**Diagnostics Test Result form for AY1000/AY1020 Units**

This form must be filled out and submitted to Comtrol Support team at support@comtrol.com for each unit that requires additional troubleshooting.

*Unit Information:*

|  |  |
| --- | --- |
| Product: | [ ]  AY1000[ ]  AY1020 |
| Product S/N: |  |
| Reported Problem: |  |

*Diagnostic Test Results:*

|  |  |  |
| --- | --- | --- |
| Diagnostic Test Step | Test Results Questionnaire | Answer |
| Step 1  | Green PWR LED is onGreen Port 1 – 8 LEDs are flashing | [ ]  YES[ ]  NO |
| Step 2  | PC and UUT are connected to the same network | [ ]  YES[ ]  NO |
| Step 3  | Was the UUT discovered by PortVision?  | [ ]  YES[ ]  NO |
| Step 4  | Were you able to ping the UUT?  | [ ]  YES[ ]  NO |
| Step 4 | Were you able to open the webpage on the UUT? | [ ]  YES[ ]  NO |
| Step 5  | Did you reset the UUT to factory default? | [ ]  YES[ ]  NO |
| Step 6 | Is the IP Address of the UUT *192.168.1.250?* | [ ]  YES[ ]  NO |
| Step 7 | Did Port LEDs flash Red & Yellow? | [ ]  YES[ ]  NO |
| Step 8 | Did the Webpage of the UUT open properly? | [ ]  YES[ ]  NO |