The Ubiquity Energy Management System is made up of three primary components:

- **Thermostats and Controls** which communicate via a wired or wireless network to a Communications Gateway located at each client site.

- A **Communications Gateway** (typically, a QD device) that connects to the Ubiquity servers over the Internet via the client's local IP network (or through a TCS-provided cellular modem).

- The **Ubiquity Energy Management** servers which are hosted @ ubiquitysystems.net

For any number of reasons, a Communications Gateway may occasionally go offline. During this time it is temporarily unable to communicate with the Ubiquity servers. Usually, these outages are brief and the site comes back online quickly. Because of the redundancy built into the system, service at the location is not affected when communication to Ubiquity is temporarily lost.

If a Communications Gateway remains offline for an extended period, direct access through the client's network or the cellular modem is the most reliable way to troubleshoot the device to determine if the problem is a communication/network issue, or if a problem exists with the device itself.

When the Communications Gateway is connected to the Internet through an Ethernet cable to the client's local network, TCS Technical Support will require access to the Communications Gateway on the client's network through a VPN*.

[* Note: For sites that use a cellular modem to communicate with Ubiquity, VPN access is not required to troubleshoot an offline Communications Gateway.]

If third-party VPN network access cannot be granted, troubleshooting of offline Communications Gateways will require the assistance of a qualified IT employee with appropriate access to the corporate network. TCS Technical Support staff will contact this designated IT person when necessary and direct them over the phone to troubleshoot an offline device.

In the event that neither form of access can be granted, TCS may be unable to troubleshoot offline Communications Gateways and may not be able to determine if the problem with the device is covered by the TCS Limited Warranty. If this is the case, the client may be required to replace the device and ship it back to TCS at its own expense for further testing to determine Warranty status.