Home Control Gateway Troubleshooting

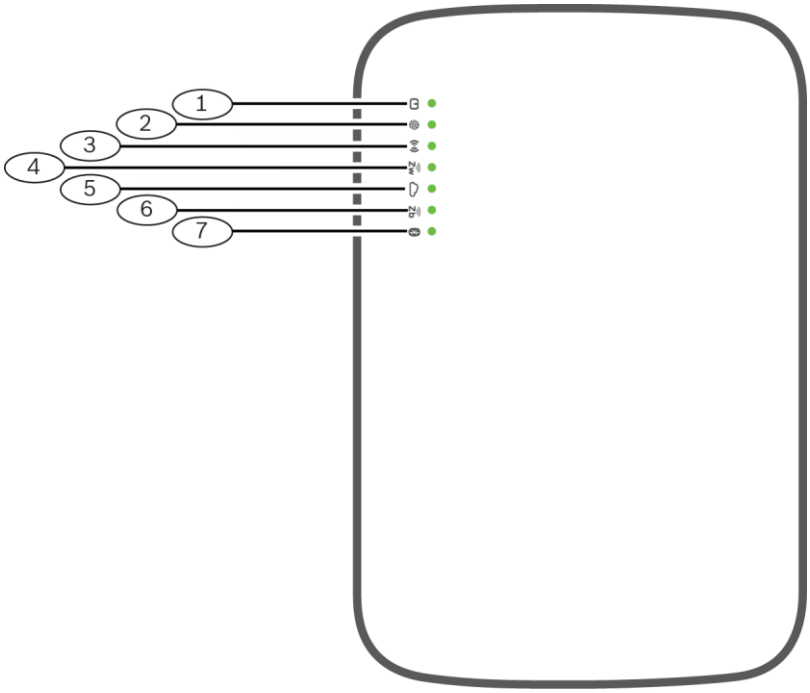
Connection Problems

Refer to the troubleshooting table below for solutions to common connection problems associated with your **Home Control Gateway**. Please use the Gateway Overview diagram and callouts as a point of reference within this document.

Connection Problem troubleshooting table:

Problem	**Solution**
Cannot access the Web UI Dashboard portal after logging into http://bosch.mios.com	Verify the Cloud and Internet LED (callout #5 in the Gateway Overview figure) on the Gateway is on. The Gateway might take 2 minutes to boot up after the initial connection. If the Gateway is receiving a firmware update, it may not be accessible for up to 15 minutes.
	Verify you are using the correct username and password provided to you from your Bosch representative (Security Dealer/Installer).
	In the Users & Account Info, Unit Settings, Secure Gateway: settings, the Secure your Gateway box may be checked. If this box is checked, a Gateway Internet connection is *required* in order to access the Web UI.
	Your Security Dealer/Installer may have disabled your Home Control Gateway service. Please contact your Security Dealer to restore your Home Control Gateway service.
No Gateway LED(s) are on.	Verify your cables are secure and fastened to both the internet router and the Gateway. Remove and reapply to your Gateway, ensure LEDs turn on when power is reapplied. If LEDs do not come on at all, there may be an AC power problem or the plug-in power supply might be defective.
	Replace your Ethernet cable with another one and connect it from your Internet router, to your Gateway Ethernet port. Wait for a minute for the connection to be established.
	Remove the Ethernet cable from your Gateway, and plug the cable into your computer, and see if you can access the internet. If you cannot access the internet through your router, then you might have a problem with your router or with your Internet service provider.
	If all the connections are secure, and you're able to access the internet from your computer; contact your Bosch Security Dealer for assistance.

G450 Overview



Callout~ Description	**G100**	**G450**
1~Power LED	X	X
2~Internet LED	X	X
3~Wi-Fi LED		X
4~Z-Wave LED	X	X
5~Cloud LED		X
6~ZigBee LED		X
7~Bluetooth LED		X

Notice

Please note, most Internet Service providers (ISPs) briefly lose connectivity on occasion. You might be experiencing a temporary connection problem. Verify connectivity with other devices such as an internet connection to your computer. If Internet access problems persist, you might want to contact your internet service provider. The Internet LED should be on when the Gateway can access the Internet.

Z-Wave troubleshooting

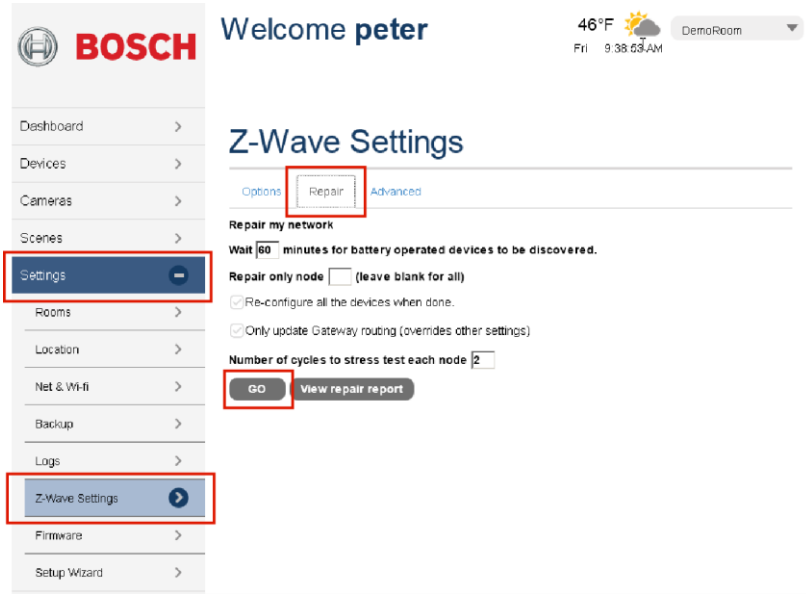
Your Z-Wave device operates within a wireless technology known as “mesh networking”. This technology allows other Z-Wave devices to transmit and send commands to one another through this mesh network. With any technology, errors can occur within the network, such as power outages, or suddenly disconnecting a device in the middle of a signal transmission. Z-Wave mesh networks have the ability to repair themselves seamlessly to reduce additional troubleshooting by the end-user.

Notice

This is a G100 only feature. “repair” is automatic within the G450. If required, run Z-Wave repairs overnight when use is at a minimum, to reduce down time. The duration of a repair to be completed is dependent on the number of Z-Wave devices active on your network. Allow your system up to 10 hours to perform any repairs needed before you resume use of your Gateway.

To repair your Z-Wave network, perform the following:

1. Go to Settings.
2. Go to Z-Wave settings.
3. Select the Repair tab.
4. Click the “GO” button.



After the repair finishes, you can view a repair report that can identify which nodes (devices) on your network have weaker connections. This can help you identify locations where you might need to move or add a repeater module to improve the Z-Wave network performance.

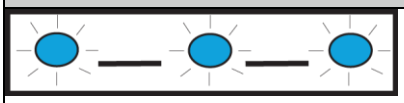
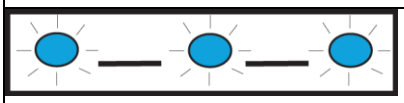
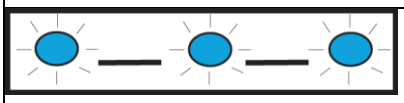
Notice

Most non-battery powered devices act as a repeater within the Z-Wave network.

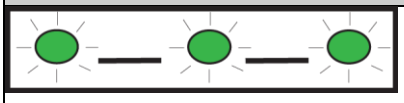
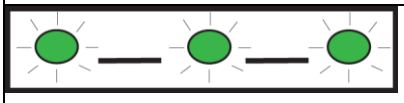
Advanced diagnostics (G100 example)

The G100 gateway includes LEDs for troubleshooting and status.

Power (blue) LED descriptions

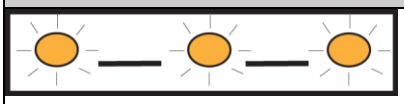
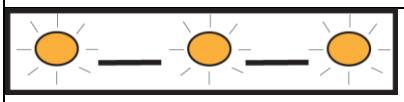
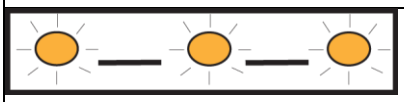
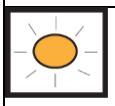
Flash pattern	Function
 Flashes once every 1 sec	Indicates the module is booting up, resetting to factory defaults, or resetting the network.
 Flashes 500 ms on, and then 200 off	Indicates the module is syncing with the servers over the internet.
 Flashes 200 ms on, and then 200 ms off	Indicates the module is downloading a file from the server. This occurs only during a firmware upgrade.
 ON Steady	Indicates the module has booted up, and is ready for use.
 OFF	Indicates the module is not powered up, or there is a failure in the module. Check for proper installation.

WAN (green) LED descriptions

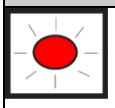
Flash pattern	Function
 Flashes once every 1 sec	Indicates the gateway is booting up, resetting to factory defaults, or resetting the network.
 Flashes fast (40 ms on, and then 40 ms off)	Indicates the gateway did not obtain the IP address from the broadband router, or does not have an internet connection.

Flash pattern	Function
 ON Steady	Indicates the gateway has an internet connection.
 OFF	Indicates the gateway is not powered up, or there is a failure in the gateway. Check for proper installation.

Z-Wave (orange) LED descriptions

Flash pattern	Function
 Flashes slowly (once every sec)	Indicates the gateway has confirmed the inclusion or exclusion of a device.
 Flashes 1000 ms on, and then 300 ms off	Indicates the gateway is in inclusion mode.
 Flashes 150 ms on, and then 100 ms off	Indicates the gateway is in exclusion mode
 ON Steady	Indicates the module has booted up, and is ready for use.
 OFF	Indicates the module is not powered up, or there is a failure in the module. Check for proper installation.

Error (red) LED descriptions

Flash pattern	Function
 Flashing rapidly (40 ms on, and then 40 ms off)	Indicates a Z-Wave error.
 OFF	Indicates a normal state.