



One-stop-shop for livestock farmers

# Troubleshoot

## HyCare Gateway



NL klantenservice  
BE Klantenservice/Service Clientèle  
DE Kundenservice  
DK Kundeservice  
IT Servizio clienti  
ES Servicio al cliente  
UK Customer Service  
CA Customer Service  
FR Service Clientèle  
EX Customer Service Export

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## Troubleshooting HyCare Gateway

### HyCare Gateway

2401229



Occurrence	Recommended action
The bottom right LED indicator is blue.	Gateway is re-initializing the cellular connection. Please wait.
Gateway LEDs are off	<p>Check if the platform is still receiving data. If data is being received ☒ LEDs will turn off when internal temperature reaches a critical point. LEDs will turn on when temperature drops.</p> <p>No data is being received.</p> <p>☒ Check power supply</p> <p>☒ High temperature has caused the device to shut down to prevent damage. Wait until the ambient and device temperature are back within normal range. The device will recover itself within half an hour when reaching normal temperatures.</p>
Gateway LEDs stay off after applying power.	If light stays off for more than 2 minutes after powering up and the device is within normal temperatures, the device could be faulty. Initiate an RMA via this <a href="#">link</a> .
Gateway LEDs are pulsating red.	This indicates a power failure. Check the power supply. The backup battery lasts approximately an hour.
No data is incoming. LEDs constantly frozen (there is no visible animation of the LEDs)	The gateway might have had an exceptional malfunction. Unplug the gateway power supply for a full day (24 hours) and plug back in. If this does not help please initiate an RMA via this <a href="#">link</a> .
Bottom right LED indicator is orange and possibly no incoming data in platform	<p>There is no active cellular connection or reception is below average and a stable cellular connection cannot be guaranteed. Action is advised. Make sure the gateway has good reception, move to another location if necessary.</p> <p>(e.g. reposition the gateway to a higher vantage point or direct it to a different cellular tower.)</p>