

GRIDSMART®
TECHNOLOGIES, INC.

GOALS

1. REVIEW BASIC TROUBLESHOOTING PRACTICES
2. REVIEW THE SUPPORT PORTAL
3. RUN THROUGH COMMON SCENARIOS
4. REVIEW BASICS OF CONTROLLER SETTINGS

TROUBLESHOOTING

- **DO NOT ASSUME**
- **TEST ONE THING AT A TIME!**
- **CHECK THE BASICS – CABLE LENGTH, CONNECTORS, GROUNDING.**
- **VERIFY PHASE AND DETECTION ASSIGNMENTS THROUGH THE PHASES AND CALLS WINDOW**

COMMON ISSUES

- **INTERMITTENT CAMERA IMAGES**
- **NO CAMERA IMAGE**
- **NO PHASES ON FRONT PANEL OR IN THE CLIENT**
- **CONSTANT CALLS FROM THE PROCESSOR**

GRIDSMART SUPPORT PORTAL

GRIDSMART[®]

Welcome **Randall Lowery**
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Knowledge base



GRIDSMART

Guides and Best Practices (7)





-  [Installation Best Practices](#)
-  [Intersection Design Guide](#)
-  [Repeater Assembly Instructions](#)
-  [Installation Guide](#)
-  [API commands](#)

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Troubleshooting Resources (32)

-  [Configuring a processor for a network](#)
-  [TS1 Parallel Inputs and Outputs](#)

Video Resources (12)

-  [GRIDSMART Camera Connectivity](#)
-  [Updating and Downloading Software](#)
-  [Installing the Antenna](#)
-  [Linking Client with GRIDSMART Cloud](#)
-  [GRIDSMART Intersection Setup](#)

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FAQs (62)

-  [How should a GRIDSMART Camera get insta...](#)
-  [How to Install GRIDSMART Client on your co...](#)

Community forums

Showing recent updates

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GRIDSMART Forums

Changelog (39)

[Firmware Update Notice](#)

Posted by **Randall Lowery**, a year ago

[6.9 \(September 2018\)](#)

Posted by **Randall Lowery**, a month ago ,
Last Reply by **Jeff Price** 12 days ago

[6.8.1 \(March 2018\)](#)

Posted by **Randall Lowery**, 6 months ago

» [See all 39 topics](#)

Known Issues (35)

BEFORE YOU CALL SUPPORT:

- **GO OVER THE BEST PRACTICES WORKSHEET**
- **LOG FILES**
- **SITE CONFIGURATION (AGS)**
- **SERIAL NUMBER**
- **STREET NAMES**
- **CITY, STATE**

TROUBLESHOOTING CAMERA CONNECTIVITY

- **PLUG CAMERA INTO SECOND PORT OR SWAP PORTS. DOES THE ISSUE PERSIST?**
- **USING THE GRIDSMART CLIENT, VERIFY THE 48V POWER IN THE DIAGNOSTIC WINDOW.**
- **CHECK CABLE INTEGRITY USING A QUALITY CABLE TESTER.**

TROUBLESHOOTING CAMERA CONNECTIVITY

- **BYPASS THE EPM AND PLUG THE CAMERA DIRECTLY INTO THE GRIDSMART PROCESSOR.**
- **IF AVAILABLE, CONNECT ANOTHER CAMERA TO THE PROCESSOR AND VERIFY THE CAMERA IMAGE.**
- **BYPASS THE JUNCTION BOX USING AN RJ45 COUPLER.**
- **REMOVE THE INSTALLED CAMERA AND PLUG IT DIRECTLY INTO THE PROCESSOR.**

CONTROLLER BASICS



TRAFFIC CONTROLLERS



IMPORTANT NOTES:

PAY CLOSE ATTENTION TO YOUR CONNECTION TYPES

- **TS1**
- **TS2**
- **TS2 TYPE 2**
- **ITS**

**WITH SOME CONTROLLERS YOU WILL NEED TO TURN
ON MESSAGE '0' OR SEND ONLY FOR THE MMU**

