ALCAD

ALCAD ZAP FAQ
Es hora de **sumar**

ALCAD

APK INSTALLATION

1. If your smartphone does not let you install the .apk

In the smartphone, go to Settings -> Security -> Unknown sources and check it.

HEADEND CONNECTION

2. Supported modules in the headend:
AS-326 · PA-320 · ZA-331 · ZA-431 · ZA-411 · ZF-913 · ZF-914 · ZF-915

3. Impossible to connect with PS-011

Masters are PS-011, IP-001, IP-201.
Do not combine more than one master in the headend.
Be sure no IP-001 or IP-201 is connected to the bus/cable.
Be sure the headend is not in "session" from other master. Even if the master is not present physically in the bus, it could have left the "session" open. In that case, reboot the entire headend in order to free the session.

4. Impossible to connect with IP-201 + ZAP.

Masters are PS-011, IP-001, IP-201.
Maybe you have other master (IP-001 or IP-201) present in the bus. Remove it from the bus.
Maybe a former session with a PS-011 or with ZAP or ASP has left the headend "busy" . Try to reboot the headend.
See "Android Application" section if you are having further problems.

5. Impossible to connect with IP-001 + ASP.

Masters are PS-011, IP-001, IP-201.
Maybe you have other master (IP-001 or IP-201) present in the bus. Remove it from the bus.
Maybe a former session with a PS-011 or with ZAP or ASP has left the headend "busy" . Try to reboot the headend.

ANDROID APPLICATION

6. Continuous crashes during Bluetooth discovery

Download apk version 1.0.3. The problem is solved in this update.

7. IP-201 appears in the list but cannot connect with the headend

Could be lack of pairing code. Go to **Settings -> Bluetooth** and delete the IP-201. After that make a discovery and write down the pairing code ("1234").
Open ZAP app and try again. The app should show you the IP-201 paired. Now it's no necessary to introduce the code anymore.

8. ZAP app is asking me for pairing code in every session

This depends on the smartphone. Could be some security options configured in the smartphone.

9. ZAP app is giving me a warning about BBDD corrupted

The internal database has been corrupted and the app will crash.

Go to **Settings -> Apps -> ALCAD ZAP -> CLEAR DATA**.
[Try again and see if the problem is solved. If not …]
Go to **Settings -> Apps -> ALCAD ZAP -> UNINSTALL**.
[Try installing again the application]

10.   ZAP app is not working in Android 6 and up.

Google changed the runtime permissions model . To adapt the application to the new model upgrade to v1.0.4