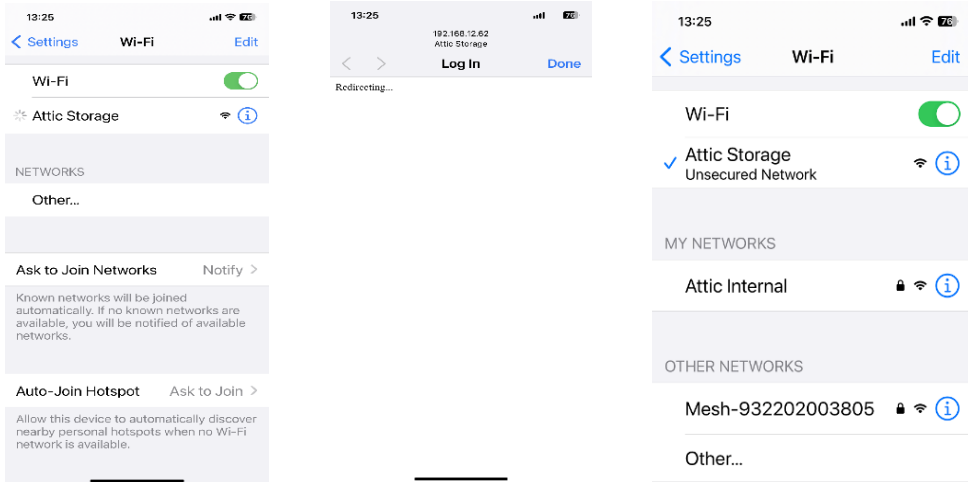# Attic Storage App Troubleshoots

1. Before logging into the Attic App:

A. Ensure that you are fully connected to the Attic Storage Wi-Fi. To do this you need to go to your Wi-Fi settings, select "Attic Storage" and click "Done".

B. Always ensure that you are connected to the Wi-Fi and internet before initiating the app, please make sure to check that you have an internet connection through the Wi-Fi and not your mobile data.

C. Make sure you do not have too many Apps open.

D. Close all unused Apps (this will also help save your device battery life)

E. Ensure your device has the latest update.

F. Ensure your device is in the correct time zone.

2. Always ensure that your Bluetooth connection is on, and that you are within a 10-meter radius of the access point you are trying to open.

3. If you have been signed out of your App, please sign in using your email address and password. Please ensure you use the email address associated with your Attic Storage account otherwise you will see "Failed to authorise user"

![attic self storage logo]
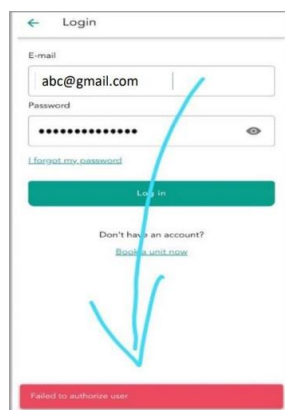
Attic Storage App Troubleshoots

4. If once signed in you fail to see any of your access groups, such as sliding door, roller shutter, unit numbers, or lifts, please ensure you are within 10 meters of the access points. Also, wait a little while as this might be due to the App downloading from the server.


If you continue to see the blank screen, please try the following:

4.A. Turn off your Bluetooth, close the app, turn on your Bluetooth, and then turn on the App.

4.B. If an Android device, except that of Google Pixel 7, go to your Settings, then to Applications, look for the Attic App, then Storage, and finally clear the Cache.

4.C. If you are using a Google Pixel 7, please contact the reception for further assistance during office hours.

5. If once logged in your screen in totally blank of any access points, please attempt to reload the app ensuring again that you have a full Wi-Fi connection. If after logging back into the app you are still unable to see any of your access points, please contact a member of staff.
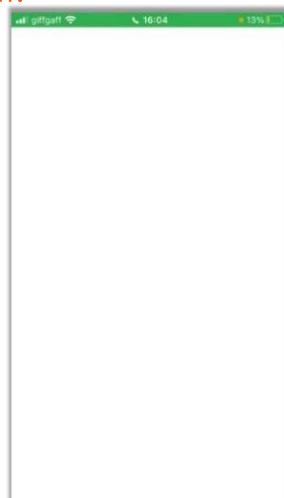
Attic Storage App Troubleshoots

6. If once logged in you find that all your access points are greyed out, please ensure that your Bluetooth is switched ON and that you are connected to the Wi-Fi and have an internet connection. If already connected, please retry step 5 and try again
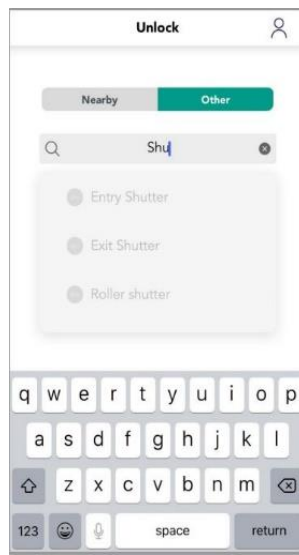
7. In some instances you accidentally request the wrong access points, for example opening Bay 1 whilst trying to open your unit, You might find this causes the App to crash, simply close and reopen the App.

8. If ever you find yourself without connection to the App, no battery on your device, or have locked your device in your unit, find your nearest intercom. We will be able to provide assistance, or you will be redirected to our out-of-hours support team.