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POWER CYCLING
QD 2040 Device

https://www.tcsbasys.com/product/qd2040b/

ATTENTION: **Before Power Cycling**

Identify the QD2040 by any of these stickers found on the device:
TCS Logo | QD2040 | TCS Ubiquity Cloud Site Gateway

Check that the power supply is plugged into the device. The power supply should have a green LED light on indicating it is plugged into an outlet.

If your Ubiquity Cloud site is in extended offline status, you may attempt to power cycle the QD2040 to bring it back online. Follow the steps below:

Soft Reboot
Begin by attempting a soft reboot of the device. This will allow all of the device data logs to be safely saved.
1. Press and release the power button on the front of the device once
2. Wait 10 seconds
3. Listen for a "blip" sound which indicates the device has shut down*
4. Then, the blue power light should come back on automatically as the device restarts

   - Not all models are equipped with a speaker so you may not hear the audible shutdown cue.

Hard Reboot
If you have tried a soft reboot and your Ubiquity Cloud site is still offline after 15 minutes, you will next try a hard reboot.
1. Start by holding in the power button on the front for 10 seconds
   a. This will fully power down the device similar to pulling the power plug, but will allow the device some time to save logs and data
2. Once the device has powered off, press and release the power button once to turn it back on

Network Activity
If the Ubiquity Cloud site is still offline, you can check network activity to verify that the QD2040 is connecting to the internet. When the QD2040 is powered on and the ethernet cable is plugged in, you should see a solid amber light and a solid green light that will flash at first while establishing a connection. If either of these lights are missing, unplug the ethernet cable and plug it back in and check again. If this does not work, there may be an issue with the network itself. Contact someone from your IT department to check for issues.

CONTACT TCS TECHNICAL SUPPORT FOR ADDITIONAL ASSISTANCE
1 (800) 288-9383 Ext. 2