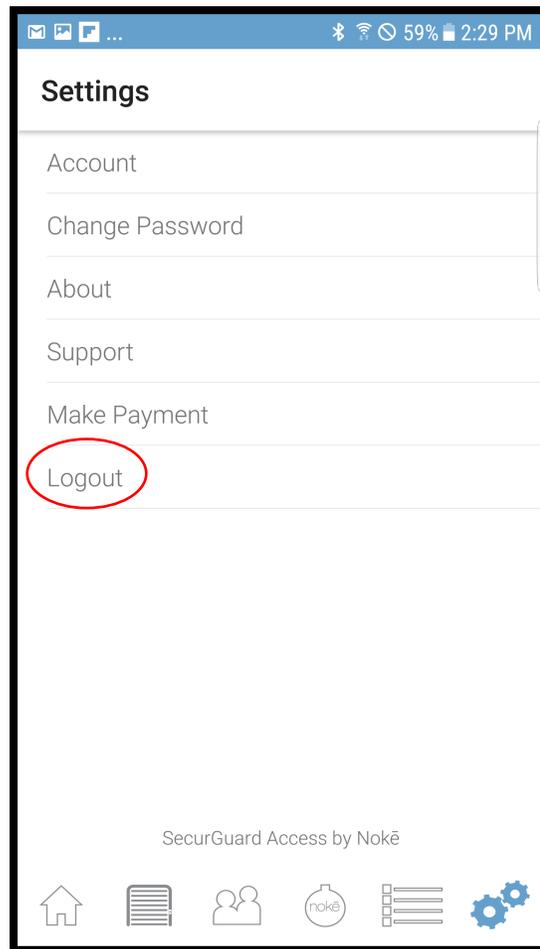
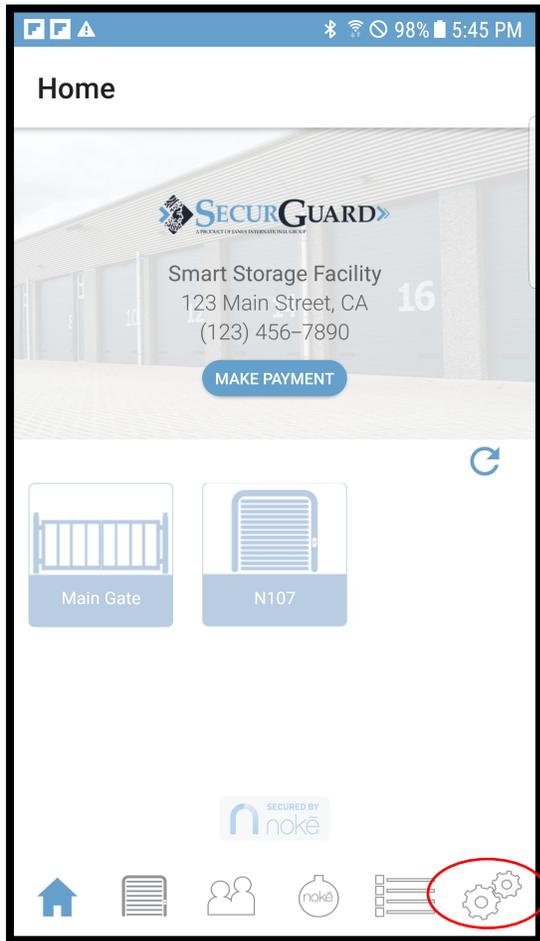
1. Make sure the tenant's smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.



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.



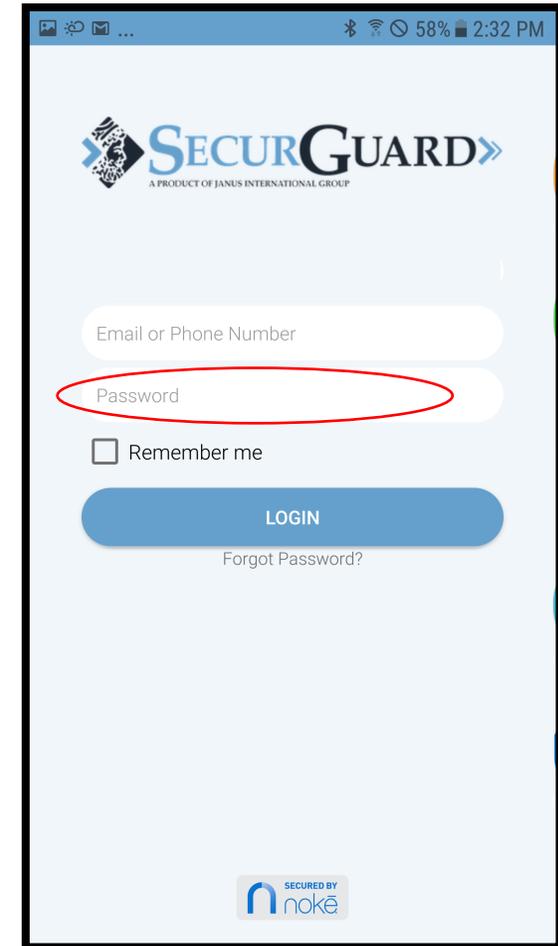
If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

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.



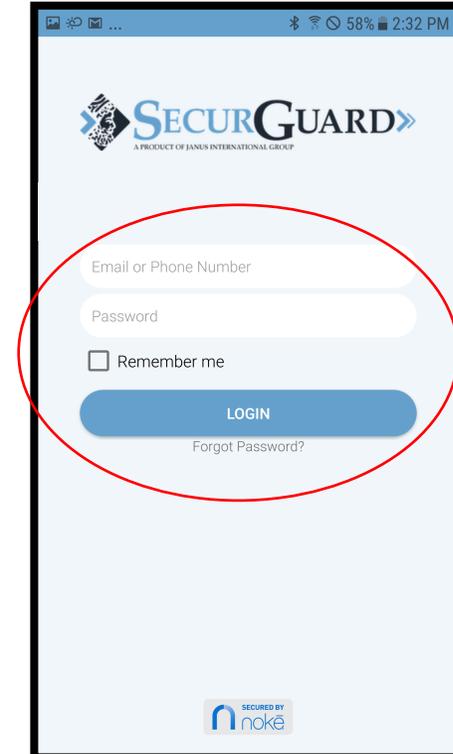
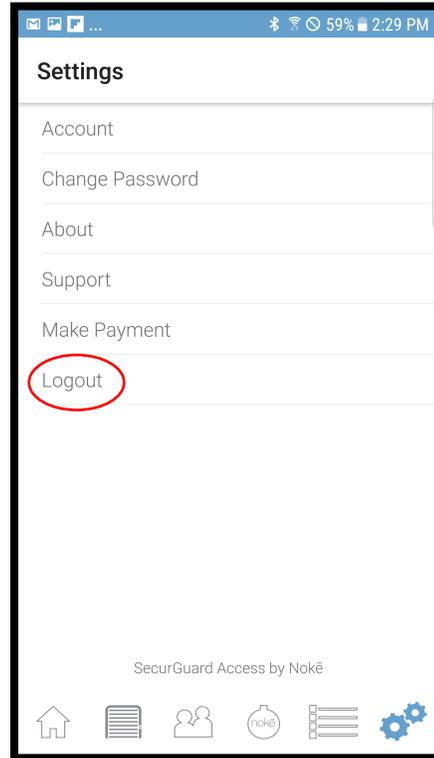
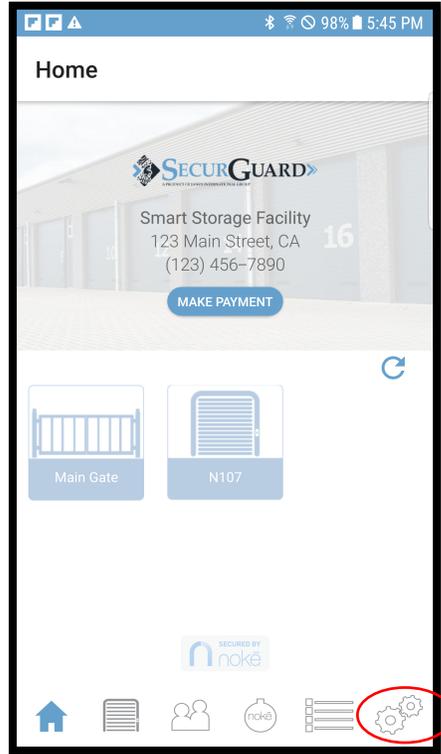
If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

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.



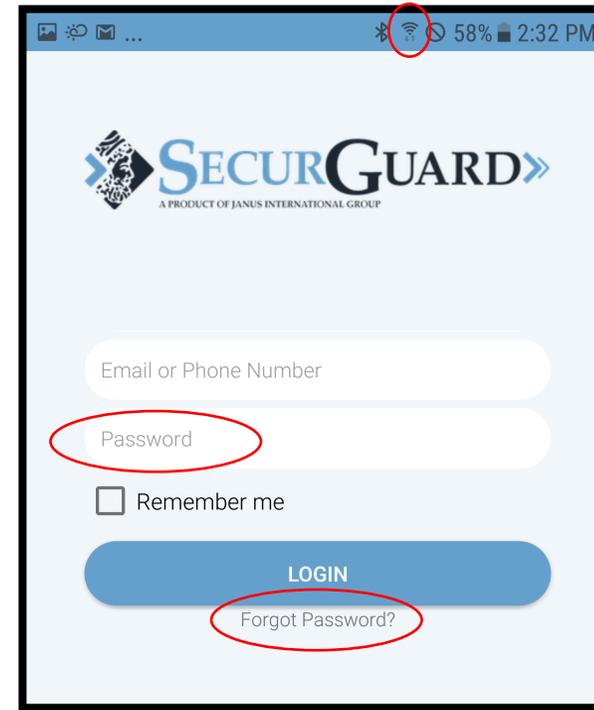
If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

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.
2. Check that password was entered exactly as it was setup. Note that passwords may contain upper and lowercase letters and special characters.
3. Go through the "Forgot Password" steps.



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

The screenshot shows the SecurGuard web portal interface. The browser address bar displays <https://janus.noke.com/activity/users/5003>. The page title is "Activity" and there is a "Refresh" button. A sidebar on the left contains navigation options: Smart Storage Facility, Smart Units, Manual Units, Tenants, Assign Unit, Activity (selected), Gates, Sync Logs, Manage Site, Logout, and Site Manager. The main content area shows a table of activity logs for user "John Doe". The table has columns for User, Action, Unit Name, and Activity Date. The "Assigned unit" action is circled in red.

User	Action	Unit Name	Activity Date
John Doe	Shared	N107	Jun 26, 2018 1:52 PM - Jun 26, 2018 1:52 PM
John Doe	Assigned unit	N107	Jun 26, 2018 1:25 PM - Jun 26, 2018 1:25 PM
John Doe	Motion	N107	Apr 25, 2017 10:16 AM - Apr 25, 2017 10:16 AM
John Doe	Locked	N107	Apr 24, 2017 4:27 PM - Apr 24, 2017 4:27 PM
John Doe	Opened	N107	Apr 24, 2017 4:27 PM - Apr 24, 2017 4:27 PM
John Doe	Unlocked	N107	Apr 24, 2017 4:27 PM - Apr 24, 2017 4:27 PM
John Doe	Motion	N107	Apr 20, 2017 11:49 AM
John Doe	Locked	N107	Apr 24, 2017 4:23 PM - Apr 24, 2017 4:23 PM
John Doe	Opened	N107	Apr 24, 2017 4:23 PM - Apr 24, 2017 4:23 PM
John Doe	Unlocked	N107	Apr 24, 2017 4:21 PM
John Doe	Motion	N107	Apr 24, 2017 4:21 PM
John Doe	Locked	N107	Apr 24, 2017 4:21 PM - Apr 24, 2017 4:21 PM
John Doe	Opened	N107	Apr 24, 2017 4:21 PM - Apr 24, 2017 4:21 PM
John Doe	Unlocked	N107	Apr 24, 2017 4:21 PM - Apr 24, 2017 4:21 PM
John Doe	Motion	N107	Apr 24, 2017 4:21 PM - Apr 24, 2017 4:21 PM

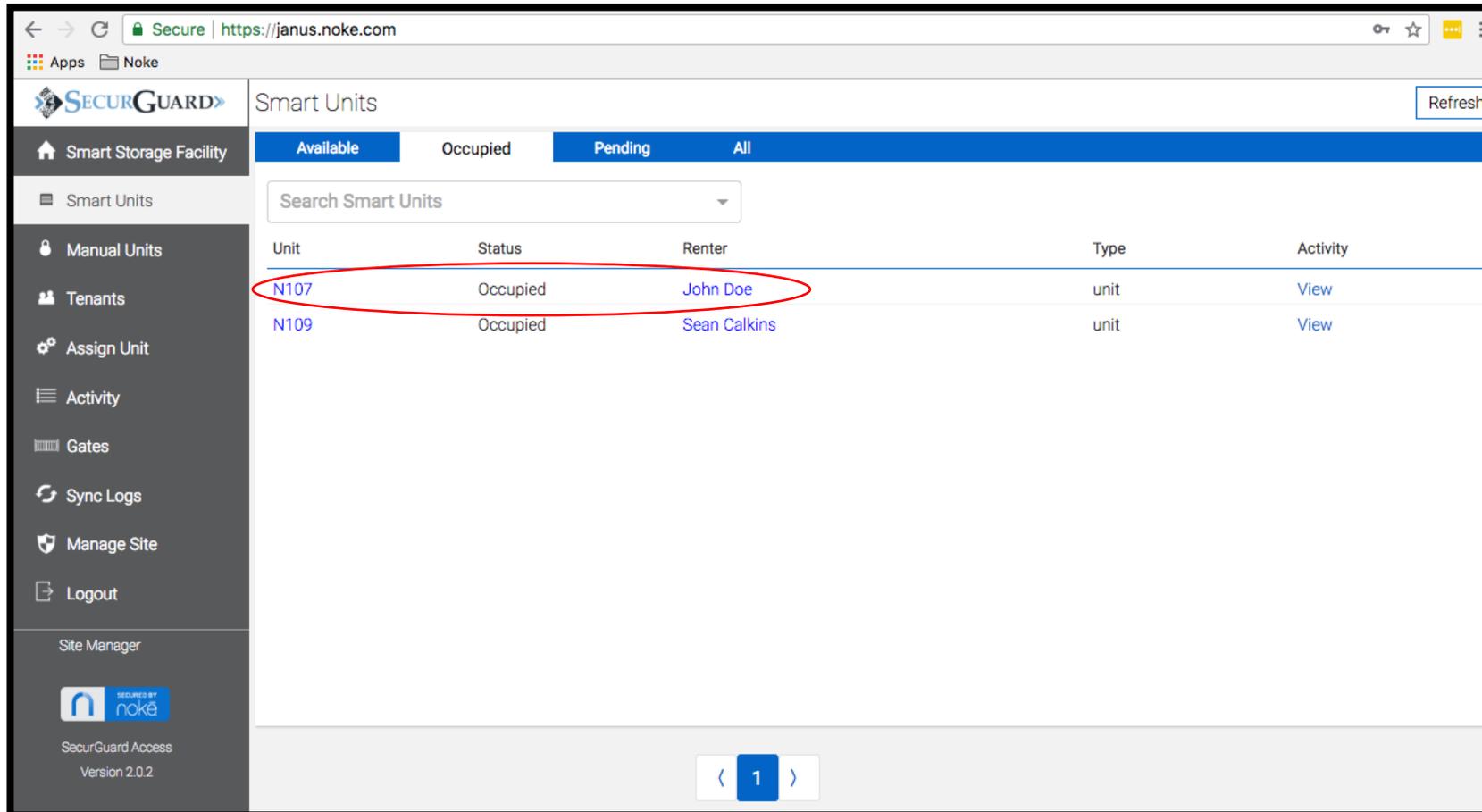
If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

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:

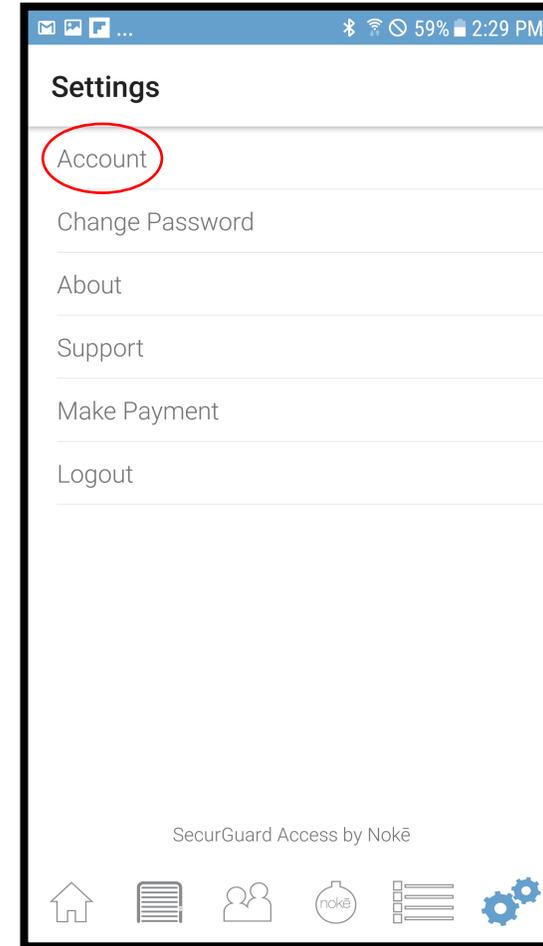
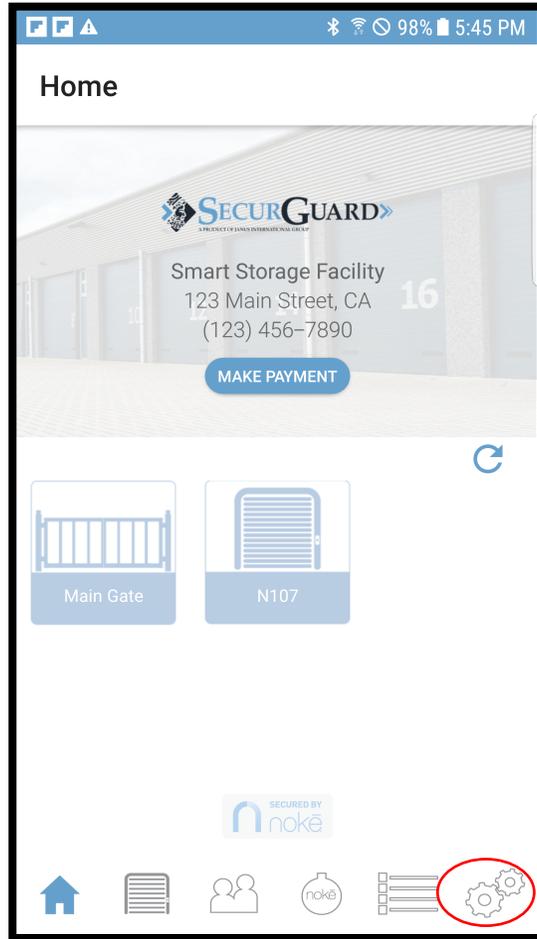
1. Check that the unit is assigned to the user.



The screenshot shows a web browser window displaying the SecurGuard Smart Units interface. The browser address bar shows the URL <https://janus.noke.com>. The interface includes a sidebar with navigation options: Smart Storage Facility, Smart Units, Manual Units, Tenants, Assign Unit, Activity, Gates, Sync Logs, Manage Site, and Logout. The main content area is titled "Smart Units" and features a "Refresh" button. Below the title are tabs for "Available", "Occupied", "Pending", and "All". A search bar labeled "Search Smart Units" is present. A table lists units with columns for Unit, Status, Renter, Type, and Activity. The first row, with Unit "N107", Status "Occupied", and Renter "John Doe", is circled in red. The second row shows Unit "N109", Status "Occupied", and Renter "Sean Calkins".

Unit	Status	Renter	Type	Activity
N107	Occupied	John Doe	unit	View
N109	Occupied	Sean Calkins	unit	View

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, 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: “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:

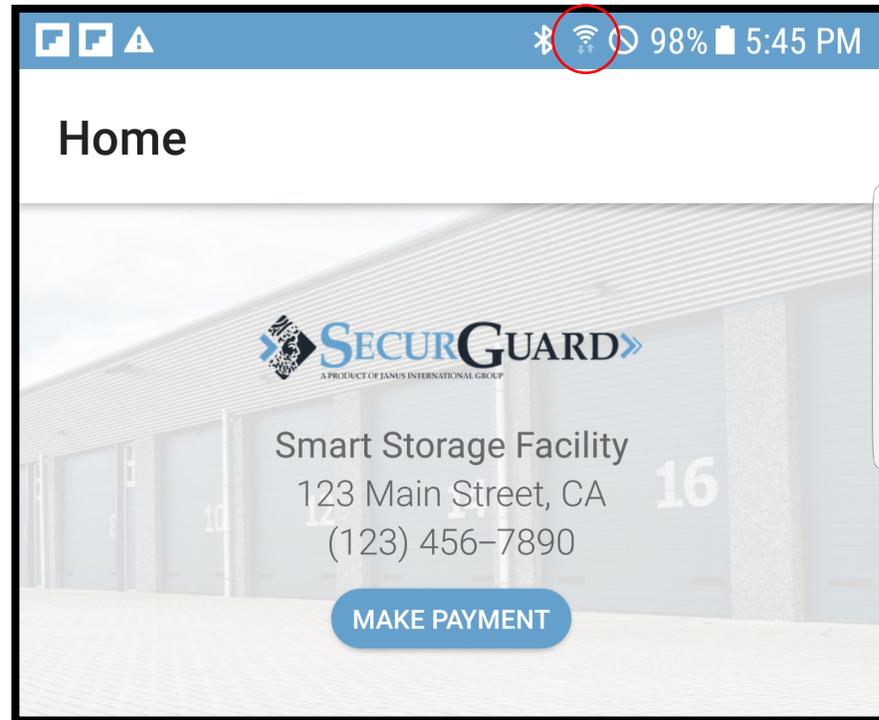
1. Contact support by calling 770-456-6666 or emailing SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: “Unable to verify access. Please check your internet connection and try again.”

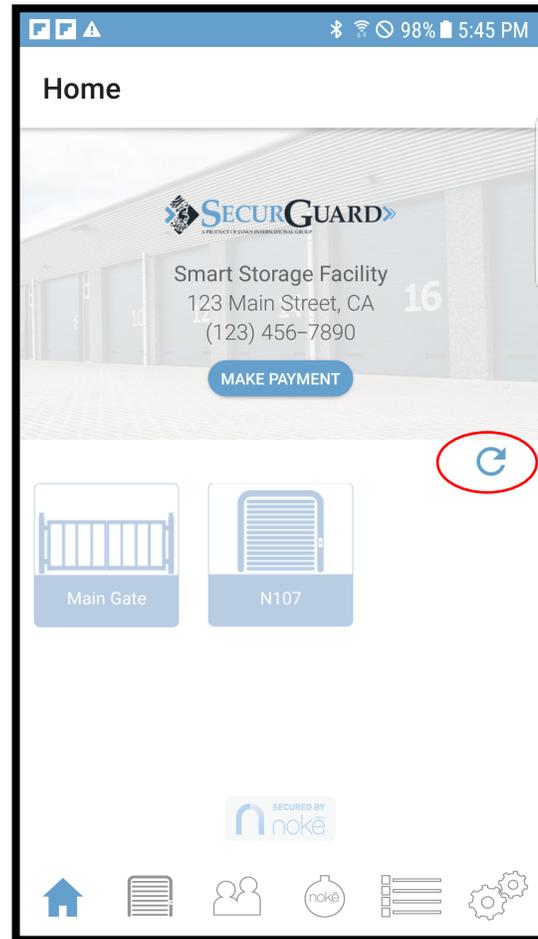
Error Codes: A-0, A-1

Troubleshooting steps:

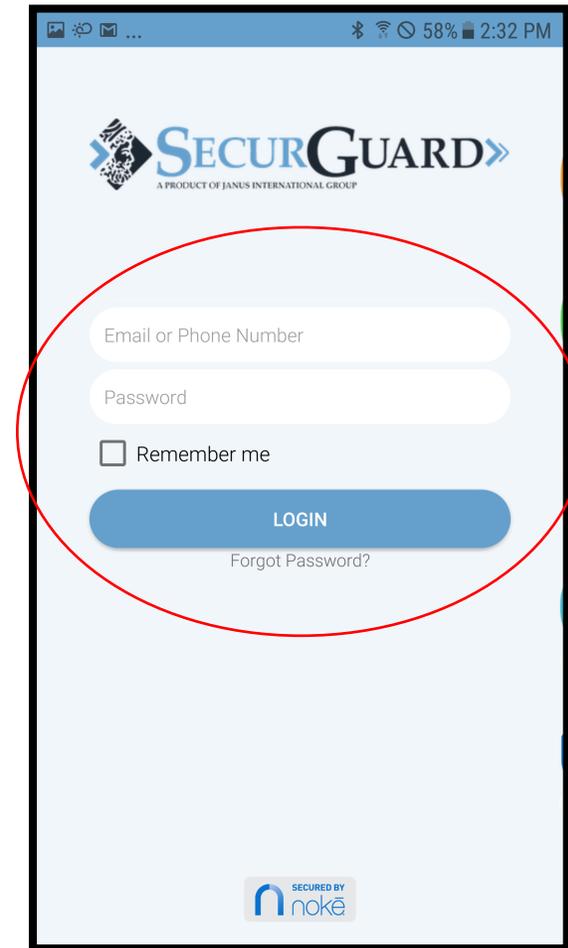
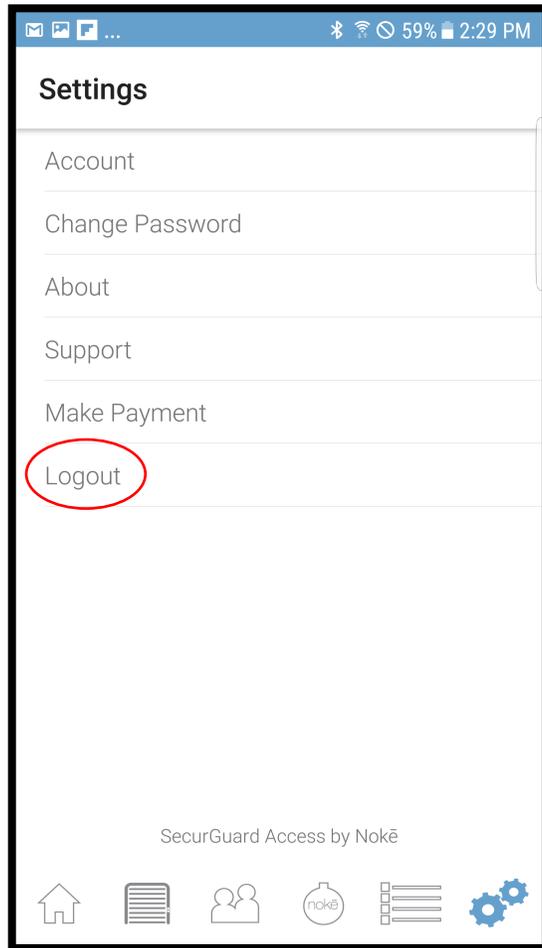
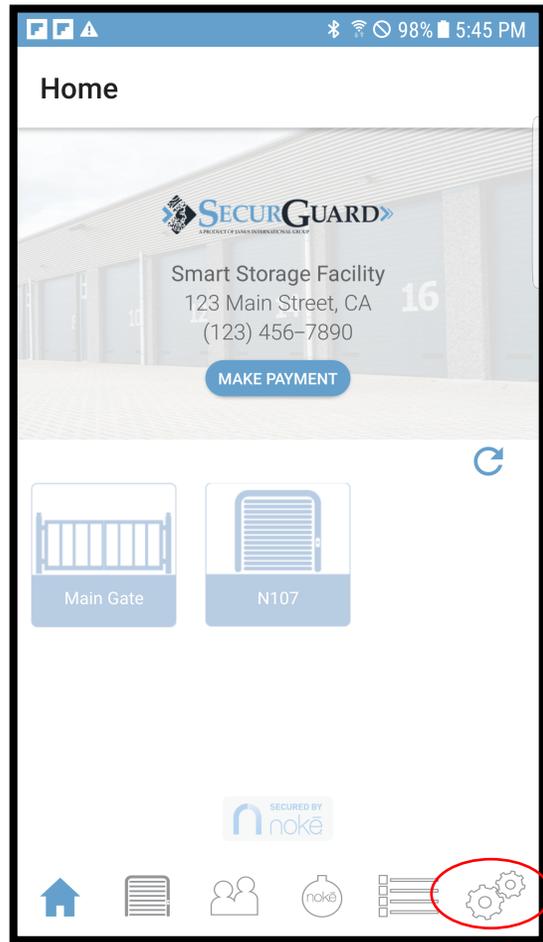
1. Make sure the tenant’s smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.



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.



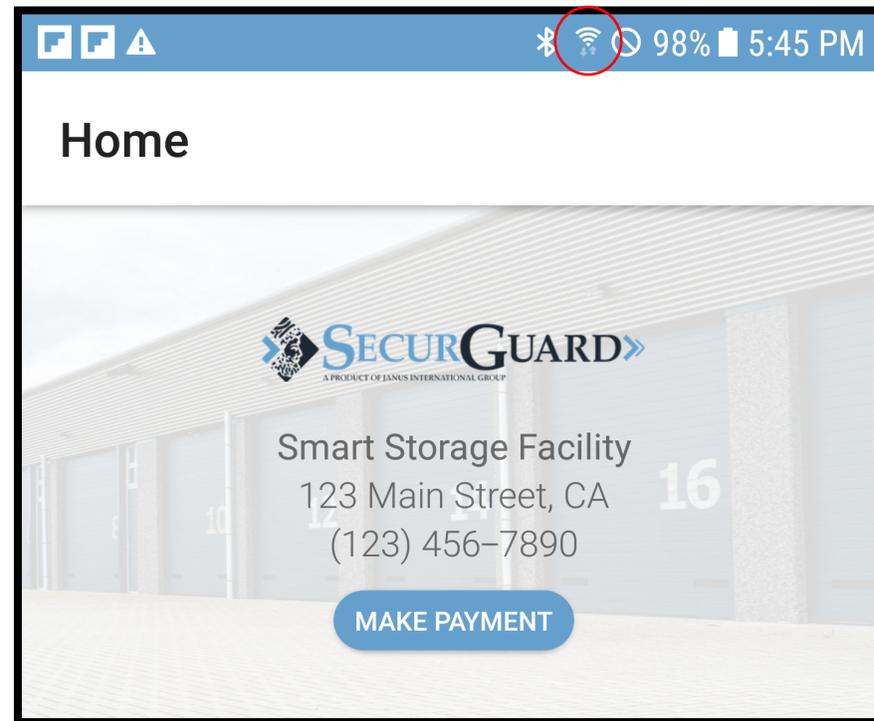
If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

Error message: “Unable to connect to server or you are offline. Please check your internet connection.”

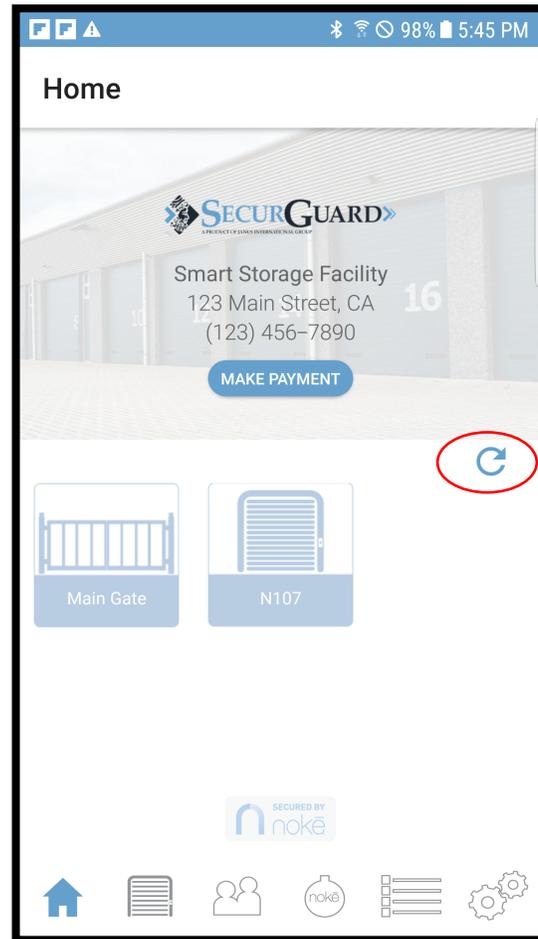
Error Codes: A-0, A-1

Troubleshooting steps:

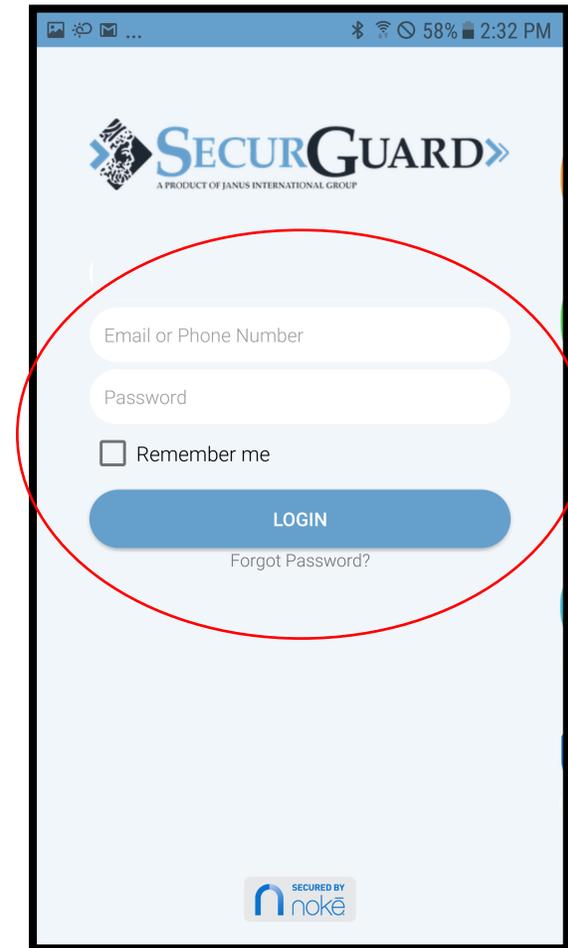
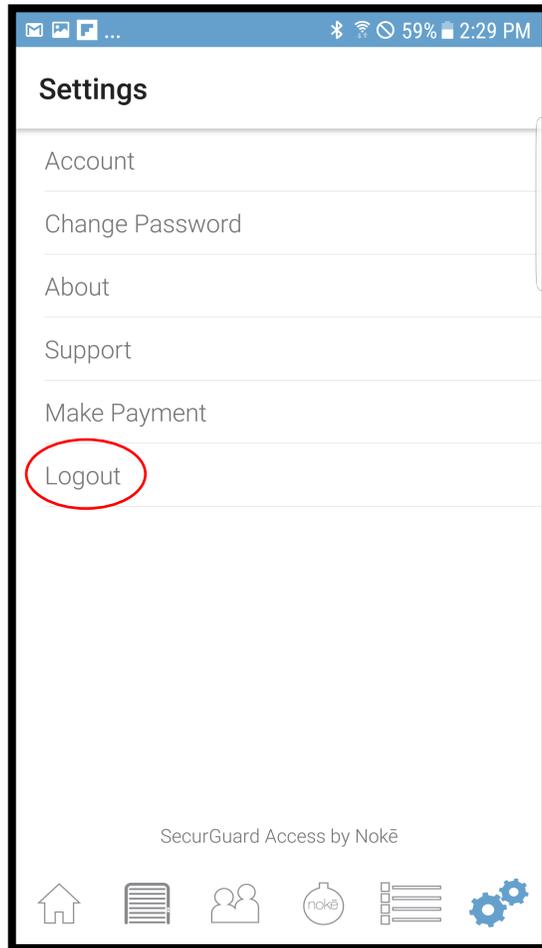
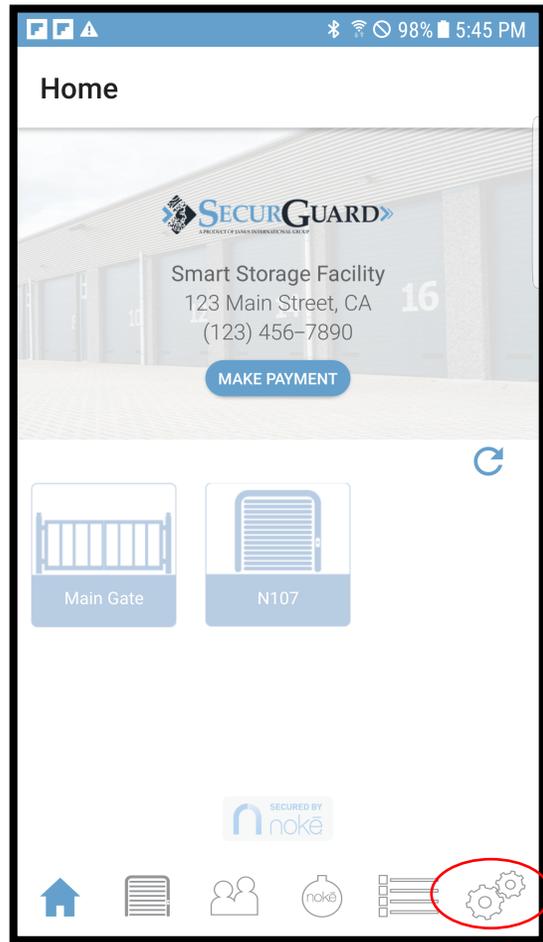
1. Make sure the tenant’s smart phone or tablet has cellular or Wi-Fi service. This may require the tenant to move to a location where they can obtain cellular or Wi-Fi service.



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.



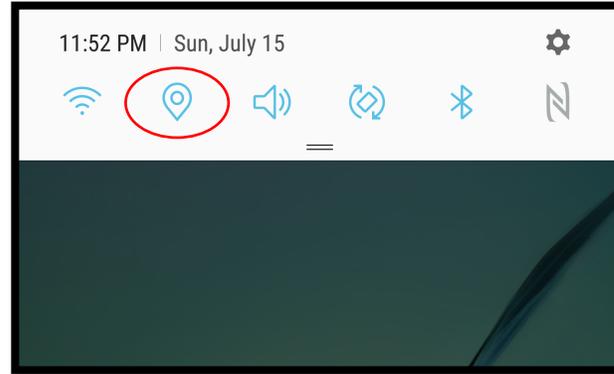
If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

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:

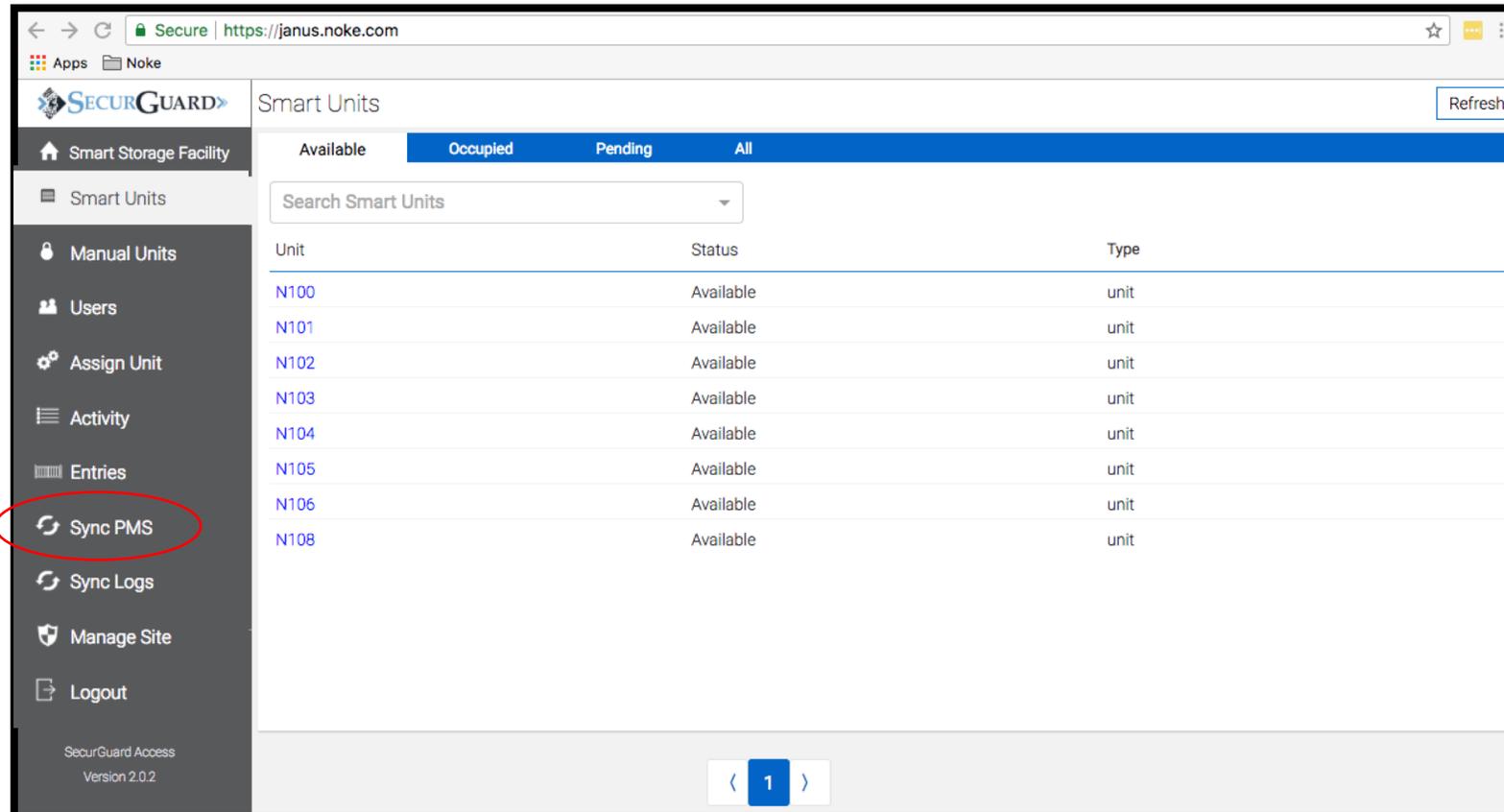
1. Contact support by calling 770-456-6666 or emailing SGCS@janusintl.com to see if the fob was added to other accounts previously. Please provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.
1. Short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

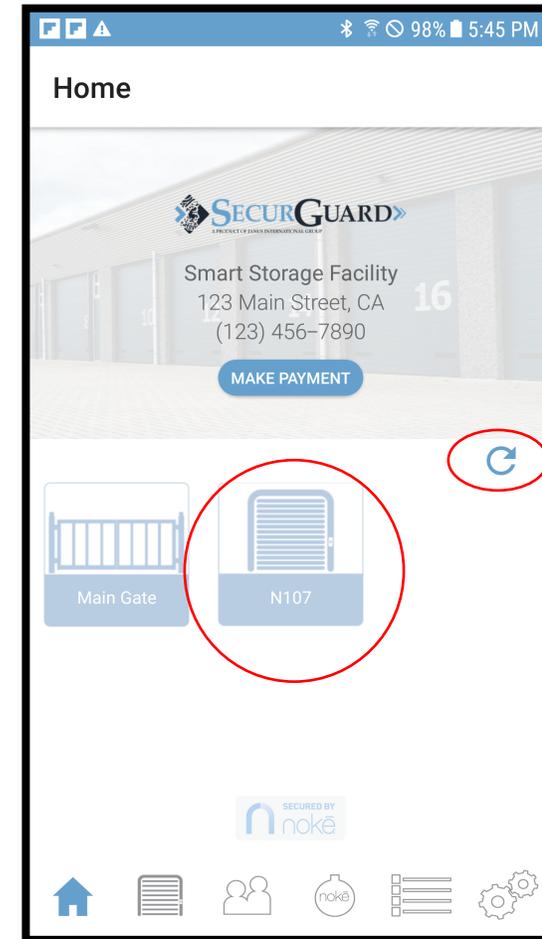
Error Code: S-85

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

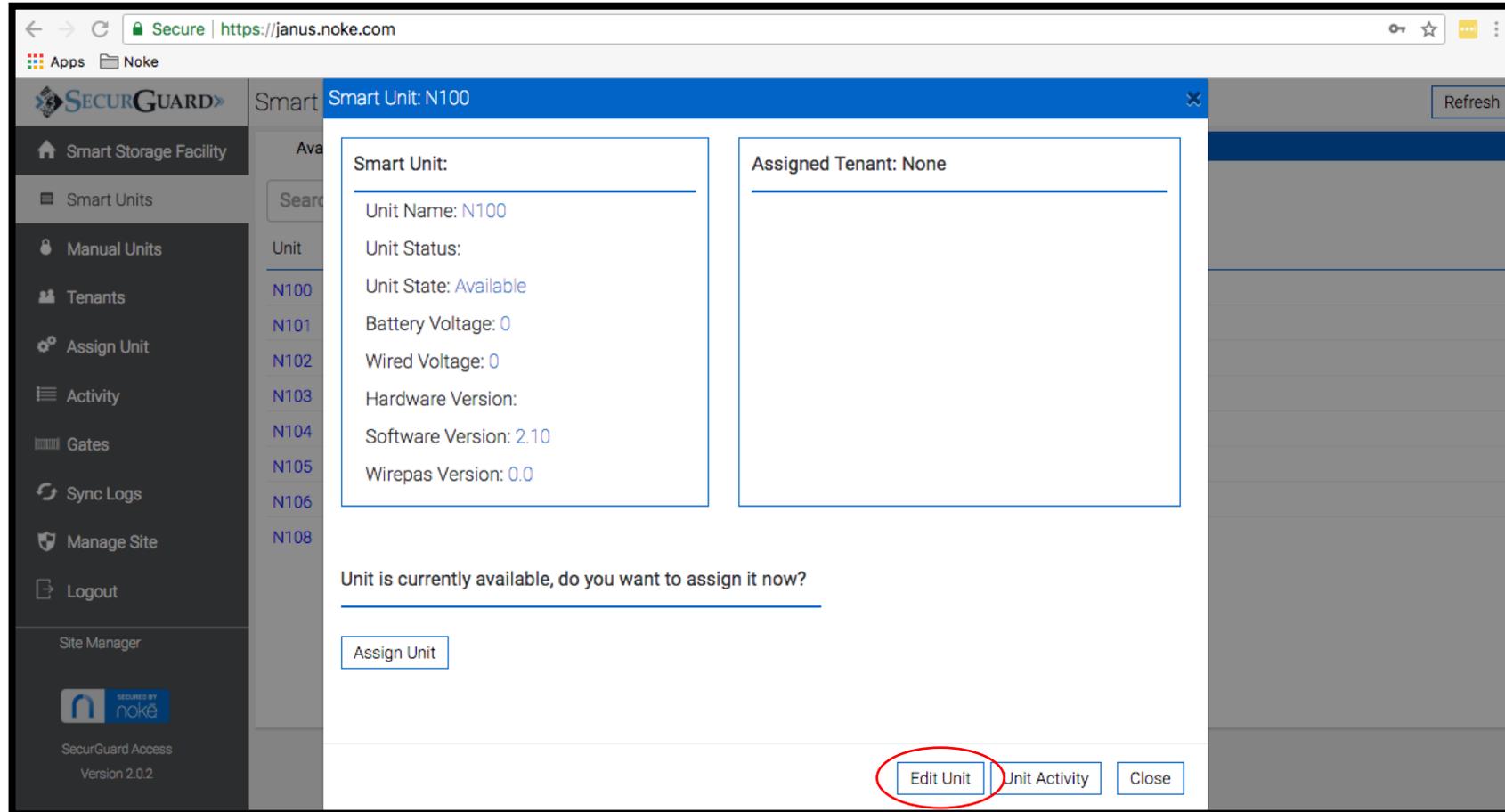
Troubleshooting steps:

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

The screenshot shows the SecurGuard web interface. The browser address bar displays "Secure | https://janus.noke.com". The main content area is titled "Smart Units" and features a "Refresh" button. Below the title, there are tabs for "Available", "Occupied", "Pending", and "All", with "Occupied" currently selected. A search bar labeled "Search Smart Units" is positioned above a table. The table has three columns: "Unit", "Status", and "Type". The "Unit" column lists units N100 through N108. The "Status" column for all units is "Available". The "Type" column for all units is "unit". In the left sidebar, the "Sync PMS" option is highlighted with a red circle. Other sidebar options include "Smart Storage Facility", "Smart Units", "Manual Units", "Users", "Assign Unit", "Activity", "Entries", "Sync Logs", "Manage Site", and "Logout". The footer of the sidebar indicates "SecurGuard Access Version 2.0.2".

Unit	Status	Type
N100	Available	unit
N101	Available	unit
N102	Available	unit
N103	Available	unit
N104	Available	unit
N105	Available	unit
N106	Available	unit
N108	Available	unit

3. Change status manually through the web portal.

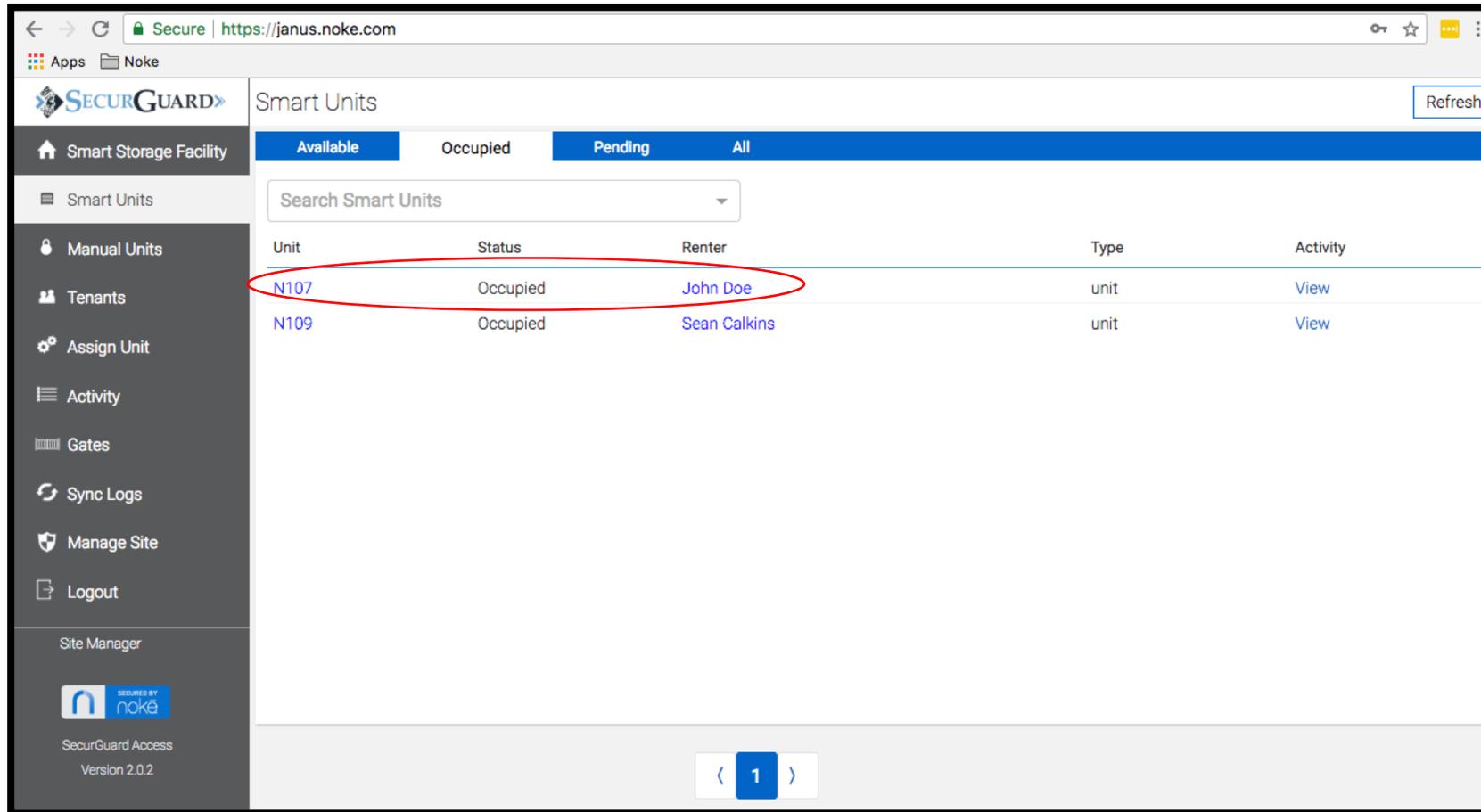


If the error remains after following these steps, please call 770-456-6666 or email SGCS@janusintl.com and provide the following: facility name, tenant name, tenant phone number (or email address), unit number, and a brief explanation of the issue or error code.

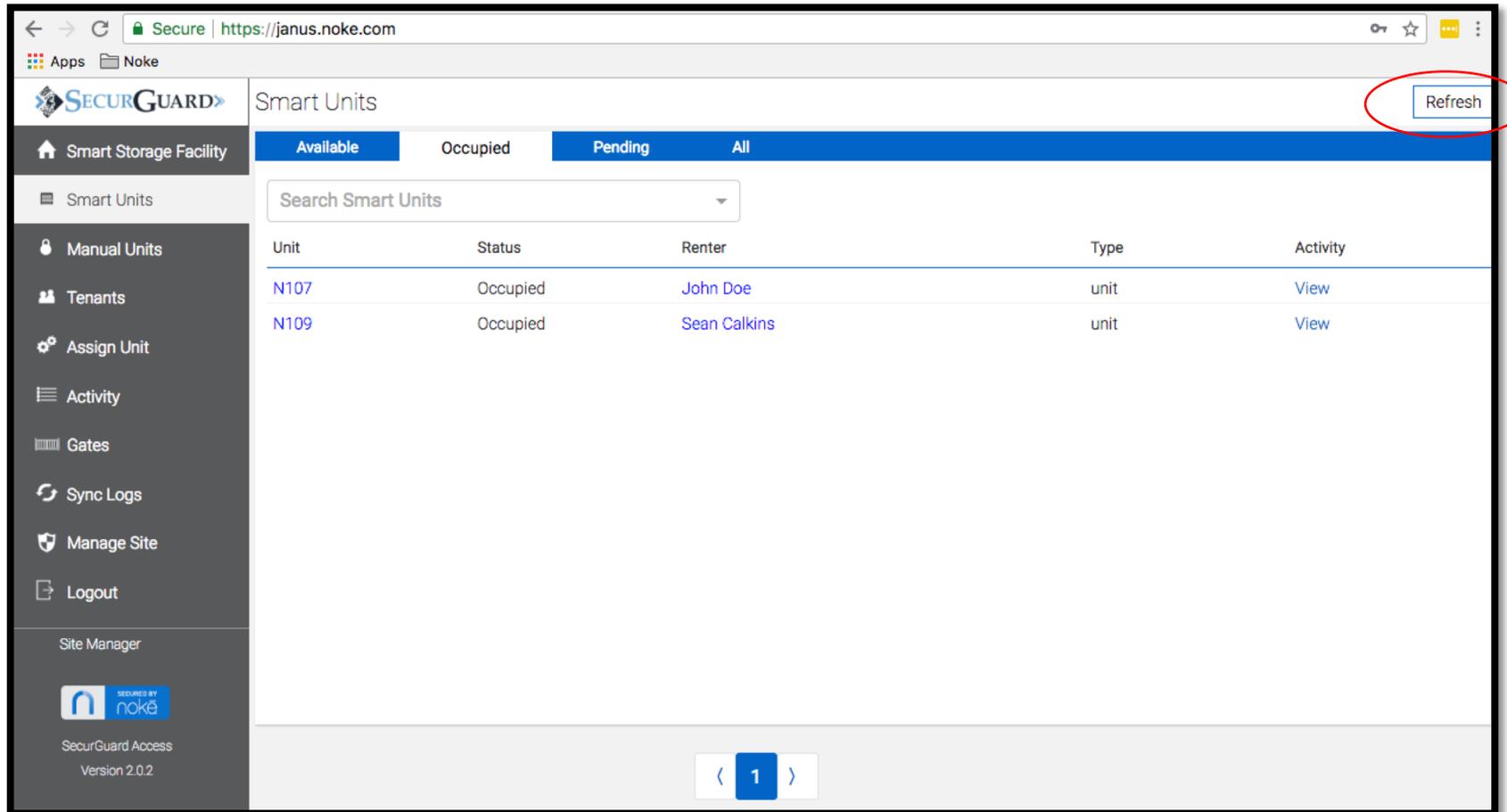
Issue: The unit does not show in the app (button is not visible).

Troubleshooting steps:

1. Verify that the unit is assigned to the user in the web portal.



2. Refresh and check again.

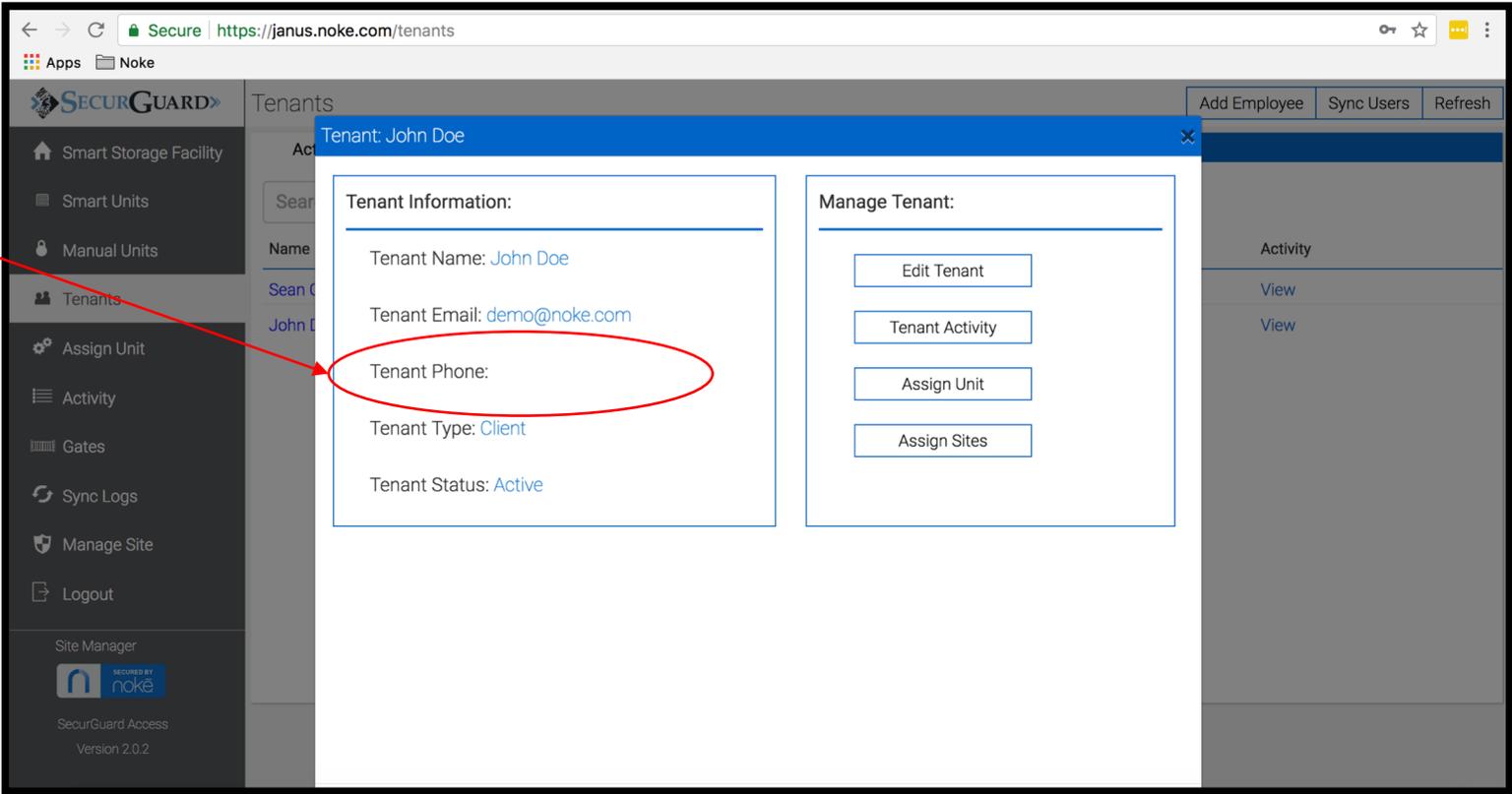
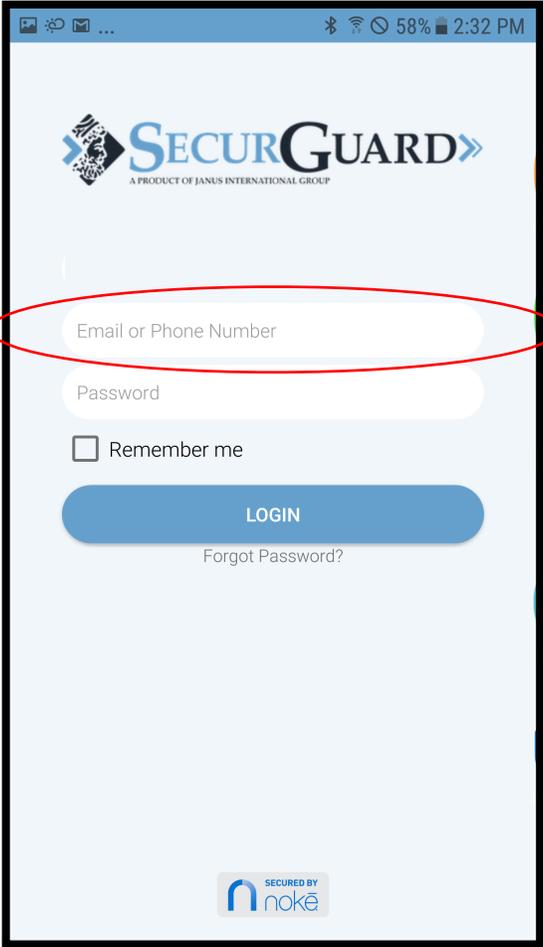


The screenshot shows a web browser window with the URL <https://janus.noke.com>. The page title is "Smart Units". In the top right corner, there is a "Refresh" button, which is circled in red. The main content area displays a table of smart units with the following data:

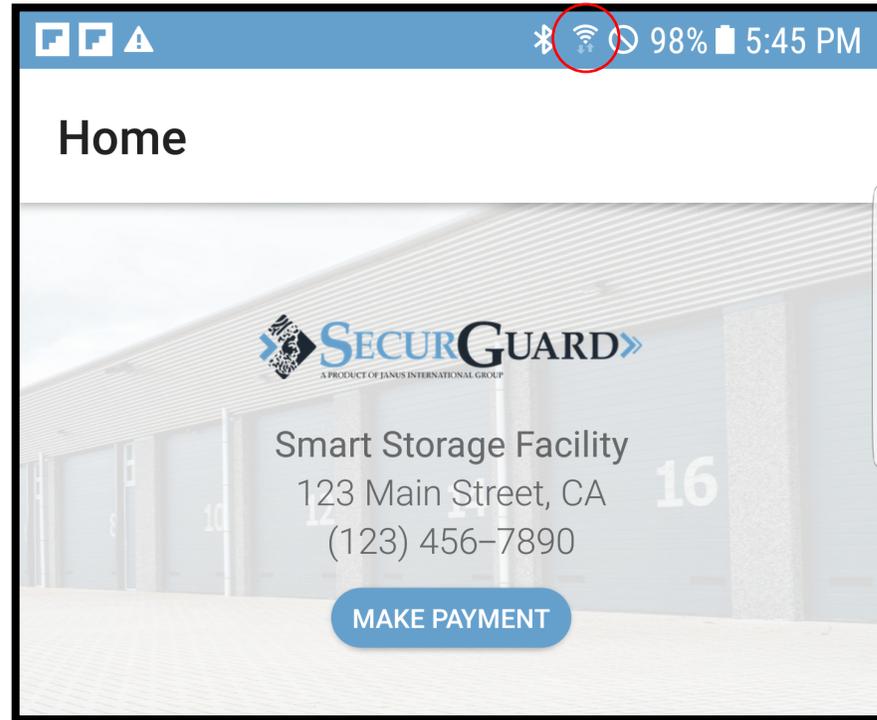
Unit	Status	Renter	Type	Activity
N107	Occupied	John Doe	unit	View
N109	Occupied	Sean Calkins	unit	View

The interface also includes a sidebar with navigation options: Smart Storage Facility, Smart Units, Manual Units, Tenants, Assign Unit, Activity, Gates, Sync Logs, Manage Site, and Logout. At the bottom, it shows "SecurGuard Access Version 2.0.2" and a pagination control showing "1".

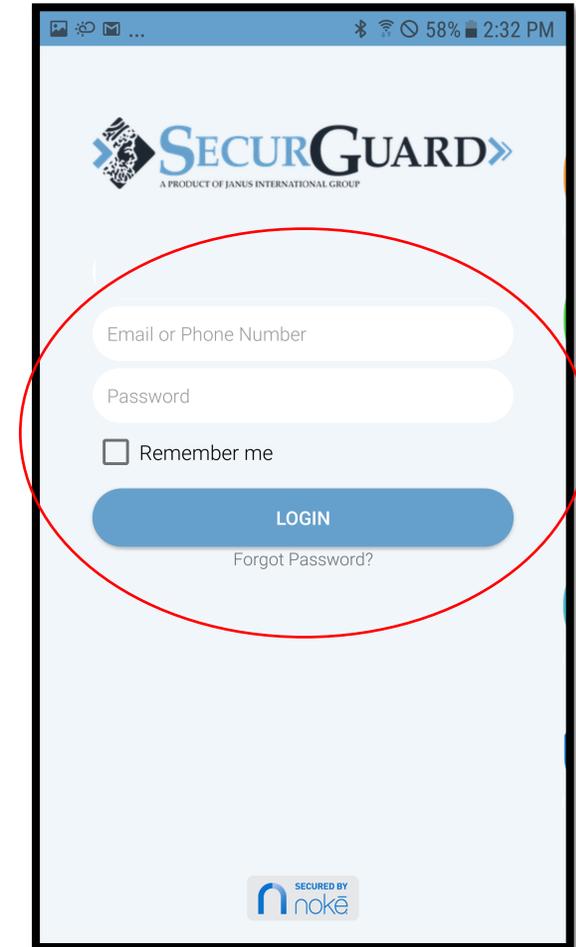
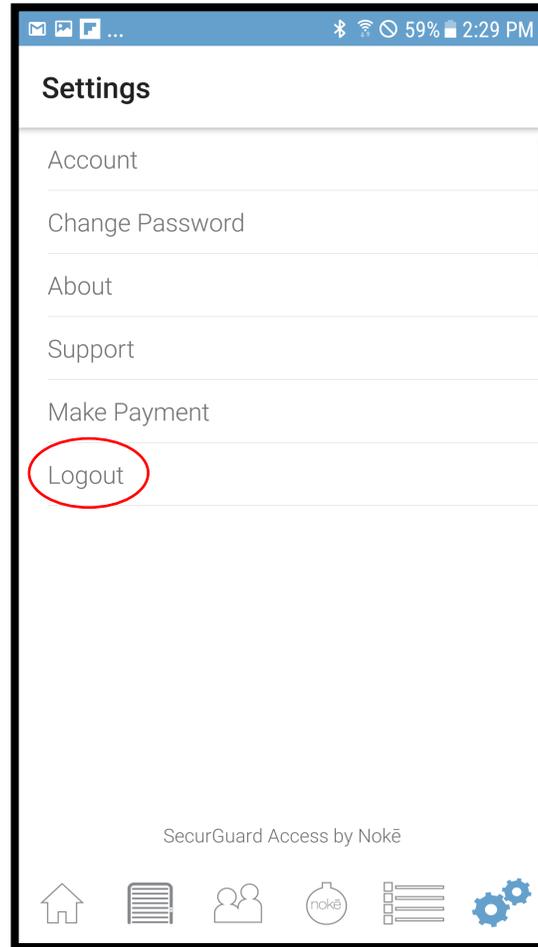
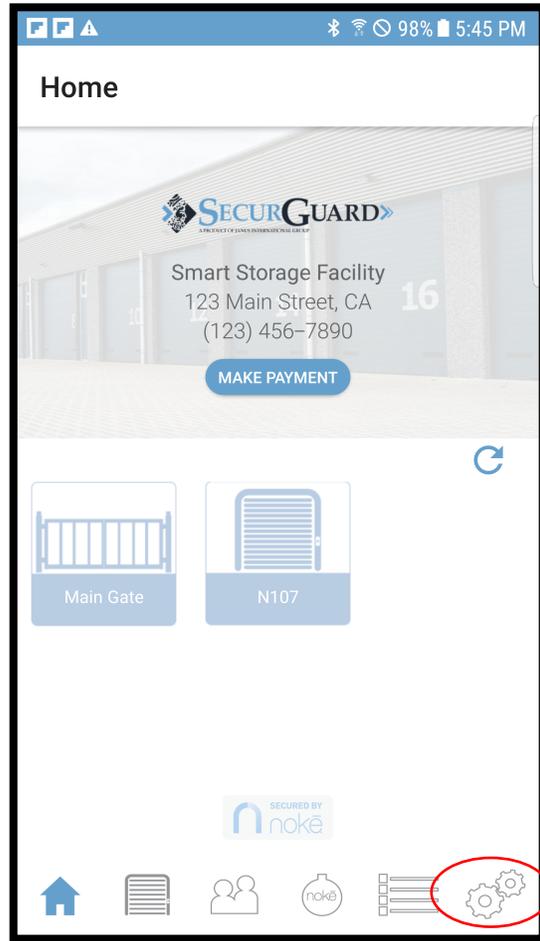
3. Check that the user is logging in with the correct phone number. The phone number SHOULD NOT contain any parentheses, dashes, or spaces.



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 ***Android 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:

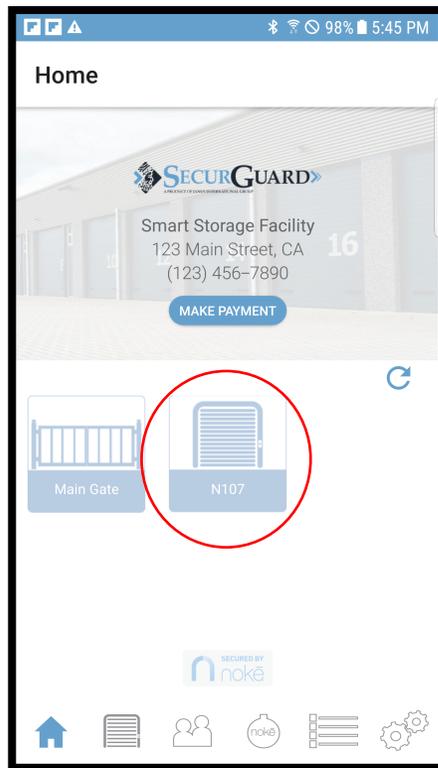
1. Follow General Troubleshooting steps on page 4.

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:

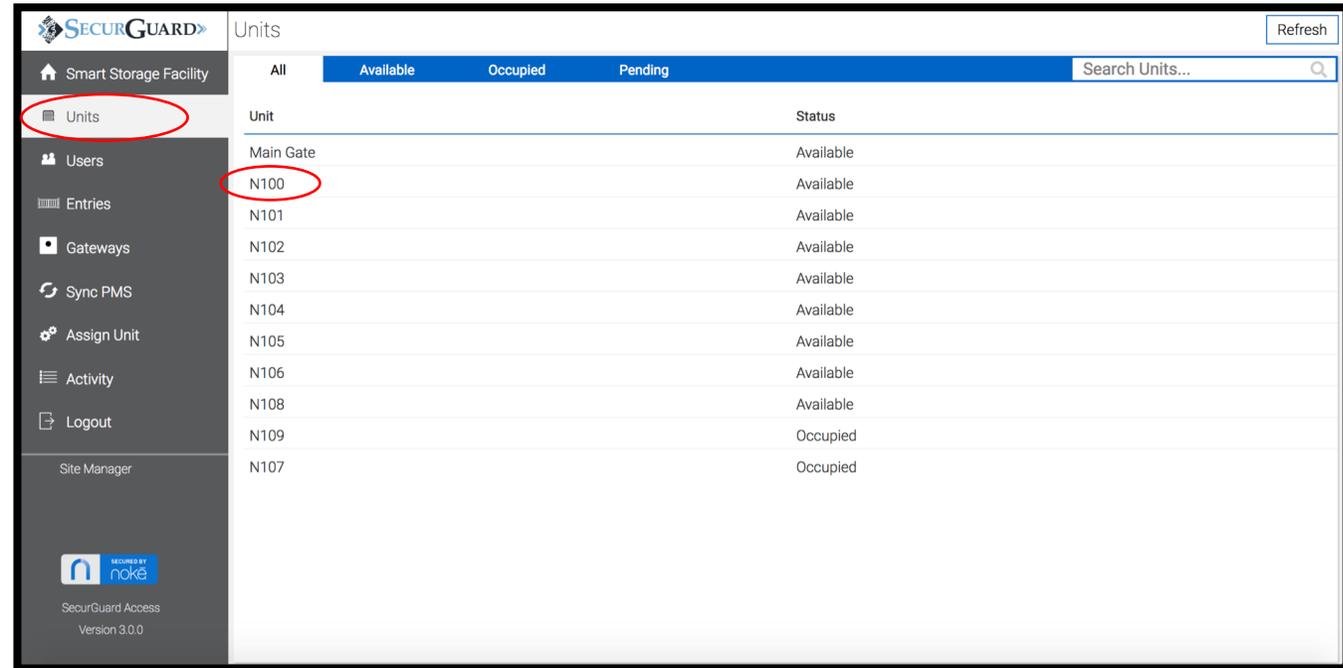
1. Hold the door down with your foot and press the unit icon in the app again.



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



The screenshot shows the SecurGuard web portal interface. The left sidebar contains navigation options: Smart Storage Facility, Units (highlighted with a red circle), Users, Entries, Gateways, Sync PMS, Assign Unit, Activity, and Logout. The main content area displays a table of units with columns for Unit and Status. The unit 'N100' is highlighted with a red circle. The table also includes a search bar and a refresh button.

Unit	Status
Main Gate	Available
N100	Available
N101	Available
N102	Available
N103	Available
N104	Available
N105	Available
N106	Available
N108	Available
N109	Occupied
N107	Occupied

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

The screenshot shows the SecurGuard interface with a modal window for unit N100. The modal is titled 'N100' and contains the following information:

Unit Information:

- Name: N100
- Status: Available
- Buttons: Save Unit Changes, View Unit Activity, Update Unit State

Unit Locks:

Name	MAC	Status	Battery Voltage	Wired Voltage
N100	D4:9D:E9:AF:A0:XX		0	0

The 'Battery Voltage' and 'Wired Voltage' columns in the table are circled in red. The modal also includes a 'Close' button at the bottom right.

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.