

*Contact the Integrated Operations Control Center (IOC) at 403-735-1300 if troubleshooting attempts fail.*

RAIC access denied (beep + red indicator when scanned)	Credentials not yet assigned/expired/revoked. Contact supervisor & Pass Office.
Severe cab damage (inhibiting movement)	IOC: re-assign gate
Cleaning needed; non-critical damage to cab/peripherals	IOC: maintenance request (not urgent)
Bridge cab is too cold	Ensure bridge is stored level (if not, heat rises and escapes out the tunnel)
Lamp test shows non-functional lamps/alarms	IOC: maintenance request (not urgent)
PBB Not Properly Parked warning	Use autopositioning if available (ITB). Or, exit Home Box and reattempt.
Message: <i>Deadmans button was not actuated.</i>	Joystick must be pressed-in while operating.
Warning: <i>Approaching [Extend/Retract/Left-Swing/Right-Swing] limit. Slowdown mode activated. Slow beep.</i>	You are too close to an apron limit. Stop bridge. Reverse direction slightly; reconsider approach.
<i>Limits Exceeded E-Stop</i> red alarm message. Fast beep. Bridge won't move.	Bridge movement locked. IOC: Urgent maintenance override.
Bridge doesn't reach to aircraft door And/or Slope-Down alarm	Raise bridge to level while approaching. Ensure correct positioning gauge for bridge, aircraft stop-line correct.

Autoleveler Up fault	Don't use autoleveler with x-small planes w stairs. Confirm bridge is close enough to fuselage. Switch to Operate & back to Autolevel to retry.
Safety Shoe Activation Limit exceeded error	<i>Accidentally pressed shoe:</i> switch to Operate, then Autoleveler again to clear error. <i>Due to autoleveler fault:</i> Level manually, call IOC (urgent).
Bridge won't reverse from docked aircraft	Ensure RAIC scanned, canopy retracted, switched to Operate, PCA/GPU off and fully retracted.
GPU or PCA indicator lit. Hoist/hose won't retract fully.	Use GPU/PCA control panel to lower or release hoist/hose, retry.
Bridge autopositioning not working	Feature is disabled on DTB bridges. Ensure Start/Horn button is continually pressed.
Material lift not working or doors not closing	Re-scan RAIC, press & hold Close button. If In Use lit but not used, check all 4 lift doors are fully closed.
MBA won't fold/unfold	<i>Fold:</i> Pull up/out on handle while pulling up on release bar, then fold. <i>Unfold:</i> ensure velcro strap is released.
MBA doesn't fit	Remove MBA, correct the alignment of bridge with plane. Ensure positioning gauge & MBA are correct for gate & plane.