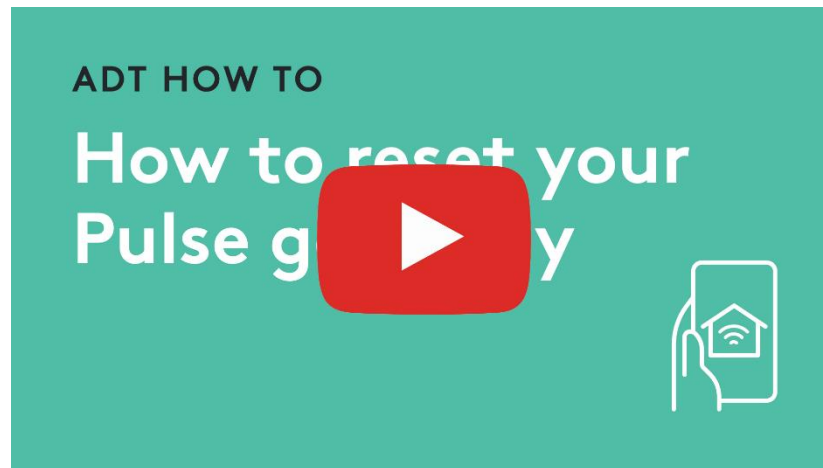The video gateway controls your wireless connections. If you get the "Status Unavailable" message, it means that the wireless devices are not communicating with each other.

Status unavailable

If you try to log into Pulse and receive the error "Status Unavailable", you may also notice a grey circle in the top right corner. This is an indication that the system is offline and unable to connect to ADT.

Status Unavailable.

Troubleshooting the gateway problem

Follow the steps below to get your system up and running again.

1. Check to make sure that you have an Internet connection and can navigate to your favorite sites. If you don't have internet, please contact your Internet provider. If you are using your mobile device, ensure that it is connected to a working Wi-Fi network.

2. Check the Gateway to make sure it is receiving power. The power cord should be securely connected to the back of the gateway and plugged into an outlet. Confirm the outlet is receiving power. You should see the LEDs lit on the front panel.

3. Unplug the Gateway.

4. Follow the Ethernet cable from the Gateway. Does it lead to a modem/router or to a Powerline Adapter (a small white device plugged into an electrical outlet)?

    - **Modem/Router**
        1. Unplug the modem/router.
        2. Wait 30 seconds.
        3. Plug the modem/router back in and wait for it to boot up.
        4. Verify that the Ethernet cable connects securely to the Ethernet port on the modem/router and to the Broadband port on the Gateway.

    - **Powerline Adapter**
        1. Unplug the Powerline Adapter closest to the modem/router.
        2. Unplug the modem/router.
        3. Wait 30 seconds.
        4. Plug the modem/router back in and wait for it to boot up.
        5. Plug in the Power Line Adapter closest to the modem/router. Make sure they are securely plugged into a working outlet and not power strips, extension cords, surge protectors, or GFI outlets. Verify that the Ethernet cable securely connects the Powerline Adapter to the Ethernet port on the modem/router.
        6. Plug in the Power Line Adapter closest to the Gateway. Make sure it is securely plugged into a working outlet and not power strips, extension cords, surge protectors, or GFI outlets. Verify that the Ethernet cable securely connects the Powerline Adapter to the Ethernet port on the Gateway.

5. Plug in the Gateway and wait 5 minutes for it to boot up.

6. Verify using the app or portal that Pulse has come back online.

After following each of these steps, the issue should be resolved. If not, please log on to MyADT.com to chat with a representative, or call 1-800-ADT-ASAP for assistance.